

Error in IE (Class doesn't support Automation)

Problem Summary	Error seen in pop up windows in IE
Error Message	Class doesn't support Automation
Possible Cause	This occurs only on certain windows clients and is found to be an issue with the following windows libraries msscript.ocx dispex.dll vbscript.dll scrnrun.dll urlmon.dll
Recommended Action	Re-registering the required DLLs would solve the issue The steps to so the same are: 1. Go to command prompt 2. cd to c:\<windows_home>\system32 3. regsvr32 <dll_name> e.g (regsvr32 msscript.ocx) Similarly run the regsvr command for the other 4 ddls Then restart IE and this issue would be resolved
Release	Release 8.0(1)
Associated CDETS #	CSCsy22707.