
ORA-12170 when installing ODBC for Voyager

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

When attempting to install ODBC for Voyager receive the following error:

```
ORA-12170: TNS: Connect timeout occurred  
(#12170) [Microsoft][ODBC Driver Manager] Driver's SQLSetConnectAttr failed IM006 0 [Microsoft][ODBC Driver  
Manager] Driver's SQLSetConnectAttr failed (#0)
```

Answer

- Make sure the tnsnames.ora file is correctly configured, has no syntax errors, is in the proper directory and accessible. Make sure it is named correctly (for example the filename is tnsnames.ora and not tnsnames.ora.txt).
- Check with your I.T. Department that there is not a PC firewall, anti-virus software, and/or an institutional firewall preventing connections between the PC and the Voyager server.

Additional Information

ORA-12170 usually indicates *a connection problem*.

If you are able to run telnet on your PC, you can try using it to test connectivity for the ODBC port (port 1521).

See: [Using telnet as a tool for troubleshooting connection problems on hosted Voyager servers](#)

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