

# Cisco Unified Web and E–Mail Interaction Manager Version 4.2(5): New Categories do not Show Up in List or Tree View

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## Introduction

After you create a category in the Cisco Unified Web and E–Mail Interaction Manager 4.2(5) for the Cisco Unified Contact Center Express, the new category does not show up either in the List or Tree pane until a restart of the Cisco Interaction Manager (CIM). This document discusses how to troubleshoot this issue.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- [Installing Cisco Unified Web and E–Mail Interaction Manager](#) 

### Components Used

The information in this document is based on the Cisco Unified Web and E–Mail Interaction Manager version 4.2(5).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

Log in to the default partition (partition 1) on a newly installed and/or upgraded Cisco Unified Web and E–Mail Interaction Manager 4.2(5) system, with a partition administrator account. Go to **Department > any department > Classifications > Categories** and click **New**. Enter the details and save the newly created category. The new category does not show up in either the List or Tree pane.

This issue is documented by Cisco Bug ID CSCsy00673 ( registered customers only)

## Solution

Use this solution to resolve the problem.

Go to `\CIM\eservice\config\egpl_cachedefaultconfig.properties`, open the properties file, and change the values as given:

```
from: distribute = true
```

```
to: distribute = false
```

Restart the CIM after you change the setting and try to recreate the category.

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## Related Information

- [Voice Technology Support](#)
  - [Voice and Unified Communications Product Support](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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