

Voyager Reporter RTE 3343

- **Product:** Voyager
 - **Product Version:** 8
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Question

Reporter run-time error 3343 when running reports and notices.

Error text: "Unrecognized database format 'c:\Voyager\Reporter\xxx.mdb'."

Answer

This is often caused when one or more of the Reporter .MDB files is corrupt. Uninstall and reinstall Voyager, ensuring that a fresh set of .MDB files is available. Make sure the Reporter directory on the PC is completely deleted when you do the uninstall.

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- **Article last edited:** 25-Oct-2019