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## eChange TECHNICAL SUPPORT

### Topic:

eChange Viewer Installer is not recognizing correct Inetpub root location

Product/Version: eChange Installer v3.1.1

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### Symptoms:

When the Microsoft Web Services are installed on a hard drive location other than the default of C: (i.e. D:\Inetpub\wwwroot), the eChange installer will neglect to redirect all necessary files to the altered location. This creates a path discrepancy and may cause the eChange viewer to fail.

### Cause:

The installer checks the system registry for the IIS path and neglects any user input of path information during the Web Viewer portion of the installer. In some cases when the Inetpub is relocated to another drive, the system registry will still display the path as C:\Inetpub\wwwroot.

### Resolution

After installing IIS in the location of your preference, and before installing eChange, you will need to edit the registry to reflect the new location to Inetpub (i.e. D:\Inetpub\wwwroot). The registry key needing modification is "HKEY\_Local\_Machine\Software\Microsoft\Inetstp\". The value "PathWWWRoot" is set to the old location of C:\Inetpub\wwwroot, and should reflect the new path.

### Comments:

This problem exists only in eChange versions listed in this article.

### Keywords:

Inetpub, Installer, Drive, wwwroot