

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!

Audit Database Settings

Enable Auditing and Reporting using SQL Server Oracle

Database host address[Instance Name]: Database Name:

-or enter DSN or DSN-less connection string and leave the other fields empty.

Authentication: User: Pass:

Diagnostic Logging Settings:

When a database error occurs:

Stop auditing

Audit to folder:

Attempt to reconnect every: seconds

E-mail notification

On disconnect On reconnect

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GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11460/Cannot-complete-EFT-Insight-...>