

Error Messages When Accessing Report Template on a Client-only AW – Incorrect Software Location

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Introduction

This document provides a workaround for the following error messages:

- "Incorrect Software Location"
- "Location specified for the key is wrong"

These error messages appear when attempting to access a report template on a client-only Administration Workstation (AW) in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Readers of this document should be knowledgeable of the following:

- Cisco ICM
- Microsoft Windows NT Registry Editor

Components Used

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

- Cisco ICM version 4.6.2

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, see the Cisco Technical Tips Conventions.

Problem

When you attempt to open a report template on a client-only AW, the following error messages appear:

- "Incorrect Software Location"
- "Location specified for the key is wrong"

Solution

To prevent these error messages, complete the following steps to workaroud the problem:

1. Navigate to the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\AW
```

2. Add a value named, **BlendedAgentSupport**, with the data type, **REG_DWORD**.
3. Set the value of BlendedAgentSupport to **0**.
4. Navigate to the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\ActiveInstance
```

5. Add a value named, **ICRRegRoot**, with the data type, **REG_SZ**.
6. Set the value, **ICRRegRoot** to ICR*<cust_inst>*\AW.

After the registry settings are added, these error messages should not appear when accessing a template from within the AW.

Related Information

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