

FAQ Solution: Restoring connection to the ISIScan database.

"Cannot connect to Scan32new", "Database Connection Failed..."

This message occurs during login into ISIScan™ and indicates that ISIScan™ cannot find the database. Please read below for more information.

Background

ISIScan™ stores configuration settings, sample data and spectra in the \data directory under the \ISIScan program directory. This is where ISIScan expects to find the data and program elements.

In English, the default installation directory for ISIScan™ is:

C:\Program files\ Infracsoft International \ISIScan and the default data directory is:

C:\Program files\ Infracsoft International \ISIScan \data

The data directory contains a database file (scan32new.mdb) as well as related accessory configuration and storage files.

NOTE: All files within the data directory are related in time. Files in a data directory should be treated as a group. Replacing one file from a backup together with current files could lead to unstable operation and / or data loss.

The message above is usually displayed during ISIScan™ login and indicates that ISIScan could not connect to the database. This is usually due to one of the following conditions:

- The ISIScan™ database file (scan32new.mdb) has been deleted or moved from its correct location.
- The ODBC connection to the database has been deleted or corrupted.

Please carefully follow the instructions below to troubleshoot the ISIScan™ connection to the database. If you are not comfortable copying and moving files within Windows, please contact your local FOSS product specialist or seek assistance from an experienced user.

1. COPY the entire \isiscan\data directory to a safe place on the hardrive (such as c:\isibackup\data). For example, use Windows Explore to highlight the ... \Infracsoft International \ISIScan \Data directory. Right mouse click -> Copy. Navigate to a temporary storage directory and right mouse click to Paste to paste the copy of the data directory.

NOTE: do not proceed with the following steps until you are sure that a copy of the \ISIScan\Data directory is stored in a safe place outside of the ISIScan program directories.

2. Browse to the ISIScan™ data directory and make sure that the scan32new.mdb file is in the \infracsoft international\isiscan\data directory. If the database has been deleted, look for a scan32new.bak file. If this file is present, change the file name to scan32new.mdb and try the software. If neither of these files is present, a backup copy will be needed. See 4) below.
3. If the scan32new.mdb file is in the proper data directory path, try the software. If the "Cannot connect" error still comes up, reinstall the SAME version of ISIScan™ software. The should re-establish the ODBC connection to the database, but leave the \data directory there. Try the software. The error should be gone and all your data and settings still there. If your settings are not present, copy the entire \data directory backup from the first step into ... \infracsoft international \isiscan\data. Try the software.

4. If you cannot make the software work with the current data directory, you will need to try a backup directory. Depending on the version of the software, the backup directory is located in a Backup_current or Backup directory within the ISIScan directory tree by default, but this might have been changed during installation or by using the System profile. Using Windows Explore, locate the most recent backup directory and copy the ENTIRE backup directory so that the scan32new.mdb file and all the other files are in the \isiscan\data directory. Try the software. ISIScan™ should be the same as it was at the time of the backup.

If the procedure above does not work, please contact your FOSS product specialist