

Script Editor Access Error

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Introduction

This document describes two reasons for the failure of users to access scripts from the Script Editor, and provides relevant solutions in a Cisco Intelligent Contact Management (ICM) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- ICM Script Editor

Components Used

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

- Cisco ICM Enterprise Edition version 6.x

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

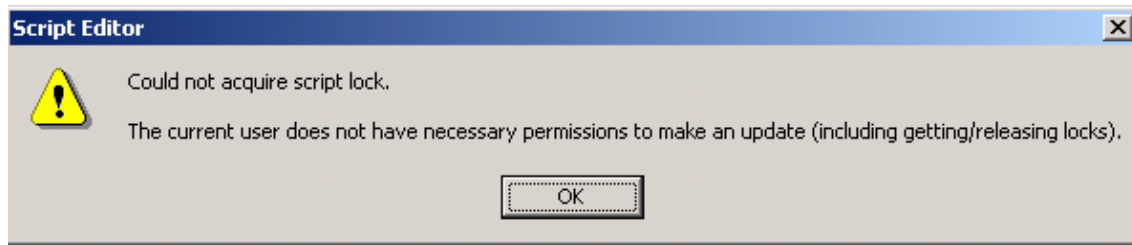
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When a user tries to process a script, the Script Editor fails, and this error message appears (see Figure 1):

```
Could not acquire script lock
```

Figure 1 Script Editor Error Message



Causes

This problem can occur when:

- Another user is editing the script.
- The user does not have the privileges to access the **dbagent.acl** file.

Solutions

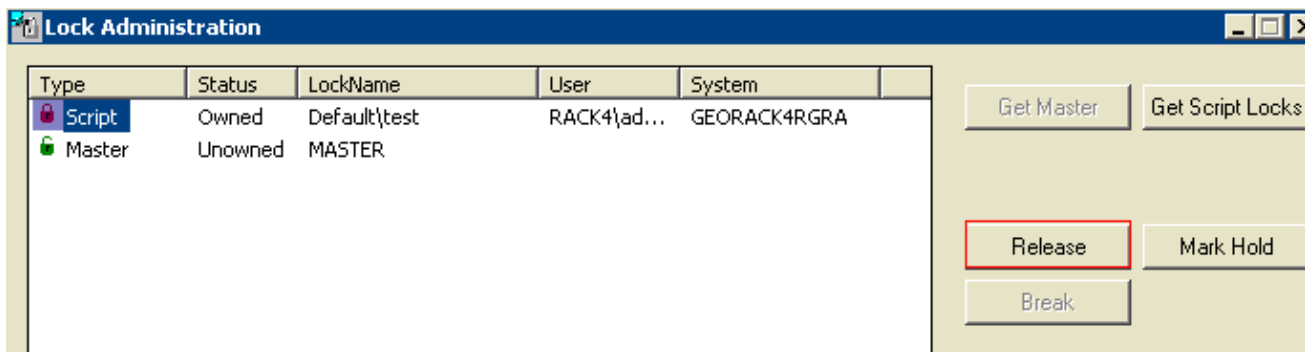
Lock Release

In order to maintain the integrity of a script, only one user can edit a specific script at a given time. The current user locks a script when the user edits the script. If one user locks a script, no other user can access the script from any Admin Workstation (AW) until the user releases the lock. In this scenario, you can ask the current user to close the script editing session. Alternatively, you can release the script lock forcibly.

Complete these steps in order to release the script lock forcibly:

1. Run Lock Admin.
2. Select the script.
3. Click **Release** (see red rectangle in Figure 2).

Figure 2 Lock Administration



Access Rights for Dbagent.acl

In order to run Script Editor to process a script, the user must have Full Control privileges to access the **dbagent.acl** file. You can locate the **dbagent.acl** file in `C:\icm\\ra`. By default, users who belong to the **Everyone** group have permissions to process a script (see Figure 3).

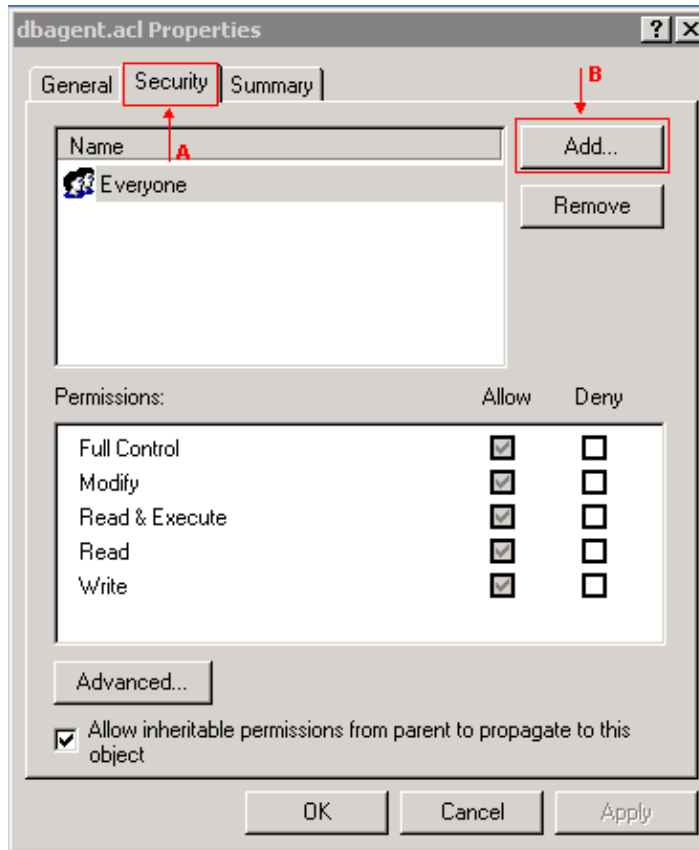
Users who are not members of the **Everyone** group cannot access the Script Editor. In order to solve this problem, you can add the user to the **Everyone** group. Alternatively, you can grant Full Control to an

individual user for the **dbagent.acl** file.

Complete these steps in order to provide a user with access to the **dbagent.acl** file.

1. Right-click the **dbagent.acl** file, and select **Properties** from the shortcut menu.
2. Click the **Security** tab (see arrow A in Figure 3).

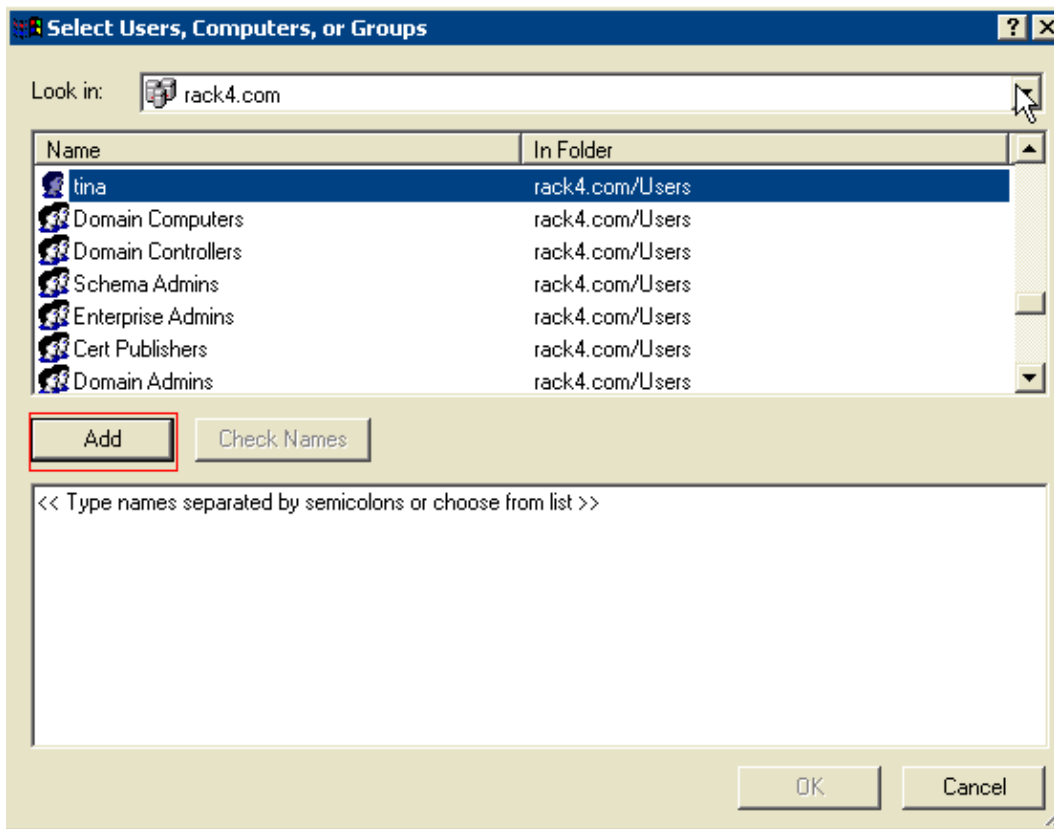
Figure 3 Dbagent.acl Properties



3. Click **Add** (see arrow B in).

The Select Users, Computers, or Groups dialog box appears (see Figure 4).

Figure 4 Select Users, Computers, or Groups



4. Scroll through the Name list to locate the user, and click the user name to select the user.
5. Click **Add**.
6. Click **OK**. The dbagent.acl Properties screen appears.
7. Check the **Full Control** check box under the Permissions section.
8. Click **OK**.

The user can now access scripts through the Script Editor.

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Related Information

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

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