

IWS Technical Services TB# 02-002	TECHNICAL BULLETIN		Page: 1 of 1
Originator/Phone #: IWS Tech Services/ (800) 760-3205		Date: 4/29/2002	
TB Title: InfoWorkSpace server errors caused by Webcam installation			
System (Subsystem): Windows NT/2000			
CRs: 6019	Media: Client CDROM Release v2.1 and v2.5	Version: IWS v2.1 and v2.5	
<p>Problem Description(s):</p> <p>1) Installing the InfoWorkSpace Webcam software onto the InfoWorkSpace server causes the server's environment path to become null. This results in the inability to properly use the InfoWorkSpace server.</p>			
<p>Solution:</p> <ol style="list-style-type: none"> 1. Do NOT install InfoWorkSpace client software (to include the Webcam utility) on the InfoWorkSpace server. 2. If you have inadvertently lost your system environment path, you may retrieve the complete path from a file created at the end of the initial InfoWorkSpace installation. The location of this file is as follows: C:\Winnt\iws_install\iws_path.log 3. Copy the system's path back into the PATH environment, then reboot. 			