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## eChange TECHNICAL SUPPORT

### Topic:

Workflow Item list logon failure

Product/Version: eChange Versions 3.03, 3.1, 3.1.1

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### Symptoms:

After a user receives a Workflow notification email and logs into the eChange Web Client Work Item List, they receive another prompt for the mailbox name. At this point the login fails no matter what is entered into the mailbox field.

### Cause:

The eChange user does not have permissions on the server that are adequate for the Work Item list logon. This Microsoft TechNet article explains the cause of this error.

<http://support.microsoft.com/default.aspx?scid=kb;en-us;166599>

### Resolution:

By making the changes recommended in the article above using the path [drive]:\Inetpub\wwwroot\eChange\Motiva\tmpdocs, and then restarting IIS, the eChange users should be able to access the Work Item Lists.

### Comments:

The necessary registry information has been included in eChange version 3.2 and will be included in future releases.

### Keywords:

Workflow, Mailbox, Work Item List