

Trouble shooting checklist

A. Server is not working as expected

- Run INETMGR and ensure the following
 - a. Wrench EPC virtual folder is configured as an application
 - b. The ASP NET version number assigned to the Wrench EPC folder is 2.0 or higher.
 - c. Anonymous access is enabled for IUSER account and the password is controlled by IIS.
- Close the INETMGR application, switch to MS DOS shell, change to the Microsoft .NET framework folder and execute following commands. The framework is typically at C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727.
 - d. IISRESET /stop
 - e. aspnet_regiis.exe -i
 - f. IISRESET /start
- Run the database client application (Enterprise Manager for example) from the server and make sure that the database is accessible.

B. Server code is not available

- Run the DCOMCNFG tool, select “My Computer” from the “Component Services” folder. Get the “properties” window and select the “Default Properties” tab. Set the “Default impersonation level” to “Impersonate”. This setting is typically when the server code is not displayed by the configuration program

C. Not able to add documents

- Ensure that the IUSER account has permission to “Read”, “Write” and “Delete” on the “vault” folder.
- Verify whether the proxy server login credentials are proper.