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# Failure to Launch CTC in Spanish Windows XP Professional

Document ID: 65196

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## Introduction

### Prerequisites

Requirements

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### Problem

### Cause

### Solution

[NetPro Discussion Forums – Featured Conversations](#)

### Related Information

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## Introduction

This document describes the accent character (ó) issue when you try to load Cisco Transport Controller (CTC) on Spanish Windows XP Professional in a Cisco ONS 15454 environment.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ONS 15454
- Microsoft Windows XP
- CTC
- Java 2 Runtime Environment, Standard Edition (J2SE JRE)

## Components Used

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

- Cisco ONS 15454 version 4.6 or later
- Microsoft Spanish Windows XP Professional
- J2SE JRE version 1.4.2

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

You are unable to launch CTC from a browser.

# Cause

CTC downloads and executes the CTC applet when you launch CTC from a browser. The CTC applet copies JAR files of the application from the node into the **temp** directory in order to store the JAR files in the cache memory.

When you use the Spanish version of Windows XP, the default path to the temp directory is C:\Documents and Settings\\Configuración local\Temp. Java does not recognize the accent character (ó) in the file path. Therefore, CTC fails to launch.

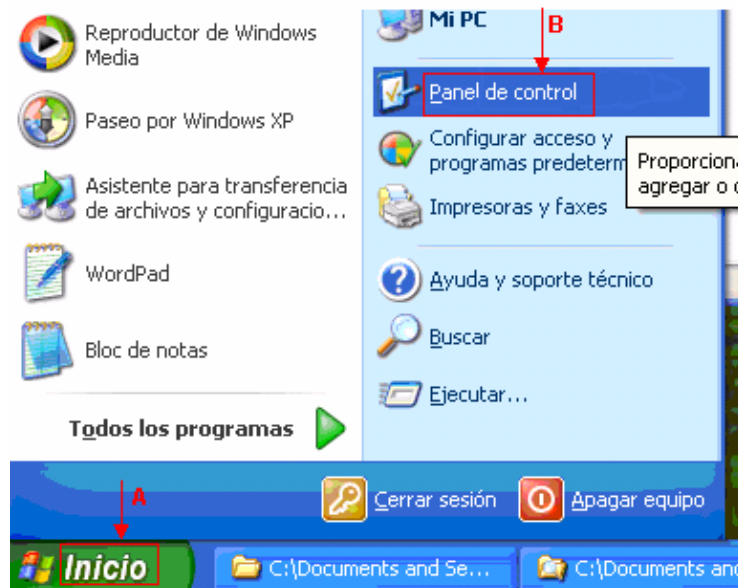
# Solution

In order to solve this problem, you must set up a different temp directory through the environment variable.

Complete these steps:

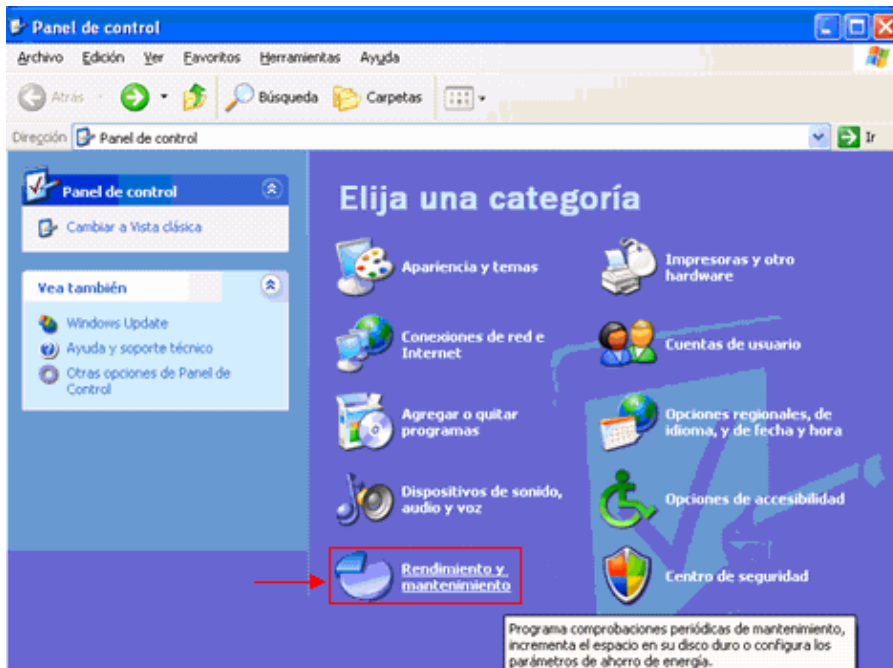
1. Click **Inicio > Panel de Control** (see arrows A and B in Figure 1).

**Figure 1 Inicio > Panel de Control**



The Panel de Control window appears:

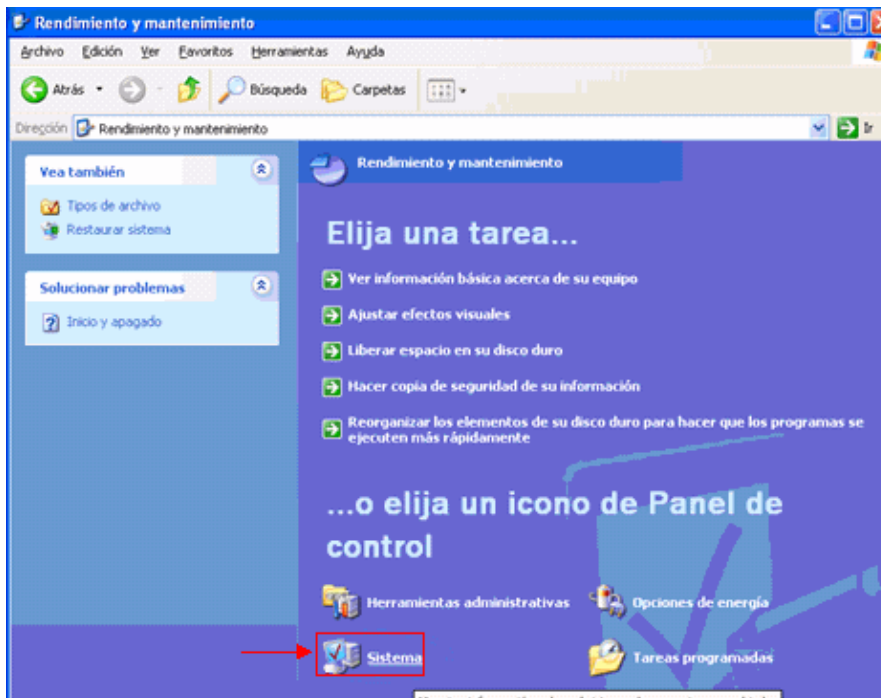
**Figure 2 Panel de control**



2. Click **Rendimiento y mantenimiento** (see Figure 2).

The Rendimiento y mantenimiento window appears:

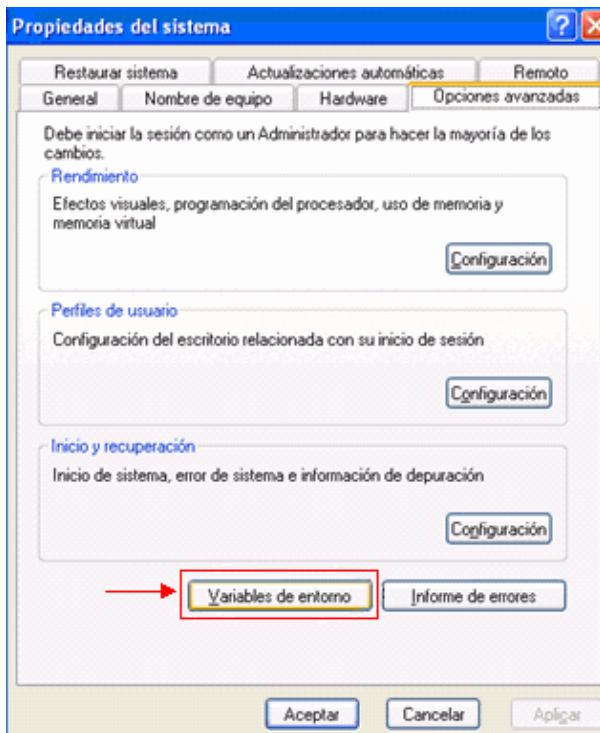
**Figure 3 Rendimiento y mantenimiento**



3. Click **Sistema** (see Figure 3).

The Propiedades del sistema window appears:

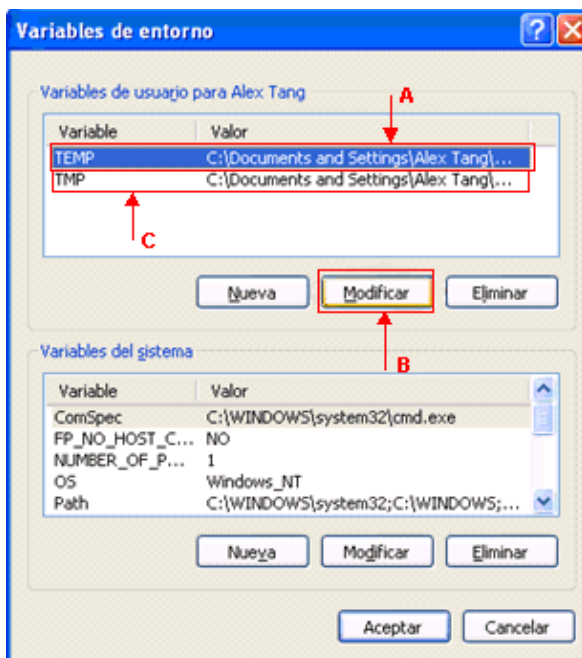
**Figure 4 Propiedades del sistema**



4. Click **Variables de entorno** (see Figure 4).

The Variables de entorno window appears:

**Figure 5 Variables de entorno**

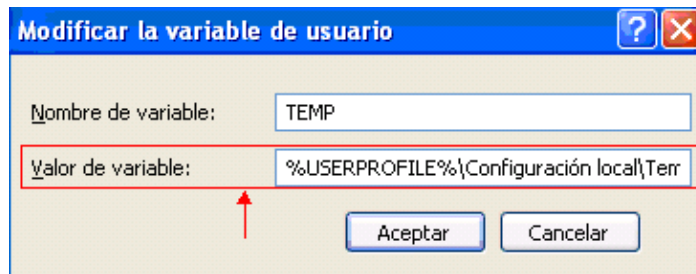


5. Modify the TEMP environment variable. Complete these steps:

- a. Select the TEMP variable (see arrow A in Figure 5).
- b. Click **Modificar** (see arrow B in Figure 5).

The Modificar la variable de usuario window appears:

**Figure 6 Modificar la variable de usuario**



%USERPROFILE% is a macro that represents C:\documents and settings\

- c. If the user login name does not contain any accent characters, change the text from %USERPROFILE%\Configuración local\Temp or %USERPROFILE%\Config~1 to %USERPROFILE%\Temp.

**Note:** Ensure that the Temp folder exists in C:\documents and settings\

If the user login name contains an accent character, change the text from %USERPROFILE%\Configuración local\Temp or %USERPROFILE%\Config~1 to a directory whose name contains no accent characters, for example, C:\Temp.

- d. Click **Aceptar**.
6. Repeat Step 5 to modify the TMP environment variable (see arrow C in Figure 5).
7. Restart the PC and launch CTC.

## 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 Optical

Service Providers: Optical Networking

Service Providers: Metro

## Related Information

- **Technical Support & Documentation – Cisco Systems**

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