

[Microsoft Access][Generic ODBC] Cannot connect to Access DB using SHIR

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:59 PM PST

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Issue & Symptoms

Customer uses SHIR to connect Microsoft Access DB with Microsoft Access DB driver. But failed with error.

If error message starts with "[HY000] [Microsoft][ODBC Microsoft Access Driver]", this indicates the error is thrown by the driver. Please refer to common errors section. If the error is not listed, please reach Access team for help.

If not, please file an icm to PG team.

Common errors

- Permission issue when trying to access the DB file. (sample error: [HY000] [Microsoft][ODBC Microsoft Access Driver]General error Unable to open registry key Temporary (volatile) Ace DSN for process 0x1168 Thread 0x1744 DBC 0x618fc2b8 Jet) Usually customer can connect to Access DB via local powershell, etc.

Mitigation: Switch SHIR service account to the user account.