

# WebView Historical Reports Contain Statistics with All Zeros

Document ID: 66230

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Cause**

**Solution 1**

**Solution 2**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

This document describes one reason why WebView historical reports contain no data, and provides a solution.

The statistics appear with all zeros on the Cisco Intelligent Contact Management (ICM) WebView report system in a Cisco IP Contact Center (IPCC) Enterprise environment.

## 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 6.x
- Cisco WebView 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.

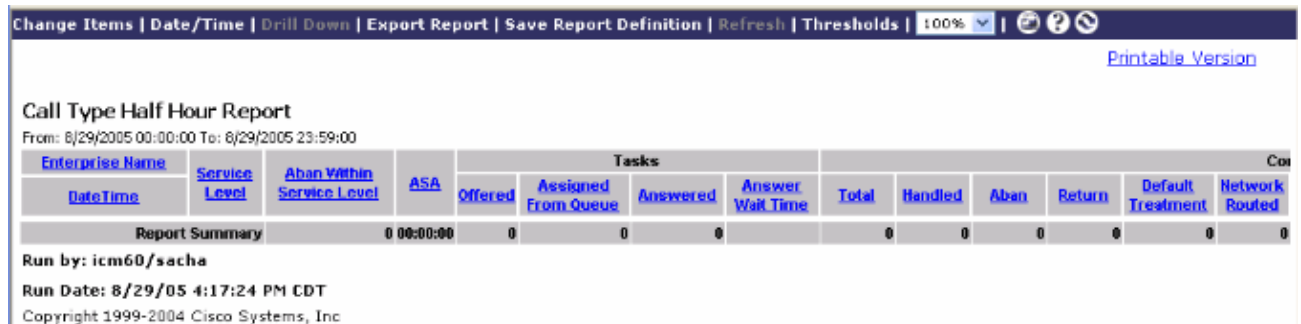
### Conventions

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

# Problem

WebView historical reports contain no data. The statistics appear with all zeros. See Figure 1 for an example. However, real-time WebView reports do not have any problems, and display current and correct data.

**Figure 1** WebView Historical Reports with All Zeros



The screenshot shows a web browser window with a navigation bar at the top containing links like 'Change Items', 'Date/Time', 'Drill Down', 'Export Report', 'Save Report Definition', 'Refresh', and 'Thresholds'. The main content area is titled 'Call Type Half Hour Report' and shows a report for the period 'From: 8/29/2005 00:00:00 To: 8/29/2005 23:59:00'. Below the title is a table with columns for 'Enterprise Name', 'Service Level', 'Aban Within Service Level', 'ASA', and 'Tasks'. The 'Tasks' section includes 'Offered', 'Assigned From Queue', 'Answered', and 'Answer Wait Time'. A 'Report Summary' row shows all values as 0. Below the table, it says 'Run by: icm60/sacha' and 'Run Date: 8/29/05 4:17:24 PM CDT'. The footer contains 'Copyright 1999-2004 Cisco Systems, Inc'.

Enterprise Name	Service Level	Aban Within Service Level	ASA	Tasks				Total	Handled	Aban	Return	Default Treatment	Network Routed
DateTime	Level	Service Level		Offered	Assigned From Queue	Answered	Answer Wait Time						
Report Summary			0 00:00:00	0	0	0	0	0	0	0	0	0	0

Furthermore, if you issue SQL commands to examine the database content, the historical data is accurate and reliable. For example, data that you extract through this SQL command contains all the historical rows:

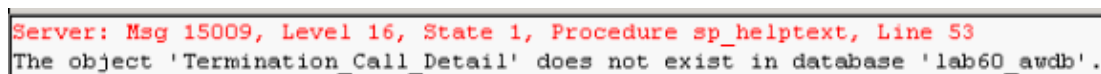
```
select * from t_Termination_Call_Detail
```

# Cause

Corrupt table views on the Historical Data Server (HDS) cause the statistics to appear with zeros in WebView historical reports.

When you issue the `sp_helptext Termination_Call_Detail` SQL command on the Admin Workstation (AW), an error message appears (see Figure 2).

**Figure 2** Failure Run of `sp_helptext`



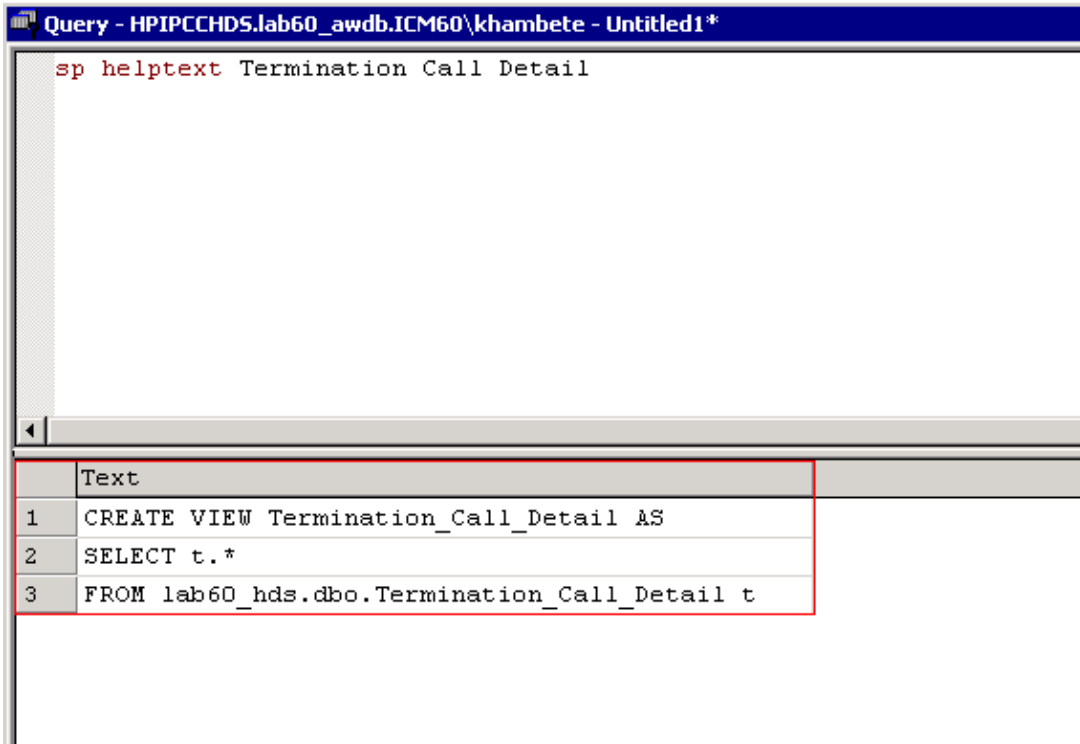
```
Server: Msg 15009, Level 16, State 1, Procedure sp_helptext, Line 53
The object 'Termination_Call_Detail' does not exist in database 'lab60_awdb'.
```

# Solution 1

Complete these steps in order to solve the problem:

1. Run `Update Version set CCMinor=0` on the AW.
2. Run `Update Version set CCMinor=0` on the HDS.
3. Run **Setup.exe** on the AW.
4. Run `sp_helptext Termination_Call_Detail` (see arrow A in Figure 3). If this command fixes the problem, the result appears as shown in Figure 3.

**Figure 3** Successful Run of `sp_helptext`



## Solution 2

Choose **Program Files > Sybase > shared > PowerBuilder** and open the file **pbodbXXX.ini**. Find this part:

```
[MSSQLSERVER_DATETIME]
; PBDateFmt='\ 'yyyy-mm-dd\ '
PBDateFmt='\ 'yyyy-dd-mm\ '
PBTimeFmt='\ 'hh:mm:ss\ '
; PBDateTimeFmt='\ 'yyyy-mm-dd hh:mm:ss.fff\ '
PBDateTimeFmt='\ 'yyyy-dd-mm hh:mm:ss.fff\ '
```

Now, make some changes as in this example:

**Note:** You need to put ; in front of some lines and delete from some lines.

```
[MSSQLSERVER_DATETIME]
PBDateFmt='\ 'yyyy-mm-dd\ '
; PBDateFmt='\ 'yyyy-dd-mm\ '
PBTimeFmt='\ 'hh:mm:ss\ '
PBDateTimeFmt='\ 'yyyy-mm-dd hh:mm:ss.fff\ '
; PBDateTimeFmt='\ 'yyyy-dd-mm hh:mm:ss.fff\ '
```

## 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**
- 

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

---

Updated: Oct 05, 2005

Document ID: 66230

---