

# Spellcheck Fails in Cisco E-Mail Manager

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Separate UI Server Configuration**

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

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## Introduction

This document describes one reason why Spellcheck fails to run and provides a solution in a Cisco E-Mail Manager environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco E-Mail Manager
- Cisco Intelligent Contact Management (ICM)

### Components Used

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

- Cisco E-Mail Manager Option version 5.0
- Cisco ICM version 5.0 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.

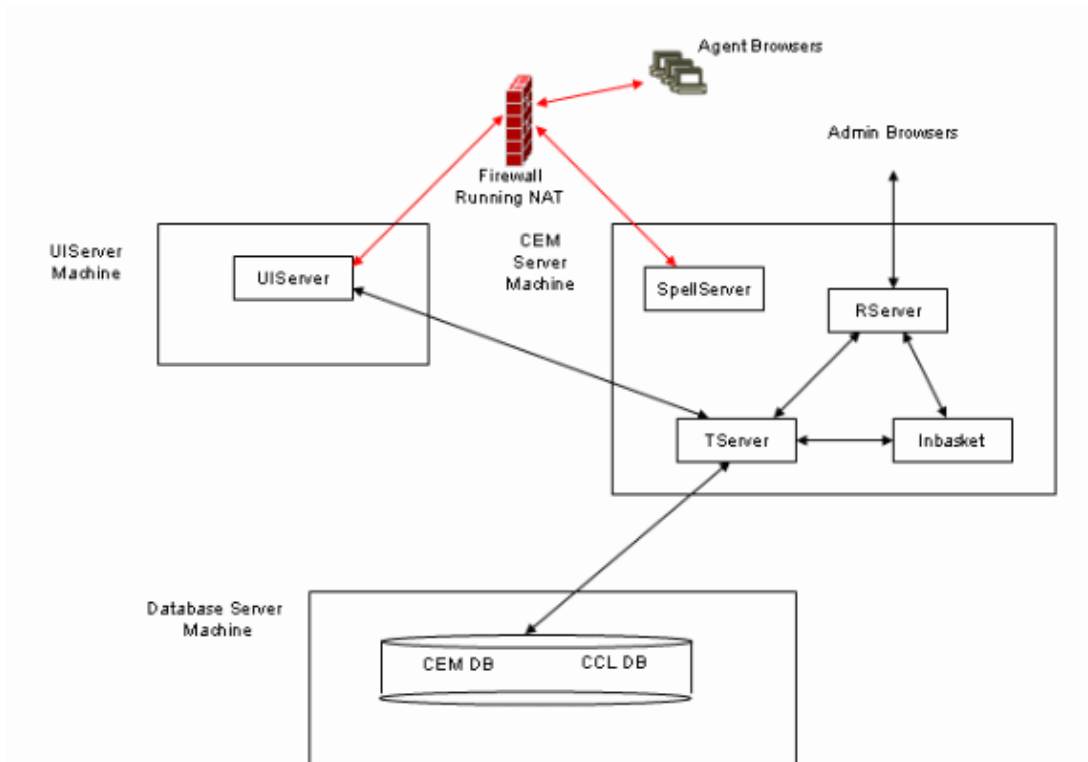
### Conventions

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

## Separate UI Server Configuration

The User Interface (UI) Server can be put on a separate machine to improve scaling, as Figure 1 shows. The firewall with Network Address Translation (NAT) has to open two conduits for successful communication between agents outside the firewall and Cisco E-Mail Manager. One is for the UI server and the other is for the Cisco E-Mail Manager server.

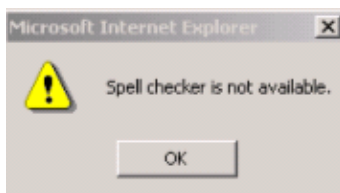
**Figure 1: Separate UI Server Configuration with Firewall that runs NAT**



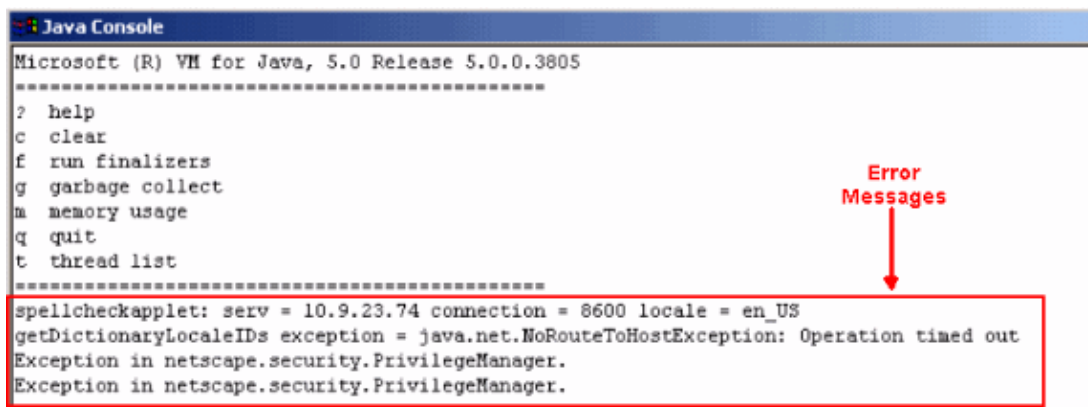
## Problem

Agents outside the firewall fail to run reports and Spellchecker in Cisco E-Mail Manager version 5.0. When this problem occurs, two symptoms appear. First, the agent receives the error, as Figure 2 shows. Second, the error messages, shown in Figure 3, appear in the Java console.

**Figure 2: Spellchecker Not Available**



**Figure 3: Java Console**



## Solution

Since the NAT is in the firewall, you must configure two conduits. One is for the Spellcheck engine which listens on TCP port 8600 and the other is for the UI server which listens on TCP port 80 by default for the browser.

In order to get the Spellchecker to work, it is necessary to allow the applet on the client machine to connect to the Cisco E-Mail Manager Server. This is usually not the machine that the UI Server is on. In a NAT environment, since the client applet only knows the inside global address of Cisco E-Mail Manager, the UI server must provide the inside local address of the Cisco E-Mail Manager by adding this information to the **properties.xml** file, located in the `c:\Program Files\Cisco\E-Mail Manager\Instances\<Instance Name>\UIServer\uiroot\WEB-INF\properties\default\cem` directory, by default. Figure 4 shows details of the added line.

**Figure 4: Properties.xml File**

```
<!--
  If value = "-1", no session timeout, otherwise timeout is in ms. Default 1800000 ms(30 minutes).
-->
<PROPERTY name="DEFAULT_SESSION_TIMEOUT" value="1800000"/>
<PROPERTY name="SPELL_HOSTNAME" value="10.10.10.10"/>
</PROPERTIES>
```

In summary, if the agent is located outside the firewall with the NAT, the UI server, and Cisco E-Mail Manager server, and runs on a separate machine, you must implement these steps in order to make the Spellchecker function correctly:

- Open a conduit to allow the agent to access TCP port 80 of the UI server.
- Open a conduit to allow the agent to access TCP port 8600 of Cisco E-Mail Manager server.
- Modify the **properties.xml** file. Add `<PROPERTY name="SPELL_HOSTNAME" value="<IP ADDRESS of Cisco E-Mail Manager Server"/>` on the UI server.

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## Related Information

- **NAT: Local and Global Definitions**
- **Technical Support & Documentation – Cisco Systems**

