

# ESET Tech Center

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## What do I do if I receive MS Access driver connection failed or ODBC driver not present message during RA server installation?

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<https://support.eset.com/kb881>

Verify that your Microsoft Access (MA) driver is present on your operating system. This can be done by doing one of the the following:

Check the system and user temp folders to make sure that there is no issue with rights. To do this [click here](#).

Check the following registry entry for the reg key "Microsoft Access Driver (\*.mdb)":

HKEY\_LOCAL\_MACHINE\SOFTWARE\ODBC\ODBCINST.INI

Verify the MA driver (\*.mdb) is present on that operating system. For Vista 32 bit open c:\windows\system32\odbcad32.exe. For Vista 64 bit open c:\windows\syswow64\odbcad32.exe. Run odbcad32.exe and verify if there is "Microsoft Access Driver (\*.mdb)".