

Cannot complete EFT Insight installation; unable to connect to ODBC database

## THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Insight, all versions

## SYMPTOM

Cannot complete EFT Insight installation, because it is unable to connect to the ODBC database.

## RESOLUTION

EFT Insight requires a connection to the EFT database to acquire data. If the database is not available, it will not complete installation.

You can work around this issue in one of two ways:

- In the **Server > Logs** tab, in the **Authentication** area, with **SQL Server** selected, provide the username and password to connect to the database.
- In the **Server > Logs** tab, in the **Authentication** area, select **Window authentication**.

When using an ODBC database in EFT, the ODBC string must be in both the **Database host address** field, and the **uid** and **pwd** fields in the connection string.

e.g.: DRIVER=SQL Server Native Client 11.0; DATABASE=EFTDB;  
SERVER=192.168.102.145\OURTESTSQL; uid=Bob123; pwd=Test123!

The screenshot shows the 'Audit Database Settings' dialog box. It has several sections: 'Enable Auditing and Reporting' with a checked checkbox and radio buttons for 'SQL Server' (selected) and 'Oracle'; 'Database host address[Instance Name]:' with a text box containing 'DRIVER=SQL Server Native Client 11.0; DATABASE=EFTDB'; 'Database Name:' with an empty text box; a note '-or enter DSN or DSN-less connection string and leave the other fields empty.'; 'Authentication:' with a dropdown set to 'SQL Server', 'User:' with a text box containing 'jheredia', and 'Pass:' with a masked password field; 'Diagnostic Logging Settings:' with a 'Configure' button; 'When a database error occurs:' with radio buttons for 'Stop auditing' and 'Audit to folder:' (selected), which has a text box containing 'C:\ProgramData\Globalscape\EFT Server Enterprise\' and a folder icon; 'Attempt to reconnect every:' with a checked checkbox, a spin box set to '7', and the word 'seconds'; and 'E-mail notification' with checkboxes for 'On disconnect' and 'On reconnect'.

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