

HTTP 500 – Internal Server Error in WebView II

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Contents

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Symptom Description

Explanation

Solution

WebView HTTP 401.1 Error

- Problem
- Solution

Related Information

Introduction

WebView II is a browser-based software program that is used to view reports from a server. Reports can show real-time or historical system data. This document describes how to troubleshoot the error message, "HTTP 500: Internal Server Error", when you launch WebView reports.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Microsoft Windows NT/2000 Security
- Microsoft Internet Information Server (IIS)

Components Used

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

- Cisco ICM versions 4.5.x and 4.6.x
- Microsoft Windows NT and Windows 2000
- Microsoft IIS 4.0 and 5.0

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.

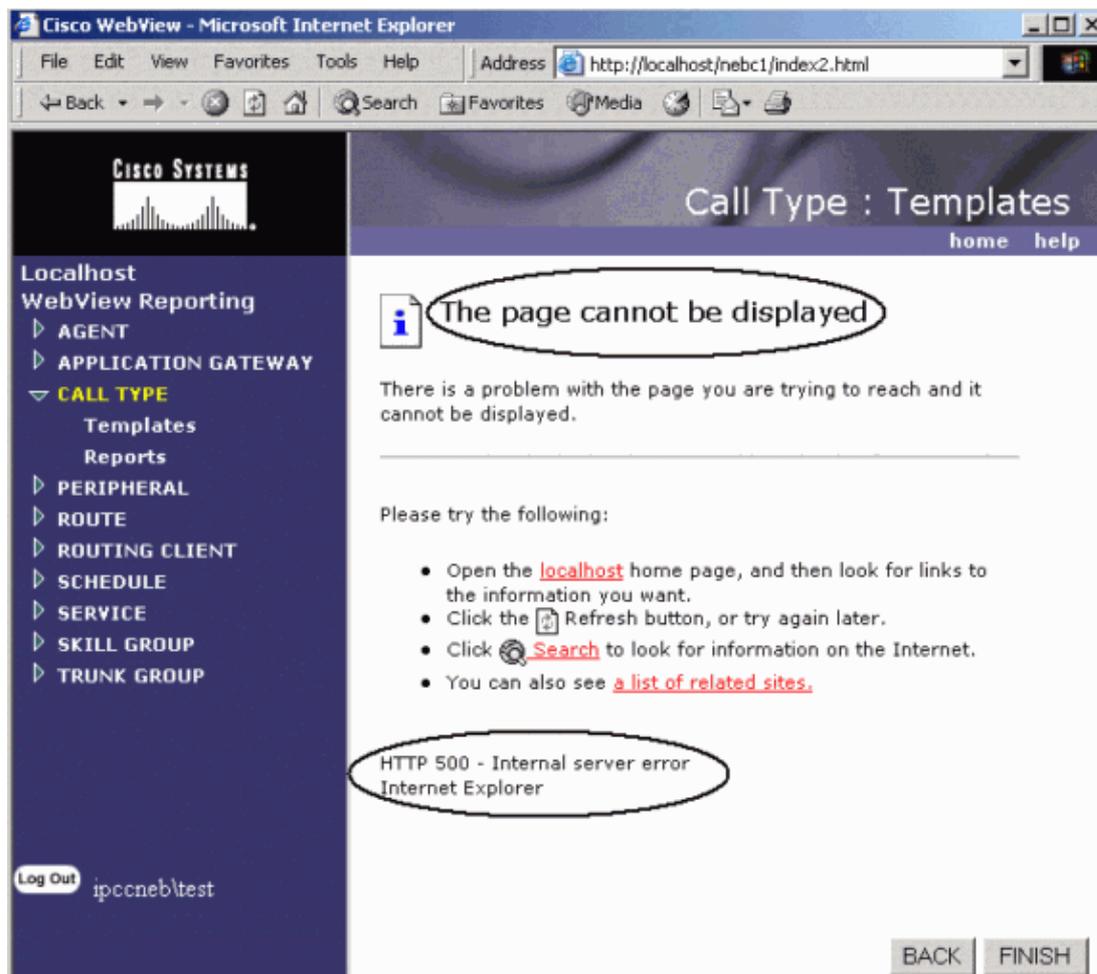
Conventions

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

Symptom Description

In the Web View II reporting menu, when you click on any report category in the left pane of the browser, you should receive a list of available reports for the selected category. Instead, "The page cannot be displayed" and HTTP 500 - Internal Server Error error messages appear, as shown in Figure 1.

Figure 1: WebView Error Message



This symptom might not appear for all WebView II users.

Explanation

WebView II uses the NewAtlanta ServletExec Servlet plugin for IIS to generate a list of available items for a specific report. ServletExec ISAPI folder is usually located in the `c:\Program Files\New Atlanta\` directory.

If certain users and groups have not been granted sufficient Microsoft Windows NT File System (NTFS) security permissions, retrieving report items fails, most likely with the HTTP error 500. If you use the NTFS, permissions for the ServletExec ISAPI directory and its subdirectories, they must have read and write access to these directories. Because ServletExec/ISAPI runs as part of the IIS process, it runs as a different user at different times.

Solution

These groups need to be granted **Full Control** permission to the ServletExec ISAPI directory and its subdirectories:

- **System Users**
- **Authenticated Users**

This user needs to be granted **Full Control** to the ServletExec ISAPI directory and its subdirectories:

- **IUSR_<server-name>** (user created by IIS used to map anonymous users)

WebView HTTP 401.1 Error

Problem

After you install MS patches on all ICM systems, the WebView no longer works and returns this error:

```
HTTP Error 401.1 - Unauthorized: Access is denied due to invalid credentials.
```

Solution

This issue might occur if the IUSR account for IIS authentication is assigned as a member of the Guests local group instead of Users. In order to resolve this issue, change the group membership of IUSR account from the **GUESTS** group, and add it to the **USERS** group.

Related Information

- **Error: "No Items Available, Not Authorized To View"**
- **Technical Support & Documentation – Cisco Systems**

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