



eChange TECHNICAL SUPPORT

Topic:

The web client doesn't display any documents in the vault

Product/Version: eChange, all versions

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Symptoms:

When logging on to a vault through the web services, the system will display no documents in the vault, or any of its containers.

The error that the user will see in their event log is the following:
"Failed on creation from object context: CoCreateInstance (ProgID: MotivaWebDocumentServices.MTVWebDoc)."

Cause:

The mtwebdoc.dll has not been registered with the system properly.

Resolution:

On the eChange server click on the Start menu, select Run and type "regsvr32 <list the full path to the mtwebdoc.dll file>".

Comments:

Keywords:

Web Services, web client, no documents,