Troubleshoot Real Time Reporting Unable to Start on CVVB

Contents

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.
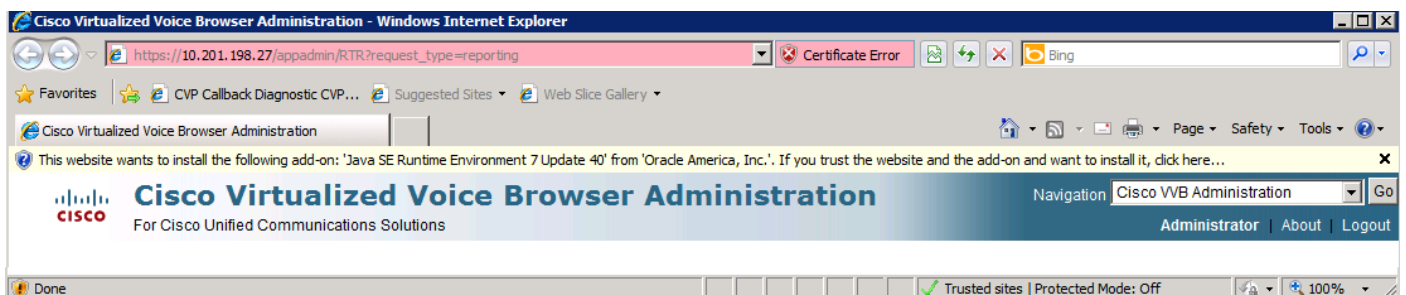
Real Time Reporting application does not start

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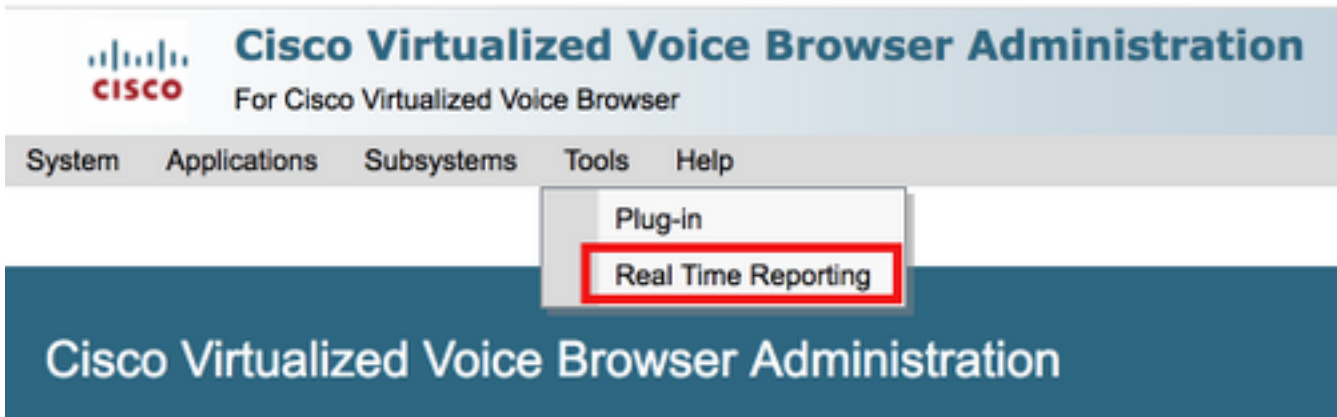
This message is shown if the Java version is earlier than Java 7 update 4.0 is installed:

Step 1. Click on the message and select **Install this Add-on for all users in This Computer**. A security warning window displays.
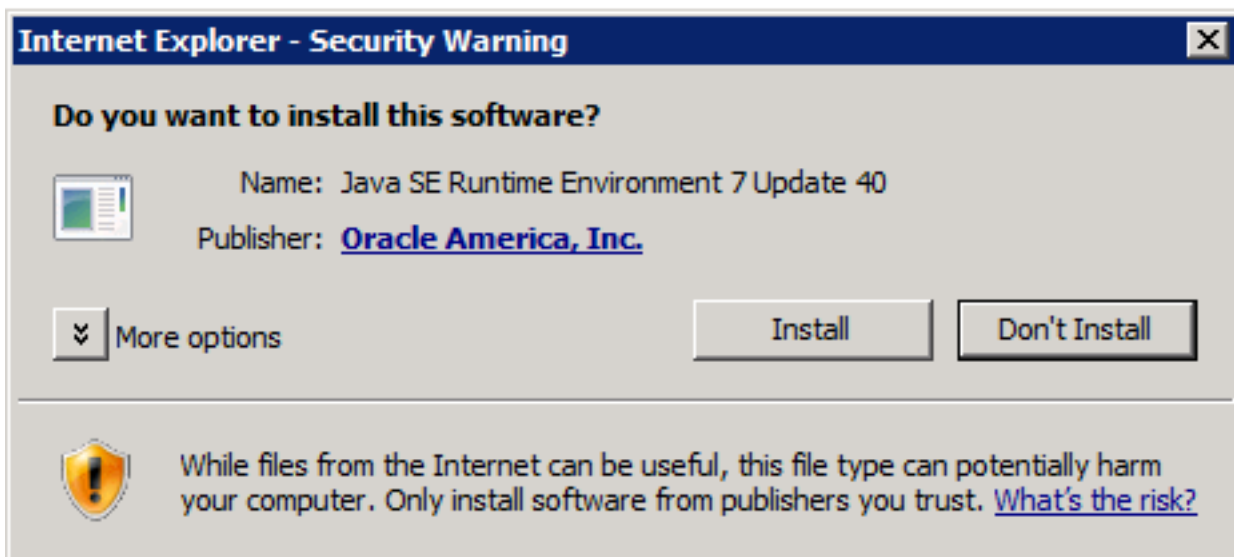
Step 2. Update the Java version. Select **Install**.

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.**

Step 5. Select **Add** from the displayed window.

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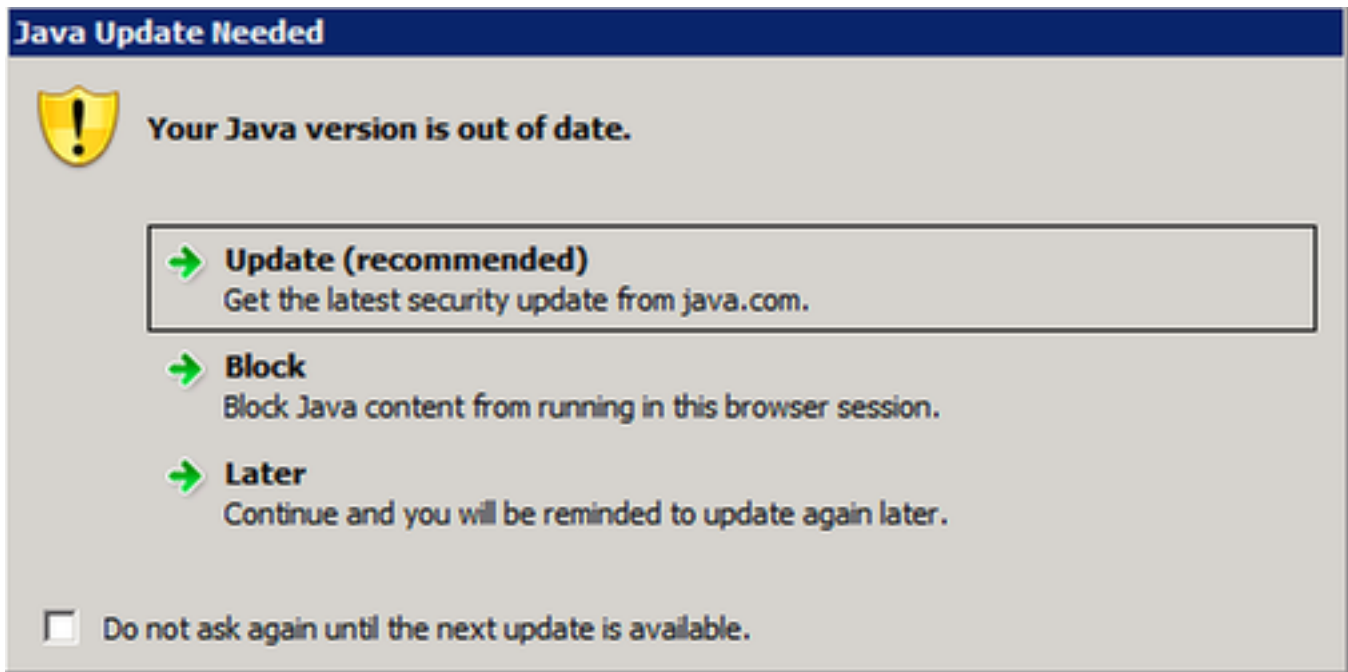
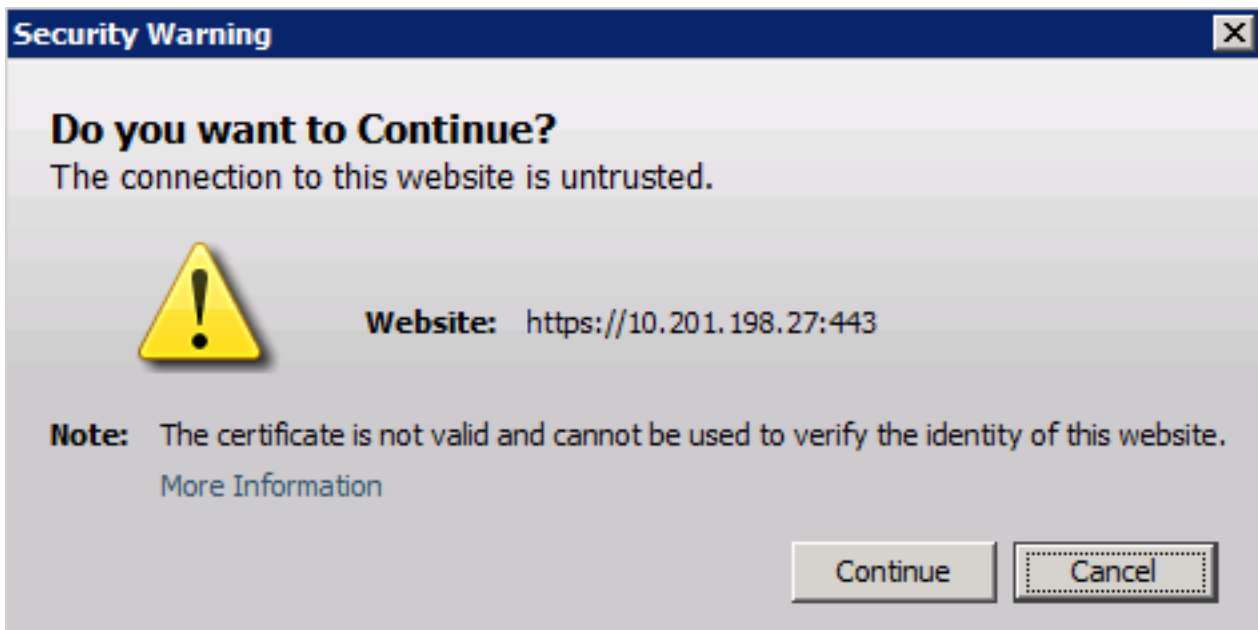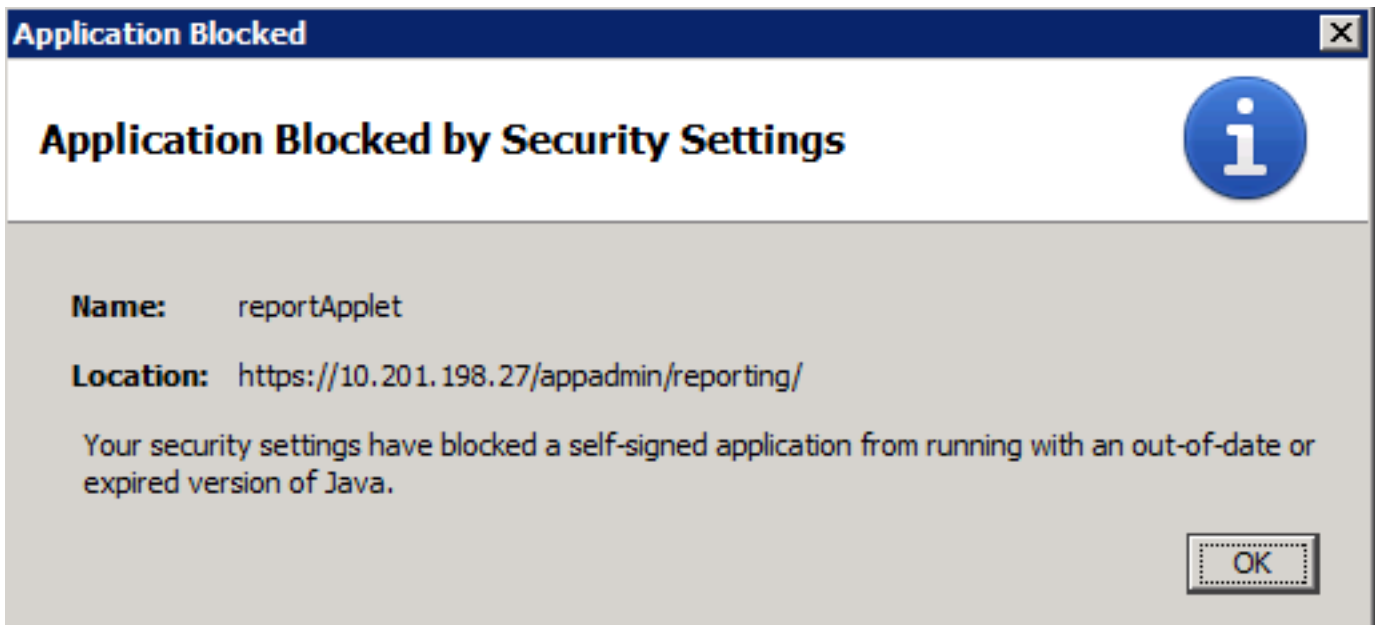Step 8. Click the checkbox next to **Do not ask again until the next update is available** and then select **Later**.

The next window shows that the site is untrusted:

Step 9. Select **Continue**.

The application is blocked by the security settings.

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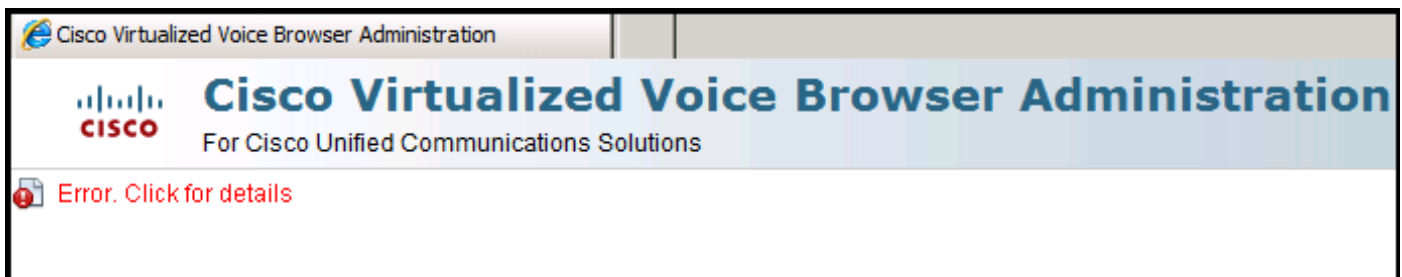
Solution

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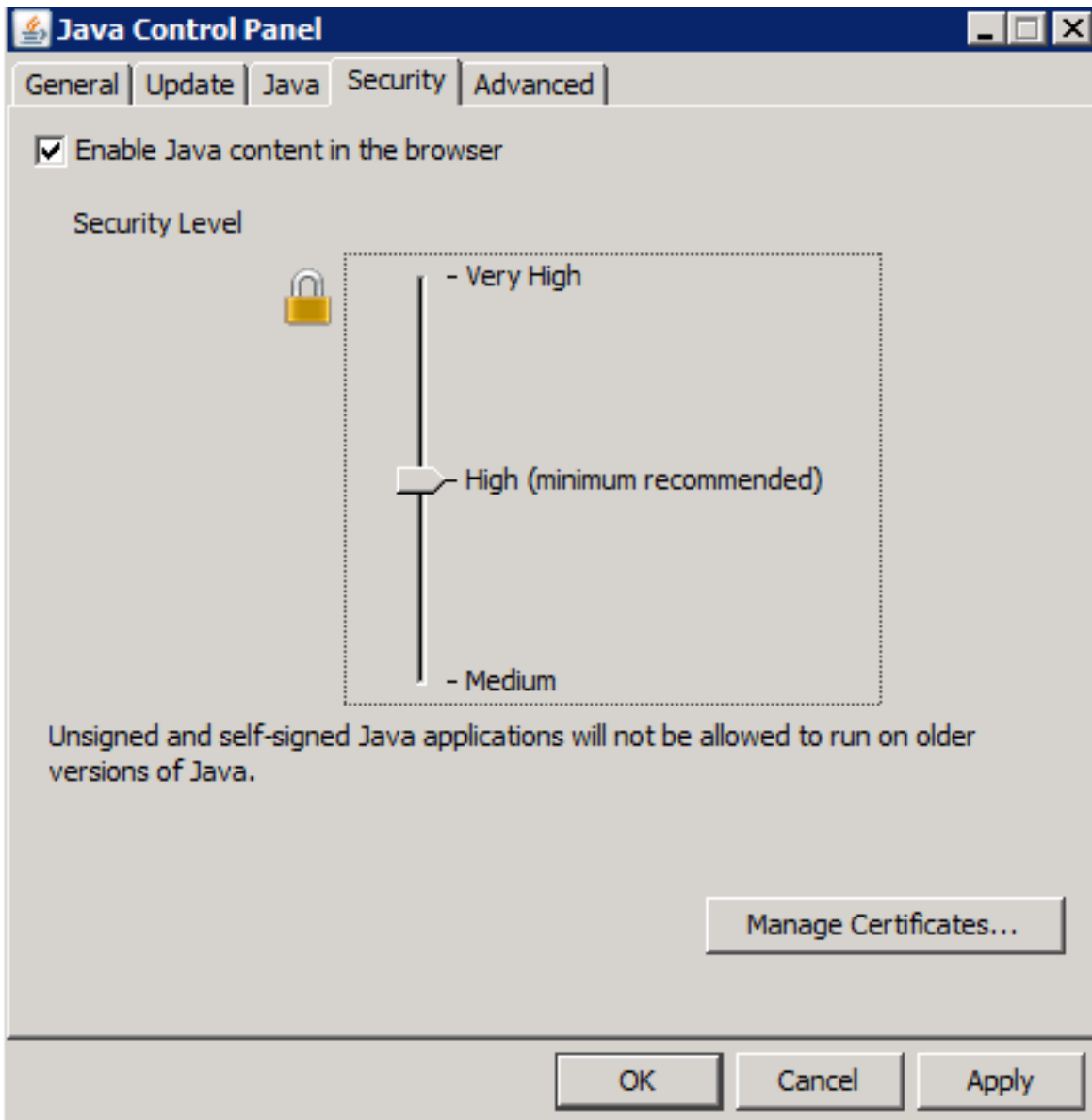
Step 3. Select **Real Time Reporting** from the **Tools** menu on the CVVB **Administration** page.

Step 4. Select **Continue** on the **Security Warning** window:
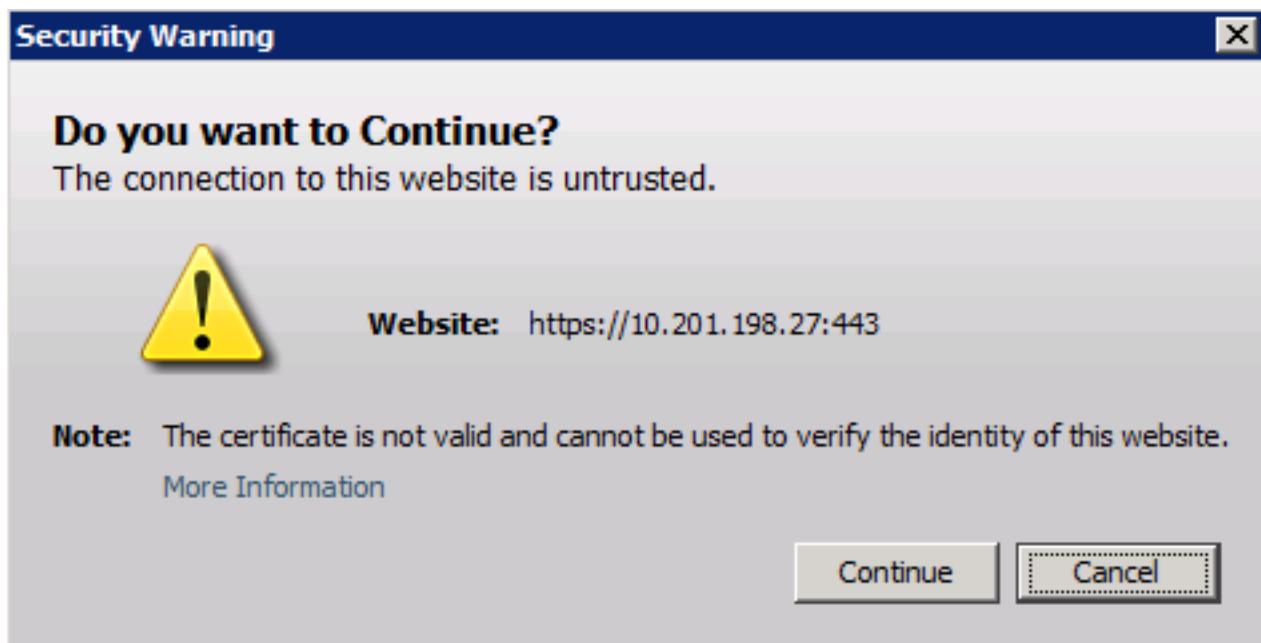
A new **Security Warning** window is displayed:

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.
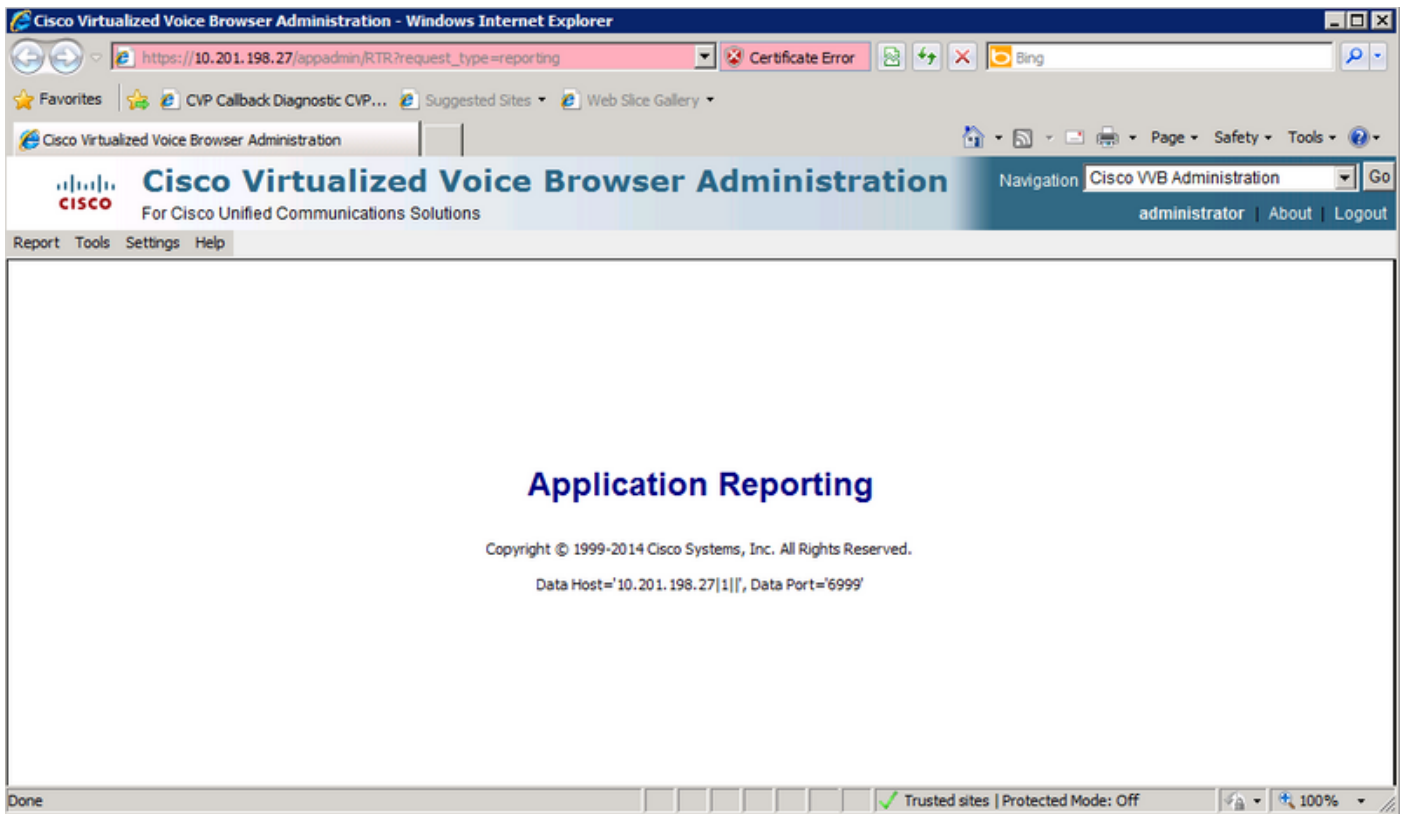
Solution

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.

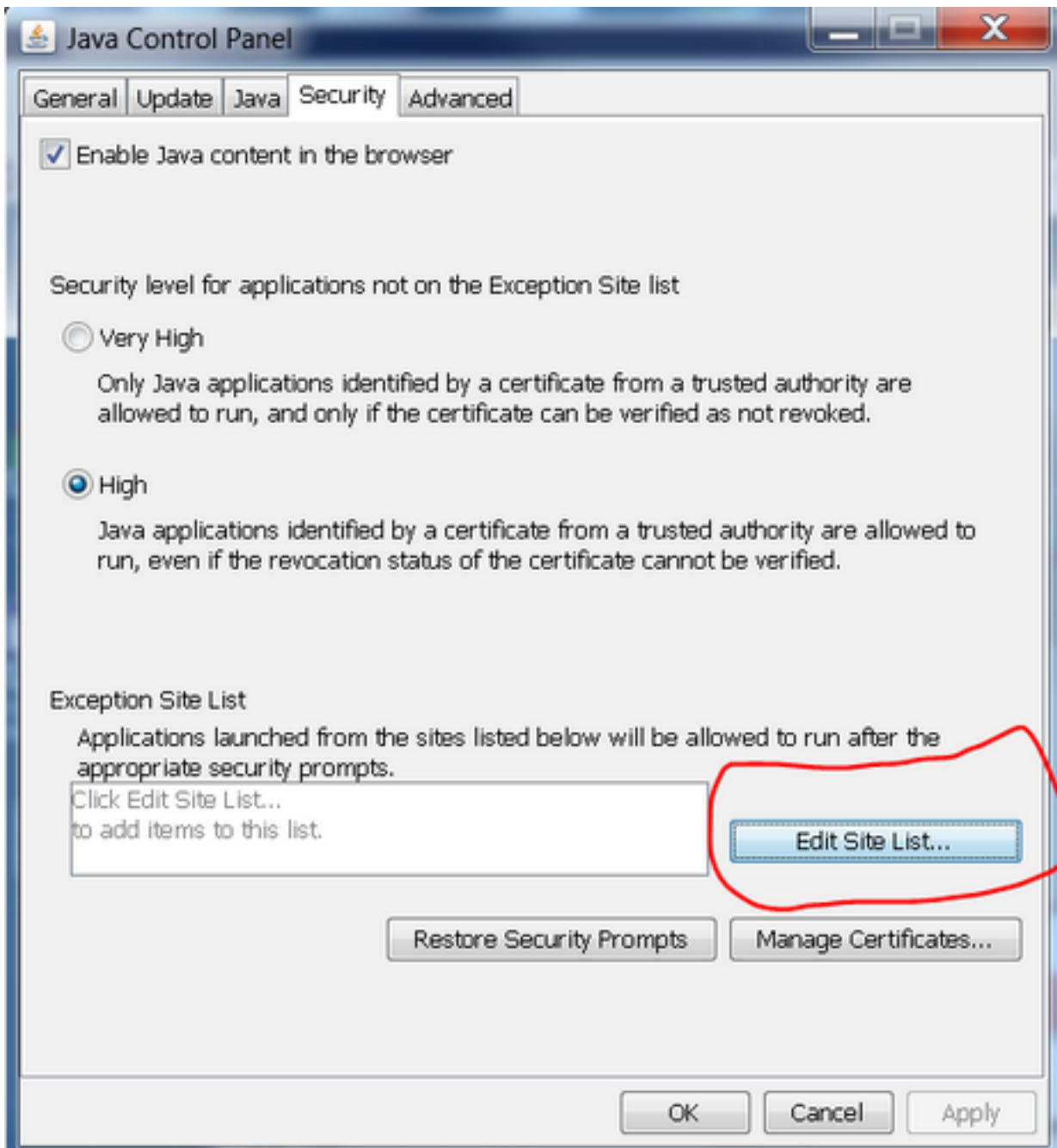   **Note**: The **High** (default) securtity level, does not allow unsigned and self-signed Java applications on older version of Java to run.

More information about the exception list can be found here.

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.
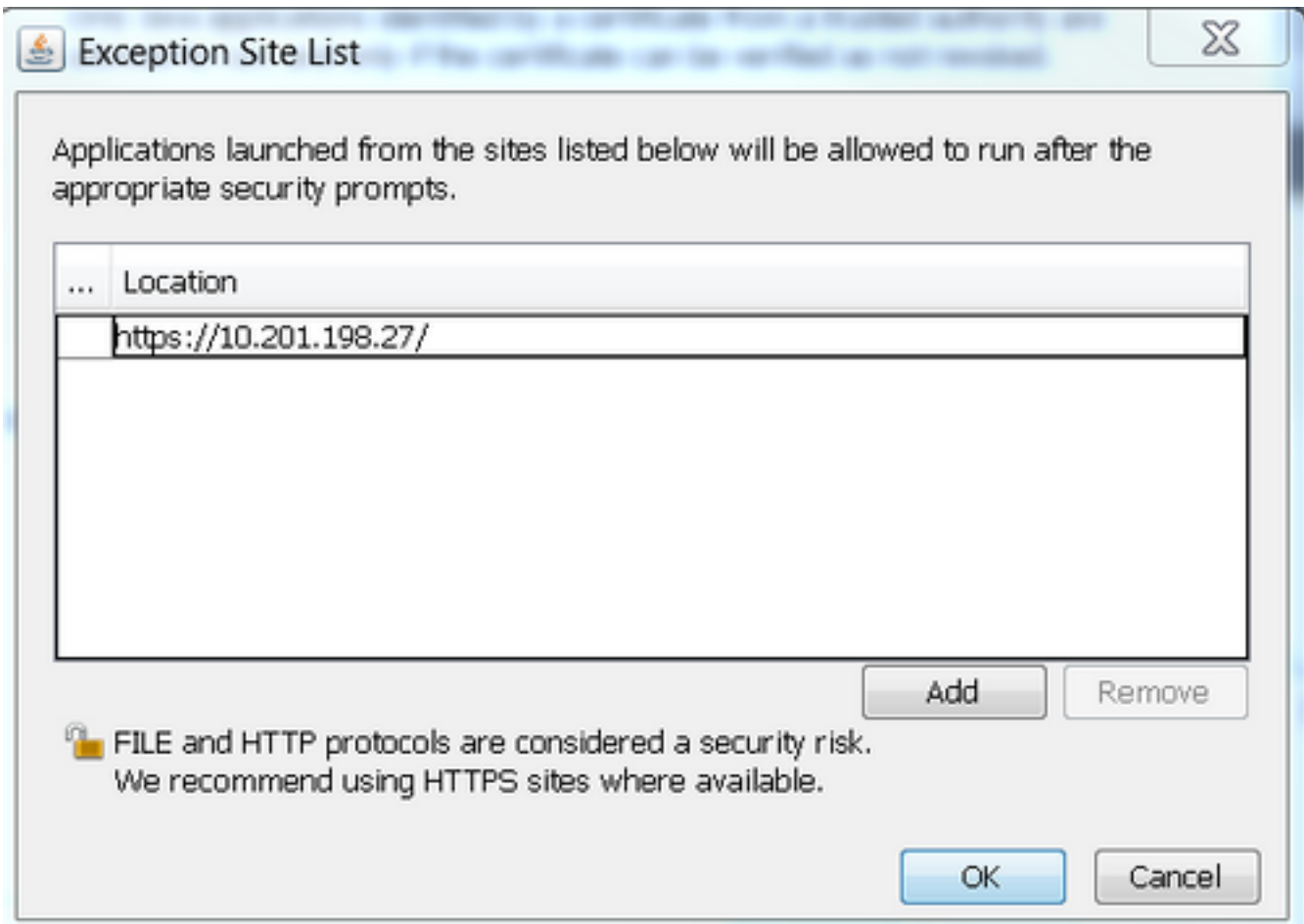
Exception Site List

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.
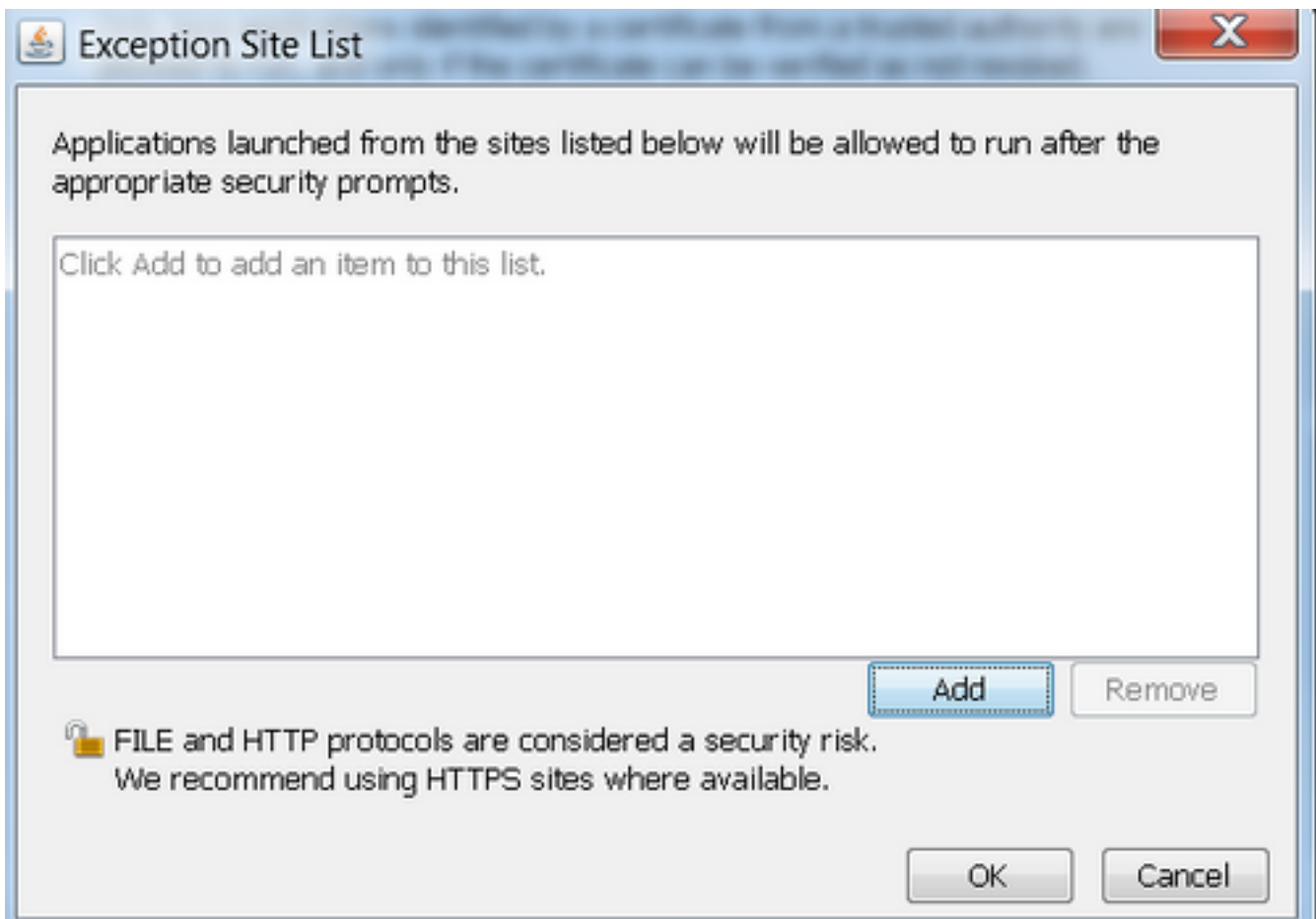
OK   Cancel

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

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