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Jaguar Authentication to External WebView Database Fails

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Introduction

Multiple WebView servers can share a single WebView database in a Cisco Intelligent Contact Management (ICM) environment. This document describes one reason why Jaguar authentication to an external WebView database (WVDB) fails.

Before You Begin

Conventions

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

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco ICM
- Cisco WebView

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM version 5.0
- Microsoft Internet Information Server (IIS) version 5.0
- NewAtlanta ServletExec ISAPI 4.1.1, Patch 15
- Sybase EA Server 4.1.1
- JDK 1.3.1

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.

Background

For a WebView user to access the WebView database, the user must be a valid Windows domain and Cisco ICM user. Since Jaguar Server is an integral part of the WebView software, it is necessary to pass the Jaguar authentication when you access the WebView database.

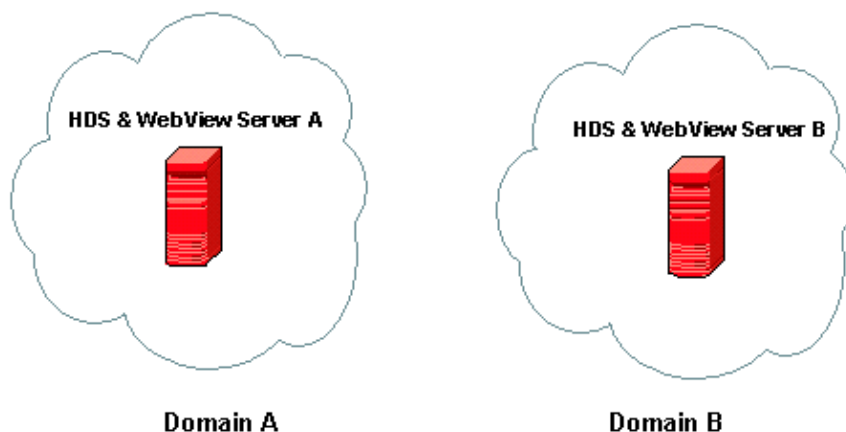
For ICM software to recognize and authorize a WebView user, it is required to add that user with the Configuration Manager User List tool. Only ICM users are allowed to log in to WebView. The Windows Domain Administrator by default is not able to log in to the WebView server. To log in to a WebView server, the administrator must be an ICM user. An ICM user is one who has access to ICM configuration data. Each user who can access the ICM configuration data must have a valid Windows user name and password.

Cisco ICM WebView version 5 requires the installation of Sybase Enterprise Application Server 4.1.1 (EAServer) which replaces the Jaguar 3.6.1 software. EAServer is a product suite that contains Jaguar Component Transaction Server (Jaguar Server). Jaguar Admin is used to authorize access to the Jaguar Server. The username is **jagadmin**.

Topology

There are two Historical Data Servers (HDS) in the ICM network. One belongs to Domain A and the other to Domain B. They also serve as the WebView server. However, both WebView servers share a single WebView database which resides on WebView Server A, as shown in Figure 1.

Figure 1: Topology



Problem

When logged on to WebView Server B, which shares the WebView database on Server A, the WebView client cannot view reports previously created from WebView Server A. Also, the WebView client fails to create reports with the following messages:

```
Favorites - Error getting the list of favorite reports. Please contact  
your administrator.  
java.util.NoSuchElementException: Database Error
```

Note: The above value is displayed over two lines due to space limitations.

Verify the Jaguar log file that corresponds to this message:

```
Aug 18 10:40:42 2003: WV Message: Bean = wvreportfns, method = getsavedreportlist,
  user = 5000,
instance = instance_name
Aug 18 10:40:42 2003: WV Message: *** ODBC connection to =>ConnectionString='DSN=
  instance_name
WDB_wv;UID=sa;PWD=;AppName='WebView''
Aug 18 10:40:42 2003: WV Message: query:select CustomerDefinitionID, UserGroupName
  from User_Group
Where User_Group.UserID = '5000'
Aug 18 10:40:42 2003: cm_odbc_error: SQLError: 18456, SQLState: 28000,
[Microsoft][ODBC SQL Server
Driver][SQL Server]Login failed for user 'DOMAIN_NAME\servername'..
Aug 18 10:40:42 2003: WV Message: issued connect statement
Aug 18 10:40:42 2003: WV Message: ODBC Connection failed, trying direct
  connection. DSN tried was:
instance_nameWVDB_wv
Aug 18 10:40:42 2003: !WV Error: Database connection failed for
instance 'instance_name' Error code
= -1 - Login incorrect.
```

Note: The above value is displayed over multiple lines due to space limitations.

Resolution

This problem is a domain issue. External ODBC connection across Microsoft domain is not a supported configuration. It causes the Jaguar authorization failure since the Jaguar Admin on WebView Server B belongs to a different domain. The resolution is to put both WebView servers in the same domain.

Related Information

- [Technical Support – Cisco Systems](#)

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