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WebView Log Out Button is Inoperable Due to Corrupt WebView Files

Document ID: 64448

Introduction

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[NetPro Discussion Forums – Featured Conversations](#)

Related Information

Introduction

This document describes the problem of an inoperable WebView Log Out button in the Cisco Intelligent Contact Management (ICM) and Cisco E-Mail Manager environments, and provides a possible workaround.

Note: For more information on the resolution of this issue, refer to Cisco bug ID CSCsa44471 (registered customers only) .

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco E-Mail Manager Option
- Cisco WebView

Components Used

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

- Cisco ICM version 5.x and later
- Cisco E-Mail Manager Option version 5.0 SR1
- Cisco WebView version 5.x 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

When you click the **Log Out** button in Cisco WebView:

- You are unable to exit WebView (see arrow B in Figure 1).
- The words "**(request,response))return**" are displayed above the button (See Arrow A in Figure 1).

Figure 1 Inoperable Log Out Button in WebView



Cause

This problem occurs when some WebView files are corrupt.

Solution

Complete these steps to solve this problem:

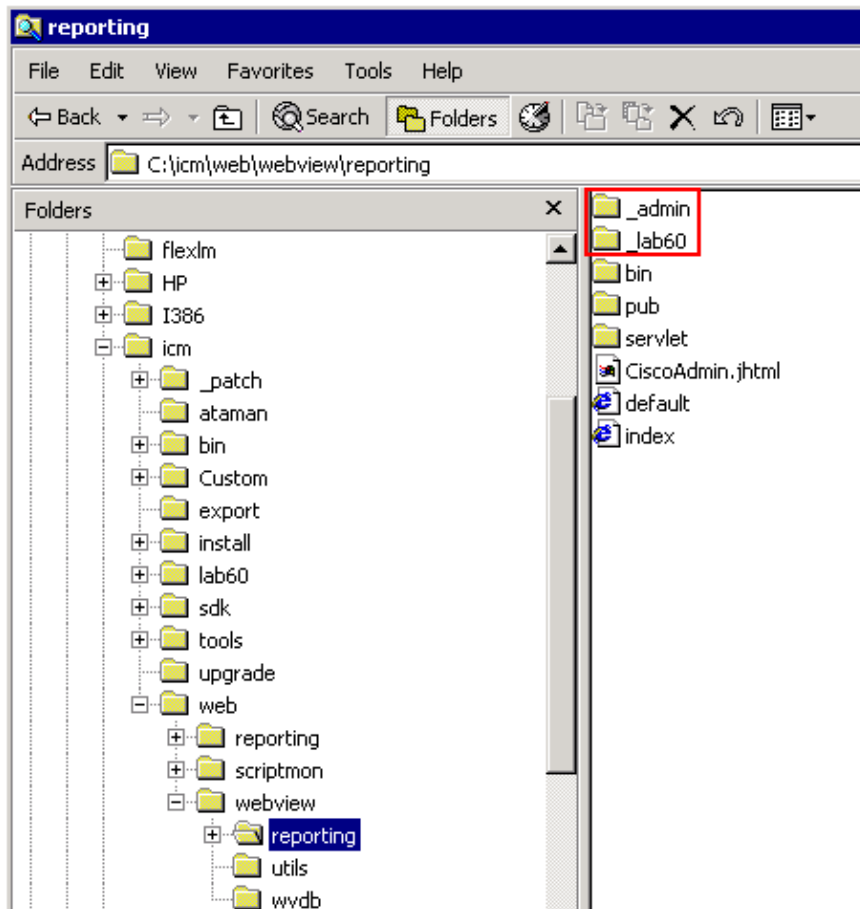
1. Open Windows Explorer.
2. Navigate to the **reporting** directory.

For ICM WebView, the path is `C:\icm\web\webview\reporting`.

For Cisco E-Mail Manger WebView, the path is `C:\cem\web\webview\reporting`.

3. In the right pane, select all folders whose names begin with an underscore (`_`) (see the red box in Figure 2), and delete them.

Figure 2 Folders in the "reporting" Directory, Whose Names Begin with an Underscore

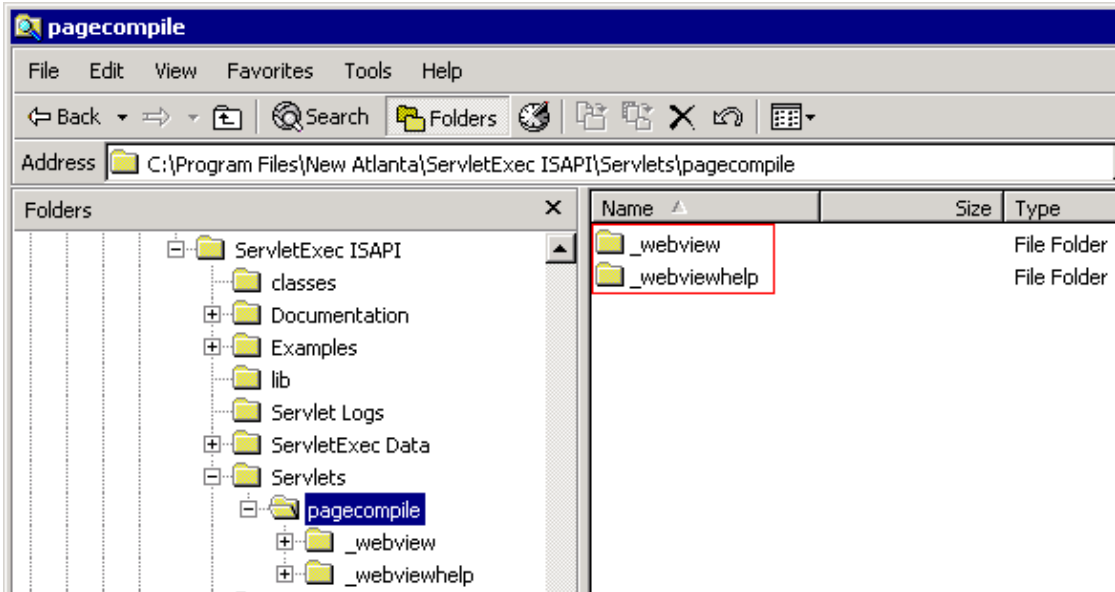


4. Navigate to the **pagecompile** directory:

`C:\Program Files\New Atlanta\ServletExec ISAPI\Servlets\pagecompile`

5. In the right pane, select all folders whose names begin with an underscore (`_`) (see the red box in Figure 3), and delete them.

Figure 3 Folders in the "pagecompile" Directory Whose Names Begin with an Underscore

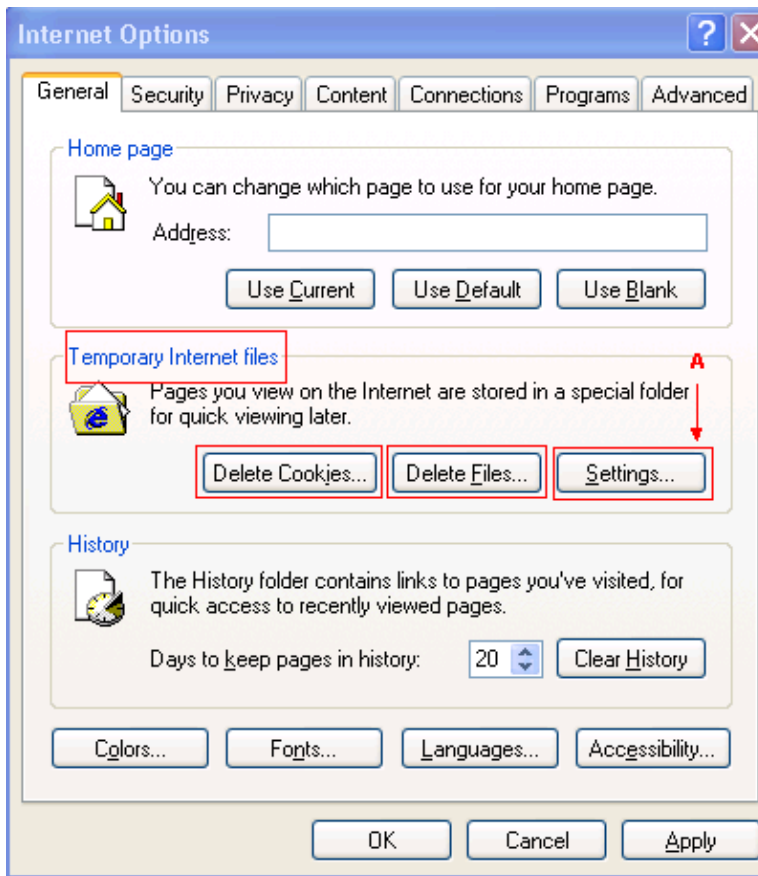


6. Open a Microsoft Internet Explorer browser window.
7. Select **Tools > Internet Options**.

The Internet Options dialog box is displayed (see Figure 4).

8. Click **Delete Cookies** and **Delete Files** in the Temporary Internet Files section.

Figure 4 Internet Options

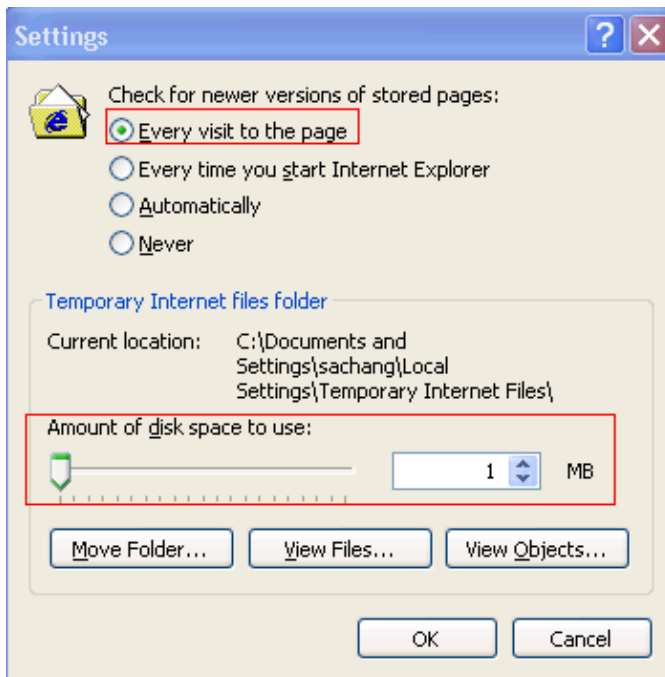


9. Click **Settings**.

The Settings dialog box is displayed (see Figure 5).

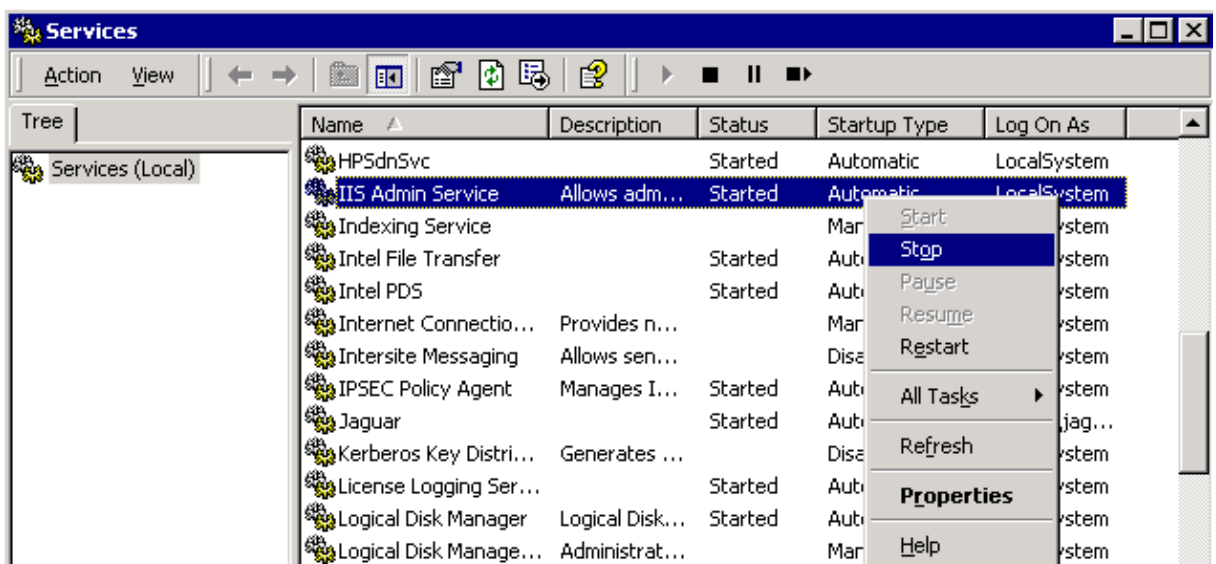
10. Select the **Every visit to the page** option.
11. Change the value in the Amount of disk space to use field to **1 MB**.

Figure 5 Settings



12. Click **OK** twice.
13. Click **Start > Programs > Administrative Tools > Services** to open the Services window.
14. In the right pane, locate IIS Admin Service (see Figure 6).
15. Right-click IIS Admin Service, and select **Stop** from the shortcut menu, to stop the service.

Figure 6 Services



16. Right-click IIS Admin Service, and select **Start** from the shortcut menu, to restart the service.

You can now use the **Log Out** button to exit WebView.

Note: In this document, **C:** represents the drive letter.

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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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