

When adding an ODBC connection for IVR, ensure that you are using the 32bit Windows Server tool

PROBLEM

When adding an ODBC connection via Windows Server for use with your IVR workflow, you find that IVR does not recognize the connection created.

CAUSE

By default, a 64 bit server will use the 64 bit ODBC connection tool. IVR is currently looking to the 32 bit tool for the connection information.

RESOLUTION

When creating your ODBC connection on a 64 bit server, use the built in 32 bit tool. By default this will be found in: **C:\Windows\SysWOW64\odbcad32.exe**

APPLIES TO

IVR 7.0 and 6.0, 64 bit Windows

Keywords: ODBC 64 32 bit

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