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

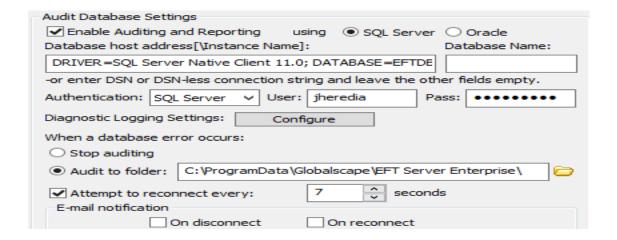
EFT Insight requires a connection to the EFT database to acquire data. If the database is not available, it will not complete installation.

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!



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GlobalSCAPE Knowledge Base

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