

## Web-Setup\_Checklist

**Note:** Install and Upgrade Logs and Logging :

[http://docwiki-dev.cisco.com/wiki/Install\\_and\\_Upgrade\\_Logs\\_and\\_Logging](http://docwiki-dev.cisco.com/wiki/Install_and_Upgrade_Logs_and_Logging)

<b>ICMCCInstaller log</b>	<SystemDrive>:\temp\ICMInstall.log. This contains a history of milestones including information, warnings and errors that may have occurred during a fresh installation, common ground upgrade or technology refresh upgrade of the ICM-CCE-CCH software, or a migration upgrade of System CCE software.
<b>icmsetup.log</b>	<SystemDrive>:\temp\icmsetup.log. This contains additional logging information related to the Diagnostic Framework, SNMP, and database creation and upgrade.
<b>Registry Upgrade log</b>	<SystemDrive>:\temp\icm-registry-upgrade.log. This contains a history of milestones including information, warnings and errors that may have occurred during registry upgrade.
<b>Administration Client Installer log</b>	<SystemDrive>:\temp\AdminClientInstall.log. This contains a history of milestones including information, warnings and errors that may have occurred during a fresh installation, a common ground upgrade or a technology refresh upgrade of a standalone Administration Client.
<b>Maintenance Release and Engineering Special (Patch) Installer logs</b>	These logs reside in a sub-directory for the specific patch, typically under C:\Temp. If the C drive does not exist, refer to the System Drive (where the Operating System is installed).

**Note:** Setup Logs and Logging : [http://docwiki-dev.cisco.com/wiki/Setup\\_Logs\\_and\\_Logging](http://docwiki-dev.cisco.com/wiki/Setup_Logs_and_Logging)

<b>Web Setup log</b>	<InstallDrive>:\icm\log\Websetup.log. A history of information and errors that may have occurred during the Setup of Administration & Data Servers, Routers, NICs, Loggers, WebView or Network Gateways. To turn up logging (logging is at the ERROR level by default): Open <InstallDrive>:\icm\tomcat\webapps\setup\WEB-INF\classes\log4j.xml (in Notepad or Wordpad) for editing.
<b>Web Setup audit</b>	<InstallDrive>:\icm\log\Websetup\AuditTrail.log. Contains audit information for Web Setup, i.e. who did what and when.
<b>Administration Client Setup log</b>	<InstallDrive>:\icm\AdminClient\log\Websetup.log. A history of information and errors that may have occurred during the Setup of Administration Clients. To turn up logging (logging is at the ERROR level by default): Open <InstallDrive>:\icm\adminclient\webapps\setup\WEB-INF\classes\log4j.xml (in Notepad or Wordpad) for editing.
<b>Administration Client Setup audit</b>	<InstallDrive>:\icm\AdminClient\log\Websetup\AuditTrail.log. Contains audit information for Administration Client Setup, i.e. who did what and when.
<b>Peripheral Gateway Setup log</b>	<SystemDrive>:\temp\PGSetup.log. This contains a history of information and errors that may have occurred during the Setup of Peripheral Gateways (PGs) and PG-related components - CTI Servers (CGs), Dialers and CompuCall Server Gateways.
<b>NOTE on the Web Setup tool and the Agent Re-skilling Web</b>	Web Setup and the Agent Re-skilling Web Tool use Apache Tomcat. Apache Tomcat logs: <InstallDrive>:\icm\tomcat\logs

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<b>Tool versus WebView</b>	WebView uses IIS, Jaguar, and New Atlanta ServletExec. ServletExec logs: <NewAtlantaInstallDir>\ServletExec AS\se-WEBVIEW\ServletExec.log. (NewAtlantaInstallDir is usually c:\Program Files\New Atlanta.)
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<i>Observations / Issues</i>	<i>Probable Cause</i>	<i>Resolution Steps/Data Collection Inputs</i>
<p><b>The Web Setup Login Page doesn't display.</b> - When accessing the Web Setup URL, the login page doesn't display (a blank page displays) or pages don't load correctly. Release 8.0(1)</p>	<p>Supporting services are not running. Or you haven't run the SSL Encryption Utility. Or you are running IE6 with TLS 1.0 disabled. Or Javascript is not enabled in your browser.</p>	<p>Check, via the Windows Services dialog, that the services are running. If they are not, make sure they are all set to start automatically.</p> <p>If you installed IIS after installing ICM/CCE/CCM, you must install the SSL Encryption Utility within IIS/Tomcat.</p> <p>If you are running IE6 (which is not a supported browser), you must enable TLS 1.0 in Internet Options &gt; Advanced, select the Use TLS 1.0 check box.</p> <p>Make sure JavaScript is enabled in your browser's Security tab: Custom level... -&gt; Scripting -&gt; ActiveX -&gt; All enabled.</p>
<p><b>Web Setup throws an unexpected error/exception that contains the following information:</b> "attempted to release operation lock but did not own it" or "Unable to acquire operation lock". Release 8.0(1)</p>	<p>Very rare (unreproducible) occurrence</p>	<p>Restart the Apache Tomcat service on the machine.</p>
<p><b>WebSetup: Able to modify an Instance/Component After User's Permissions Revoked.</b> You expect an error trying to add/edit/remove an Instance/Component using WebSetup because the user's permissions on the Instance have been revoked. Release 8.0(1)</p>	<p>The Active Directory permissions information is cached in Web Setup at login. Until the user logs out, is forcefully logged out, or the user's session times out, the user will be able to operate on objects even when their permissions were revoked.</p>	<p>Have the user log out of Web Setup, or force the session to timeout.</p>
<p><b>Cannot log into WebSetup or you can an Authorization Error accessing a page - and the log says "the server is not operational.</b> You can't log in to WebSetup - and the log says:</p> <p>"ActiveDirectory exception while authenticating user &lt;user ID&gt;; Exception details: Cannot authenticate user &lt;domainName&gt;\&lt;user ID&gt; The server is not operational."</p> <p>or you get an Authorization error trying to access a page in WebSetup - and the log says:</p>	<p>The Domain Controllers are down or are not accessible.</p>	<p>1) Make sure the Domain Controller(s) are up and running.</p> <p>2) There may be a DNS problem resolving the machine name.</p>

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<p>"ActiveDirectory exception while determining whether user CN=&lt;user ID&gt;,CN=Users,DC=&lt;domain&gt;,DC=icm is in Domain Administrators group; Exception details: Cannot find object from SID to obtain the DN S-1-5-21-1843489845-2422222057-3016412779-512 The server is not operational." Release 8.0(1)</p>		
<p><b>An Instance or Instances you expect to display in Web Setup are not displaying .</b> You expect a particular Instance to be displayed on the Instance list page (or in the Instance pulldowns in the wizards) in Web Setup and it doesn't.</p> <p>You expect a particular Instance to be offered on the Add Instance page in Web Setup and it isn't. Release 8.0(1)</p>	<p>The Instance doesn't exist in the Active Directory Domain.</p> <p>You don't have permissions on the Instance.</p> <p>The Instance was added to the Active Directory Domain after you logged in to Web Setup.</p>	<p>Make sure the Facility and Instance still exist in t</p> <p>Make sure you have Setup security group permis</p> <p>Log out and log back in to Web Setup.</p>
<p><b>"Invalid user name or password" when attempting to log in to WebSetup.</b> You expect to be able to log in and you get "Invalid user name or password." Release 8.0(1)</p>	<p>Either you are not providing valid Active Directory Domain User credentials or you are not a local machine Administrator, or both.</p>	<p>Make sure that not only are you logging in as a v</p>
<p><b>"Unable to authenticate due to database connection failure" or "Authentication failed" when trying to log into the Agent Reskilling Web Tool after enabling it on an Administration &amp; Data Server for the first time</b></p>	<p>You may not have restarted the Apache Tomcat service as instructed by the Administration &amp; Data Server wizard after enabling Re-skilling. You may not have restarted (cycled) the Distributor service after enabling Re-skilling on the Administration &amp; Data Server.</p>	<p>Restart the Apache Tomcat service. Restart (cycl</p>

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<p><b>Unable to launch Websetp page after upgrading to 8.0(2) patch or after downgrading 8.0(2) patch.</b></p>	<p>The setup directory is not deleted successfully by the installer (incomplete deletion).</p>	<ol style="list-style-type: none"> <li>1. Stop Apache Tomcat services.</li> <li>2. Under Tomcat web application direc</li> <li>3. Start the Apache Tomcat Services</li> <li>4. The setup.war will get unpacked an</li> <li>5. Launch Websetup.</li> </ol>
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