

ShareScan Docushare Connector Authentication Failure Against DocuShare 7.05

000046001 | Troubleshooting | Last updated 2026-09-15 | ShareScan

Issue

The ShareScan connector for the Xerox DocuShare connection fails when the "Test" button is used on the login configuration screen. The connector returns "Error Connecting to DocuShare Server: Logon Failed" while login through the DocuShare web interface succeeds using the same account.

Cause

Server-side and client-side logs confirmed that DocuShare's authentication component rejected the login attempt made through the connector's API/XML login path (DSWebServlet.runXml), while the separate HTML form login path used by the browser succeeded with the same account. SSL/TLS certificate changes, network or firewall changes, and password changes on the DocuShare side were all ruled out.

The DocuShare server had recently been restarted as part of Windows patching, and had been running for two days at the time of the incident, yet the connector still could not authenticate through the API path even though web upload continued to work normally. A restart of the underlying Windows server alone did not resolve the issue. A separate restart of the DocuShare service itself did resolve it, indicating that the DocuShare service had entered a state, following the server-level restart, in which the API login path was not functioning correctly, even though the HTML login path was unaffected. The exact internal reason the DocuShare service reached this state was not confirmed at code level.

Solution

Restart the DocuShare service itself, separately from any restart of the underlying Windows server. A restart of the server alone is not sufficient.

Steps:

1. Stop and restart the DocuShare service on the DocuShare server (not just the Windows server or IIS/Tomcat host).
2. Allow a few minutes for the service to fully initialize.
3. Open the ShareScan connector's DocuShare login configuration screen and use the built-in "Test" button to confirm the connection succeeds.
4. As a preventive measure, configure the DocuShare connection profile in ShareScan to log on automatically at runtime, so the connector no longer prompts for credentials.

Applies to

Product	Version	Build	Environment
ShareScan (Xerox DocuShare Connector PaperRiver)	6.5	.0.11130	DocuShare Server 7.05

References

eCopy ShareScan: 6.5

ShareScan Manager Build: .0.11130

Xerox DocuShare Connector: 6.5.19472.0

Apache Tomcat: 9.0.54

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/46001>