

# WINTOTAL SUPPORT BULLETIN

## ATHENA GENERATION

Document#: 2001

Date Revised: 3/19/2001

Pages: 1

Subject: Correcting system error 182

---

**Issue: When I click Contacts in the Appraisal Desktop, I get "Specified driver could not be loaded due to system error 182 (Microsoft Access Driver \*.mdb). How do I correct this?**

This error appears because certain files have been loaded onto your computer that are now out of date. Most of the time these files have been loaded onto your computer from the internet. The way to stop **error 182** from appearing is to delete these files.

More than 200 pages of instructional information is accessible for the WinTOTAL program. Simply click the Windows "Start" button, select "Programs," followed by the WinTOTAL program group, and then click the icon labeled "WinTOTAL User Manual." Other Support Bulletins like this one, on a wide variety of topics, are available from your Appraisal Desktop in the Solutions Center by clicking the "Tech Doc Library" button.

Last Revision By:

-KRJ

1. In the lower left-hand corner of your screen click **Start**.
2. Scroll up to **Find**. A menu will appear to the right. Click **Files or Folders**.
3. In the **Named:** field, type **alaGrid.ctlContacts**
4. Click **Find Now**.
5. A window will appear at the bottom of the search box to show the search results.
6. After the search is completed, click **alaGrid.ctlContacts** in the search window and press the **Delete** key on your keyboard.
7. A **Confirm File Delete** box will appear. Click **Yes**.
8. Repeat steps 2 through 7. In step 3 type **alaWEB.clsGetStats**.
9. In the **Find: Files** box click **File**, then scroll down and click **Close**.
10. Open WinTOTAL.
11. Click **Contacts**.
12. A Security Message will appear. Click **Yes**.

The error should no longer appear.