

**KB Article 2013\_EE\_903**  
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Why I am getting a message "Error while connecting UserProfileDB.mdb" when I try to open Cellica Database desktop application. (Personal/Enterprise)?

## Product(s)

Cellica Database (Internet/Wi-Fi/Anywhere ) ( Personal Edition or Enterprise Edition)

## Symptoms

You will get a message "Error while connecting UserProfileDB.mdb" while trying to open Cellica Database desktop application.

## Details:

Please use following steps to restore normal working with Cellica Database application,

### 1) Cellica Database Personal Editions

- **Cellica Database (Internet) Personal Edition:**

**Step 1-** Close Cellica Database desktop software.

Go To Cellica Database desktop application Installation Path,

"C:\Program Files\Wireless Database Viewer Plus\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "WDBViewerPlus.exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"

**Step 2-** Now open Cellica Database desktop application.

**Step 3-** Stop syncing application using "Stop Synchronization" button from "Preferences" module of desktop application.

**Step 4-** Go To Cellica Database desktop application Installation Path,

"C:\Program Files\Wireless Database Viewer Plus\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"
- Repeat above steps for all exe files on this path.

**Step 5-** Restart syncing application using "**Start Synchronization**" button from "**Preferences**" module of desktop application.

Try to use the software.

If you still face any issue while using Cellica Database desktop application, please zip and mail us "Logs" folder from following path on your computer.

"C:\Program Files\Wireless Database Viewer Plus\Desktop Files\"

- **Cellica Database (Wi-Fi) Personal Edition:**

Please use following steps to restore normal working with Cellica Database application,

**Step 1-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database (Wi-Fi)\Desktop Files\" and Set "*Run As Administrator*" to all exe files as follows,

- Right click on "*CellicaDBWFAdmin.exe*" and Open Properties.
- GoTo "*Compatibility*" Tab.
- Under "*Privilege Level*", set "*Run this program as an administrator*" option Check Mark to "*True*".
- Click "*Ok*"

**Step 2-** Now open Cellica Database Wi-Fi desktop application.

**Step 3-** Stop syncing application using "**Stop Synchronization**" button from "**Preferences**" module of desktop application.

**Step 4-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database (Wi-Fi)\Desktop Files\" and Set "*Run As Administrator*" to all exe files as follows,

- Right click on "*exe*" and Open Properties.
- GoTo "*Compatibility*" Tab.
- Under "*Privilege Level*", set "*Run this program as an administrator*" option Check Mark to "*True*".
- Click "*Ok*"
- Repeat above steps for all exe files on this path.

**Step 5-** Restart syncing application using "**Start Synchronization**" button from "**Preferences**" module of desktop application.

Try to use the software.

If you still face any issue while using Cellica Database desktop application, please zip and mail us "Logs" folder

from following path on your computer.

"C:\Program Files\Cellica Database (Wi-Fi)\Desktop Files\"

- **Cellica Database Anywhere Personal Edition:**

Please use following steps to restore normal working with Cellica Database application,

**Step 1-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database Anywhere\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "CellicaDBAnywhereAdmin.exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"

**Step 2-** Now open Cellica Database Anywhere desktop application.

**Step 3-** Stop syncing application using "Stop Synchronization" button from "Preferences" module of desktop application.

**Step 4-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database Anywhere\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"
- Repeat above steps for all exe files on this path.

**Step 5-** Restart syncing application using "Start Synchronization" button from "Preferences" module of desktop application.

Try to use the software.

If you still face any issue while using Cellica Database desktop application, please zip and mail us "Logs" folder from following path on your computer.

"C:\Program Files\Cellica Database Anywhere\Desktop Files\"

## 2) Enterprise Cellica Database Editions

- **Cellica Database (Internet) Enterprise Edition:**

Please use following steps to restore normal working with Cellica Database application,

**Step 1-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Corporate Wireless Database Viewer Plus\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "CWDBViewerPlus.exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"

**Step 2-** Now open Cellica Database desktop application.

**Step 3-** Stop syncing application using "Stop Synchronization" button from "Preferences" module of desktop application.

**Step 4-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Corporate Wireless Database Viewer Plus\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"
- Repeat above steps for all exe files on this path.

**Step 5-** Restart syncing application using "Start Synchronization" button from "Preferences" module of desktop application.

Try to use the software.

If you still face any issue while using Cellica Database desktop application, please zip and mail us "Logs" folder from following path on your computer.

"C:\Program Files\Corporate Wireless Database Viewer Plus\Desktop Files\"

- **Cellica Database (Wi-Fi) Enterprise Edition:**

Please use following steps to restore normal working with Cellica Database application,

**Step 1-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database Wi-Fi Enterprise Edition\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "ECellicaDBWFAdmin.exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"

**Step 2-** Now open Cellica Database Wi-Fi desktop application.

**Step 3-** Stop syncing application using "Stop Synchronization" button from "Preferences" module of desktop application.

**Step 4-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database Wi-Fi Enterprise Edition\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"
- Repeat above steps for all exe files on this path.

**Step 5-** Restart syncing application using "Start Synchronization" button from "Preferences" module of desktop application.

Try to use the software.

If you still face any issue while using Cellica Database desktop application, please zip and mail us "Logs" folder from following path on your computer.

"C:\Program Files\Cellica Database Wi-Fi Enterprise Edition\Desktop Files\"

- **Cellica Database Anywhere Enterprise Edition:**

Please use following steps to restore normal working with Cellica Database application,

**Step 1-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database Anywhere Enterprise Edition\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "ECellicaDBAnywhereAdmin.exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"

**Step 2-** Now open Cellica Database Anywhere desktop application.

**Step 3-** Stop syncing application using "Stop Synchronization" button from "Preferences" module of desktop application.

**Step 4-** Go To Cellica Database desktop application Installation Path, "C:\Program Files\Cellica Database Anywhere Enterprise Edition\Desktop Files\" and Set "Run As Administrator" to all exe files as follows,

- Right click on "exe" and Open Properties.
- GoTo "Compatibility" Tab.
- Under "Privilege Level", set "Run this program as an administrator" option Check Mark to "True".
- Click "Ok"
- Repeat above steps for all exe files on this path.

**Step 5-** Restart syncing application using "Start Synchronization" button from "Preferences" module of desktop application.

Try to use the software.

If you still face any issue while using Cellica Database desktop application, please zip and mail us "Logs" folder from following path on your computer.

"C:\Program Files\Cellica Database Anywhere Enterprise Edition\Desktop Files\"