Troubleshoot HTTP Error Code 500 When Accessing Entry Point Folder in ECE Web Config

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Introduction

This document describes an issue where Cisco Email and Chat (ECE) Chat Entry Points webpage results in error, " **HTTP error code 500. Please logout and login again to continue further."**

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ECE

Components Used

The information in this document is based on ECE 12.0.1 ES3 ET1&2 with 1500 agent deployment and 30 servers.

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.

## Problem: Error Code 500 When Access Chat Entry Points

When you try to access **Departments >> Service >> Chat >> Entry Points** from ECE web page, it throws an error message:

```
There was a problem processing your request. The request failed with HTTP error code 500. Please
```

```
logout and login again to continue further.


Support Information:
URL:
https://<FQDN/>system/web/view/platform/admin/../../../controller/live/admin/entrypoint/getallen
trypoints.jsp
HTTP Code:500
Session:
Time:
```
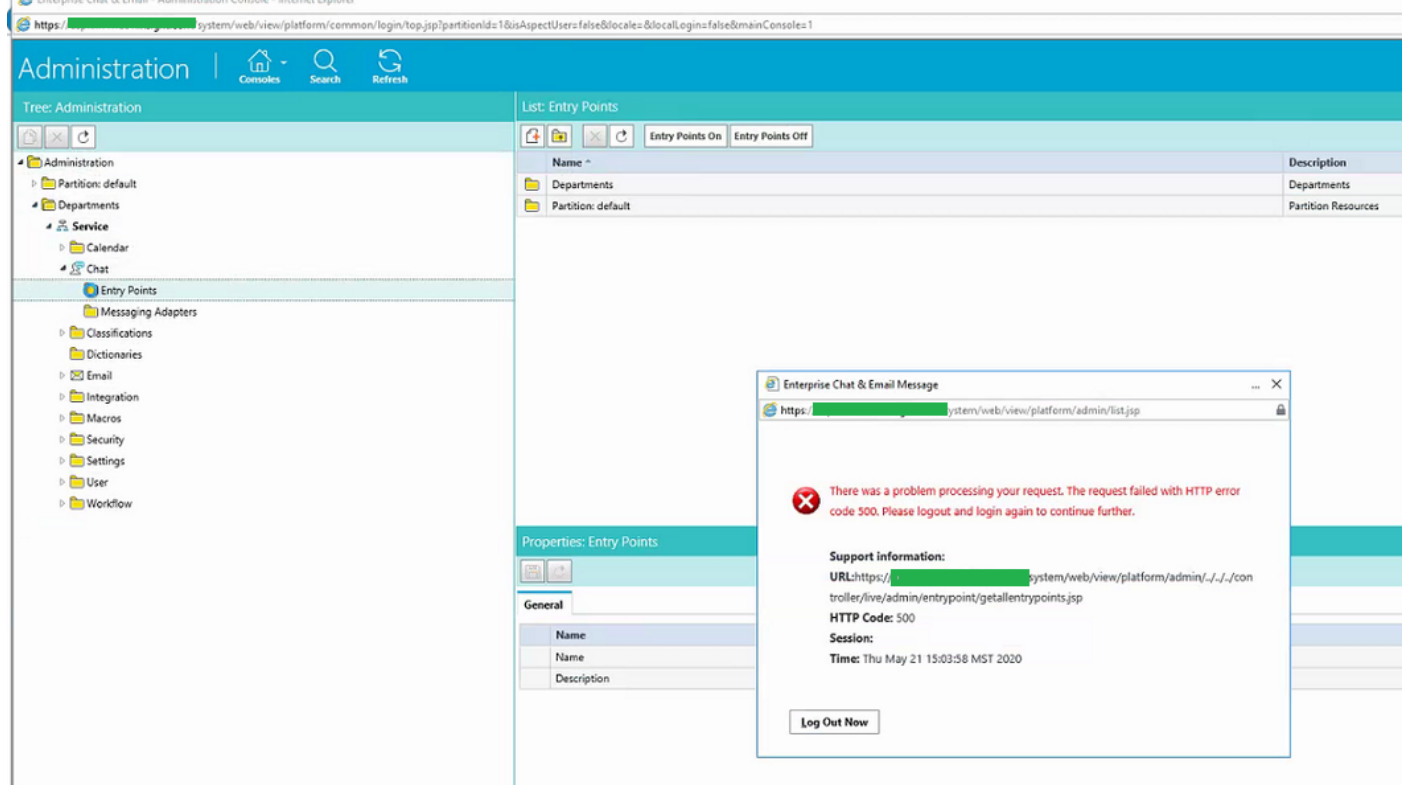

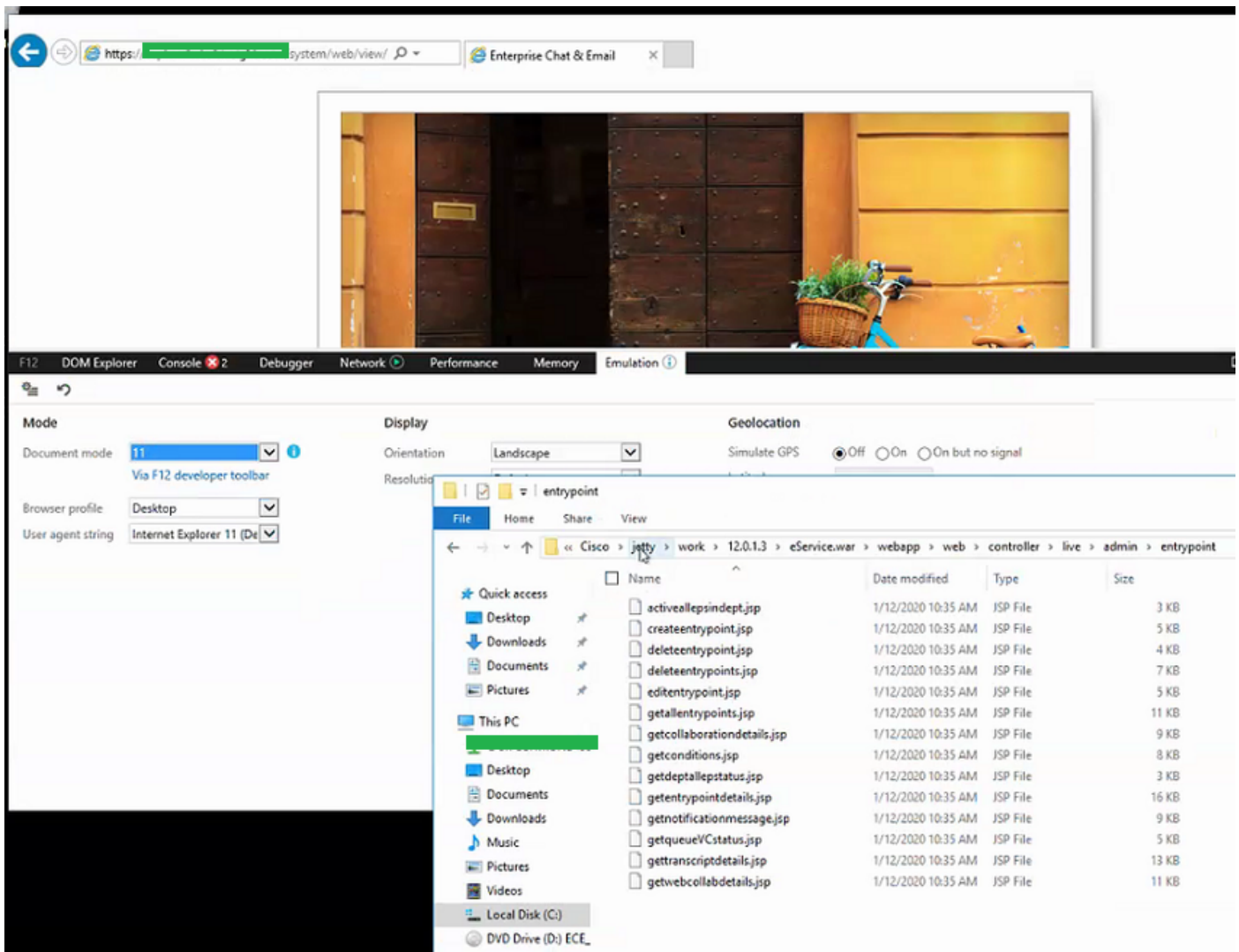This was a new install and only some web servers had this issue. Also, only this section shows an error.

Solution

The file, **getallentrypoints.jsp** was called in order to display the page.

Test on another web server in order to see if the Entry Points page work correctly was successful.

File location:
C:\Cisco\jetty\work\12.0.1.3\eService.war\webapp\web\controller\live\admin\entrypoint

Steps to resolve the issue:

Step 1. Stop Cisco Service
Step 2. Ensure all Java processes have been stopped in Task Manager. If not, manually end them.
Step 3. Rename jetty folder to jetty_old. Backup original folder.
Step 4. Start the Cisco Service
Step 5. Wait for all java processes to start again. This can take some time.

Post the steps taken, issue is resolved successfully.