

# Error When Trying to Access CRA Appadmin Pages

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## **Introduction**

This document describes how to resolve the problem if you are receiving HTTP 500 or 'lc' is not an object error when you are trying to access Cisco Customer Response Application (CRA) Appadmin pages.

## **Prerequisites**

### **Requirements**

There are no specific prerequisites for this document.

### **Components Used**

The information in this document is based on these software and hardware versions:

- Application 2.0
- E-services 2.1
- Cisco CRA 2.2

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

### **Conventions**

For more information on document conventions, see the Cisco Technical Tips Conventions.

# Problem

When you try to access the **http://< app\_server >/appadmin** url to configure the Cisco CRA server, you receive the following error messages:

## Http Error 500

```
The page cannot be displayed
  There is a problem with the page you are trying to reach and it cannot be displayed.
  ...
  HTTP 500 - Internal server error
  Internet Explorer
```

or

## An error indicating 'lc' is not an object

```
Microsoft JScript runtime error '800a138f'
  'lc' is not an object
  /appadmin/MainMenu.asp, line 19
```

# Solutions

The solutions to this problem are explained in detail below.

## Solution 1

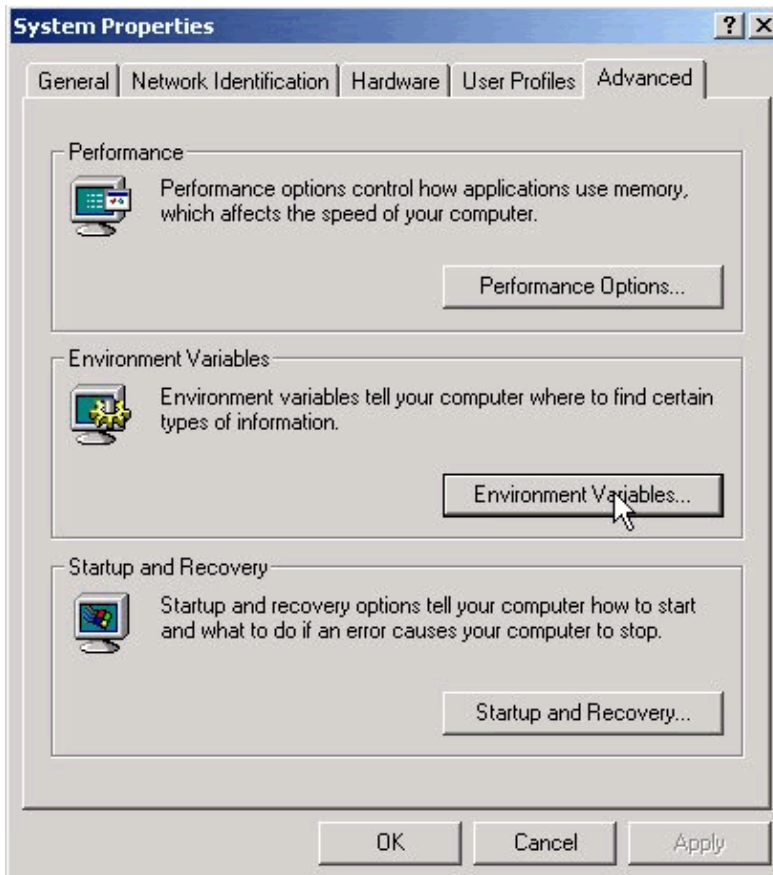
Make sure the files below are referenced in your system CLASSPATH.

### System CLASSPATH entries

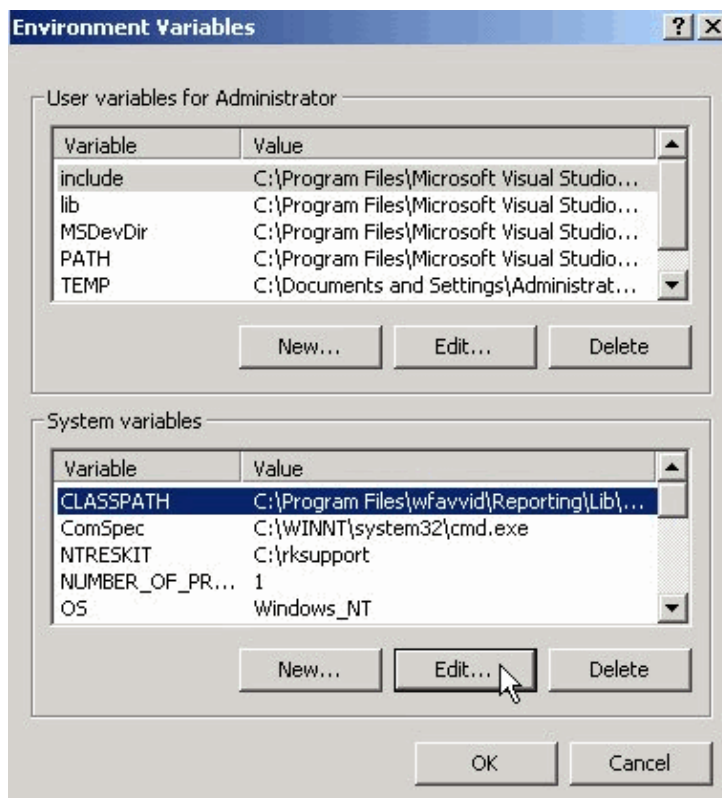
```
C:\Program Files\wfavvid\CiscoUtil.jar
C:\Program Files\wfavvid\dlconcurrent.jar
C:\Program Files\wfavvid\collections.jar
C:\Program Files\wfavvid\wfrepos.jar
C:\Program Files\wfavvid\CiscoSysService.jar
C:\Program Files\wfavvid\CiscoWFAPI1.0.jar
C:\Program Files\wfavvid\CiscoWFFBase.jar
C:\Program Files\wfavvid\rmi.zip
C:\Program Files\wfavvid\providerutil.jar
C:\Program Files\wfavvid\jndi.jar
C:\Program Files\wfavvid\lda.jar
C:\Program Files\wfavvid\stepsIVR.jar
C:\Program Files\wfavvid\wfcndomain.jar
C:\Program Files\wfavvid\xalan.jar
C:\Program Files\wfavvid\xerces.jar
C:\Program Files\wfavvid\SubsystemRmCm.jar
C:\winnt\java\lib\jtracing.jar
C:\Program Files\wfavvid\Reporting\Lib\rmiswing.jar
C:\Program Files\wfavvid\ldap.jar
C:\Program Files\wfavvid\License.jar
C:\winnt\java\lib\jtapi.jar
```

To see the system CLASSPATH, do the following:

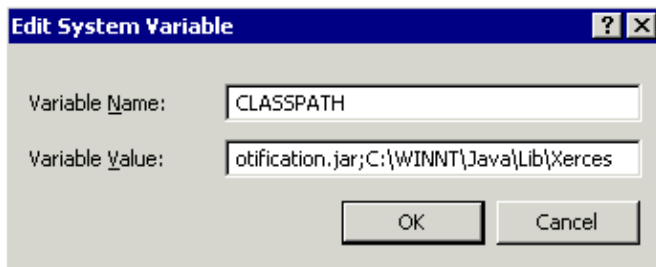
1. Right click the My computer icon. Select **Properties**.
2. When the System Properties window opens, click the **Advanced** tab.
3. Click **Environment Variables**.



4. Highlight **CLASSPATH** under System Variables.



5. Click **Edit**. All of the entires above should appear separated with a semicolon (;).



6. Add the ones that do not show up in the Variable Value field, separated with a semicolon (;). Click **OK**.
7. Reboot your system.

## Solution 2

Follow Solution 1 to check if you have the proper CLASSPATH entries. If you find that there are CLASSPATH entries that are missing, instead of adding them individually, you can reinstall the same version of Cisco CRA. This will add the CLASSPATH entries back in automatically.

## Solution 3

There is also a known bug when you upgrade to win-OS-Upgrade.2000-2-3spH. You will have similar problems as mentioned above. For more details and a workaround see Cisco bug ID CSCea24526.

**Note:** This bug has been fixed in 2.2.5 SP B.

### Before Opening a TAC Case

- CLASSPATH entry: Open a command prompt by going to **Start > Run > CMD**. In the command prompt window, type in the command set. Copy and paste the output to a text file.

```
Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>set
ALLUSERSPROFILE=C:\Documents and Settings\All Users
APPDATA=C:\Documents and Settings\Administrator\Application Data
APPSROOT=C:\Program Files\wfavuid
CATALINA_HOME=C:\PROGRAM~1\Apache_Tomcat4.0.4
Classpath=C:\WINNT\java\lib\jrtapi.jar;C:\Winnt\java\lib\jtracing.jar;C:\Winnt\j
ava\lib\ldapbp.jar;C:\Winnt\java\lib\DirUserNotification.jar;C:\Winnt\java\lib\Dir
irUser.jar;C:\WINNT\Java\Lib\DirUser.jar;C:\WINNT\Java\Lib\Xerces.jar;C:\WINNT\J
ava\Lib\DirUserNotification.jar;;C:\Program Files\wfavuid\collections.jar;C:\Pro
gram Files\wfavuid\rmi.zip;C:\Program Files\wfavuid\providerutil.jar;C:\Program
Files\wfavuid\jndi.jar;C:\Program Files\wfavuid\ldap.jar;C:\Program Files\wfavui
d\Xalan.jar;C:\Program Files\wfavuid\xerces.jar;C:\Program Files\wfavuid\CiscoBu
lkJar.jar;C:\Program Files\wfavuid\alarm.jar;c:\inetpub\wwwroot\AppAdmin\reporti
ng\lib\rmiswing.jar;C:\Taps;
CLIENTNAME=MITRYAKI-W2K
CommonProgramFiles=C:\Program Files\Common Files
COMPUTERNAME=RAMSTEIN
ComSpec=C:\WINNT\system32\cmd.exe
DCDCONFIG=C:\dcdsdrv\run\dcx500\config
DCX500RUN=C:\dcdsdrv
HOMEDRIVE=C:
HOMEPATH=\Documents and Settings\Administrator
JAVA_HOME=C:\PROGRAM~1\j2sdk1.4.0_01
LOGONSERVER=\\RAMSTEIN
NUMBER_OF_PROCESSORS=1
OS=Windows_NT
Os2LibPath=C:\WINNT\system32\os2\dll;
Path=C:\WINNT\system32;C:\WINNT;C:\WINNT\System32\Wbem;c:\sti;c:\cpqutil;c:\util
s;C:\MSSQL7\BINN;C:\WINNT\bin;C:\dcdsdrv\bin;C:\dcdsdrv\lib;C:\Program Files\Cis
co\bin;C:\Program Files\Cisco\AlarmService;C:\CiscoWeb\BAT\TAPS\bin;C:\CiscoWeb
\BAT\TAPS;
PATHEXT=.COM;.EXE;.BAT;.CMD;.UBS;.UBE;.JS;.JSE;.WSF;.WSH
PROCESSOR_ARCHITECTURE=x86
PROCESSOR_IDENTIFIER=x86 Family 6 Model 8 Stepping 3, GenuineIntel
PROCESSOR_LEVEL=6
PROCESSOR_REVISION=0803
ProgramFiles=C:\Program Files
PROMPT=$P$G
SESSIONNAME=RDP-Tcp#1
SystemDrive=C:
SystemRoot=C:\WINNT
TEMP=C:\Temp\1
TMP=C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\1
USERDOMAIN=RAMSTEIN
USERNAME=administrator
USERPROFILE=C:\Documents and Settings\Administrator
windir=C:\WINNT

C:\>_
```

- Do a print screen of the error message that you are encountering.

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## Related Information

- Conferencing Software
- Voice Technology Support
- Voice and Unified Communications Product Support
- Recommended Reading: Troubleshooting Cisco IP Telephony
- Technical Support & Documentation – Cisco Systems