

Points to Note:

Always check if Webview third party software's are installed fine and then Webview (Please check first step in below table as how to verify if 3rd party software's are installed fine). If not please re-install Webview third-party software's and Webview.

No Customized settings(security or other) should be applied on Webview servers as its not supported. (i.e. Customized OS, Customized IIS security settings is not supported for Webview).

Java version should always be the version packaged in Webview Third party installer package, it should not be upgraded to higher versions unless done by ICM installer itself.

Errors	Checklist	Resolution Steps/Comments
Cannot access Webview reporting, get error 404 : page not found when accessed from client's PC	Are all the 3rd party Software's Of Webview are installed properly , up and running?	<p>Make sure all these softw</p> <p>To Check the 3rd party S</p> <p>1. In the Command Prom</p> <pre>java -version</pre> <p>This should displa</p> <p>2. Go to</p> <p>Start --> Programs Login page appears Give the login name and blank password. We can see the Home</p> <p>3. Go To</p> <p>Start --> Programs - In Tools Menu --> Co Select EAServer Mana Login as : UserName : jagadmin Port Number : 9000 Host Name : Machine Click connect. If co Check if you are abl</p> <p>If all the above is workin</p>
	Is Ping from Client PC to Webview Server successful?	If yes, then please try be
	Is Webview Server is added in trusted sites?	In Internet explorer wind checkbox for ?Require S https://webview_server.C
	Is ActiveX Controls installed and enabled?	In Internet explorer wind enabled. Download sign
	Is SSL and TLS option enabled?	In Internet explorer wind 3.0
	Is IIS and Jaguar services up and running on Webview Server?	Make sure IIS and Jagua
Webview	Is the following registry keys set to 1:	Webview retrieves even

Webview_Checklist

Event Viewer not working	<p>1.HKEY_LOCAL_MACHINE\Software\CiscoSystemsInc.\icm\<cust_int>\Distributor\RealTimeDistributor\CurrentVersion\Logger\CurrentVersion\HistoricalData\Event\ApplicationEvent.</p> <p>2.HKEY_LOCAL_MACHINE\software\CiscoSystemsInc.\icm\<cust_inst>\Distributor\RealTimeDistributor\CurrentVersion\Logger\CurrentVersion\HistoricalData\Event\Event.</p>	Central Controller to the change both values from
Problems when running historical Webview report	Is WebView Server pointing to Primary Distributor?	Check if webview server Webview must always p
	Is Historical report showing any SQL error or Select Permission error?	There is known defect lo
	Is any ODBC error being reported in WebView UI?	<p>1. Check Named Pipes/T</p> <p>2. Check the DSN Nam</p> <p><Instance_name>HISTD</p> <p>3. Sometimes changin</p> <p>resolves the issue.</p>
Users not able to login into WebView	Is Jaguar User is member of local Admin?	Verify if jaguar user is m
	Is User trying to login using "/" (domain/username)	As per AD login standar
	Is the User account and password expired?	Verify that the user acco
	Is the User present in the User List under the that instance?(For ICM/IPCC)	Check if the ?User? is pr
	Is the User present in WebView Reporting Users(For SIPCC)	<p>Login into the SIPCC W</p> <p><a href="https://<ipAddr>/ui">https://<ipAddr>/ui</p> <p>After Logging in , t</p> <p>Go To System Managem</p> <p>Check if the user is</p>
	Are the Trace Levels On for Logs?	<p>Turn on the trace levels</p> <p>A) ServletExec Log</p> <p><drive>\Program E</p> <p><drive>\Program E</p> <p>B) Jaguar Log : <dr</p> <p>To turn on the trace</p> <p>A) ServletExec Logging</p> <ul style="list-style-type: none"> - Locate "adm - Open the fi - Locate "WEE <p>B) EA Server(Jaguar) L</p> <ul style="list-style-type: none"> - Navigate to t - Right-click o - Modify "Debug ? x=1 is ba ? x=2 is mo ? x=3 is th troublesh - Save DebugOn. - Double-click

Webview_Checklist

		Please modify 'x'as 2 in t
	Does the Servlet Exec Logs and Jaguar Logs show Authentication Error?	Check the Jaguar Logs a
	Is the User present in WebView group (check using WebView user Authentication Model)?	The hierarchy of AD Org <Root> CiscoICM_<fun AD with membership of ICM Domain Manager to (DLG). No special privil
	Was it checked if there any bugs related to the issue under the version installed in CDETS?	Check if there are any bu
WebView Reports having data discrepancy	Does the data in tables match with reports according the query in reports?	Export the report having For real-time reports, dat database. If the data is m seems incorrect -Use rtt rttest, dump_vars /group
WebView 3rd Party Software's not installing	Any errors in log(with Trace level on)?	Check For WVThirdPart
	Is it customized OS ?	WebView does not work
	Was there any older versions installed? Was it completely uninstalled , folders removed and registry keys erased and system rebooted?	Remove Old Versions of itself?. To remove any re Stop the following NT se entire c:\program files\sy Remove the following E environment variables. I folders and also Registry Navigate to the followin [DRIVE]:\Program Files Media, provided by Cisc
What is the maximum number of rows in the WebView report and can this setting be modified?	Is any error being displayed?	There is a limit of maxim WebView truncates the p rows may not contain all
Parent and Child Reports not matching	Is the deployment correct? (ICM being Parent and IPCC being Child)	Parent will be ICM and C for populating parents an those tables should be co
Agent Data Does Not Appear in Reports	Is flow of agent data from a specific peripheral to a specific real-time distributor enabled?	In the ICM Configuratio In the PG Explorer, sele you must select Default screen that are defined in settings. To create desk s a specific peripheral to a
Date Formats are Incorrect or Historical	Was WebView initially installed with Language selection using different date format and re-installed with different Language?	If WebView is initially i selection that uses another historical reports do not

Webview_Checklist

Reports do not show for a Specified Time Period		In this case, the date form <drive>\Program Files\ your locale. (This is, rep
Pages do not Display Correctly	Is WebView generating Java errors and errors that ServletExec cannot write to the page. Or text strings that appear to be incorrect or missing and malformed pages?	You might see errors on incorrect or missing and There are several possible missing WebView files. be a mixture of new and entire folder: C:\Program server to Trusted Sites P
Header Truncated in French Reports	Is WebView localized for French language?	If your WebView is loca
Saved Reports Do Not Work	Is the report is customized template? And can the user access the report?	If a reporting user cannot
	Is the Saved report a Cisco based template? And was WebView upgraded?	If the saved report was b In these situations, the re deleted in Releases 5.0, 6
Job Scheduler Does Not Work	Are Terminal Services Running on the Client?	Make sure there are no t
	Does the User Have Access to a Printer?	Make sure the user has a
	Is ActiveX Enabled?	To view graphical report
	Is Fast User Switching Disabled on the Client?	Make sure that Fast User
	Is the User Logged in When the Job is Triggered?	Make sure that the user i
	Is the WebView Server added to the Trusted Sites List?	To check that only one u Job Scheduler can also w
	Any "File Not Found" Message seen while Job Scheduler runs a report that is saved to file?	This is seen when securi queued on the server. Cr jobs are stored
Java errors seen when generating historical reports using IE7 or IE 8	java.util.MissingResourceException: Can't find resource for bundle	Option 1. Add the langua Option 2. -Add the follow en-US=mm/dd/yy (repla
	ServletExec Logging	<drive>\Program Files\ <drive>\Program Files\ - Locate "admi - Open the fi - Locate "WEE - Restart Web - Turn debug logging - Locate "adm - Open the fi - Locate "WEE - Restart Web

Points to Note:

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Logs to
Collect With
Trace levels

Webview_Checklist

	<p>Job Scheduler Log</p> <hr/> <p>Install Log (ICM and Third Party)</p> <hr/> <p>Sadlib logs</p> <hr/> <p>EAServer (Jaguar) Logging</p>	<p>If there is a problem with</p> <p>If there is a problem with</p> <p>'C:\Temp' directory conta</p> <p>Locate registry HKEY_L</p> <p>Change the value to Yes</p> <p>File(s):<drive>\Program</p> <p>Turn debug logging on:</p> <ul style="list-style-type: none"> - Navigate to t - Right-click o - Modify "Debug <ul style="list-style-type: none"> ? x=1 is ba ? x=2 is mo ? x=3 is th - Save DebugOn. - Double-click - Restart WebVi <p>Turn debug logging off:</p> <ul style="list-style-type: none"> - Double-click - Restart WebV
<p>IIS shows ?under construction? after 3rd party upgrade</p>	<p>Workaround IIS show service unavailable after installing 3rd party tools</p>	<p>On Xeon CPU machines occurs on machines that</p> <p>The reason this problem key: HKEY_LOCAL_M</p> <p>It appears that that key is the 32-bit IIS not starting</p> <p>The solution is to</p> <ul style="list-style-type: none"> ? Stop the IIS Admin Ser ? Rename C:\inetpub\Sc ? Copy C:\Program Files <p>Then IIS should be able</p>