

SQL Native Client 10.0 ODBC driver is missing or corrupt

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Symptom

When configuring an ODBC connection on any OnGuard system, whether application server or client, you may receive one of the following error messages.

"The setup routines for the SQL Server Native Client 10.0 ODBC driver could not be loaded due to system error code 126."

"Could not load the setup or translator library."

Alternatively, the driver may be missing from the list of available ODBC drivers when you choose to add a new ODBC DSN.

Resolution

To resolve the issue, the SQL Native Client 10.0 ODBC driver must be reinstalled.

To do this, follow the steps below.

- 1) Insert the OnGuard installation DVD (disc 1) into the DVD drive of the computer having the issue.
- 2) Choose to **Explore** the disc.
- 3) Browse to the following folder on the disc:
\Temp\SQLNativeClient\32bit (if the computer is running a 32-bit version of Windows)
\Temp\SQLNativeClient\64bit (if the computer is running a 64-bit version of Windows)
- 4) Launch sqlncli.msi, and follow the prompts to install the SQL Native Client 10.0 ODBC driver.

At this point, the SQL Native Client 10.0 ODBC driver will be available for attempts to configure or add an ODBC DSN.

Applies To

OnGuard 2009 (6.3.249) or later

Additional Information

None

