

World Wide Web Service Crashes on WebView

Document ID: 63019

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Install Updated JDK

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes how to update the Java Development Kit (JDK) 1.3.1 to JDK 1.3.1_13 on a Cisco WebView server. You can install JDK 1.3.1 from the Cisco Intelligent Contact Management (ICM) Third-Party Tools CD after the creation of the WebView server. Cisco recommends this update when WebView creates a Dr. Watson log entry.

Prerequisites

Requirements

Cisco recommends that you 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 Service Release (SR) 7 and later
- JDK 1.3.1 to 1.3.1_13

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

Cisco WebView crashes after it creates a Dr. Watson log entry with an error message similar to this in the `ServletExecNative.log` file:

```
ServletExec: Java VM message: java.lang.OutOfMemoryError: requested 402653192 bytes
```

The `ServletExecNative.log` file resides in the `\Program Files\New Atlanta\ServletExec ISAPI` directory.

Install Updated JDK

You must perform four basic steps to install the JDK update. Complete these steps to update JDK on a WebView server:

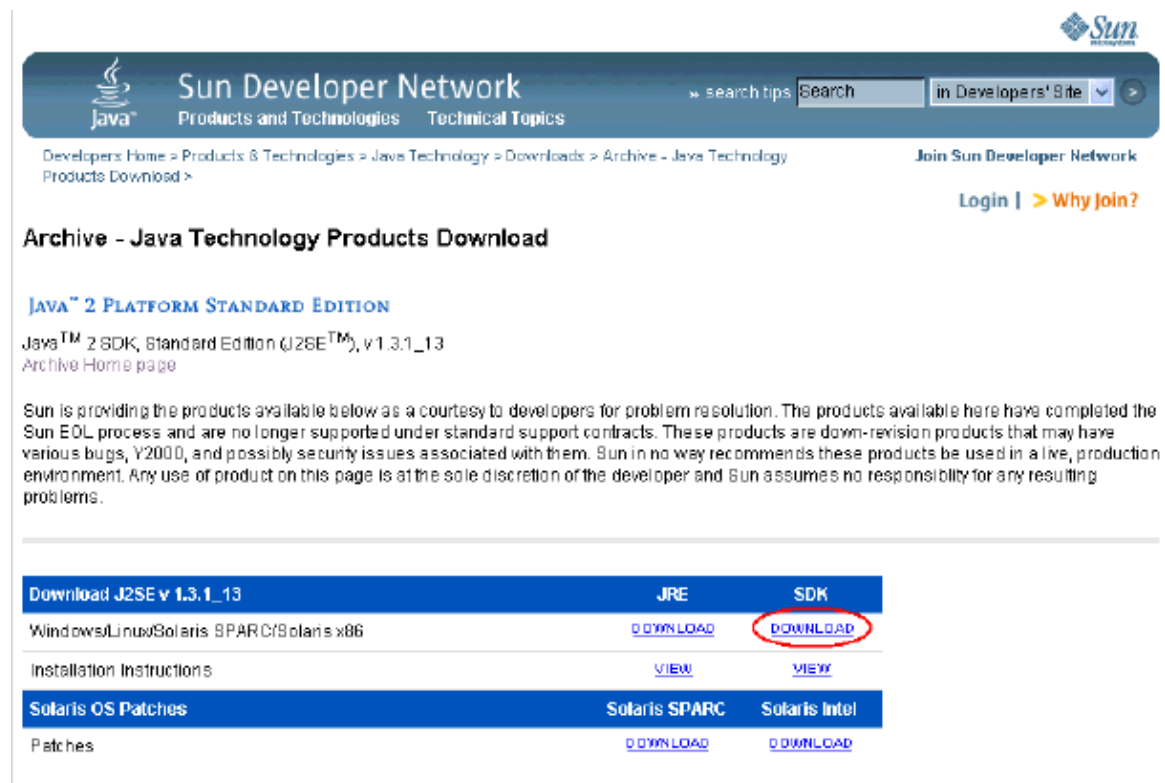
1. Download JDK from the Sun Microsystems Developer Network Site.
2. Stop WebView.
3. Install JDK.
4. Restart WebView.

Step 1: Download the JDK from Sun

Complete these steps to download JDK from the Sun Microsystems web site:

1. Use your web browser to go to the Sun Microsystems web site.

Figure 1 Sun Microsystems: Download SDK



The screenshot shows the Sun Developer Network website. The main heading is "Sun Developer Network" with a search bar and navigation links. Below the heading, there is a breadcrumb trail: "Developers Home > Products & Technologies > Java Technology > Downloads > Archive - Java Technology". The page title is "Archive - Java Technology Products Download". The main content area is titled "JAVA™ 2 PLATFORM STANDARD EDITION" and "Java™ 2 SDK, Standard Edition (J2SE™), v1.3.1_13". A disclaimer states: "Sun is providing the products available below as a courtesy to developers for problem resolution. The products available here have completed the Sun EOL process and are no longer supported under standard support contracts. These products are down-revision products that may have various bugs, Y2000, and possibly security issues associated with them. Sun in no way recommends these products be used in a live, production environment. Any use of product on this page is at the sole discretion of the developer and Sun assumes no responsibility for any resulting problems." Below the disclaimer is a table with three columns: "Download J2SE v 1.3.1_13", "JRE", and "SDK". The first row of the table has "Windows/Linux/Solaris SPARC/Solaris x86" in the first column, "DOWNLOAD" in the second, and "DOWNLOAD" in the third. The "DOWNLOAD" link in the SDK column is circled in red. Below the table are links for "Installation Instructions" and "Solaris OS Patches".

Download J2SE v 1.3.1_13	JRE	SDK
Windows/Linux/Solaris SPARC/Solaris x86	DOWNLOAD	DOWNLOAD
Installation Instructions	VIEW	VIEW
Solaris OS Patches	Solaris SPARC	Solaris Intel
Patches	DOWNLOAD	DOWNLOAD

Note: Figure 1 appears in a manner so the table with a list of downloads is visible.

2. Locate **Windows/Linux/Solaris SPARC/Solaris x86** in the table.
3. Select the download link in the SDK column (see the red circle in Figure 1). This link displays a secure page where the JDK License agreement appears.
4. Select **Accept** to continue.

The download page appears, (see Figure 2).

5. Click the **Windows (all languages, including English), Multi-language (j2sdk-1_3_1_13-windows-i586.exe, 31.79 MB)** link, indicated by the red circle in Figure 2, to

download the Windows JDK.

Figure 2 Download Java 2 SDK, Standard Edition 1.3.1_13

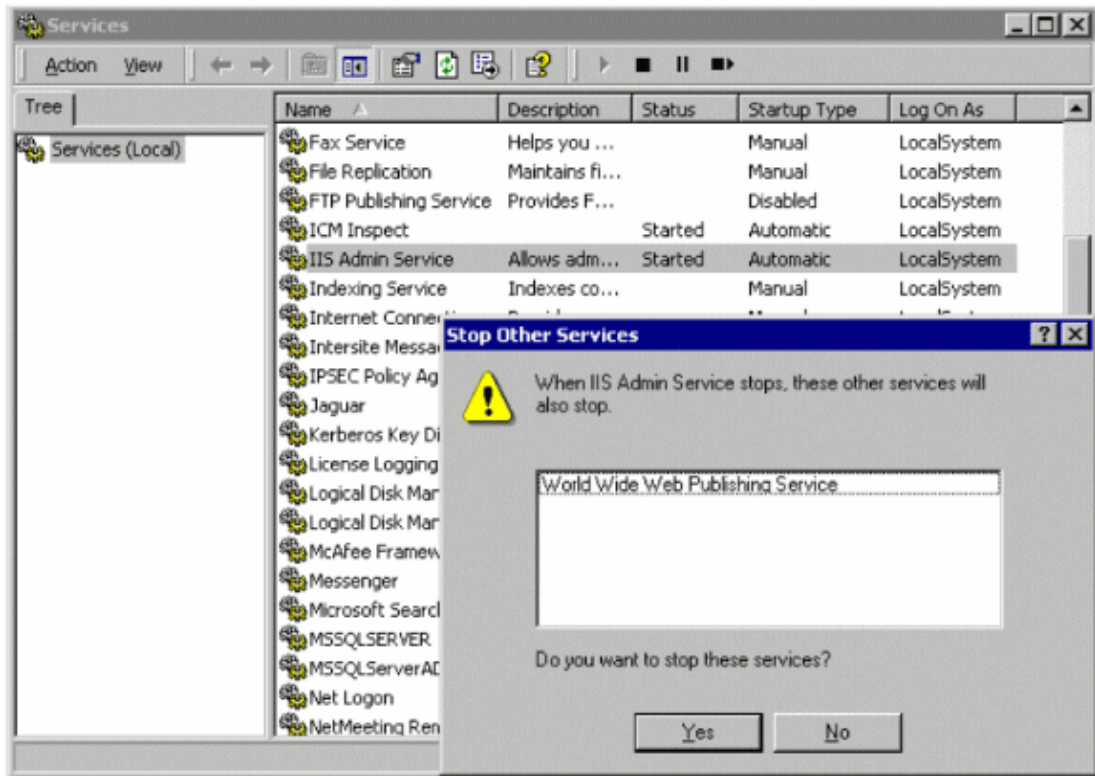


Step 2: Stop WebView

Complete these steps to stop WebView:

1. Select **Start > Programs > Administrative Tools > Services**.
2. Right-click **IIS Admin Service**.
3. Select **Stop**. An alert appears that notifies you this stops the **World Wide Web Publishing Service**, (see Figure 3).
4. Click **OK** to continue.

Figure 3 Services: Stop Other Services

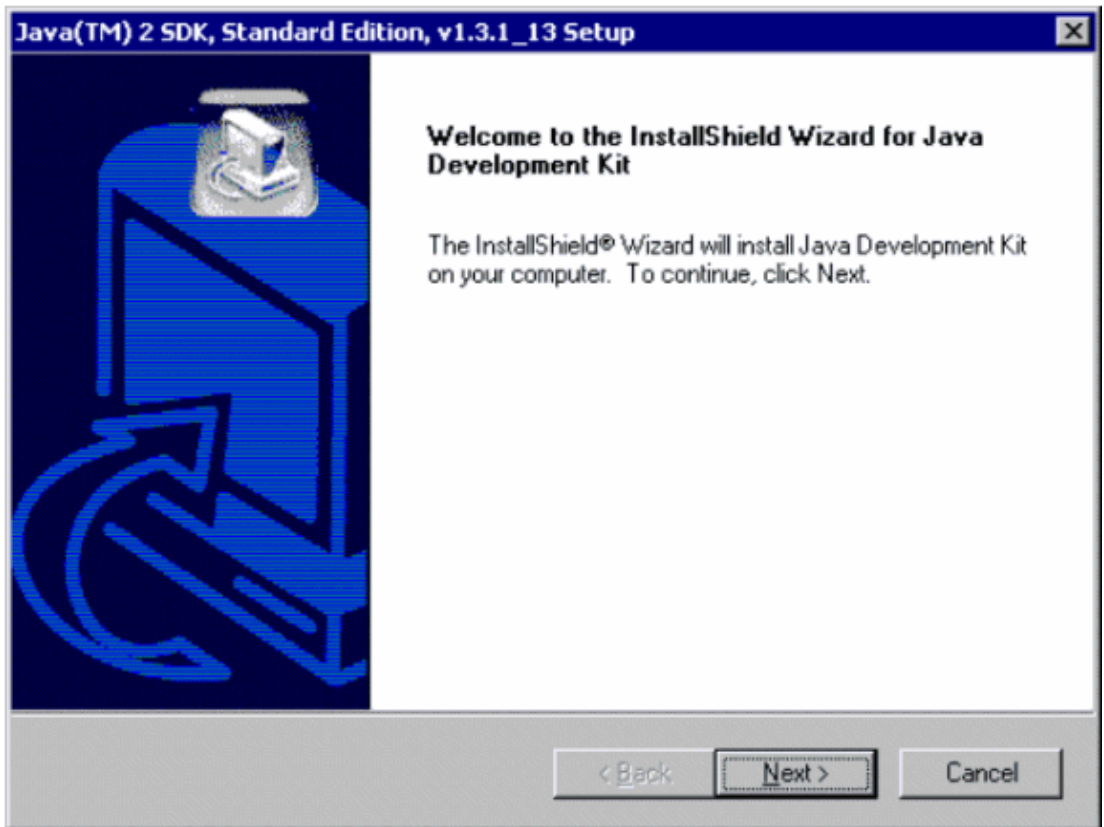


Step 3: Install the New JDK

Complete these steps to install the new version of JDK:

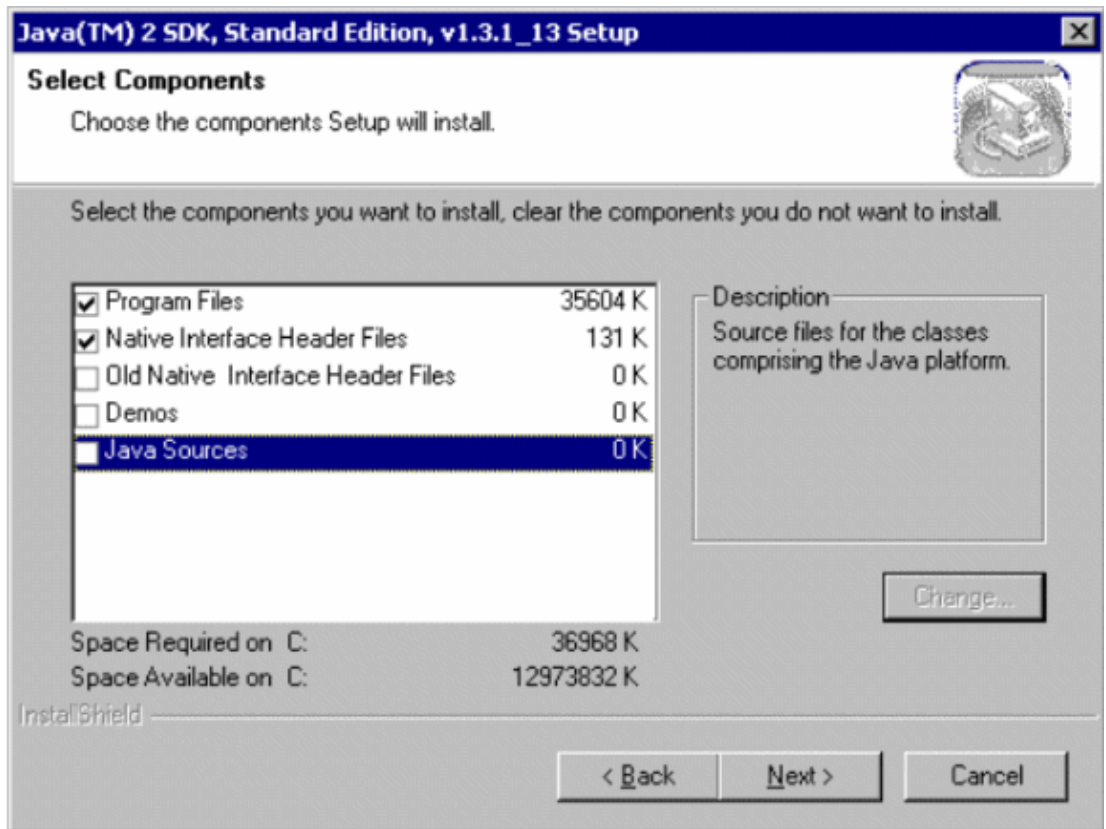
1. Run the `j2sdk-1_3_1_13-windows-i586.exe` file you downloaded in step 1. This launches the JDK installer, (see Figure 4).
2. Click **Next**.

Figure 4 Java 2 SDK, Standard Edition, v1.3.1_13 Setup: Welcome Screen



- The JDK license agreement appears.
3. Read the agreement and if you agree, click **Yes**.
 4. Install JDK to the suggested directory on the same drive where JDK was originally installed with the WebView Third Party Installer.
 5. Click **Next**. The Component Selection screen appears.
 6. Select only the first two components, **Program Files** and **Native Header Interface Files**.

Figure 5 Java 2 SDK, Standard Edition, v1.3.1_13 Setup: Select Components



Make sure the final three options, **Old Native Header Interface Files**, **Demos** and **Java Sources**) are not selected.

7. Click **Next**.

8. The JDK installation begins.

When the installer completes the installation process, click **Finish** to exit the installer.

Step 4: Restart WebView

Complete these steps to restart WebView:

1. Open the **Windows Service Control Panel**.
2. Click to select the **World Wide Web Publishing Service**.
3. Click **Start**.

Note: This action also starts the IIS Admin Service.

4. Click **OK**.

Step 5: Rollback the JDK Update

If you need to uninstall the JDK update, you must also reinstall the old version of the JDK to restore the registry, for which you must use the WebView Third Party Installation CD.

Complete these steps to roll back the JDK update:

1. Stop WebView.
2. Uninstall the JDK.
3. Uninstall the JRE.
4. Install the old JDK.
5. Restart WebView.

Step 6: Stop WebView

Complete these steps to stop WebView:

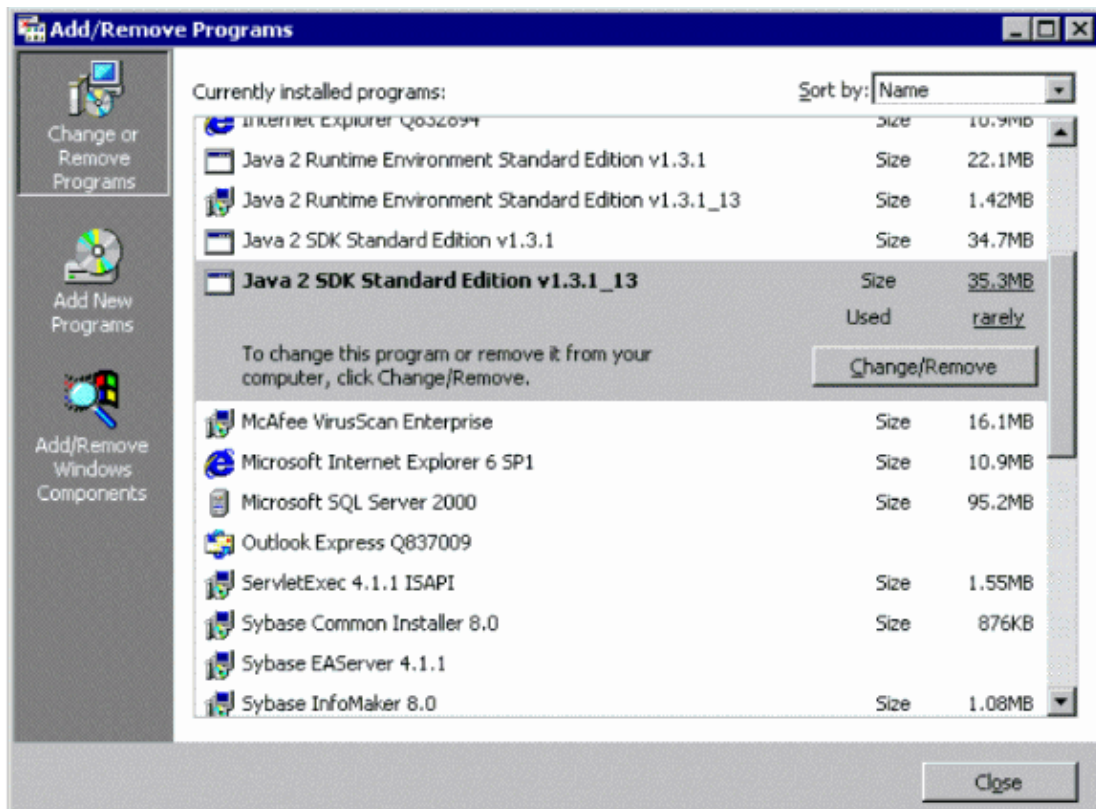
1. Open the **Windows Services Control Panel**.
2. Select the **IIS Admin Service**.
3. Click **Stop**. An alert appears to state that the **World Wide Web Publishing Service** stops.
4. Click **OK** to continue.

Step 7: Uninstall the JDK

Complete these steps to uninstall JDK:

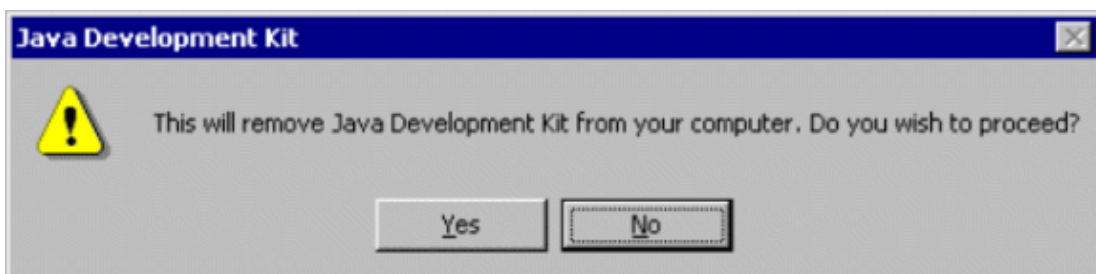
1. Select **Windows > Control Panel > Add/Remove Programs**.
2. Select **JDK 1.3.1_13**, as shown in Figure 6.

Figure 6 Add/Remove Programs



3. Click **Uninstall/Repair** to open the JDK uninstall program.
4. Click **Yes** in the prompt to confirm your action (see Figure 7).

Figure 7 Java Development Kit



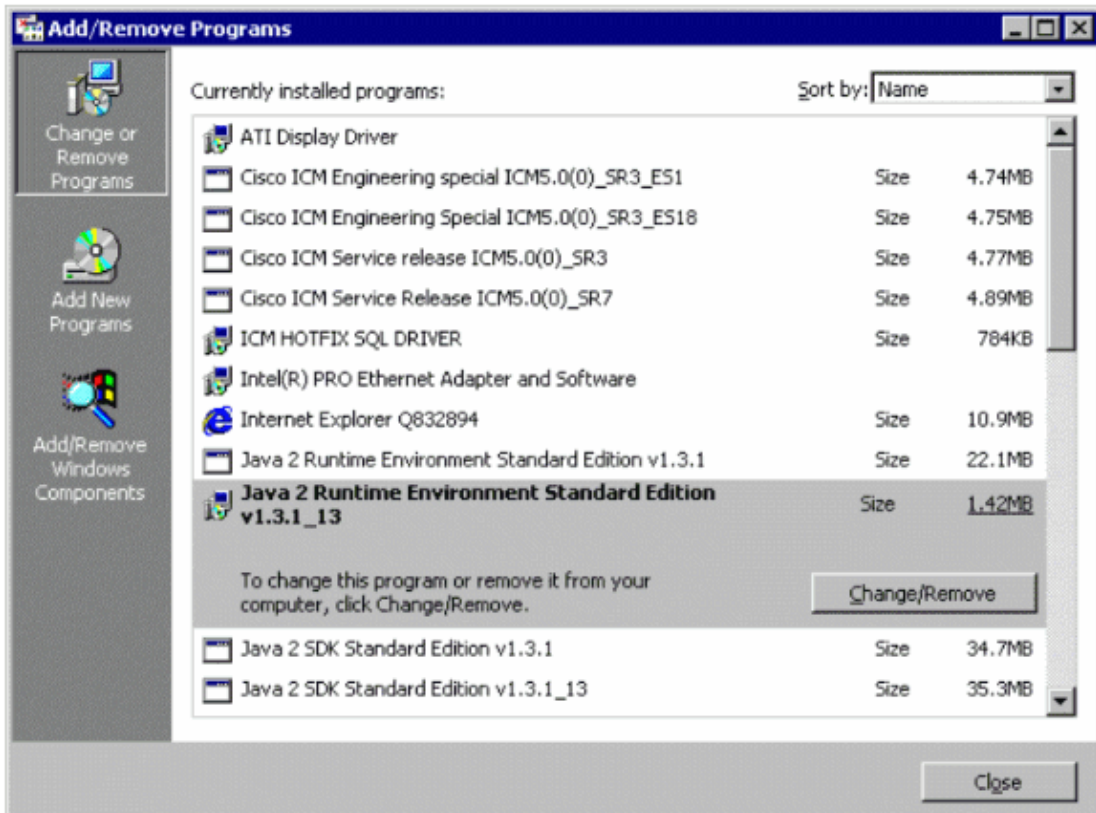
5. Click **OK** when a message box appears to state that the uninstallation is complete.

Step 8: Uninstall the JRE

Complete these steps to uninstall the JRE:

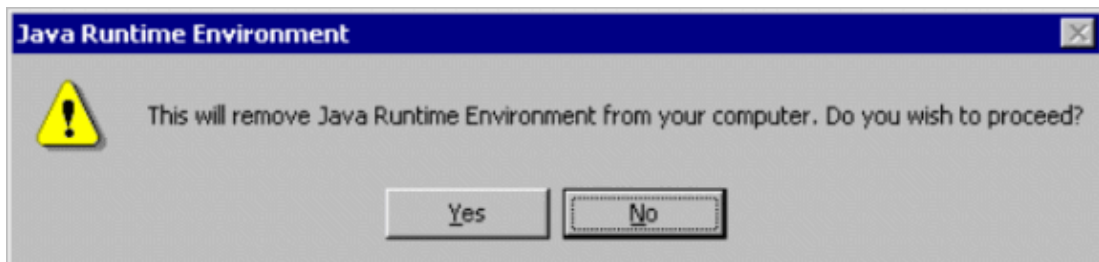
1. Select **Windows > Control Panel > Add/Remove Programs**.
2. Select **JRE 1.3.1_13**, as shown in Figure 8.

Figure 8 Add/Remove Programs



3. Click **Uninstall/Repair** to open the JDK uninstall program.
4. Click **Yes** in the prompt to confirm your action (see Figure 9).

Figure 9 Java Runtime Environment



5. Click **OK** when the uninstallation is complete.

Step 9: Install the JDK

Complete these steps to install the JDK:

1. Insert the WebView Third Party Installation CD.

2. Navigate to the JDK directory on the CD.
3. Run **Setup**. The JDK installer displays the Welcome screen
4. Click **Next**. The JDK license agreement appears.
5. Read the license agreement and click **Yes**.
6. Navigate to the directory where the original installation is located. For example, if the original installation is on the C drive, the directory to which you must navigate is c : \jdk1 . 3 . 1_13.
7. Click **Next**.
8. Uncheck all browsers in the Java Plug In dialog box.
9. Click **Next**. The Component Selection screen appears.
10. Select **Program Files** and **Native Header Interface Files**. Do not select any other components.
11. Click **Next**.
12. Click **Finish** when the installation is complete.

Step 10: Assign Permissions

Note: Ensure that you perform this step if you implemented the security hardening configuration guideline on this system based on Security Best Practices for Cisco Intelligent Contact Management Software Release 5.0(0). Otherwise, skip to step 11.

Complete these steps to assign permissions:

1. Check whether IUSR_<machine_name> exists.

If IUSR_<machine_name> does not exist, add the IUSR_<machine_name> .

2. Check whether IUSR_<machine_name> owns the appropriate rights to these directories:

- ◆ Full Control on <icm_install_dir> (for example, c:\icm)
- ◆ Full Control on <inetpub> (for example, c:\inetpub)
- ◆ Full Control on <ServletExec_install_dir> (for example, C:\Program Files\New Atlanta)
- ◆ Read & Execute permission on <JDK directory> (for example, c:\jdk1.3.1)
- ◆ Read permission on <EAServer directory> (for example, C:\Program Files\Sybase)
- ◆ Full Control on <EAServer directory>\EAServer\html\classes\com\cisco\atg

3. Complete these steps if you run ICM 5.0(0) SR5:

- a. Check whether a "web" folder exists at the same level as <icm_install_dir>. For example, c:\web if the path to <icm_install_dir> is c:\icm.

If you do not find the "web" folder at that level, you must create a "web" folder.

- b. Allow IUSR_<machine_name> to have Full Control on the "web" folder.

Step 11: Restart WebView

Complete these steps to restart WebView:

1. Open the **Windows Service Control Panel**.
2. Select the **World Wide Web Publishing Service**.
3. Click **Start**. This also prompts to start the **IIS Admin Service**.
4. Click **OK**.

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

- **Security Best Practices for Cisco Intelligent Contact Management Software Release 5.0(0) Technical Support & Documentation – Cisco Systems**

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2007 – 2008 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: May 11, 2008

Document ID: 63019
