Troubleshoot Real Time Reporting Unable to Start on CVVB

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Introduction

This document describes how to troubleshoot Cisco Virtualized Voice Browser (CVVB) Real Time Reporting application issues.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVVB
- Microsoft Windows Server

Components Used

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

- CVVB Version 11.0(1)
- Windows Internet Explorer (IE) version 8, IE version 11
- Java version 7 Update 40, Java version 7 Update 51 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, ensure that you understand the potential impact of any command.

Real Time Reporting application does not start

Symptom

When you select the **Real Time Reporting** option under the **Tools** menu on the CVVB **Administration** page, the Real Time Reporting application does not start.

cisco	Cisco For Cisco	Virtualized Voi	zed ce Brow	Voice Browser Administration
System Ap	olications	Subsystems	Tools	Help
			P	lug-in teal Time Reporting
Cisco Virtualized Voice Browser Administration				

This message is shown if the Java version is earlier than Java 7 update 4.0 is installed:

🖉 Cisco Virtual	ized Voice Browser Administration - Windows Internet Explorer			_ 🗆 ×
	https://10.201.198.27/appadmin/RTR?request_type=reporting	ertificate Error	💀 😽 🗙 🔽 Bing	P -
🔆 Favorites	🙀 🙋 CVP Callback Diagnostic CVP 🙋 Suggested Sites 🔹 🙋 Web Slice Gallery 💌			
<i> C</i> isco Virtuali:	zed Voice Browser Administration		🏠 🔹 🔂 👻 🖃 🌧 🔹 Page 🔹 Safety 🔹 Tool	s 🕶 🕜 🕶
🔞 This website v	wants to install the following add-on: 'Java SE Runtime Environment 7 Update 40' from 'Oracle America, Inc.'. If you	trust the web	site and the add-on and want to install it, click here	×
ahaha	Cisco Virtualized Voice Browser Administra	tion	Navigation Cisco VVB Administration	▼ Go
cisco	For Cisco Unified Communications Solutions		Administrator About	Logout
🕖 Done			🗸 Trusted sites Protected Mode: Off)% • //

Step 1. Click on the message and select **Install this Add-on for all users in This Computer**. A security warning window displays.

Internet Explorer - Security Warning				×	
Do you want to install this software?					
	Name: Java SE Runtime Environment 7 Update 40				
	Publisher: Oracle America, Inc.				
× Mor	e options	Install	Don't Install]	
۲	While files from the Internet can be usef your computer. Only install software from	ul, this file type ca n publishers you t	n potentially harm rust. <u>What's the ris</u> k	<u>.</u> 2	

Step 2. Update the Java version. Select Install.

Step 3. On the next Java Setup - Welcome window select Install >.



Step 4. After the installation is finished, on the Java Setup - Complete window select Close.



Internet Explorer	×		
Content from the website listed below is being blocked by the Internet Explorer Enhanced Security Configuration.]		
http://java.com			
Continue to prompt when website content is blocked Learn more about Internet Explorer's Enhanced Security Configuration			
If you trust this website, you can lower security settings for the site by adding it to the Trusted sites zone. If you know this website is on your local intranet, review help for instructions on adding the site to the local intranet zone instead.			
Important: adding this website to the Trusted sites zone will lower the security settings for all content from this web site for all applications, including Internet Explorer.			

A new window appears to verify the Java Version. This is **optional** and there is no need to verify the Java version.

Step 6. Proceed to restart the browser (close all browser windows and re-open it).

Step 7. Select Real Time Reporting from the Tools menu on the CVVB Administration page.

The Java Update Needed window displays.



Step 8. Click the checkbox next to **Do not ask again until the next update is available** and then select **Later**.

The next window shows that the site is untrusted:



Step 9. Select Continue.

The application is blocked by the security settings.

Application Bl	ocked	×
Application	on Blocked by Security Settings	
Name:	reportApplet	
Location:	https://10.201.198.27/appadmin/reporting/	
Your secur expired ve	ity settings have blocked a self-signed application from running with an out-of-date or rsion of Java.	
	OK	

Step 10. Select **OK**, an error displays.

🥖 Cisco Virtuali:	zed Voice Browser Administration
cisco	Cisco Virtualized Voice Browser Administration For Cisco Unified Communications Solutions
🚯 Error. Click	for details

Solution

In order to solve this problem, from the computer where you launch the browser perform these steps:

Step 1. Select Start > All Programs > Java > Configure Java, then select the Security tab.

Step 2. Reduce the security level to Medium in order to allow all Java applications to run.



Step 3. Select Real Time Reporting from the Tools menu on the CVVB Administration page.

Step 4. Select Continue on the Security Warning window:

Security	Warning 🛛 🔀
Do yo The co	onnection to this website is untrusted.
L	Website: https://10.201.198.27:443
Note:	The certificate is not valid and cannot be used to verify the identity of this website. More Information
	Continue

A new Security Warning window is displayed:

Security	Warning		×		
Do you want to run this application?					
		Name:	reportApplet		
	<u>/!</u> \	Publisher:	UNKNOWN		
	_	Location:	https://10.201.198.27//sWFReportingCommon.jar		
Runn relea	Running applications by UNKNOWN publishers will be blocked in a future release because it is potentially unsafe and a security risk.				
Risk:	This applicatio information at not to run this More Informa	n will run with u t risk. The inforr application unl tion	nrestricted access which may put your computer and personal nation provided is unreliable or unknown so it is recommended ess you are familiar with its source		
Select the box below, then click Run to start the application					
I accept the risk and want to run this application. Run Cancel					

Step 5. Click on the checkbox I accept the risk and want to run this application and select Run.

The Real Time Reporting application now starts:



Real Time Reporting Application is blocked by Java security

Symptom

The Real Time Reporting Application with Java Version 7 Update 51 and higher is blocked by Java security.

Java Application Blocked	X
Application Blocked by Java Security	
For security, applications must now meet the requirements for the High or High security settings, or be part of the Exception Site List, to be allowed to	Very o run.
More Information	
Reason: Your security settings have blocked a self-signed application fro	т

Solution

Add the URL of the CVVB to the Java Exception List.

Listed below are cases which allow applications to run when you add the application URL to the **Exception Site List**:

- The application certificate is not signed from trusted certificate authority.
- The application certificate is hosted locally.
- Jar files do not have permission manifest attribute.
- The application certificate is expired.
- The application certificat cannot be checked for revocation.

Note: The **High** (default) security level, does not allow unsigned and self-signed Java applications on older version of Java to run.

More information about the exception list can be found <u>here</u>.

In order to solve this problem, close the browser and add the CVVB Hostname URL to the exception list from the computer where you launch the browser and perform these steps:

Step 1. Select Start > All Programs > Java > Configure Java.

Step 2. Select the Security tab on the Java Control Panel. At the bottom of the window, select Edit Site List



Step 3. Select the Add button from the Exception Site List window.

Exception Site List
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.
Click Add to add an item to this list.
Add Remove FILE and HTTP protocols are considered a security risk. We recommend using HTTPS sites where available.
OK Cancel

Step 4. Click in the empty field under Location and enter the URL.

Note: URL must begin with http:// or https://

Examples:

http://myexample.com or https://myexample.com

🛓 Exception Site List	X			
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.				
Location				
https://10.201.198.27/				
Add	amovo			
FILE and HTTP protocols are considered a security risk.	ennove			
We recommend using HTTPS sites where available.				
ОК	Cancel			

Step 5. Select OK to save the URL that you entered. If you select Cancel, the URLs are not saved.

Step 6. Select Continue on the Security Warning dialog if displayed.

The Real Time Reporting application is no longer blocked by Java security