

Error Message: ODBC Excel Driver Login Failed Unexpected error from external database driver (1)

Message

Excel connection started returning an error: ODBC Login Failed

ODBC Excel Driver Login Failed Unexpected error from external database driver (1)

Explanation

Due to a mandatory security patch delivered by Microsoft on Tuesday October 10, 2017, Software Print Server customers using the Microsoft 32bit ODBC driver for (*.xls) files may see the following error:

ODBC Excel Driver Login Failed Unexpected error from external database driver (1)

This Microsoft patch impacts all versions of the Software Print Server where the Microsoft 32bit ODBC driver for (*.xls) files is used.

Solution

To resolve this issue one of the following needs to be done:

Uninstall the Microsoft update KB4041681

or

Install the latest Microsoft ODBC Driver package

1. Click on the supplied link to access the Microsoft download site.
 - <https://www.microsoft.com/en-us/download/details.aspx?id=13255>
2. Click on the install instructions and follow them to update your ODBC driver package.
3. Once complete you will need to recreate your ODBC connection using the new driver.

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2017147

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All supported Software versions

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