

Cisco WebView Fails to Produce Reports – Internet Explorer Displaying a Blank Screen

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Introduction

This document describes one of the reasons why Microsoft Internet Explorer displays a blank screen during the report generation process when you run Cisco WebView in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco WebView
- Microsoft Internet Explorer

Components Used

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

- Cisco ICM version 4.6.2 and later
- Cisco WebView 4.6.2 and later
- Microsoft Internet Explorer version 6 SP1

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.

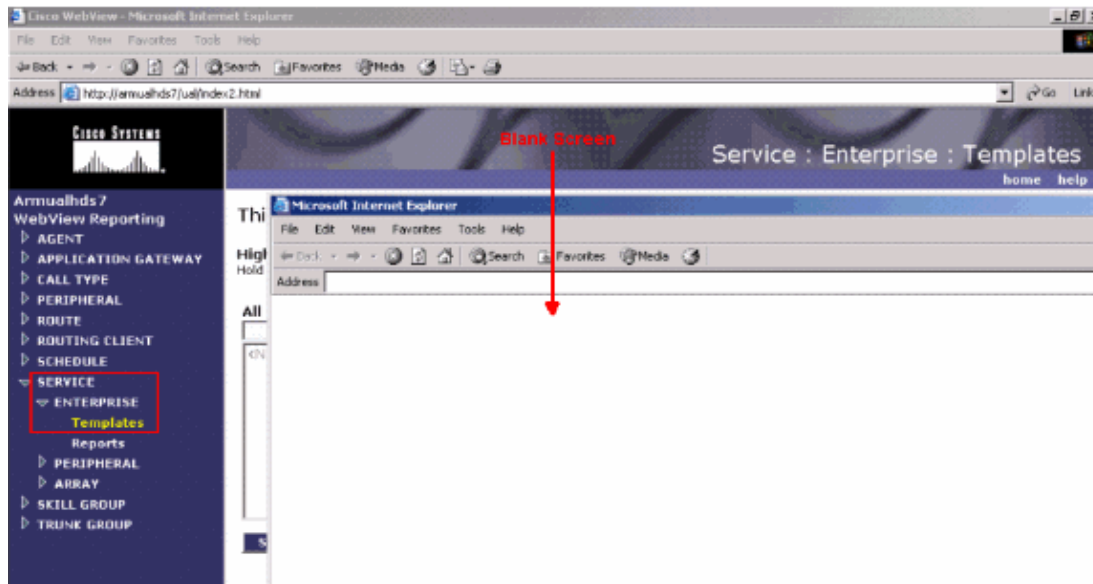
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you click **Finish** in WebView to generate reports based on the templates, Microsoft Internet Explorer version 6 SP1 displays a blank screen instead of the requested report (see Figure 1).

Figure 1 Microsoft Internet Explorer Displays a Blank Screen



Cause

This issue occurs because Microsoft Internet Explorer is damaged or corrupt. You can run the Internet Explorer repair utility if the utility is available on your system. Alternatively, you can reinstall the Internet Explorer/Outlook Express package. The repair utility is part of recent versions of Internet Explorer when installed as an upgrade. You can find the repair utility in the Add/Remove Programs option in the Control Panel.

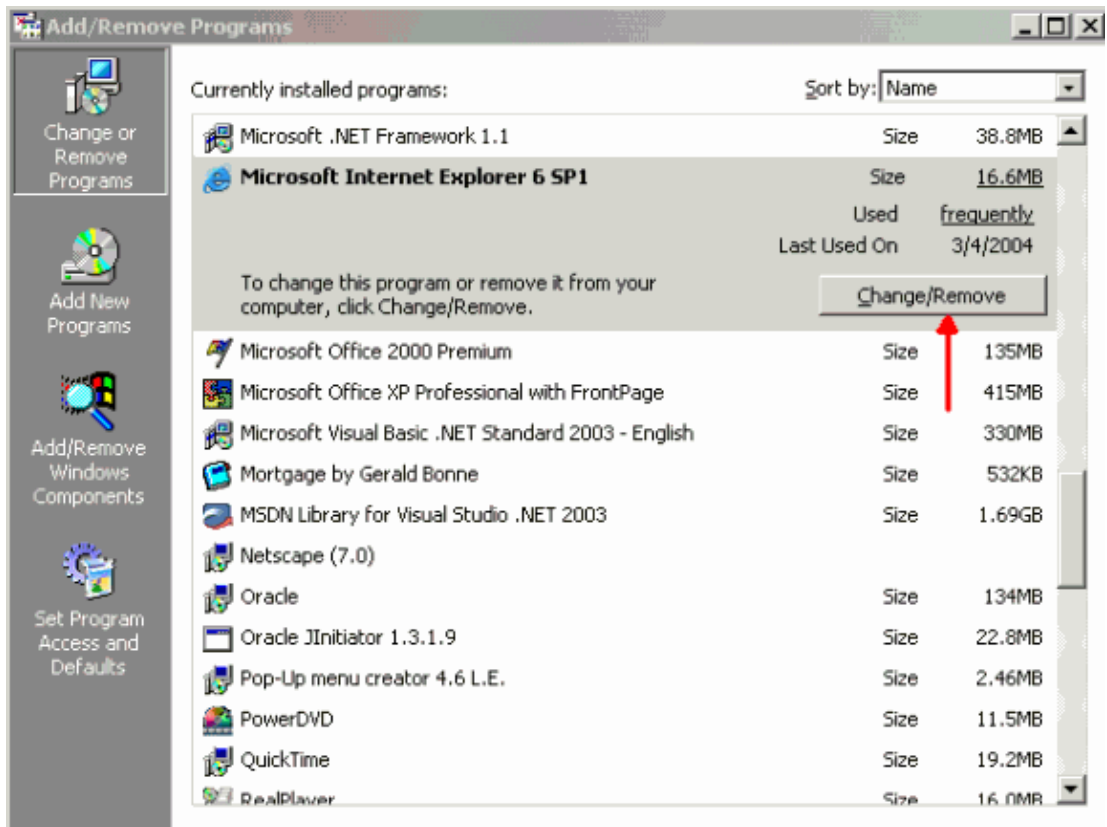
Solution

Complete these steps:

1. Select **Start > Settings > Control Panel > Add/Remove Programs**.

The Add/Remove Programs window appears:

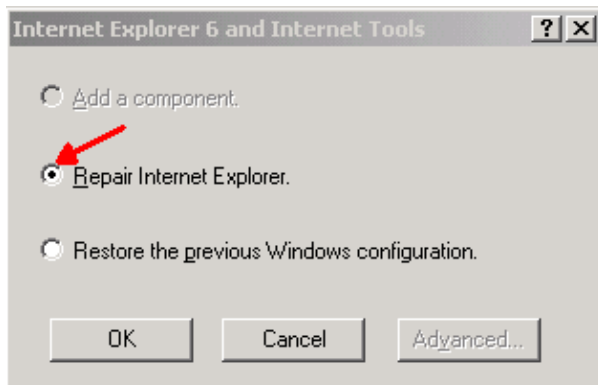
Figure 2 The Add/Remove Programs Window



2. Select **Microsoft Internet Explorer**.
3. Click **Change/Remove**.

The Internet Explorer 6 and Internet Tools window appears:

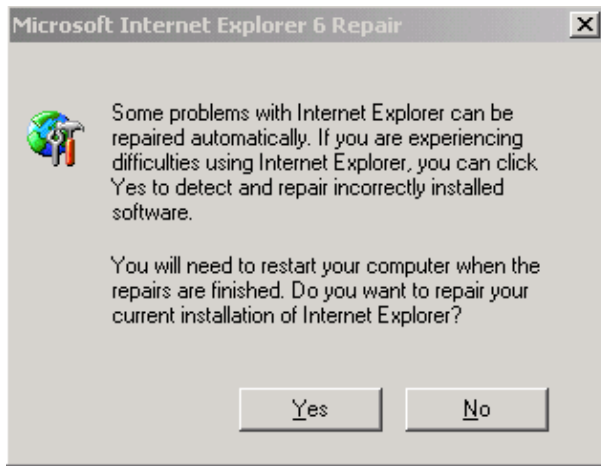
Figure 3 The Internet Explorer 6 and Internet Tools Window



4. Select the **Repair Internet Explorer** option.
5. Click **OK**.

The Microsoft Internet Explorer 6 Repair window appears:

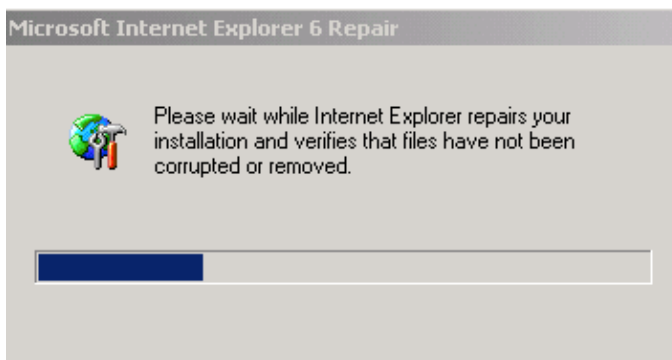
Figure 4 Internet Explorer Repair Confirmation Prompt



6. Click **Yes**.

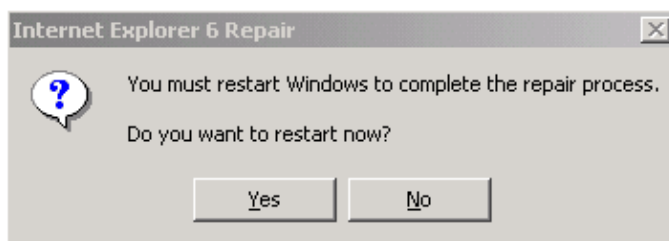
The Internet Explorer repair utility starts to run, and a progress bar appears:

Figure 5 The Repair Utility Progress Bar



When the Internet Explorer repair utility completes the repair process, you are prompted to restart the computer:

Figure 6 Restart Prompt



7. Click **Yes** to restart the computer.

This procedure fixes the issue, and the blank screen no longer appears.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
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