



## eChange TECHNICAL SUPPORT

### Topic:

Global ASA error line 113 when accessing Web Client

Product/Version: Web Client, All versions

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### Symptoms:

Users are unable to access the web client interface. Error returned mentions an MWSCommon error, and also specifies an Invalid procedure call or argument.

### Cause:

Caused either by incorrect permissions, or an incorrect IIS configuration.

### Resolution:

The problem could be caused from either incorrect permissions on the tmpdocs folder, or a missing dgtemp Virtual Directory. Refer to the appropriate eChange 3.1 Installation Guide to configure IIS and create the dgtemp directory: for NT 4.0 refer to pages 4-77 and 4-85, for Windows 2000 refer to page 4-74.

### Comments:

### Keywords:

Global ASA, dgtemp, tmpdocs, Virtual Directory, Web Client