



Failure to Export Excel Files on GV-ASManager / GV-ASWeb

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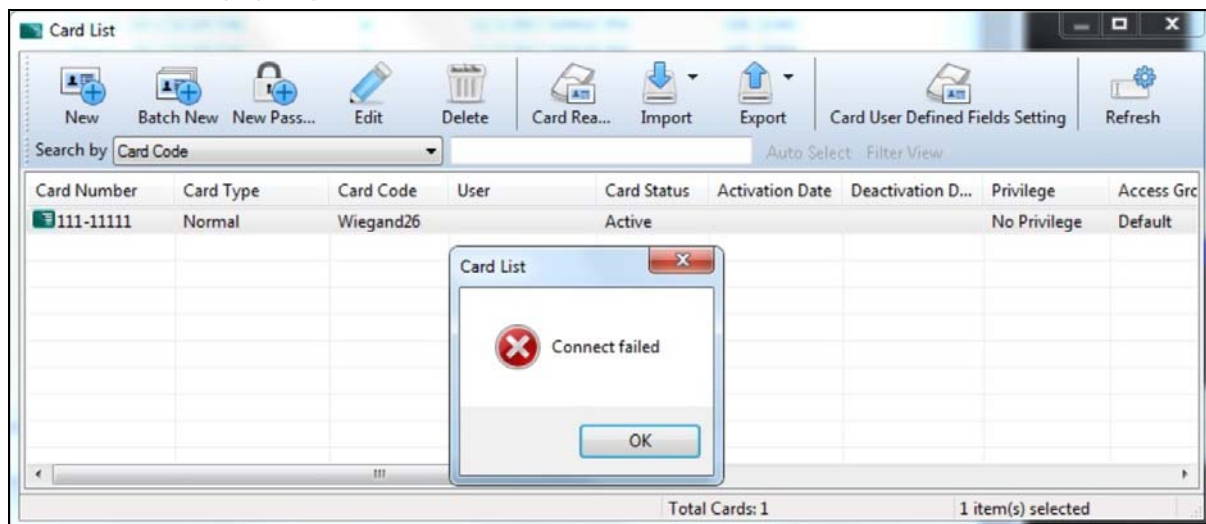
Applied to

GV-ASManager

GV-ASWeb

Symptom for GV-ASManager

Card, user or vehicle data fail to export in xls format on GV-ASManager and an error message of “Connect fail” pops up.



Symptom for GV-ASWeb

When exporting logs in xls format on GV-ASWeb, an unknown file extension of “.srf” is downloaded and cannot be read.



Cause

A glitch from Windows Update results in applications based on the Microsoft JET Database Engine to fail when creating or opening Microsoft Excel (.xls) files.

Below is a message from Microsoft in regards to the complication:

Installing this update may cause applications based on the Microsoft JET Database Engine (Microsoft Access 2007 and older or non-Microsoft applications) to fail when creating or opening Microsoft Excel .xls files. The error message is, "Unexpected error from external database driver (1). (Microsoft JET Database Engine)".

For detailed information, please refer to

<https://support.microsoft.com/en-us/help/4041676/windows-10-update-kb4041676>



Solution

To resolve the above-mentioned symptoms, follow the steps below.

1. Close GV-ASManager / GV-ASWeb and all Microsoft Office applications.
2. Go to the Microsoft Access Database Engine 2010 Redistributable download page through the link below:

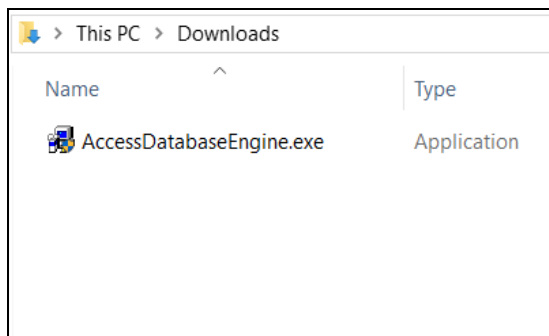
<https://www.microsoft.com/en-us/download/details.aspx?id=13255&751be11f-ed8-5a0c-058c-2ee190a24fa6>

3. Select a language and click **Download**.
4. Select AccessDatabaseEngine.exe as shown and click **Next**.

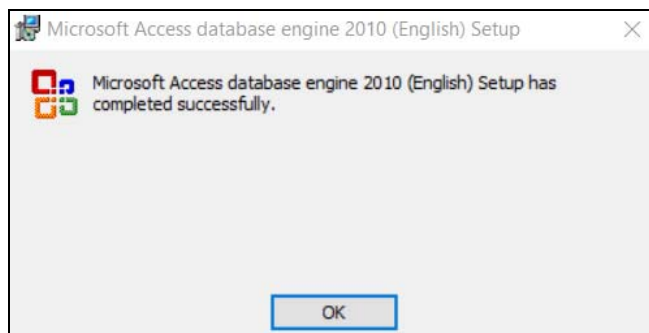
<input type="checkbox"/> File Name	Size
<input checked="" type="checkbox"/> AccessDatabaseEngine.exe	25.3 MB
<input type="checkbox"/> AccessDatabaseEngine_X64.exe	27.3 MB

Note: Select AccessDatabaseEngine regardless of the Windows' system type.

5. Double-click the **AccessDatabaseEngine.exe** program.



6. If the program is successfully installed, a setup completed message will appear.



7. Restart GV-ASManager / GV-ASWeb.