



## **Cisco Configuration Professional Troubleshooting Guide**

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## Preface

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This preface describes the audience this document is aimed and the conventions used in the *Cisco Configuration Professional Troubleshooting Guide*. It also provides information on how to obtain documentation and technical assistance.

- [Audience, page v](#)
- [Conventions, page v](#)
- [Obtaining Documentation and Submitting a Service Request, page vi](#)

## Audience

This guide is intended primarily for network administrators and channel partners.

## Conventions

This guide uses the following conventions:

Item	Convention
Commands and keywords.	<b>boldface</b> font
Variables for which you supply values.	<i>italic</i> font
Optional command keywords. You do not have to select any options.	[enclosed in brackets]
Required command keyword to be selected from a set of options. You must choose one option.	{ options enclosed in braces   separated by vertical bar }
Displayed session and system information.	screen font
Information you enter.	<b>boldface screen</b> font
Variables you enter.	<i>italic screen</i> font
Menu items and button names.	<b>boldface</b> font
Choosing a menu item.	<b>Option &gt; Network Preferences</b>



**Note**

Means *reader take note*.



**Tip**

Means *the following information will help you solve a problem*.



**Caution**

Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.



**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.



**Warning**

**Means *reader be warned*. In this situation, you might perform an action that could result in bodily injury.**

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.



## Display Issues

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This chapter contains troubleshooting information pertaining to Cisco Configuration Professional. It contains the following sections:

- [GUI Display Problem in Internet Explorer 10, page 1-1](#)
- [Cisco Configuration Professional Display Issue, page 1-2](#)



**Note**

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This is not an administration manual. For comprehensive information about administering Cisco Configuration Professional, see the [Cisco Configuration Professional User Guide](#).

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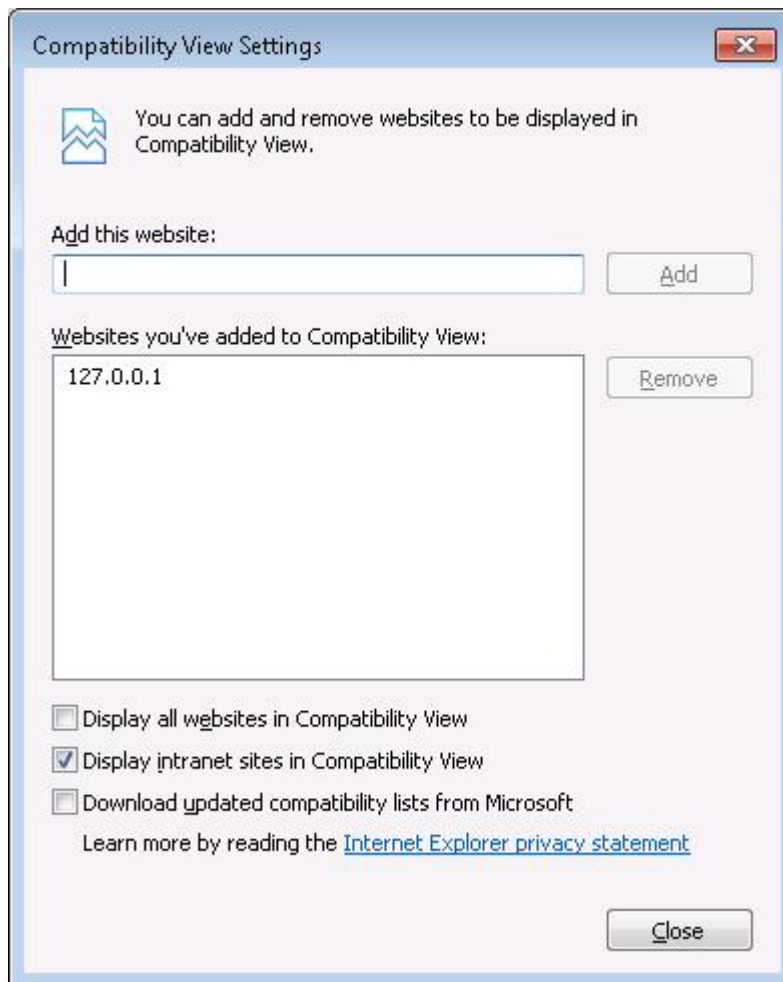
## GUI Display Problem in Internet Explorer 10

**Problem** Cisco Configuration Professional does not display the full screen.

**Possible Cause** This problem may occur when you use Internet Explorer 10.

**Solution** To resolve this problem, perform these steps:

- 
- Step 1** Open the Internet Explorer browser and press the **ALT** key.
  - Step 2** From the Tools drop-down menu, choose **Compatibility View Settings**.
  - Step 3** Click **Add** and enter the IP address **127.0.0.1** to add cisco configuration professional website, as shown in [Figure 1](#).

**Figure 1** *Compatibility View Settings*

**Step 4** Click **Close** and relaunch Cisco Configuration Professional.

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## Cisco Configuration Professional Display Issue

**Problem** Some parts of the Cisco Configuration Professional screens are not visible.

**Possible Cause** This problem may occur when the Internet Explorer zoom level and the Windows display level are not set to 100%.

**Solution** To resolve this problem, perform these steps:

- 
- Step 1** Set the Internet Explorer zoom level to 100% if it is not at 100%.
- Step 2** Set the Windows display level to 100%.
-