CTC Fails to Start on Windows XP with Cisco Security Agent

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This document describes one reason for the failure of Cisco Transport Controller (CTC) to start when you run Microsoft Windows XP operating system with Cisco Security Agent installed in a Cisco ONS 15454 environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ONS 15454
- CTC

Components Used

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

• Cisco ONS 15454 version 4.x and later

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

If you run Microsoft Windows XP operating system, and the Cisco Security Agent is installed, CTC fails with either of these error messages:

- "EID-1005 An error occurred while writing to the CTC batch file" if you use ONS 15454 version 5.x (see Figure 1).
- "IOException writing batch file to launch CTC" if you use ONS 15454 version 4.x (see Figure 2).

Figure 1 Error Message That Appears When You Use ONS 15454 Version 5.x

🏙 Erro	r 🔀
8	EID-1005 An error occurred while writing to the CTC batch file.



醬 Егго	r 🗙
8	IOException writing batch file to launch CTC.
	ОК

Here are the steps to reproduce this problem:

- 1. Open a browser window.
- 2. Type the IP address of Cisco ONS 15454 in the address bar of the browser, and press ENTER.

The Java Applet loads, and the Java Plug-in Security Warning window appears:

Figure 3 Java Plug-in Security Warning

Java Plug	-in Security Warning	×		
8	Do you want to install and run signed applet distributed by "Cisco Systems, Inc."?			
	Publisher authenticity verified by : "Cisco Systems, Inc.".			
	The security certificate was issued by a company that is not trusted.			
	The security certificate has not expired and is still valid.			
	Caution: "Cisco Systems, Inc." asserts that this content is safe. You should only install/view this content if you trust "Cisco Systems, Inc." to make that assertion.			
> Gr	ant this session Deny Grant always View Certificate			

3. Click Grant this session.

Cisco Security agent displays a popup window, which indicates that a problem is detected:

Figure 4 Cisco Security Agent Popup Window

Cisco Security Agent: A problem was detected.		
The application C:\Program Files\Internet Explorer\IEXPLORE.EXE is trying to access the file C:\Documents and Settings\sachang\Local Settings\Temp\ctc-269.bat. Is this OK? (It probably is OK if you're using CTC).		
⊙ Yes		
◯ No (Default)		
🗌 Don't ask me again		
Default action will be taken in 4 minutes:14 seconds		
Apply		

4. If you select **Yes**, and click **Apply**, the CTC session disappears.

If you select **No** (**Default**), and click **Apply**, the error message appears.

Solution

Complete these steps in order to solve this problem:

1. Right-click the Cisco Security Agent icon in your system tray, and select **Open Agent Panel** from the shortcut menu.

Figure 5 Cisco Security Agent Icon



The Cisco Security Agent panel appears:

Figure 6 Cisco Security Agent Panel

-Status -Messages -User Query Responses -Contact Information -System Security -	These applications are initially listed as untrusted by current see execute with restrictions. Delete an application from this list to r	curity policies. They may remove these restrictions.
Untrusted Applications (49)	D:\Documents and Settings\mosho\Application Data\Macromed D:\Documents and Settings\mosho\Application Data\Macromed D:\Documents and Settings\mosho\Local Settings\Temporary II D:\Documents and Settings\mosho\Local Settings\Temporary II	IIa\Flash Player\#Sharec IIa\Flash Player\macrome IIa\Flash Player\macrome Internet Files\Content.IE Internet Files\Content.IE Internet Files\Content.IE Internet Files\Content.IE Internet Files\Content.IE Internet Files\Content.IE Internet Files\Content.IE
	< III	
	OK Cancel App	ly Help

2. Click Untrusted Applications under System Security in the left pane.

The list box in the right pane lists untrusted applications by current security policies.

- 3. Select the first application.
- 4. Scroll down to the last application.
- 5. Press the SHIFT key, and click the last application in order to select all the applications in the list.
- 6. Right–click in the list, and select **Delete** from the shortcut menu in order to delete the untrusted applications.
- 7. Click User Query Responses under Status in the left pane:

Figure 7 User Query Responses

- Status Messages User Query Responses - Contact Information - Status	Question Use	er
Untrusted Applications (49)	 ✓ III User Question 	
	Clear cached responses and restore logging	Clear
	OK Cancel Apply	Help

The list of user questions appears on the right pane.

- 8. Right–click each question, and select **Delete**.
- 9. Click the **Clear** button to clear cached responses and restore logging.
- 10. Restart the computer.
- 11. Open a browser window.
- 12. Type the IP address of Cisco ONS 15454 in the address bar of the browser, and press ENTER to start CTC.

Cisco Security agent displays a popup window, which indicates that a problem is detected (see Figure 4).

- 13. Select Yes.
- 14. Click Apply.

The CTC Login window now appears. The problem is fixed.

Related Information

• Technical Support & Documentation – Cisco Systems

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