



## Java Errors

If you are having trouble launching the Web side of TM or portions thereof, there may be a Java incompatibility issue. Below in Figure 1 is an example of an error screen that was generated when trying to use the search option in Telephone Manager. TM 3.0 and 3.1 must use Java Runtime Environment version 5, Update 2 that is included with the software. Frequently new PCs when connected to the Internet will automatically download a later version of Java (such as version 6, Update 3) which is not supported at this time for TM.

Figure 1 – Java Script error

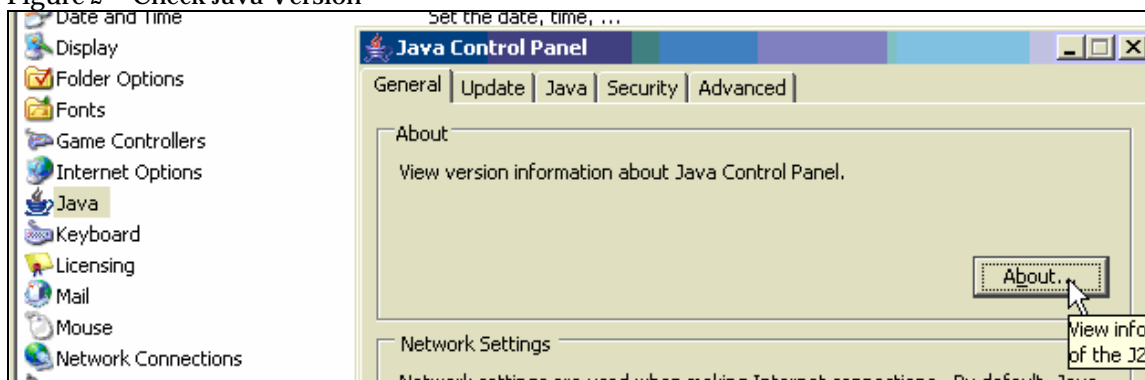
```
type Exception report
message
description The server encountered an internal error () that prevented it from fulfilling this request.
exception
org.apache.jasper.JasperException
  org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:370)
  org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:291)
  org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241)
  javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
root cause
java.lang.NullPointerException
  com.nortel.systemmanagement.telephonemetadata.MetadataManager.populateSetTypeList(Unknown Source)
  com.nortel.systemmanagement.telephonemetadata.MetadataManager.getMetaSetTypes(Unknown Source)
  org.apache.jsp.Search_jsp._jspService(org.apache.jsp.Search_jsp:1418)
  org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:97)
  javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
  org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:322)
  org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:291)
  org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241)
  javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
```

If the TM Server has loaded Java 6, the solution is to disable automatic updates for Java, un-install Java 6, and restore the Java 5.2 version.

## Check Java Version

1. Click the Start button, go to Settings – Control Panel.
2. Double-click the Java icon.
3. From the General tab, click the About button.

Figure 2 – Check Java Version

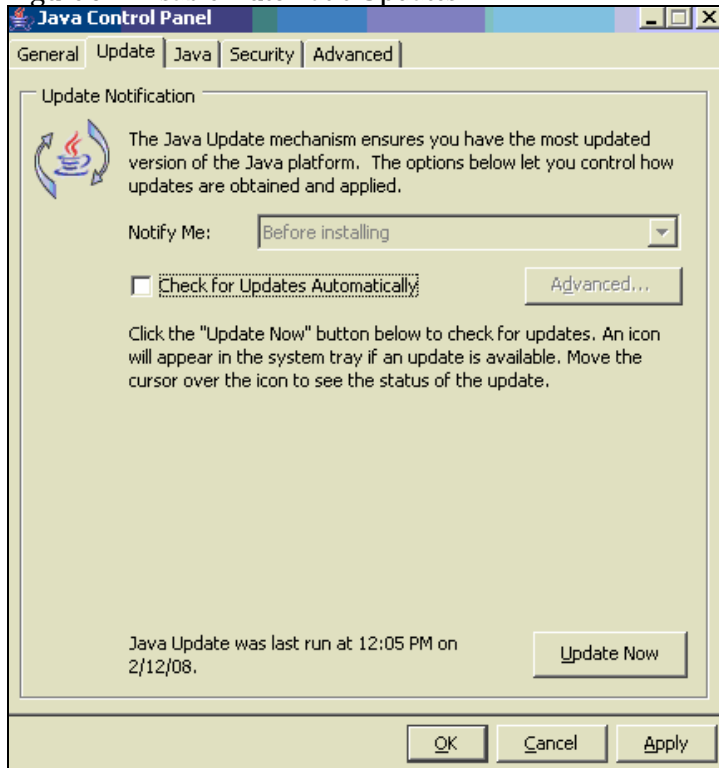




## Disable Automatic Java Updates

1. From the Update tab in the Java Control Panel, disable automatic updates by un-checking the Check for Updates Automatically box as in Figure 3.
2. Click the OK button.

Figure 3 – Disable Automatic Updates



## Uninstall Java 6

1. From the Control Panel, choose Add or Remove Programs.
2. Select the Java 6 version from the list of installed programs and click the Remove button.



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## Install Java 5.2

The Java 5.2 software is available on the TM installation CD and can be launched from the following folder and as seen in Figure 4.

**Program Files – Nortel – Telephony Manager – WebServices – JRE – Windows**

If the TM software is already loaded, the Java 5.2 installation file can also be found in the Telephony Manager – WebServices – JRE – Windows folder.

Figure 4 – Java 5.2 Installation File

