

Failure to Create the WebView Report – Error Getting Compiled Page

Document ID: 59690

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes one reason why creating the report or template in WebView fails on the Cisco Intelligent Contact Management (ICM) WebView report system in a Cisco IP Contact Center (IPCC) environment with the error message:

```
Error getting compiled page.
```

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Cisco WebView

Components Used

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

- Cisco ICM version 5.0 SR 7

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.

Problem

When creating reports or templates in WebView, the following message appears:

Error getting compiled page

```
D:\Program Files\New Atlanta\ServletExec ISAPI\Servlets\pagecompile\_webview\  
_ReportNewTemplates_xjsp.java:254: Undefined variable or  
If (!loc_language.equals ( ENU ))  
    ^
```

```
D:\Program Files\New Atlanta\ServletExec ISAPI\Servlets\pagecompile\_webview\  
_ReportNewTemplates_xjsp.java:282: Undefined variable or  
If (loc_language.equals ( ENU )) {  
    ^
```

2 errors

Note: The above error message is displayed over multiple lines due to space limitaions.

Solution

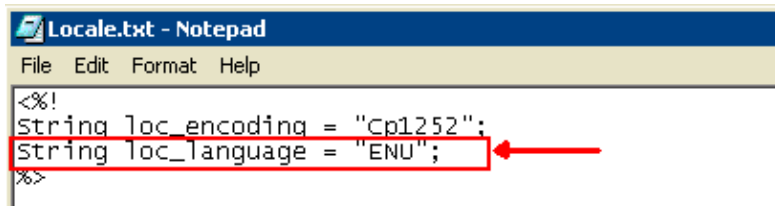
This is a packaging issue only for ICM version 5.0 SR7. The WebView sends a message about an undefined variable or class name, **loc_language** . The page fails to compile so the WebView user is unable to select any report or template to run.

The workaround follows:

1. Locate the `locale.txt` file, located in the `c:\icm\web\webview\reporting\pub\html\render\text` directory by default.
2. Open using a text editor, such as Windows **Notepad**.
3. Add the following line, shown in Figure 1.

```
String loc_language = "ENU";
```

Figure 1: Locale.txt



NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- **Technical Support – Cisco Systems**

