

Script Editor -- Displays Gray Screen When Started

Document ID: 41926

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Introduction

This document describes a problem where the Script Editor displays a gray screen when started, and provides the possible workaround.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Microsoft Windows Registry Editor Utility

Components Used

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

- Cisco ICM version 4.5.x and later

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.

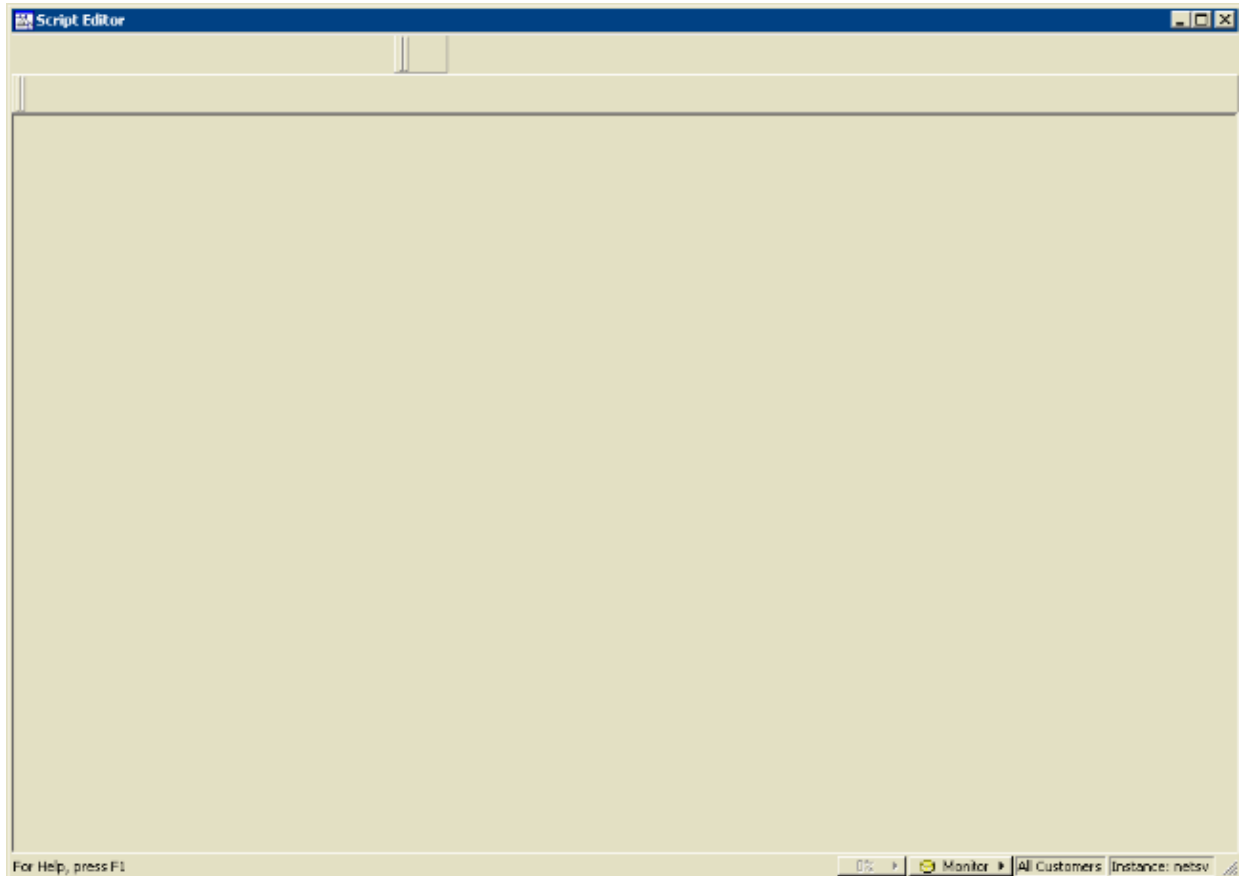
Conventions

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

Symptom

The Script Editor does not open properly. When you launch Script Editor, a gray screen is displayed instead of the Script Editor screen (see Figure 1).

Figure 1 A Gray Screen Appears Instead of the Script Editor Screen



Verify these conditions:

- Can you obtain a successful traceroute between the CallRouter and Admin Workstation (AW)?
- Are all processes on the AW functional?
- Are all processes on the CallRouter functional?
- Does an established session exist between the Real Time Server (RTS) process on the CallRouter and the Real Time Distributor (RTD) process on the AW?
- When you launch Script Editor, does this message appear on the RTD process log?

```
16:41:31 Feed activated to client at [geotxl2hds1.geo]/[127.0.0.1].
```

- When you stop Script Editor, does this message appear on the RTD process log?

```
16:42:11 Client at [geotxl2hds1.geo]/[127.0.0.1] disconnected.
```

Note: In order to see these messages, view the RTD process on the AW, or the RTD log file with the help of the dumplog utility.

If all of these conditions are met, proceed to the Resolution section.

Resolution

In order to fix the problem, you must delete all of the Registry keys that begin with **Toolbar** in the name. Complete these steps:

1. Stop **Script Editor**, if it is running.
2. From the taskbar, select **Start > Run**.

The Run dialog box is displayed.

3. Type **regedt32**, and click **OK**.

The Registry Editor window is displayed.

4. From HKEY_CURRENT_USER, drill-down to the Script Editor key. Here is the path:

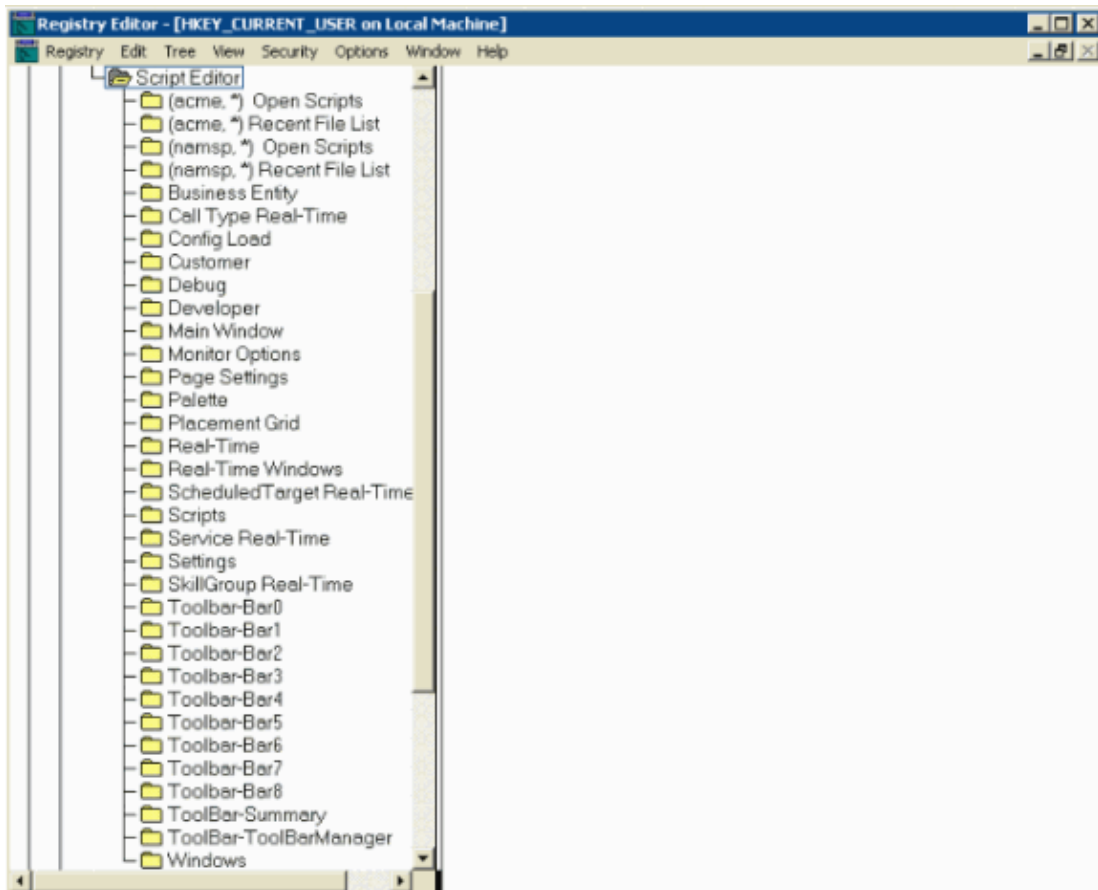
For ICM version 4.6.x and earlier:

```
HKEY_CURRENT_USER/Software/Geotel/Script Editor
```

For ICM version 5.x and later:

```
HKEY_CURRENT_USER/Software/Cisco Systems, Inc./Script Editor
```

Figure 2 Navigate to the Script Editor Key



5. Remove these keys:

- ◆ Toolbar-Bar0
- ◆ Toolbar-Bar1
- ◆ Toolbar-Bar2
- ◆ Toolbar-Bar3
- ◆ Toolbar-Bar4
- ◆ Toolbar-Bar5
- ◆ Toolbar-Bar6
- ◆ Toolbar-Bar7
- ◆ Toolbar-Bar8
- ◆ ToolBar-Summary
- ◆ ToolBar-ToolBarManager

6. Close the Registry Editor window.

Related Information

- [Using the Trace Route Utility](#)
 - [Using the Dumplog Utility](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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Updated: Jun 13, 2005

Document ID: 41926
