

Ezenia! InfoWorkSpace

Technical Bulletin TB06-005

Change Request: 9272

Title: InfoWorkSpace 3.0 client will not launch after installation.

Platform	Version	Operating Systems	Category
IWS Clients	3.x	Windows	Client

Description:

If user installs the IWS 3.0 client on a drive different from the drive where the user’s profile resides, the client will fail to launch.

For example: The user chooses to install InfoWorkSpace on “D:\Infoworkspace” and the user profiles reside on “C:\Documents and Settings.”

Action:

1. Install IWS 3.0 client if not done already.
2. Run the [IWS30ClientPathFix.exe](#) executable. NOTE: No output will be displayed.
3. Re-run the client from the provided start menu or desktop icons.

NOTE: For more debug information, run the executable from the command prompt. If no output is displayed after execution, the program ran correctly.

For technical support please contact the Ezenia Customer Support Desk
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