



eChange TECHNICAL SUPPORT

Topic:

Server Hanging Problems

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Product: eChange v3.1 on Windows 2000 Server only

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Symptoms:

The client connections to the eChange Server seem to hang when trying to perform normal operations, typically when viewing is involved. In addition, the web client will also hang, with a spinning hourglass.

Cause:

There are some incompatibilities with the interaction of the COM+ objects and the eChange Web interface being used for the new viewer technology.

Resolution:

There is a workaround to this problem that includes using a process kill application, typically found in the Microsoft Technet Resource Kit (for example, RPKMan, pkill). The steps are as follows:

- Open Component Services from the Administrative Tools menu and expand down to the COM+ Applications.
- In the View menu, select Status View.
- Find the Process ID for the Motiva Administrative Server component.
- Using the process kill application, shut down this process.

Comments:

Keywords:

Server hang, splash screen,