There are times when you are unable to log into the vault on a client machine with an error of 'Could not access item in database'





## Or you see this repeated error in the PDM client log files.

S Error	2022-04-11 10:24:07	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
S Error	2022-04-11 10:24:07	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
S Error	2022-04-11 10:24:54	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: 📲 👘 Database:
S Error	2022-04-11 10:24:54	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
S Error	2022-04-11 10:24:54	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
S Error	2022-04-11 10:25:40	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: Database: Database
S Error	2022-04-11 10:25:40	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
S Error	2022-04-11 10:25:40	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
S Error	2022-04-11 10:26:26	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: Database: Database
S Error	2022-04-11 10:26:26	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
S Error	2022-04-11 10:26:26	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
8 Error	2022-04-11 10:27:14	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: Database: Database

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Server: Including	
Database:	
	5
Date: 2022-10-24 13:21:11	
Module: sldworks.exe	
Function: hGetErrCode	
Error code: E_EDM_DATABASE_ACCESS	
rror code general description:	
Could not access the item in the database.	^

Creating an ODBC connection on your PDM Client machine will resolve this issue. Creating this connection is a manual handshake between the client machine and the database server. This has also been useful for client who work remotely and, in some cases, helps with performance.

Before you can create an ODBC connection on your client machine, you will need the following information.

1) You will need the sa password to your database. You can test if it is the correct password by logging into Microsoft SQL Server Management Studio (SSMS)

🔀 Microsoft SQL Server Management Studio		Quick Launch (Ctrl+Q)
File Edit View Tools Window Help		
◎ - ○   智 • ʿ□ - 🏩 📓 🦉 👰 New Query 👰 🖓 🖓 🖓 🖓 🖓 🖉 🖉 . X 🖓 ⑥   フ - ♡ -   図   -   声	- \$\vec{1}{2} \vec{1}{2} = \vec{1}{2} 1	
◎ 单 ¥   ·   > Execute ■ V 認 目 日 活 説 影   記 图 印 1 注 注 注:		
Object Explorer 👻 🕆 🗶		
Connect • ♥ <sup>3</sup> <sup>1</sup>		
	👷 Connect to Server X	
	601.6	
	SQL Server	
	Server type: Database Engine	
	Server name: PEM-LOUASUSULE/PRESS	
	Login:	
	Pession:	
	Remember password	
	Connect Cancel Help Options >>	
🗇 Ready		

2) Server\Instance Name. This can be found in the Microsoft SQL Server Management Studio (SSMS)

💦 Microsoft SQL Server Management Studio	uick Launch (Ctrl+Q)	P = 0	×
File Edit View Tools Window Help			
○ - ○ 弐 · 1 · 1 · 1 · 1 · 2 · 2 · 2 · 2 · 2 · 2			
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Name			

3) If you are using SQL Express (PDM Standard), you will need to know what ports SQL Express has dynamically used. You can find these in the SQL Server Configuration Manager. If you do not change this port to 1433, you will need to open this port in your Server's firewall.



After gathering the above information, you are ready to proceed with setting up the ODBC connection on the client machine.

Go to the client machine having problems and open ODBC Data Sources (64-bit)

(it is sometimes needed to perform the same steps for the (32-bit) version, especially if using 32-bit Office applications)

	Filters $\checkmark$
Best match	
ODBC Data Sources (32-bit) Desktop app	
Apps	
ODBC Data Sources (64-bit)	
Settings	
Set up ODBC data sources (32-bit)	
繪 Set up ODBC data sources (64-bit)	

After opening ODBC 64-bit, navigate to the System DSN tab and add a source.

stem [	Data Sourc	es:	N Drivers	Tracing	Connection	Pooling	About		
lame	Platform	Driver						Add	
							Ì	Remove	
								Configure	
	An ODE A Syste	BC System data m data source	a source stor is visible to a	es informa all users or	tion about ho n this machine	w to con e, includir	nect to the ng NT serv	indicated data p ices.	rovider.

## Select SQL Server and hit finish

er DSN	Create New Data Source				×
ystem D					
Name		Select a drive	er for which you w	ant to set up a data	source.
		Name		Version	
		ODBC Driv	er 17 for SQL Ser	ver 2017.175.01	1.01
	0110	SQL Serve	2	10.00.17763	3.01
		SQL Serve	r Native Client 11.	0 2011.110.74	162.06
		SQL Serve	r Native Client RD	A 11.0 2011.110.50	69.66
		<			>
					vide
<u></u>			Rank	Finish	ancel
			Dack	THIST	ancer

You will then name and describe the data source you are creating. More importantly you need to select or enter the name of your server hosting your database. This is the information found from step 2 when logging into SSMS.



You will then select the SQL server authentication radio button. Then log in with your sa username and password. !!!BEFORE SELECTING NEXT BE SURE TO CLICK ON CLIENT CONFIGURATION!!!

er DSN	System DSN	File DSN	Drivers	Tracing	Connection Pooling	About	
Crea	te a New Data	Source to	SQL Serv	er			×
	_	How	v should S	SQL Serve	er verify the authenticit	ty of the login ID?	
	50	(	) With V	Vindows N	IT authentication using	g the network login I[	D.
			With S	QL Serve	r authentication using	a login ID and passw	ord
		Tor	change th	e network	library usad to comm	unicate with SOL Ser	Wer
		click	Client Co	onfiguratio	n.	unicale with SQL Sei	ver.
					Clier	nt Configuration	
			Connect t	o SQL Se	rver to obtain default s	settings for the	
		≥.	additional	configura	tion options.		Jer.
			L	ogin ID:	sa		
			Pa	ssword:	•••••		
-							

After hitting client configuration before selecting next you will add your dynamic port you got from the SQL Server Configuration Manager. This is found in step 3 from the above required information. In order to add your own dynamic port, you will first need to uncheck the 'Dynamically determine port' option. If you do not need to change this information, do not uncheck that option.

dd Network Library Configur	ation	
Server alias:	PS3FHHE2A	
Network libraries	Connection parameters	
○ Named Pipes	Sanvar nama:	PS3EHHE2A
TCP/IP	Server hame.	
O Multiprotocol	Dynamically determine p	ort
NWLink IPX/SPX	Port number	1433
O Apple Talk		
Banyan VINES		
○ VIA		
Opt		

You will select change the default database to and select your vault name. Then click next



The next page we do not have to change anything and select finish



## Select Test Data Source

		~	
yst Create a Ne	ODBC Microsoft SQL Server Setup	~	×
Na	A new ODBC data source will be created with the following configuration:		
	Microsoft SQL Server ODBC Driver Version 10.00.17763 Data Source Name: ODBC test Data Source Description: ODBC test Server: PS3FHHE2A Database: Test Language: (Default) Translate: Character Data: Yes	^	dates and
	Log Long Running Queries: No Log Driver Statistics: No Use Regional Settings: No Prepared Statements Option: Drop temporary procedures on disconnect Use Failover Server: No Use ANSI Quoted Identifiers: Yes Use ANSI Quoted Identifiers: Yes Use ANSI Null, Paddings and Warnings: Yes		B <u>r</u> owse 0000 pr.
		~	Browse

If everything was entered correctly you should see the following screen and simply click ok.

	File DSN Unversi Tracing Connection Pooling Abou			
yst Create a Ne	SQL Server ODBC Data Source Test	×	×	
Na	Test Results			
	Microsoft SQL Server ODBC Driver Version 10.00.17763	~		
	Running connectivity tests			E
	Attempting connection			
	Verifying option settings			
	Disconnecting from server		dates and	
	TESTS COMPLETED SUCCESSFULLY!			Ŀ
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			11-1-	eln

These are the steps to create an ODBC connection to your database.