



Product Note

Ocean Access Database Failure

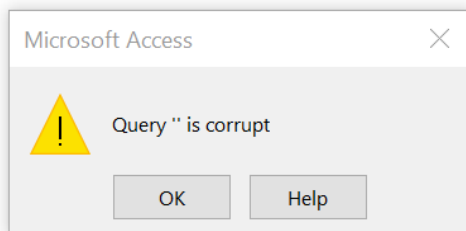
Background

In November 2019, Microsoft sent out an update for Office365/Access Database to all Windows users. This update contained a critical bug that caused applications that uses Access Database to stop working.

More info about this update can be found at Microsofts Website:

<https://support.office.com/en-us/article/access-error-query-is-corrupt-fad205a5-9fd4-49f1-be83-f21636caedec>

Since Ocean uses Access Database runtimes to store measurements, templates and other information, this update causes Ocean to crash on start with an error message similar to this:



NOTE! This affects all versions of Ocean.

Below are examples of error messages that have been reported of the same cause.

- "catastrophic failure"
- "unrecoverable error"
- "invalid floating point operation", error about access violation in combase.dll
- "Query '' is corrupt" // tends to happen when you try to make a change in the database

How to resolve the issue

Microsoft have acknowledged the error and has released a fix that should automatically be rolled out to all affected users. RTI has noticed that the deployment of the fix has been delayed for some users. Depending on the Update and Security policies at your company this might be a reason for the delayed fix.

There are two ways to fix the issue immediately which we present in this document.



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Step 1: Repair Office / Access Database

1. Open up Settings in Windows 10.
2. Navigate to Apps.
3. Select MS Office. (If MS Office is not in the list, Select Microsoft Office Database 2007)
4. Click modify and finally "repair".

If the above suggestion did not solve the issue:

Step 2: Reinstall Access Runtime Libraries

Download Access Runtime Libraries here:

<http://login.rtigroup.com/develop/AccessRunTimeEngine.zip>

Download, extract and run the executable and Ocean should work again.

If you still experience any issues, please contact support at support@rtigroup.com.

Long term solution

RTI is investigating the possibility to update the implementation of Access Database in Ocean to avoid similar issues. News regarding this will be posted on the webpage,

<https://www.rtigroup.com>

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