

Troubleshooting guide for 80004005 errors in Active Server Pages and Microsoft Data Access Components

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SUMMARY

This article lists various 80004005 error messages, the most frequent causes of the error messages, and troubleshooting steps to resolve them. The 80004005 error is received by Microsoft Data Access Components (MDAC) in Active Server Pages, including Microsoft ActiveX Data Objects (ADO), OLE DB, and the Remote Data Service (RDS). Although this article assumes that you are using ADO within an Active Server Pages (ASP) page, the causes and many of the troubleshooting steps are applicable to any environment in which you use ODBC for data access.

MORE INFORMATION

List of Error Messages

The 80004005 error message indicates that your data cannot be accessed. This error can be paraphrased as "I could not access your data for some reason." This section lists the text and cause of the most common error messages. For other related articles that may help to determine the cause of the error, see the "References" section. Although this article attempts to provide as much information as possible, some areas may have been missed.

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80004005' [Microsoft][ODBC Microsoft Access Driver] Could not find installable ISAM.

Cause

The account that is being used to access the ASP page does not have permissions to access the .mdb file.

Note In this case, you may receive the following error message instead depending on the IIS configuration:

Internal Server Error

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80004005' [Microsoft][ODBC Microsoft Access 97 Driver] The Microsoft Jet database engine cannot open the file '(unknown)'. It is already opened exclusively by another user, or you need permission to view its data.

Cause

There are several causes for this message. For more information, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[306269](http://support.microsoft.com/kb/306269) (<http://support.microsoft.com/kb/306269/>) PRB: Error 80004005 "The Microsoft Jet Database Engine Cannot

Open the File '(Unknown)'"

[189408](http://support.microsoft.com/kb/189408/) (<http://support.microsoft.com/kb/189408/>) FIX: ASP Fails to Access Network Files Under IIS 4.0 and IIS 5.0

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC Microsoft Access 97 Driver] Couldn't use '(unknown)'; file already in use.**

Cause

The database cannot be locked correctly for multiple users. For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[174943](http://support.microsoft.com/kb/174943/) (<http://support.microsoft.com/kb/174943/>) PRB: 80004005 "Couldn't Use '(unknown)'; File Already in Use"

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC Driver Manager]Data source name not found and no default driver specified.**

Cause

This error is one of the more common error messages and has multiple resolutions. For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[306345](http://support.microsoft.com/kb/306345/) (<http://support.microsoft.com/kb/306345/>) PRB: ASP Error 80004005 "Data Source Name Not Found"

Make sure that the most current drivers are installed. You can download the latest version of MDAC from the following Microsoft Web site:

<http://msdn.microsoft.com/data/default.aspx> (<http://msdn.microsoft.com/data/default.aspx>)

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC Driver Manager] Data source name not ??**

Cause

This error can occur because of a problem with the order in which the software is installed and uninstalled on the computer. You may receive this error if the ODBC core files become unsynchronized (they should all be the same version).

To update all of the core ODBC drivers, install the latest version of MDAC from the following Microsoft Web site:

<http://msdn.microsoft.com/data/default.aspx> (<http://msdn.microsoft.com/data/default.aspx>)

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC Access 97 ODBC driver Driver]General error Unable to open registry key 'DriverId'.**

Cause

This error occurs when you read a value from the registry. Use Registry Editor (Regedt32.exe) to check the permissions on the registry key. You can also use the Windows NT Registry Monitor (NTRegMon) to check for registry read failures. You can download NTRegMon from the following Sysinternals Web site:

<http://www.sysinternals.com> (<http://www.sysinternals.com>)

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80004005'

[Microsoft][ODBC SQL Server Driver][dbnmpntw]ConnectionOpen (CreateFile()).

Causes

There are two causes for this error, both of which are permission-related. This error can occur when a database resides on a different computer than the Web server, or when you use a Universal Naming Convention (UNC) path (\\Server\Share) to reference a database. Even if the database is on the same computer as the Web server, the Web server assumes that the database resides on a different computer on the network when you use UNC paths.

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[175671](http://support.microsoft.com/kb/175671/) (http://support.microsoft.com/kb/175671/) PRB: 80004005 ConnectionOpen (CreateFile()) Error Accessing SQL

For more information about delegation, how Microsoft Internet Information Server (IIS) uses authentication to secure a Web site, and problems such as this, refer to the following Microsoft Web site:

IIS Authentication and Security for Internet Developers
http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnauth/html/dnauth_security.asp (http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnauth/html/dnauth_security.asp)

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80004005'
 [Microsoft][ODBC Microsoft SQL Driver] Logon Failed()**

Cause

SQL Server generates this error if it does not accept or recognize the logon account and/or password that is submitted (if you are using Standard security) or if there is no Windows NT account to SQL account mapping (if you are using Integrated security).

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[306586](http://support.microsoft.com/kb/306586/) (http://support.microsoft.com/kb/306586/) PRB: Troubleshooting Error 80004005 "Login Failed" in ASP

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80004005'
 [Microsoft][ODBC SQL Server Driver][SQL Server] Login failed- User: Reason: Not defined as a valid user of a trusted SQL Server connection.**

Cause

This error can occur because Integrated security is turned on in the SQL Enterprise Manager, and the Windows NT account that is being used is not mapped to a SQL account. To resolve this problem, use one of the following methods:

- Configure SQL Server to use Standard security. In SQL Enterprise Manager, right-click the Server, and then click **SQL Server**. Click the **Security Options** tab in the **SQL Server Property** dialog box. Click to select **SQL Server and Windows** under **Authentication**, and then click **OK**.
- If you are running under IIS 4.0, clear the **Password Synchronization** check box for that project.

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80004005'
 [Microsoft][ODBC Microsoft Access 97 Driver] Couldn't lock file.**

Causes

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[306441](http://support.microsoft.com/kb/306441/) (http://support.microsoft.com/kb/306441/) PRB: Troubleshooting Error 80004005 "Couldn't Lock File" in ASP

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC Microsoft Access 97 Driver]
'(unknown)' isn't a valid path. Make sure that the path name is spelled correctly and that you are connected to the server on which the file resides.

Cause

The path that the Web server is reading is not a valid path. Often, this occurs when the Global.asa file is being used, and the connection string is created on a computer other than the Web server. If the path is a mapped drive letter, it is probably only valid for the client computer that created the connection string.

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC SQL Server Driver][SQL Server]
The query and the views in it exceed the limit of 16 tables.

Cause

This error occurs because the query is too complex. There are several limitations on a query.

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC SQL Server Driver][DBNMPNTW]
ConnectionWrite (GetOverLappedResult()).

Cause

When you turn off the allow Anonymous User context, Windows NT closes the pipe to SQL Server after the first request is complete. This is because the first connection to SQL Server is made under the IIS Anonymous User account. IIS then either impersonates the browser client on that same thread or tries to access the connection on a different thread that is running in the impersonated user context. In either case, Windows NT detects the attempt to use a network-named pipe handle that was opened in a different user context and forces the pipe to close, according to its security rules. When you view the connections on the SQL Server with a network monitor, Windows NT issues a name pipe close request, which causes the error in the Web browser.

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80004005'
[Microsoft][ODBC SQL Server Driver][DBMSSOCN]
General network error. Check your network document

Cause

This error can occur when you rename a SQL server computer. Domain Name Systems (DNS) that reference the old name fail when the computer name cannot be located.

Error Message

Microsoft OLE DB Provider for ODBC Drivers error '80040e21'
Errors occurred

-or-

80004005: ConnectionWrite(GetOverLappedResult)

Cause

This error can occur when you try to insert more data into a field than is allowed (for example, if you insert 26 characters into a Microsoft Access field that is formatted to accept only 25 characters).

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[166659](http://support.microsoft.com/kb/166659/) (http://support.microsoft.com/kb/166659/) PRB: Accessing SQL Database Fails on Second Attempt

Error Message

Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done.

Cause

There are multiple causes for this message; see the "References" section for articles that pertain to this message.

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80040e14'
[Microsoft][ODBC Microsoft Access 97 Driver]
Syntax error in INSERT INTO statement.**

Cause

This error occurs because a column name may be a reserved word, such as "DATE." Change the column name to a non-reserved name, such as "SaleDate."

Error Message

**Microsoft OLE DB Provider for ODBC Drivers error '80040e10'
[Microsoft][ODBC Microsoft Access 97 Driver]
Too few parameters. Expected 1.**

Cause

This error occurs because the column name that you used in the query syntax does not exist. Often this error is just a typographical error. Check the column names in a database against your query string. If you are using Microsoft Access, make sure that the actual column name is used and not a column's "display" name.

REFERENCES

Articles Related to Microsoft Access

[163159](http://support.microsoft.com/kb/163159/) (http://support.microsoft.com/kb/163159/) ACC97: How to Use ASP Files to Query a Secure Microsoft Access Database

[166029](http://support.microsoft.com/kb/166029/) (http://support.microsoft.com/kb/166029/) PRB: Error "Cannot Open File Unknown" Using Access

[167452](http://support.microsoft.com/kb/167452/) (http://support.microsoft.com/kb/167452/) PRB: 'Not a valid path' Error when Using Access Data Source

[174943](http://support.microsoft.com/kb/174943/) (http://support.microsoft.com/kb/174943/) PRB: 80004005 "Couldn't Use '(unknown)'; File Already in Use"

[189408](http://support.microsoft.com/kb/189408/) (http://support.microsoft.com/kb/189408/) FIX: ASP Fails to Access Network Files Under IIS 4.0 and IIS 5.0

[207525](http://support.microsoft.com/kb/207525/) (http://support.microsoft.com/kb/207525/) PRB: IIS4: ASP/ADO Do Not Work Across UNC Path

[234011](http://support.microsoft.com/kb/234011/) (http://support.microsoft.com/kb/234011/) FPSE2000: Saving Form Results to Access Database ODBC Error

[306269](http://support.microsoft.com/kb/306269/) (http://support.microsoft.com/kb/306269/) PRB: Error 80004005 "The Microsoft Jet Database Engine Cannot Open the File '(Unknown)'"

[306441](http://support.microsoft.com/kb/306441/) (http://support.microsoft.com/kb/306441/) PRB: Troubleshooting Error 80004005 "Couldn't Lock File" in ASP

Articles Related to Microsoft SQL Server

[166659](http://support.microsoft.com/kb/166659/) (http://support.microsoft.com/kb/166659/) PRB: Accessing SQL Database Fails on Second Attempt

[169377](http://support.microsoft.com/kb/169377/) (http://support.microsoft.com/kb/169377/) INF: How to Access SQL Server Within Active Server Pages

[174638](http://support.microsoft.com/kb/174638/) (http://support.microsoft.com/kb/174638/) PRB: ODBC Error When You Pass Date Parameters to SQL Stored Procedure

[175671](http://support.microsoft.com/kb/175671/) (http://support.microsoft.com/kb/175671/) PRB: 80004005 ConnectionOpen (CreateFile()) Error Accessing SQL

[178040](http://support.microsoft.com/kb/178040/) (http://support.microsoft.com/kb/178040/) PRB: ConnectionWrite(GetOverLappedResult) on Update/Insert - SQL

[186726](http://support.microsoft.com/kb/186726/) (http://support.microsoft.com/kb/186726/) Error 80004005 Occurs When Retrieving Data from SQL Server

[253500](http://support.microsoft.com/kb/253500/) (http://support.microsoft.com/kb/253500/) PRB: "Client Unable to Establish Connection" Error Message When Connecting from ASP to SQL Server

[297035](http://support.microsoft.com/kb/297035/) (http://support.microsoft.com/kb/297035/) FIX: Correlation Error Using Parameters.Refresh with SQLOLEDB

[306586](http://support.microsoft.com/kb/306586/) (http://support.microsoft.com/kb/306586/) PRB: Troubleshooting Error 80004005 "Login Failed" in ASP

Articles Related to Microsoft OLE DB Provider for ODBC Drivers

[172684](http://support.microsoft.com/kb/172684/) (http://support.microsoft.com/kb/172684/) XL97: Cannot Undo Background in Text Box on a Chart Object

[173742](http://support.microsoft.com/kb/173742/) (http://support.microsoft.com/kb/173742/) FIX: Global.asa Is Not Executed If Restricting Web Access

[174640](http://support.microsoft.com/kb/174640/) (http://support.microsoft.com/kb/174640/) PRB: ASP Error "The Query Is Not Updateable" When You Update Table Record

[175168](http://support.microsoft.com/kb/175168/) (http://support.microsoft.com/kb/175168/) PRB: ASP Returns 'Operation Must Use an Updateable Query' Error

[178215](http://support.microsoft.com/kb/178215/) (http://support.microsoft.com/kb/178215/) HOWTO: Configure Visual InterDev to Work with an Authenticated Web Project

[189206](http://support.microsoft.com/kb/189206/) (http://support.microsoft.com/kb/189206/) PRB: "Couldn't Find File 'Unknown'" Error When You Set Default Language to JScript

[190006](http://support.microsoft.com/kb/190006/) (http://support.microsoft.com/kb/190006/) "ODBC Drivers Error 80004005" When Browsing ASP Pages

[194800](http://support.microsoft.com/kb/194800/) (http://support.microsoft.com/kb/194800/) PRB: 'Invalid Use Of Default Parameter' Error in a Recordset DTC

[195951](http://support.microsoft.com/kb/195951/) (http://support.microsoft.com/kb/195951/) HOWTO: Query and Update Excel Data Using ADO From ASP

[201004](http://support.microsoft.com/kb/201004/) (http://support.microsoft.com/kb/201004/) PRB: Error 80004005 When You Use Data Range Header and Footer Controls

[234205](http://support.microsoft.com/kb/234205/) (http://support.microsoft.com/kb/234205/) PRB: File '(unknown)', Exception Occurred, or No Data Using Recordset DTCs

[238971](http://support.microsoft.com/kb/238971/) (http://support.microsoft.com/kb/238971/) Error Message: Microsoft OLE DB Provider for ODBC Drivers Error '80004005'

[306345](http://support.microsoft.com/kb/306345/) (http://support.microsoft.com/kb/306345/) PRB: ASP Error 80004005 "Data Source Name Not Found"

Articles Related to Novell NetWare

[178045](http://support.microsoft.com/kb/178045/) (http://support.microsoft.com/kb/178045/) HOWTO: Configure ASP to Read Data File on a Novell Server

[271214](http://support.microsoft.com/kb/271214/) (http://support.microsoft.com/kb/271214/) Unable to Access FoxPro Databases on Netware 5 Server from IIS 5.0

[271228](http://support.microsoft.com/kb/271228/) (http://support.microsoft.com/kb/271228/) IIS 5.0: Unable to Obtain Data from Access Database Residing on Netware 5 Server Using ASP

[271459](http://support.microsoft.com/kb/271459/) (http://support.microsoft.com/kb/271459/) IIS 4.0: Unable to Extract Data from Access Database on Netware 5 Server - Error Message: File Not Found

Articles Related to Oracle

[183345](http://support.microsoft.com/kb/183345/) (http://support.microsoft.com/kb/183345/) FIX: ORA-00000 Error Message with ASP, MTS, and Connection Pooling

[222990](http://support.microsoft.com/kb/222990/) (http://support.microsoft.com/kb/222990/) FIX: BUG: Error 0x80004005 Calling Certain Stored Procedures in Oracle

[255084](http://support.microsoft.com/kb/255084/) (http://support.microsoft.com/kb/255084/) HOWTO: Troubleshoot an ASP-to-Oracle Connectivity Problem

Other Articles

[184572](http://support.microsoft.com/kb/184572/) (http://support.microsoft.com/kb/184572/) PRB: Creating Application with PWS 4.0, Windows 95 and VID

[194397](http://support.microsoft.com/kb/194397/) (http://support.microsoft.com/kb/194397/) Err Msg: Application Object Error 'ASP 0197 : 80004005' Disallowed Object Use

[197323](http://support.microsoft.com/kb/197323/) (http://support.microsoft.com/kb/197323/) HOWTO: Troubleshoot "ADODB.Connection" Error 800a0bb9 from Recordset DTC

[198531](http://support.microsoft.com/kb/198531/) (http://support.microsoft.com/kb/198531/) FIX: RDS 2.0 Client Cannot SubmitChanges to RDS 1.5 Server

[222828](http://support.microsoft.com/kb/222828/) (http://support.microsoft.com/kb/222828/) Err Msg: Microsoft OLE DB Provider for ODBC Drivers Error '80040e4d'

[225042](http://support.microsoft.com/kb/225042/) (http://support.microsoft.com/kb/225042/) BUG: Error Message: Error '80004005' Unexpected Error

[228935](http://support.microsoft.com/kb/228935/) (http://support.microsoft.com/kb/228935/) FIX: Uninitialized String Variables, Empty String Values, Jet Provider, and Errors Occurred

[229657](http://support.microsoft.com/kb/229657/) (http://support.microsoft.com/kb/229657/) PRB: ASP 0156: 80004005 Header Error

[237536](http://support.microsoft.com/kb/237536/) (http://support.microsoft.com/kb/237536/) PRB: 80004005 Unspecified Error When Passing Disconnected Recordset from MTS to ASP

[247931](http://support.microsoft.com/kb/247931/) (http://support.microsoft.com/kb/247931/) INF: Authentication Methods for Connections to SQL Server in Active Server Pages

[250809](http://support.microsoft.com/kb/250809/) (http://support.microsoft.com/kb/250809/) "Unexpected Error" Occurs When You Use RDS Through SSL

[253114](http://support.microsoft.com/kb/253114/) (http://support.microsoft.com/kb/253114/) PRB: SQL_DRIVER_NOPROMPT Error When Using DEconnection in VB COM Object

[253157](http://support.microsoft.com/kb/253157/) (http://support.microsoft.com/kb/253157/) BUG: Identity Field Remains Read-Only After Executing SET IDENTITY_INSERT ON Statement

[253696](http://support.microsoft.com/kb/253696/) (http://support.microsoft.com/kb/253696/) PRB: Cannot Access URL with ADO 2.5 and Internet Publishing Provider (MSDAIPP) on IIS 4.0

[253779](http://support.microsoft.com/kb/253779/) (http://support.microsoft.com/kb/253779/) HOWTO: Troubleshoot "80020009 Exception Occurred" for DE Commands

[257556](http://support.microsoft.com/kb/257556/) (http://support.microsoft.com/kb/257556/) FIX: DB_E_ERRORSOCCURRED When ODBC Driver Returns TABLE_TYPE of More than 15 Characters

[259382](http://support.microsoft.com/kb/259382/) (http://support.microsoft.com/kb/259382/) INFO: Microsoft Transaction Server (MTS) Knowledge Base Article Index

[259383](http://support.microsoft.com/kb/259383/) (http://support.microsoft.com/kb/259383/) INFO: ASP Knowledge Base Article Index

[265263](http://support.microsoft.com/kb/265263/) (http://support.microsoft.com/kb/265263/) PRB: Cannot Open a Client-Side Cursor for a SQL Query to OLAP Server

[269495](http://support.microsoft.com/kb/269495/) (http://support.microsoft.com/kb/269495/) PRB: "Multiple-step OLE DB operation generated errors" When Opening ADO Connection

[270119](http://support.microsoft.com/kb/270119/) (http://support.microsoft.com/kb/270119/) PRB: 7357/7320 Error While Performing UPDATE, INSERT, or DELETE on Remote Table Using OpenQuery Via Linked Server

[272583](http://support.microsoft.com/kb/272583/) (http://support.microsoft.com/kb/272583/) MOD2000: "Multiple-Step OLE DB Operation Generated Errors" Error Message with Document Library Sample

[272693](http://support.microsoft.com/kb/272693/) (http://support.microsoft.com/kb/272693/) 0x80004005 ASP Error Message Occurs When You Connect to a Database After Crystal Reports 8 Installation

[273482](http://support.microsoft.com/kb/273482/) (http://support.microsoft.com/kb/273482/) PRB: Error "Request Object, ASP 0107 (0x80004005)" When You Post a Form

[276020](http://support.microsoft.com/kb/276020/) (http://support.microsoft.com/kb/276020/) INFO: Upgrading to Windows 2000 with Visual InterDev

[277381](http://support.microsoft.com/kb/277381/) (http://support.microsoft.com/kb/277381/) Predictor Model Fails If the Model Name Is Longer than 128 Characters

[284067](http://support.microsoft.com/kb/284067/) (http://support.microsoft.com/kb/284067/) SPS: Indexing Exchange 2000 or SharePoint Portal Server by Using Basic Authentication Does Not Work with Blank Password

[285081](http://support.microsoft.com/kb/285081/) (http://support.microsoft.com/kb/285081/) INFO: XMLHttpRequest Object Requires Internet Explorer 5.0 or Later

[286245](http://support.microsoft.com/kb/286245/) (http://support.microsoft.com/kb/286245/) PRB: Error Updating Records Using DB2OLEDB and Server-Side ADO Cursor

[288785](http://support.microsoft.com/kb/288785/) (http://support.microsoft.com/kb/288785/) INFO: Cursor Type Supported by DB2OLEDB Provider

[292644](http://support.microsoft.com/kb/292644/) (http://support.microsoft.com/kb/292644/) FPSE2002: Error Message After You Change Password: ADO Error 80040E4D: Login Failed for User 'sa'

[294160](http://support.microsoft.com/kb/294160/) (http://support.microsoft.com/kb/294160/) BUG: Update of Newly Inserted Row Causes DB_E_ERRORSOCCURRED

[296169](http://support.microsoft.com/kb/296169/) (http://support.microsoft.com/kb/296169/) PRB: Error "Session Object, ASP 0168" When You Assign Session Variables in JavaScript

[306216](http://support.microsoft.com/kb/306216/) (http://support.microsoft.com/kb/306216/) PRB: Error "Unable to Load Communication Module" in ASP/ADO/SQL Server

[307002](http://support.microsoft.com/kb/307002/) (http://support.microsoft.com/kb/307002/) PRB: ASP/ODBC/SQL Server Error 0x80040E4D "Login Failed for User '(Null)'"

APPLIES TO

- Microsoft Active Server Pages 2.0
- Microsoft Active Server Pages 3.0
- Microsoft Internet Information Server 4.0
- Microsoft Internet Information Services 5.0
- Microsoft Data Access Components 2.0
- Microsoft Data Access Components 2.1
- Microsoft Data Access Components 2.5
- Microsoft Data Access Components 2.6
- Microsoft Data Access Components 2.7

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