Error connecting to database: database type is not supported



If you receive the error message 'Error connecting to database: database type is not supported', when attempting to access a saved database connection, you can remedy the problem by editing the Windows registry.

To manually remove the AT entry in the system registry, locate the information at:

HKEY_CURRENT_USER\Software\JavaSoft\Prefs\org\archiviststoolkit*



Once it has been deleted, restart the Toolkit and re-enter the connection settings.

*To navigate and modify the registry:

Click Start Type REGEDIT Click OK The Registry Editor will now open Locate the key (HKEY_CURRENT_USER) you wish to modify.



Click on the arrow to the left of the key to expand the directory and navigate to HKEY_CURRENT_USER\Software\JavaSoft\Prefs\org\archiviststoolkit The values contained in the key will now appear in the right pane. Right-click the value you wish to

modify or delete.



If this does not fix the problem, then edit or delete the 'atdbinfo.txt' file.

First, make sure the AT client is closed, then locate the file "atdbinfo" located on Windows machines in the user's folder (for example, C:\Documents and settings\[user]/atdbinfo.txt). This example below is for Windows XP

- N210035	Favorites Tools Help Image: Search Folders Image: Search		
File Edit View Favorites	Tools Help		
🚱 Back 🔹 🕥 🔹 🏂	🔎 Search 🛛 🄀 F	olders	× 9 💷
Idress 🗁 C:\Documents and Settings\A2Ross			
Name	Size	Туре	Date Modified 🔻
🗐 ntuser.dat	108 KB	Text Document	2/4/2011 2:45 PM
🔤 NTUSER	8,960 KB	DAT File	2/2/2011 9:19 AM
🗐 atdbinfo	1 KB	Text Document	10/29/2010 6:31 AM
🐻 MSS 0227-ead	415 KB	XML Document	9/22/2010 10:40 AM
🐻 MSS 0226-ead	105 KB	XML Document	9/22/2010 10:39 AM
🔂 MSS 0225-ead	542 KB	XML Document	9/22/2010 10:39 AM
hs_err_pid4452	12 KB	Text Document	9/10/2010 1:02 PM
📃 CertificateLogger	2 KB	Text Document	11/2/2008 5:31 PM
📃 SetSchedulerSU	1 KB	Text Document	6/1/2008 10:00 AM
DetectSU	1 KB	Text Document	6/1/2008 10:00 AM
🗊 TvsuBiosCheck	1 KB	Text Document	6/1/2008 10:00 AM
🙆 My Recent Documents		File Folder	2/4/2011 2:12 PM
🛅 Desktop		File Folder	2/3/2011 4:12 PM
My Documents		File Folder	1/28/2011 8:36 AM
🚞 at_dictionary		File Folder	12/16/2010 2:54 PM
🚞 Application Data		File Folder	11/26/2010 9:03 AM
🛅 at_db		File Folder	11/22/2010 8:07 AM
🛅 Start Menu		File Folder	10/19/2010 9:19 AM
Conferencing		File Folder	12/2/2009 3:03 PM
🚞 .SunDownloadManager		File Folder	5/24/2009 7:35 AM
🚞 SendTo		File Folder	5/14/2009 11:46 AM

And the following is a view of the location in Windows 7:



Once you have located the atdbinfo.txt file, you have two options: 1) open it and delete the connection setting that is faulty and any others you want to discard, or 2) simply delete the file (you can add re-save your connection settings again going forward).

With the file either deleted or edited and saved, re-launch the AT, and this should fix the problem.