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# Corrupted User Interface – Cisco E–Mail Manager Option

Document ID: 64231

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**Introduction**

**Prerequisites**

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## Introduction

This document describes one possible reason for the failure of an agent to log into the Cisco Agent Desktop, and provides a solution in Cisco E–Mail Manager version 5 in a Cisco Intelligent Contact Management (ICM) environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco E–Mail Manager Option

### Components Used

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

- Cisco ICM version 5.0 and later
- Cisco E–Mail Manager Option 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 Cisco Technical Tips Conventions for more information on document conventions.

# Problem

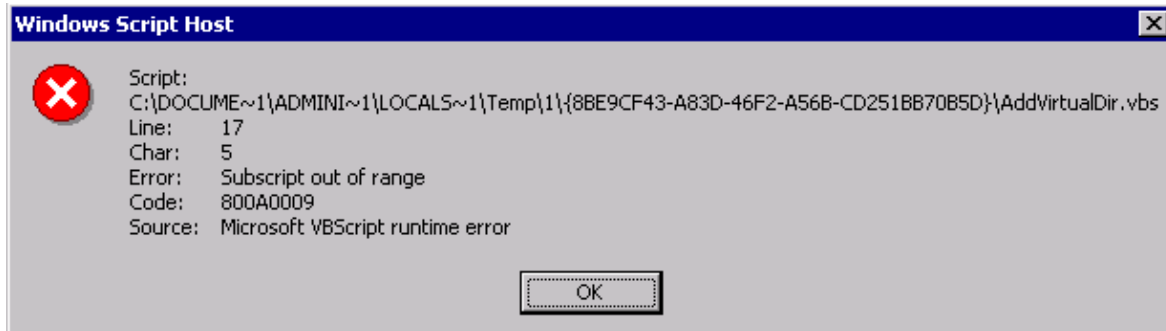
This section provides a step-by-step description of the problem.

1. The agent fails to log into the Agent Desktop, and the Internet Explorer browser window displays this error message:

Web Page Cannot Display

2. When the administrator tries to reinstall the UI Server, the Subscript out of Range error is displayed:

**Figure 1 Subscript Out of Range: Microsoft VBScript Runtime Error**



# Solution

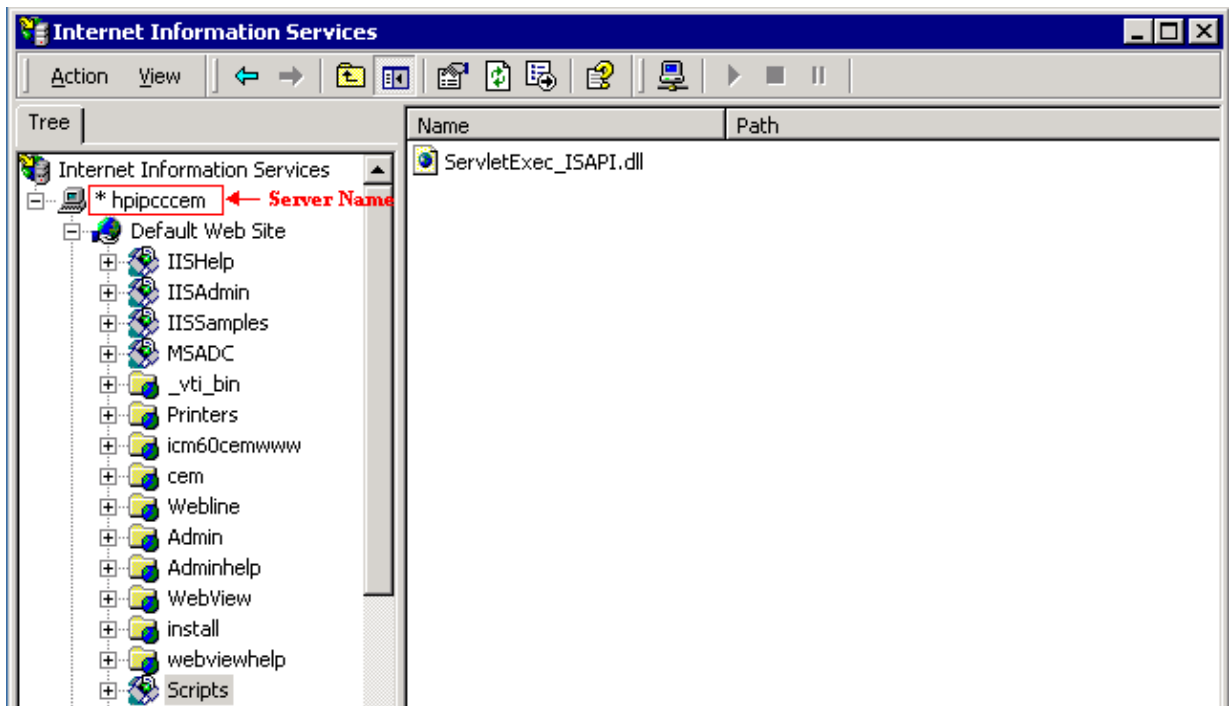
ServletExec requires that the Scripts virtual directory points to the **ServletExec\_ISAPI.dll** file in the C:\inetpub\scripts directory. This is a virtual directory for Internet Information Services.

Complete these steps:

1. Select **Start > Programs > Administrative Tools > Internet Services Manager**.

The Internet Information Services window is displayed:

**Figure 2 Internet Information Services Manager**



- Internet Information Services is the root in the left pane.
2. Expand the Server node (here, it is "hpicccem"), and the Default Web Site node.
  3. Scroll down to locate the Scripts virtual server node.

If you are unable to locate the Scripts virtual server, you must create one. Complete these steps:

- a. Right click **Default Web Site**, and select **New > Virtual Directory** from the shortcut menu.

The Welcome screen is displayed:

**Figure 3 Welcome Screen: Virtual Directory Creation Wizard**

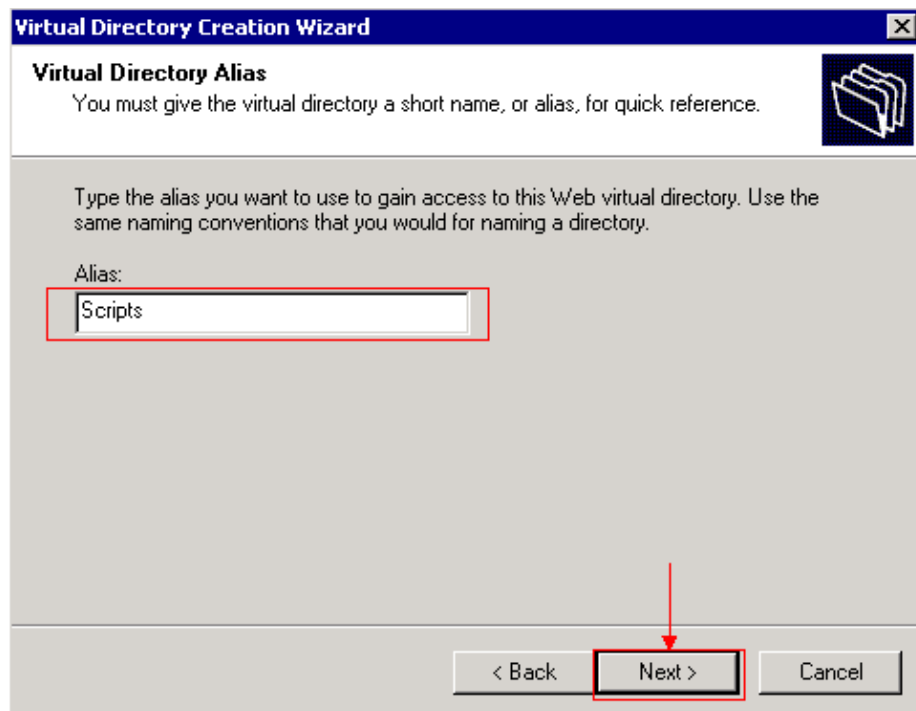


b. Click **Next**.

The Virtual Directory Alias screen is displayed (see Figure 4).

c. Type **Scripts** in the Alias field.

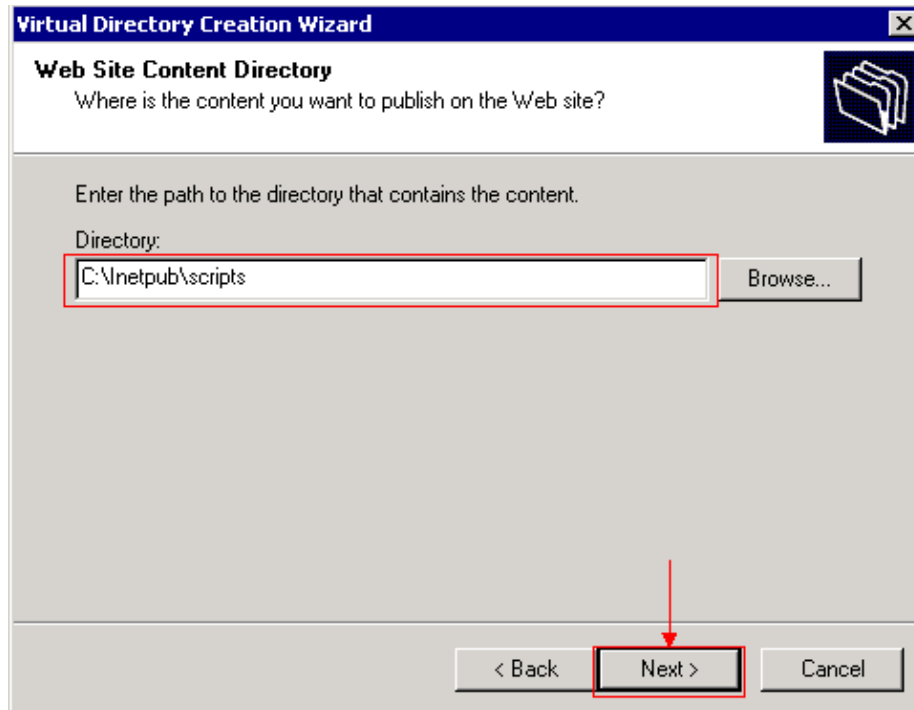
**Figure 4 Virtual Directory Alias Screen**



d. Click **Next**.

The Web Site Content Directory screen is displayed:

**Figure 5 Web Site Content Directory Screen**

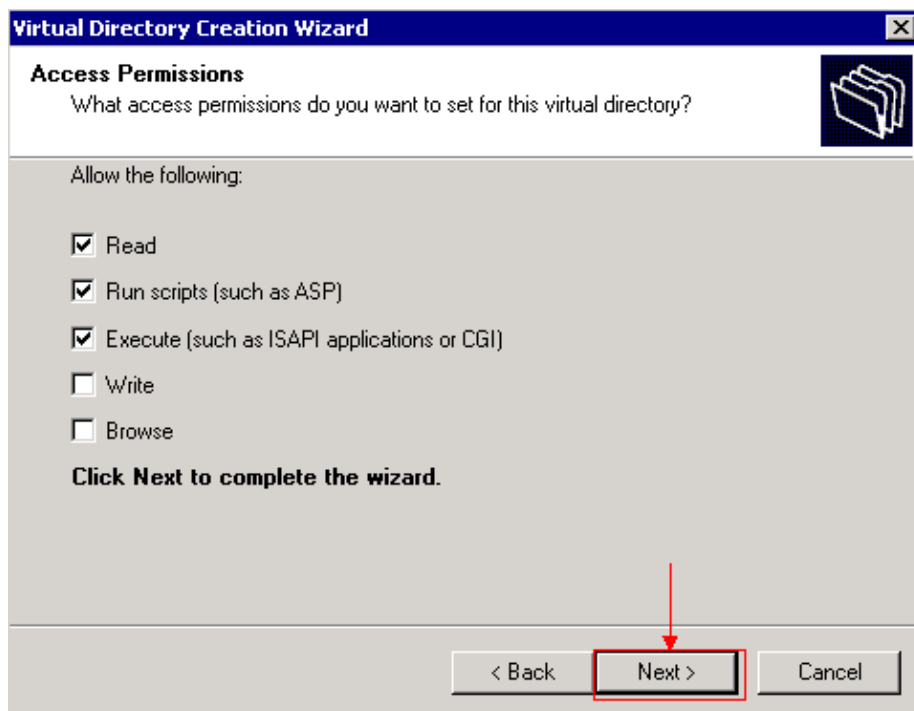


- e. Type **C:\inetpub\scripts** in the Directory field.
- f. Click **Next**.

The Access Permissions page is displayed (see Figure 6).

- g. Check the **Read**, **Run scripts (such as ASP)** and **Execute (such as ISAPI applications or CGI)** check boxes.

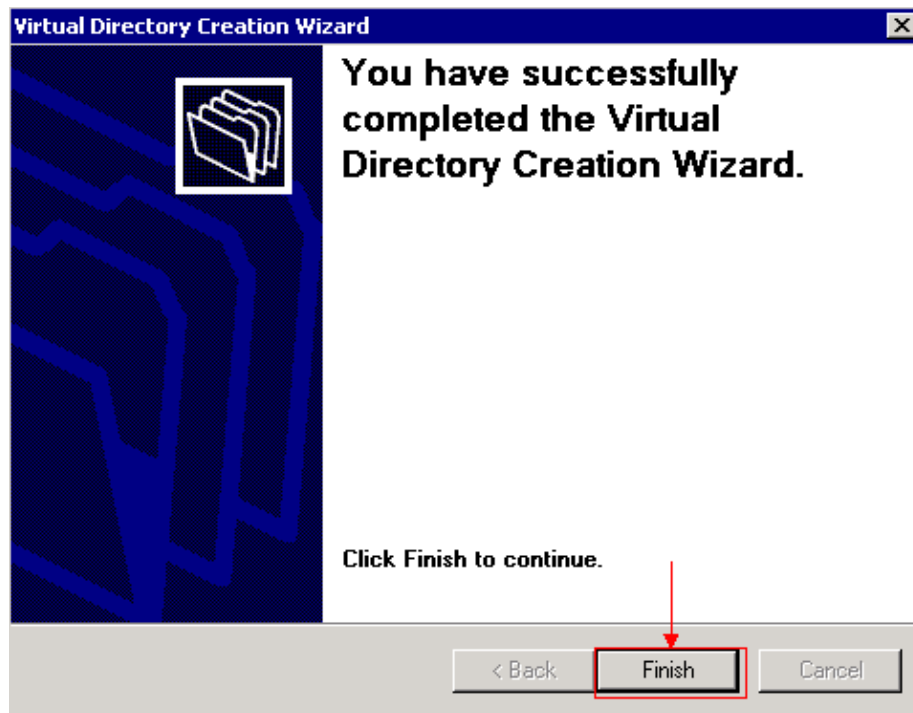
**Figure 6 Access Permissions Screen**



- h. Click **Next**.

The Successful Completion screen is displayed:

**Figure 7 Successful Completion Screen**

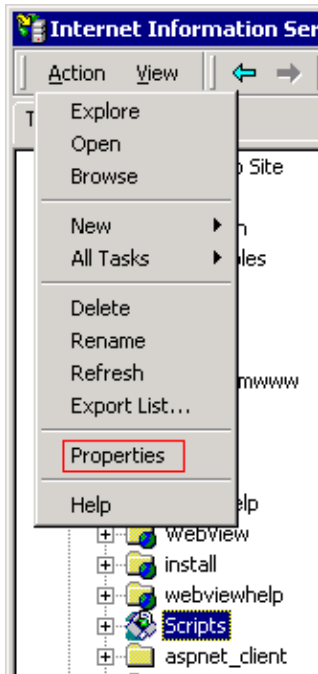


i. Click **Finish**.

The Scripts virtual server is created.

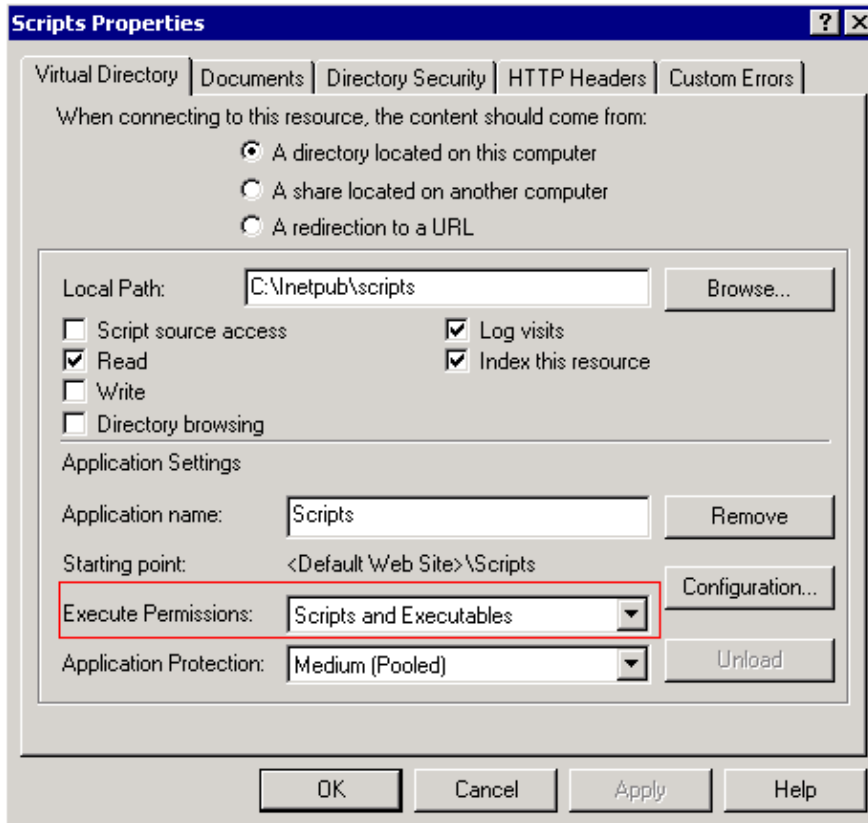
4. Select Scripts in the left pane, and click **Action > Properties** (see Figure 8).

**Figure 8 Scripts Virtual Directory Properties**



The Scripts Properties window is displayed:

**Figure 9 Scripts Properties**



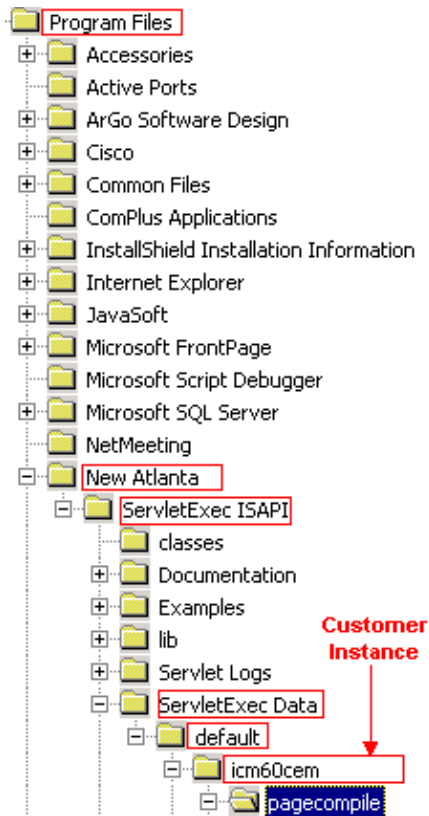
5. Verify whether **Scripts and Executables** is selected in the Execute Permissions list.
6. Click **OK**.
7. Next, locate the **pagecompile** folder, in this path:

```
C:\Program Files\New Atlanta\ServletExec ISAPI\ServletExec Data\  
Default\<cust_inst>\
```

where <cust\_inst> represents the customer instance.

If the **pagecompile** folder does not exist, you must create one in the customer instance folder (see Figure 10).

**Figure 10 Pagecompile Directory**



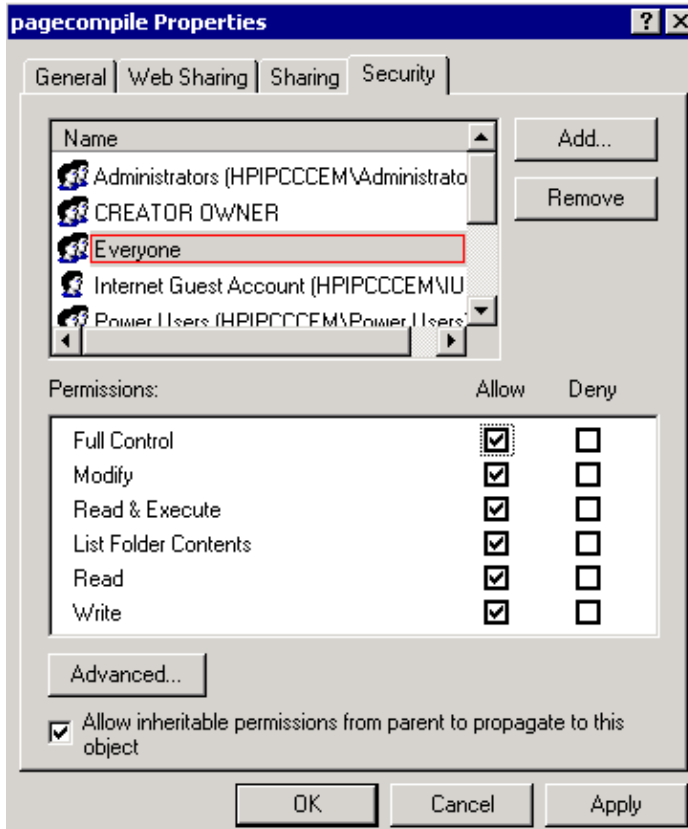
8. Right-click **pagecompile**, and select **Properties** from the shortcut menu.

The pagecompile Properties dialog box is displayed (see Figure 11).

9. Select the **Security** tab.

10. Set the permissions on the **pagecompile** folder to **Everyone**, and provide Full Control.

**Figure 11 Pagecompile Properties**



11. Click **Apply**.
12. Click **OK**.

The Scripts virtual directory now points to the correct file, and the Subscript out of Range error no longer appears during the reinstallation of the UI Server.

## 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 & Documentation – Cisco Systems**

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