

Error in IE (Class doesn't support Automation)

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| 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 scrnun.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. |