

IPCC Express CRA Editor Displays Blank Palette at Launch

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Contents

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Problem

Solution

Related Information

Introduction

This document describes why you see a blank palette when you launch the Customer Response Applications (CRA) Editor in a Cisco IP Contact Center (IPCC) Express environment. The document also provides a possible solution to the problem.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Basic IPCC Express administration

Components Used

The information in this document is based on the IPCC Express versions 3.1 and 3.5.

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, make sure that you understand the potential impact of any command.

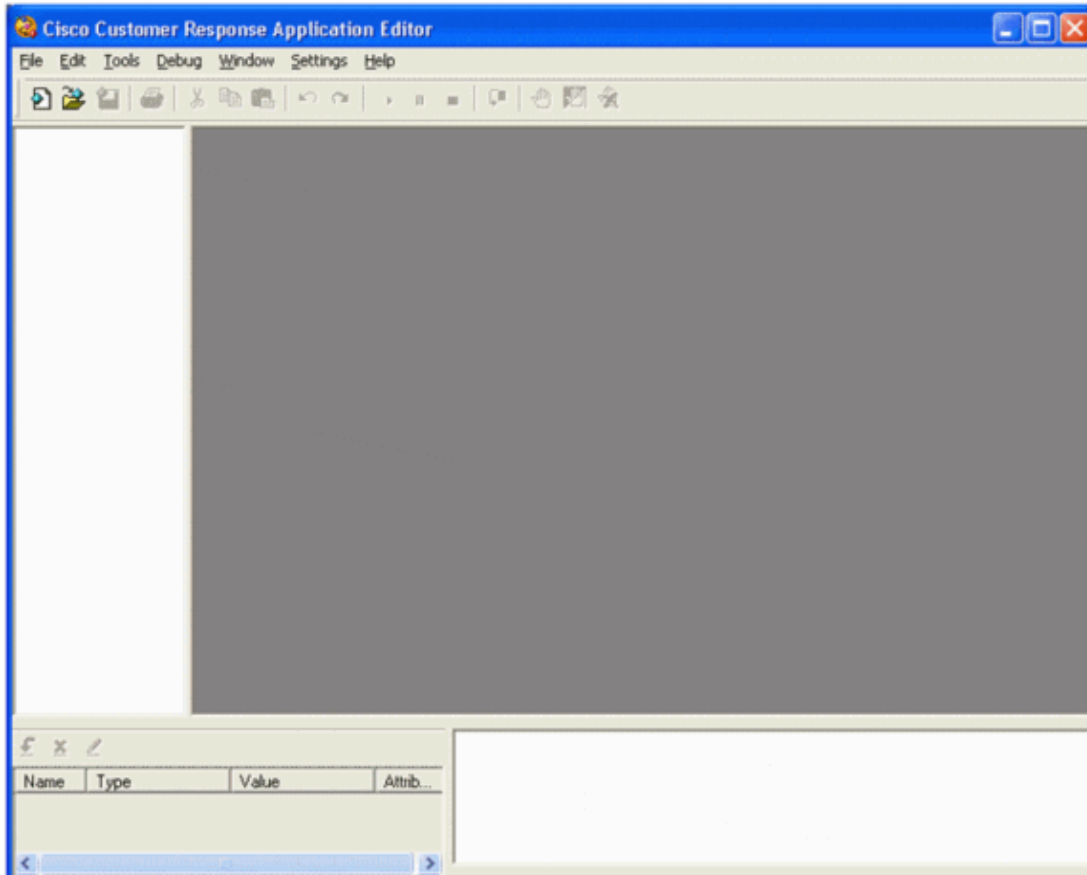
Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Problem

After you download and install the CRA Editor plug-in, the CRA Editor displays a blank pallet, as Figure 1 shows.

Figure 1 CRA Editor



Solution

Likely, the cause is a problem with the license.properties file. The file becomes corrupt when you save the file locally.

Complete these steps in order to fix the problem:

Note: This procedure assumes that you have installed the CRA Editor on the PC that displays the blank palette.

1. Open AppAdmin in a browser.
2. Choose **Tools > Plug-ins**.
3. Click **Cisco CRA Editor**.
4. Right-click **Download the directory access configuration file**, and choose **Save Target As...**

In Figure 2, arrow A shows **Download the directory access configuration file**, and arrow C shows **Save Target As...**

Figure 2 CRA Administration

System Applications Scripts Subsystems Tools Help

Customer Response Applications Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Plug-ins - Download CRA Editor

Step 1

[Download the directory access configuration file.](#) ← **A**

For Windows XP client, please save the file as

c:\Windows\system32\ccn\ccndir.ini or
%SystemRoot%\system32\ccn\ccndir.ini.

Step 2

[Download the license.properties file.](#) ← **B**

Please save the file as

"license.properties"
in the same destination folder as the CRA Editor you will install in step 3.
If the folder does not exist yet, please create it first.
The default folder for the Editor is C:/Program Files/wfavvid/.

Step 3

[Download and execute the CRA Editor installer.](#)

Open
Open in New Window
Save Target As...
Print Target

Cut
Copy
Copy Shortcut
Paste

Add to Favorites...

Backward Links
Cached Snapshot of Page
Similar Pages
Translate Page into English

Properties

5. Save the file **ccndir.ini** in the folder C:\WINNT\system32\ccn.

Note: Overwrite an existing file, if necessary.

6. Click **Close** in the Download Complete window.

7. Right-click **Download the license.properties file**, and choose **Save Target As...**

In Figure 2, arrow B shows **Download the license.properties file**, and arrow C shows **Save Target As...**

8. In the Save as type: field, choose **All Files**, and in the File name: field, change the name to **license.properties**.

9. Save the file in the folder C:\Program Files\wfavvid.

Note: Overwrite an existing file, if necessary.

10. Click **Close** in the Download Complete window.

11. Open the CRA Editor.

The blank palette should not appear.

Related Information

- **Technical Support & Documentation – Cisco Systems**

