

eChange TECHNICAL SUPPORT

Topic:

When viewing in eChange, the viewer shows a red 'X', and the documents are not displayed

Product/Version: eChange 3.1, 3.1.1 Viewer, Windows XP Professional

Date: May 4, 2004

Author: John Staltari

Symptoms:

When viewing a document on a Windows XP Professional machine, the viewer window only displays a red X in the upper left of the view window, and the document is not displayed.

Cause:

Because of litigation with Sun Microsystems, Microsoft Windows XP Professional does not include a Virtual Machine (or Java) client 'out of the box' before SP1. Please visit this article for more information:

<http://support.microsoft.com/default.aspx?kbid=813926>

Resolution:

You have two choices to remedy this problem.

Install Windows XP SP1 (not SP1a) on the client machine

Or:

Download the Sun JRE from Sun Microsystems web site

Comments:

Keywords:

Virtual Machine, JRE, Grey, Viewing