

"Error While Handling The Input Request" Error Message When Configuring CRS

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solutions

Solution 1

Solution 2

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[Related Information](#)

Introduction

When you try to change the Cisco Customer Response Solution (CRS) configuration using the CRS AppAdmin page, this error message is received in the browser window: `Error while handling the input request..`

This document provides information on this error message and solutions to resolve the issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CRS
- DC Directory Administration
- Active Directory

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

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

Problem

When you try to add an application or Resource Manager–Contact Manager (RMCM) Resource Group, or upload scripts/prompts or create a new jtapi trigger using the CRS AppAdmin page, one of these error messages is received in the browser window:

```
Error while handling the input request. Backup
```

or

```
Error while handling the input request. Patch
```

or

```
The page can not be displayed
```

This issue can occur when there was a failed BARS backup or restore that has corrupted the Lightweight Directory Access Protocol (LDAP). This prevents you from making any changes.

This error occurs when a backup operation on CRS has not been completed successfully. When a backup or patch operation is performed, there are several flags on the LDAP that are temporarily modified to show that a BARS operation is happening. When these flags indicate an operation that occurs, then no modifications are allowed from CRS AppAdmin. Sometimes, these flags get stuck and the issue mentioned in this section occurs.

Solutions

In order to resolve the issue, you need to clear these flags from the LDAP. You can perform this **manually** or run a program called **ClearArchive.exe**.

Solution 1

These steps allow you to clear the archive flags in the LDAP manually in a DC Directory environment.

Note: You need to log into the DC Directory Manager as a Directory Manager in order to make the necessary changes.

Refer to Cisco bug ID CSCsi48772 (registered customers only) .

1. In the DC Directory LDAP, for example **CCN Apps > clusters > <profile name> > <cluster name> > Cluster Specific.XXXXXXX**, confirm that these archive flag entries are named as this list shows:

```
archiveID?empty  
archiveRequest?empty  
archiveTimestamp?empty  
archiveUserInfo?empty
```

2. If any of these entries are missing the ?empty suffix in their name, then rename them to exactly match the list.
3. Once you have confirmed that all the entries are named properly, confirm that all these entries have the value configured as **x** (lowercase x). If any of these entry values are not configured as **x**, then select **Modify** and then add the value **x**.
4. Restart the CRS Node Manager from Windows services.

If you have Active Directory (AD) integration, you need to use **ADSI Edit** in order to change the archive flag parameters.

Refer to Cisco bug ID CSCsi32232 (registered customers only) .

Complete these steps in order to resolve the issue in an AD environment:

1. On the AD server, you can browse your directory schema by opening the **Active Directory Services Interface (ADSI)** edit utility. Drill down to, for example, **dc=xxxxx, dc=cisco, dc=com**,

ou=Cisco, ou=CCNApps, ou=clusters, ou= <profilename>, ou=Cluster Specific.XXXXXXX.

2. Check that the entries are named as this list shows:

```
CN=archiveID?empty
CN=archiveRequest?empty
CN=archiveTimestamp?empty
CN=archiveUserInfo?empty
```

3. If any of these entries are missing the ?empty suffix in their name, rename them to exactly match the list.

With AD, it is not necessary to edit the value, but it is enough to append ?empty.

4. Restart the CRS Node Manager from Windows services.

Solution 2

You can run the **ClearArchive.exe** in order to clear the archive flags in LDAP automatically. You need to open a Service Request [☞](#) (registered customers only) to obtain the **ClearArchive.exe** file.

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