

Script Editor – Application Error

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Introduction

This document explains the steps to take in the event of a Script Editor Application Error or a program *freeze*. This document also explains what information you must retrieve for problem resolution.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Cisco ICM Script Editor

Components Used

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

- Cisco ICM 4.6.2 and later
- Microsoft Windows NT version 4.0

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.

Symptom

When an application error occurs, two dialog boxes appear on the Windows NT Workstation:

```
DeviceID - scripted.exe - Application Error
Runtime Error
Program: C:\icr\bin\scripted.exe abnormal program termination
OK
```

The instruction at "0x5f4012a1" referenced memory at "0x00000004."
The memory could not be "read"

Click **OK** to terminate the application

Click **OK** on each box to exit the Script Editor.

Cause Determination

The Application Error message in Dialog Box 1 and Dialog Box 2 is a generic or standard message, and does not explain the true cause of the error.

In order to open a service request with the TAC Service Request Tool, complete these steps:

1. Retrieve a copy of the Windows NT Workstation Dr. Watson Log or `drwt sn32 . log` file.
2. Issue the **findstr** command to determine the time at which the error occurred.
3. Use the Dumplog Utility to retrieve the logs for the Logger (LGR) process, Real Time Client (RTC) process, and Real Time Distributor (RTD) process from the Admin Workstation (AW) Historical Data Server (HDS).
4. Open a service request, and attach this information. For information about TAC, please see the Contact Technical Support page of the Cisco Systems web site.

Related Information

- [How to Use the Dumplog Utility](#)
- [Technical Support & Documentation – Cisco Systems](#)

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