

Voyager Reporter RTE 7866

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

When attempting to run reports in Reporter, receive: Run-time error 7866: "Microsoft Access is currently being used by another application. Please close other application."

Other possible error text: "Microsoft office access can't open the database because it is missing, or opened exclusively by another user."

Other possible error text: "MS Access cannot open the database"

Reported when building and running reports and notices in Reporter. Also possibly occurs when using Prepackaged Reports.

Answer

Change the Macro Security Settings to "Low" in Access.

Make sure the MDB file is on a local drive and not a network drive.

Double-check that Voyager was installed properly using administrative privileges and that operator has proper permissions.

Check that Reporter .MDB files are not read-only.

Check that you have only one version of Office (Access) installed on the PC and that Reporter's configured properly to point to it.

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