



Knowledge Base Article #ETM25801

ETM[®] (Enterprise Telephony Management) System: NFAS Group Editor Not Displayed on Some ETM[®] System Consoles on Windows

Synopsis

On some v8.3.1, v9.0.x, and v11.0 ETM System Console systems, the **NFAS Group for Switch** dialog box is not displayed when selected. The problem occurs on some Windows clients, but not on all. This issue has not been observed on Linux clients.

If you see this issue on your client system, use the information below to address it.

Versions Affected

ETM System v8.3.1, v9.0.x, and v11.0

More Information

While this issue is observed on some ETM System Consoles, it is not observed on all. Therefore, if you observe this issue, one first approach is to try it on a different client system, if available. However, if this does not work or is not possible, SecureLogix has provided a patch update to address this issue. The patch consists of a single **jar** file and a configuration file change for the affected ETM Console System.

Installing this Update

1. Contact SecureLogix Technical Support to obtain a copy of the **jar** file.
2. Copy the **NFAS_PROPS.jar** to the ETM System installation folder on the client system that is having the issue.
3. Open the **ETMSystemConsole.cfg** file in a text editor.
4. Add the **NFAS_PROPS.jar** to the **classpath** variable in the **ETMSystemConsole.cfg** file. **IMPORTANT:** The **NFAS_PROPS.jar** file must be listed before the **TeleWall.jar** file, as shown in the below example:

```
classpath=.;.;jakarta-oro-2.0.jar;jhall.jar;log4j-api-2.17.1.jar;log4j-core-2.17.1.jar;mail.jar;ojdbc8.jar;report11_pro.jar;report12_pro.jar;slc-crypt.jar;NFAS_PROPS.jar;TeleWall.jar;TWMSHelp.jar;esapi-2.5.0.0.jar;encoder-esapi-1.2.3.jar;encoder-1.2.3.jar;servlet.jar;commons-fileupload-1.4.jar;unboundid-ldapsdk-6.0.11.jar
```

5. Save the file.
6. Restart the ETM System Console.

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