

Troubleshooting Web Alerts

This chapter covers topics that help you troubleshoot problems related to the web alerts that Cisco ER generates. You might encounter this problem when receiving web alerts:

Symptom Web alert continues to refresh every 30 seconds. You can see this problem by checking the status in the browser. The status will display the seconds remaining before refresh if it is in this mode.

Recommended Action Check if there are other web alert screens open on the same client machine. Only one browser from a client machine can operate in the real-time mode. Remove any extra browsers.