

# Configured Identity incorrect for COM applications using Windows 2000 server

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Hello

We have an application named iPlan running on Windows 2000 server which uses MS-Word to automatically generate letters to customers from the system. MS-Word 2000 SR-1 is installed on the server for this purpose.

In order for MS-Word to produce a letter, it needs to be launched on the server by an

administrator equivalent account. A local administrator account has been created for this purpose.

The properties for the Microsoft Word application are configured using dcomcnfg, the utility that allows configuration of COM applications. Once dcomcnfg utility has been run, the Identity tab of is selected from Microsoft Word Application.

The problem is that the password entered is being overwritten typically five times per week and hence iPlan can't generate any letters to customers. When the correct password is re-keyed, iPlan is able to immediately produce correspondence.

Alredy attempted solutions:

To resolve this problem, Microsoft state that the passwords for the IUSR and IWAM accounts must be synchronized in all three of the above-mentioned locations. See <http://support.microsoft.com/Default.aspx?kbid=297989#kb1> . Solution described in this article has been tried with no success.

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Error Messages:

The following DCOM error message appears in System log ;

Event ID 10004

DCOM got error "Overlapped I/O operation is in progress. " and was unable to logon Servername\adminaccount in order to run the server:

{00020906-0000-0000-C000-000000000046}

Much appreciate any help

Brian