

eChange TECHNICAL SUPPORT

Topic:

Motiva Web Viewer Service not uninstalled

Product/Version: eChange 3.2 - upgrades from 3.1 or 3.1.1

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Symptoms:

There have been some instances where upgrading eChange versions 3.1 or 3.1.1 to eChange version 3.2 have failed to properly uninstall and reinstall the web viewer service. The indicating symptom is usually an error message that follows the required reboot of the eChange Server which is, "Please shut down the AutoVue Server before starting the service" When you click OK, the window disappears, and everything functions normally.

Cause:

The installer is not removing the Motiva Web Viewer service, which in versions 3.1 and 3.1.1 was the name for the eChange Viewer service. The upgrade should uninstall the Motiva Web Viewer service and reinstall a new service. The new viewer Service, which is named 'AutoVue Server', calls the same executable. The error is thrown because two instances of the viewer service executable cannot be invoked at the same time.

Resolution:

Disabling the Motiva Web Viewer Service will solve this problem.

Comments:

This problem can also be avoided by uninstalling the eChange Web Services through the Control Panel -> Add/Remove Programs before upgrading the eChange Server.

Keywords:

Motiva Web Viewer, AutoVue