

Administration Web Page Cannot Be Displayed

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Introduction

This document shows most of the possible reasons for the Cisco CallManager Administration web page not to be displayed or give an error. It also shows the typical symptoms and how to recover from each situation.

This document is divided into four sections:

- Section I explains the generic symptoms that are covered in this document.
- Section II explains the first troubleshooting step.
- Section III details the possible failures if you browse from the same machine where the Cisco CallManager is installed.
- Section IV covers the possible failures if you browse from a remote machine and it works fine from the local machine.

Start to troubleshoot the problem locally on the same server where Cisco CallManager is installed, as explained in section II.

The local machine is the server where Cisco CallManager is installed. The remote machine is any other station.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco CallManager versions 3.x/4.x/5.x/6.x.

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.

Administration Page Cannot Be Displayed: Troubleshooting

Section I: Symptoms

These symptoms are similar on a local browser on the Cisco CallManager machine or remotely from another station. When you try to access the Administration page at <http://your-cm-server-name/ccmadmin>, you see an error message that says that the page cannot be displayed and some more details. You can see in each step the symptom specific to that problem.

Section II: First Step

Go to the same server where Cisco CallManager is installed in order to begin to troubleshoot.

- If your browsing fails in this local machine, complete the steps from Section III until the issue is resolved locally.
- If the browsing fails only from a remote machine, then go directly to Section IV for steps on how to troubleshoot on a remote machine.

Section III: Get Errors When You Access Administration Page From a Local Browser

If you cannot access the Administration web page directly on the Cisco CallManager server, verify if one of these situations applies to you. They are in order from the most frequent reason to the least frequent reason.

Note: Cisco CallManager requires that a Java Runtime Environment (JRE) be installed and configured on the local PC that browses into the Cisco CallManager Administration, and that the browser security must have Java enabled. Refer to Browsing to Cisco Unified CallManager Administration for more information.

1. **"IIS Admin service" or "WWW publishing service" not started.**

Symptom

If you see one of these error messages when you try to access the admin page from the same server where Cisco CallManager is installed, most likely one of the above services does not run on your Cisco CallManager server.

From Internet Explorer:



The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

- Click the  Refresh button, or try again later.
- If you typed the page address in the Address bar, make sure that it is spelled correctly.
- To check your connection settings, click the **Tools** menu, and then click **Internet Options**. On the **Connections** tab, click **Settings**. The settings should match those provided by your local area network (LAN) administrator or Internet service provider (ISP).
- If your Network Administrator has enabled it, Microsoft Windows can examine your network and automatically discover network connection settings. If you would like Windows to try and discover them, click  [Detect Network Settings](#)
- Some sites require 128-bit connection security. Click the **Help** menu and then click **About Internet Explorer** to determine what strength security you have installed.
- If you are trying to reach a secure site, make sure your Security settings can support it. Click the **Tools** menu, and then click **Internet Options**. On the Advanced tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.
- Click the  [Back](#) button to try another link.

Cannot find server or DNS Error
Internet Explorer

From Netscape Navigator:



Reason

One of the services above stopping is the most frequent reason for the pages not able to be displayed locally. It is not a normal situation, but, it has been seen before that after an upgrade, for example, one of these services does not start automatically as expected. It is a one-time issue, so after you start the service manually, everything continues to work as usual. If it appears to happen several times, contact the Cisco Technical Support for a deeper analysis.

Solution

Check if the IIS Admin service or the WWW publishing service is started. Choose **Start > Program > Administrative Tools/Services** in order to check this and verify the status of those two services. It needs to say started.

Start the service manually. Be aware that, if the IIS Admin service is stopped, FTP publishing service and WWW publishing services can possibly also be stopped. In that case, start those two first, and then start the IIS Admin service. Choose it with the mouse in order to start the service and then right-click it. One of the options is Start.

2. Server has been affected by a virus.

Symptom

The symptom changes with every virus and with the different modalities of each virus. This can sometimes cause the IIS service to stop. You see error messages like the ones in the previous section. Other times strange messages are displayed when you try to access a web page. For example, hacked by chinese was displayed in some types of Code Red virus. Performance is also normally affected.

Reason

During the past months, some viruses have affected Microsoft products, and as a consequence, the Cisco CallManager server can become infected. A web page that cannot be displayed is one of the possible symptoms.

Solution

As a first step, verify that you already have the patches to protect your system. Refer to these documents in order to check if you can be affected, if you do not have the patches.

- ◆ CERT Advisory CA-2001-23 Continued Threat of the "Code Red" Worm [↗](#)
- ◆ CERT Advisory CA-2001-26 Nimda Worms [↗](#)

Complete the steps in this document in order to clean up your server if you are affected.

◆ Cleaning Nimda Virus from Cisco CallManager 3.x and CallManager Applications Servers
Refer to the Security Advisories page for more details of viruses, their effect on Cisco equipment, and all new vulnerabilities.

As a long-term solution, Cisco recommends the use of Cisco Host IDS Sensor and McAfee Netshield antivirus in the Cisco CallManager server. Both have been tested and approved to be installed with Cisco CallManager. Complete the recommended configuration settings in order to avoid undesired effects in the processor time.

3. NTFS permissions for IIS.

Symptom

Since you have modified the NTFS permissions on your C: drive off the root directory in order to propagate into child directories on the Cisco CallManager server, IIS does not perform as desired. Users are not able to access any web page on that server, since the different error messages on the web browser are similar to one of these:

◆ You are not authorized to view this page.

You do not have permission to view this directory or page using the credentials you supplied.

HTTP 401.3 - Access denied by ACL on resource Internet Information Services

OR

◆ Server Application Error

The server has encountered an error while loading an application during the processing of your request. Please refer to the event log for more detailed information. Please contact the server administrator for assistance.

OR

◆ Error: Access is Denied.

Reason

NTFS permissions changed from the default settings on the server and are no longer sufficient for IIS 5.0 to run properly.

Solution

Visit the Microsoft [website](#) for details on this issue: Q271071 Minimum NTFS Permissions Required for IIS 5.0 to Work

Note: If the Cisco CallManager Administration page is accessible from publisher but not from the subscribers, and you also receive the You are not authorized to view this page error message, then use Admin Utility in order to try to synchronize the passwords or use CCMPWDChanger in order to reset the password. If the issue still persists, it is possible that you need to reconfigure the DC Directory on the publisher server in order to resolve the issue.

4. You cannot browse directly on the Cisco CallManager server yet.

You do not have one of the most common issues. Contact Cisco Technical Support in order to have the issue investigated in more detail.

5. DBL Exception Error while accessing CCM via web. Error:1542, CDBLException Dump: [COM Error] COM Error Description = [] [Old format or invalid type library.]

Solution

- a. In the Cisco CallManager server, choose **Start > Programs > Administrative Tools > Component Services**.
- b. Click on the plus by Component Services.
- c. Click on the plus by Computers.
- d. Click on the plus by My Computer.
- e. Click on the plus by COM+ Applications.
- f. Right-click on **DBL** and choose **Shutdown**.

- g. Right-click on **DBL** and choose **Start**.
 - h. Open a DOS window and type **iisreset**, then check if IIS admin and WWW services are in the started state.
6. **CDBLexception Dump[object creation failed] while trying to access Cisco CallManager Administration via web.**

This issue is typically caused by one of these services that goes into the out of service state, and the resolution is to restart that particular service.

- a. Microsoft Internet Information Server (IIS) service
- b. Database Layer (DBL) service
- c. CTI Manager service

Section IV: Get Errors When You Access Administration Page From a Browser on a Remote Machine

Note: When you use Microsoft Vista with the Internet Explorer 7.0 browser, you are not able to open the Cisco CallManager Administration web page. There is potential to receive the Certificate Authenticity error. Microsoft Vista and Internet Explorer 7.0 are not currently supported for use with Cisco CallManager. This procedure can alleviate issues with Certificate Authenticity errors for the Cisco CallManager Administration web page. It is not recommended to install certificates when the source is unknown.

1. Choose **Continue** in order to go to the Cisco CallManager Administration page.
2. Log into the Cisco CallManager Administration page.
3. Choose **Certificate Error**.
4. View **certificates**.
5. Install **Certificate**.
6. Choose **Next**.
7. Place certificates in this store.
8. Choose **Trusted Root certification Authorities**.
9. Choose **Okay**.
10. Choose **Next**.
11. Choose **Finish**.
12. Close the browser and reopen again.

If you can access the Administration web page locally on the Cisco CallManager server, but not when you browse from a remote machine, verify if one of these situations applies to you. They are in order, from the most frequent reason to the least frequent reason.

1. **Name to address resolution fails.**

Symptom

You typically see these error messages when you try to access `http://your-cm-server-name/ccmadmin`. But, if you try to access the same page when you use the Cisco CallManager IP address instead of the name, you see the page displayed properly. This can be, for example, `http://10.48.23.2/ccmadmin`.

From Internet Explorer:



The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

- Click the Refresh button, or try again later.
- If you typed the page address in the Address bar, make sure that it is spelled correctly.
- To check your connection settings, click the **Tools** menu, and then click **Internet Options**. On the **Connections** tab, click **Settings**. The settings should match those provided by your local area network (LAN) administrator or Internet service provider (ISP).
- If your Network Administrator has enabled it, Microsoft Windows can examine your network and automatically discover network connection settings. If you would like Windows to try and discover them, click [Detect Network Settings](#)
- Some sites require 128-bit connection security. Click the **Help** menu and then click **About Internet Explorer** to determine what strength security you have installed.
- If you are trying to reach a secure site, make sure your Security settings can support it. Click the **Tools** menu, and then click **Internet Options**. On the Advanced tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.
- Click the [Back](#) button to try another link.

Cannot find server or DNS Error
Internet Explorer

From Netscape Navigator:

Not Found

The requested URL /ccmadmin was not found on this server.

Reason

The name that you entered as *your-cm-server-name* is mapping to the wrong IP address in DNS or hosts file.

Solution

- ◆ Check in the DNS in order to see if the entry for *your-cm-server-name* has the correct IP address of the Cisco CallManager server if you configured the use of DNS. Change it if it is not correct.
- ◆ If you do not use DNS, your local machine checks in the hosts file if there is an entry for the *your-cm-server-name* and an IP address associated to it. Open the file and add the Cisco CallManager server name and the IP address.

You can find the hosts file at C:\WINNT\system32\drivers\etc\hosts on your Windows station.

2. HTTP 500 error when Cisco CallManager Administration pages are accessed.

This happens with IIS service, which runs on the Cisco CallManager server, crashes. In order to resolve this problem, go to command prompt and complete the steps in this procedure:

a. Enter:

```
net stop w3svc
```

b. Wait and then enter:

```
net start w3svc
```

c. Enter:

```
C:\utils>iisreset /stop
```

d. Wait and then enter:

```
C:\utils>iisreset /start
```

This restarts the IIS service that runs on the Cisco CallManager.

If you receive the HTTP 500 - Internal Server Error error message along with these Event Viewer errors, the password with the IWAM user account can be out of sync.

```
DCOM          ID 10010
```

```
The server {7529AD74-3131-4E73-8A6F-80CDF6F4CE27} did not register with DCOM within required timeout.
```

```
W3SVC         ID 36
```

```
The server failed to load application '/LM/W3SVC/1/Root/CCMAdmin'. The error was 'S execution failed'.
```

Use AdminUtility tool in order to re-synchronize the password to resolve this issue. In the tool, click **Options** and set IWAM User password on all Cisco CallManagers in the cluster.

3. Default website under IIS has improper setting.

Symptom

You typically see these error messages when you try to access <http://your-cm-server-name/ccmadmin>. If you try to access the same page when you use the Cisco CallManager IP address instead of the name, you see the page displayed properly. This can be, for example, <http://10.48.23.2/ccmadmin>.

From Internet Explorer:



The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

- Click the  Refresh button, or try again later.
- If you typed the page address in the Address bar, make sure that it is spelled correctly.
- To check your connection settings, click the **Tools** menu, and then click **Internet Options**. On the **Connections** tab, click **Settings**. The settings should match those provided by your local area network (LAN) administrator or Internet service provider (ISP).
- If your Network Administrator has enabled it, Microsoft Windows can examine your network and automatically discover network connection settings. If you would like Windows to try and discover them, click  [Detect Network Settings](#)
- Some sites require 128-bit connection security. Click the **Help** menu and then click **About Internet Explorer** to determine what strength security you have installed.
- If you are trying to reach a secure site, make sure your Security settings can support it. Click the **Tools** menu, and then click **Internet Options**. On the Advanced tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.
- Click the  [Back](#) button to try another link.

Cannot find server or DNS Error
Internet Explorer

From Netscape Navigator:

Not Found

The requested URL /ccmadmin was not found on this server.

Reason

An incorrect setting in the Default web site tab for the IIS is set on the server.

Solution

Verify in the Internet Service Manager on the Cisco CallManager machine the properties of the Default web site. The web site tab must have All Unassigned and not the IP address of the machine.

- a. Choose **Start > Programs > Administrative tools/Internet Service Manager** in order to verify that setting.
- b. Then you must expand the icon that shows your server name. Choose the **Default web site** and right-click.

- c. You have the option properties that you must choose. Look for the web site tab and verify the **All Unassigned** setting previously mentioned.

If you need to keep the specific IP address setting for any specific reason, you are not able to use the name instead of IP address from a remote web browser.

4. **Port 80 is being blocked in one or more routers between your local browser and the Cisco CallManager server.**

Symptom

These error messages are displayed typically when the web server or the HTTP traffic uses a port that a firewall blocks.

From Internet Explorer:



The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

- Click the  Refresh button, or try again later.
- If you typed the page address in the Address bar, make sure that it is spelled correctly.
- To check your connection settings, click the **Tools** menu, and then click **Internet Options**. On the **Connections** tab, click **Settings**. The settings should match those provided by your local area network (LAN) administrator or Internet service provider (ISP).
- If your Network Administrator has enabled it, Microsoft Windows can examine your network and automatically discover network connection settings. If you would like Windows to try and discover them, click  [Detect Network Settings](#)
- Some sites require 128-bit connection security. Click the **Help** menu and then click **About Internet Explorer** to determine what strength security you have installed.
- If you are trying to reach a secure site, make sure your Security settings can support it. Click the **Tools** menu, and then click **Internet Options**. On the Advanced tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.
- Click the  [Back](#) button to try another link.

Cannot find server or DNS Error
Internet Explorer

From Netscape Navigator:



Reason

For security reasons, the HTTP access from your local network to the server network is blocked.

Solution

You can try to verify if other types of traffic to the Cisco CallManager server are allowed, such as ping, Telnet, and FTP. If any of them are successful, it shows that HTTP access to the Cisco CallManager web server is blocked from your remote network. Check the security policies with your network administrator. Try again from the same network where the Server is located.

5. The machine from where you try to access has been explicitly denied access.

Symptom

These error messages clearly show this problem.

From Internet Explorer and also from Netscape Navigator:

Access to this server is forbidden from your client

From Internet Explorer with **show friendly http error messages** advance setting configured:

 **You are not authorized to view this page**

You might not have permission to view this directory or page using the credentials you supplied.

If you believe you should be able to view this directory or page, please try to contact the Web site by using any e-mail address or phone number that may be listed on the 10.48.80.17 home page.

You can click  [Search](#) to look for information on the Internet.

HTTP Error 403 - Forbidden
Internet Explorer

Reason

This is a security policy applied by the network administrator.

Solution

Check the security policies with your network administrator. Try again from a different machine. If you are the network administrator, check the Directory Security tab of the Default web site in the Internet Service Manager on the Cisco CallManager server.

- a. Choose **Start > Programs > Administrative Tools/Internet Service Manager** in order to verify that setting.
 - b. Then you must expand the icon that shows your server name. Choose the **Default web site** and right-click.
 - c. You have the option properties that you must choose. Look for the **Directory Security** tab and verify the setting previously mentioned.
6. **Cisco CallManager admin web page does not work, get 403 forbidden error message.**

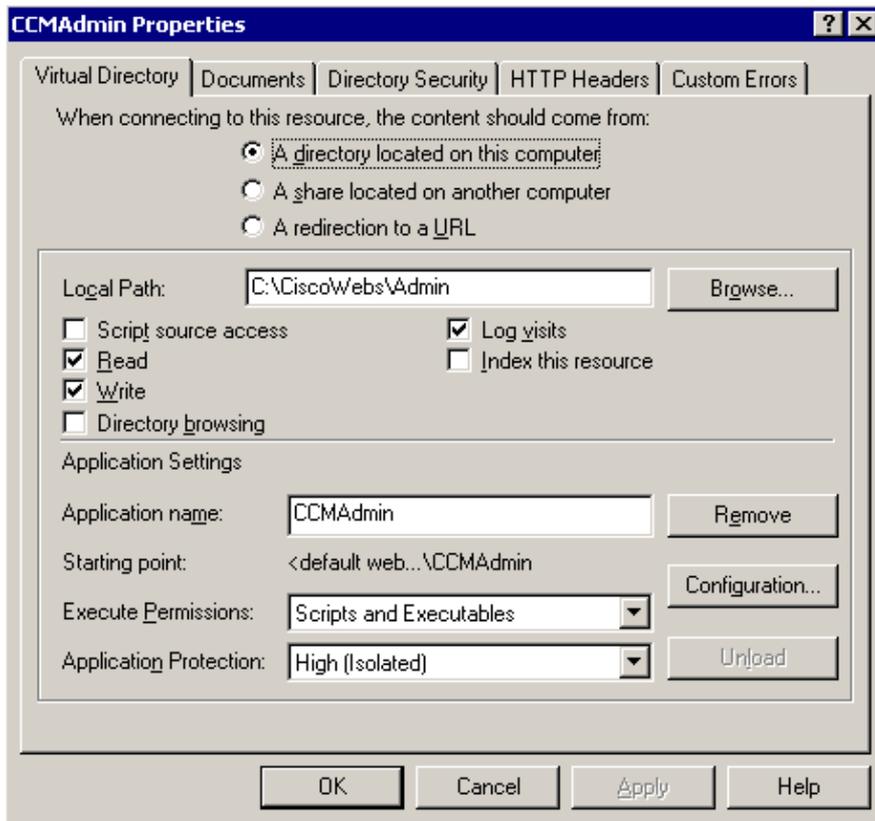
Symptoms

You get 403 forbidden error message on Cisco CallManager Administration page when you attempt to open any web pages associated with this server, like ccmadmin, ccmuser, ccmservice, and so forth.

Solution

The error can be caused by the Execution_Permissions of the CCMService set to something other than Scripts and Executables.

- a. Choose **Start > Programs > Administrative Tools > Internet Server Manager** in order to set Execution_Permissions right.
- b. Choose the name of your Cisco CallManager on the left hand column, under **Internet Information Services**.
- c. Expand the **Default Web Site**.
- d. Right-click **CCMAdmin** and choose **Properties**.
- e. Under the **Virtual Directory** tab you should change the **Execution_Permissions** value to **Scripts and Executables**.
- f. Also verify that the execute permission settings are enabled to read and write as shown in this screen shot.



7. Cisco CallManager admin web page does not work and The server failed to load application error message displays with 8007053d error ID

Symptoms

When you attempt to access Cisco Unified CallManager CCMAdmin page, the Failed to create ASP object for: _RemoteScripts/rs_device.asp error message displays along with The server failed to load application error message and 8007053d error ID.

Solution

Complete these steps in order to resolve this issue:

- a. Choose **Start > Programs > Administrative Tools > Internet Services Manager**. Double-click on the server name, for example, the icon that shows your server name, and then expand **Default web site**.
- b. Choose **CCMCIP > Properties** and choose the **virtual directory** tab from the properties window. Choose the **Application Protection** field and choose the **High (Isolated)** option from the drop-down menu and click **Apply**. Then click **OK**.
- c. Finally, choose **Start > Programs > Administrative tools > Services** and restart the **IIS admin service**.

8. Improper network setting in the remote machine from where you browse.

Symptoms

- ◆ Different error messages can appear from the symptoms section, typically these errors.
- ◆ A very clear symptom of this issue is that there is no connectivity at all, or there is no connectivity to other devices in the same network as the Cisco CallManager. Try to ping the IP address of the Cisco CallManager server and other devices in order to confirm this.
- ◆ When you try from other remote machines, the admin page can be seen properly.

From Internet Explorer:

 **The page cannot be displayed**

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

- Click the  Refresh button, or try again later.
- If you typed the page address in the Address bar, make sure that it is spelled correctly.
- To check your connection settings, click the **Tools** menu, and then click **Internet Options**. On the **Connections** tab, click **Settings**. The settings should match those provided by your local area network (LAN) administrator or Internet service provider (ISP).
- If your Network Administrator has enabled it, Microsoft Windows can examine your network and automatically discover network connection settings. If you would like Windows to try and discover them, click  [Detect Network Settings](#)
- Some sites require 128-bit connection security. Click the **Help** menu and then click **About Internet Explorer** to determine what strength security you have installed.
- If you are trying to reach a secure site, make sure your Security settings can support it. Click the **Tools** menu, and then click **Internet Options**. On the Advanced tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.
- Click the  [Back](#) button to try another link.

Cannot find server or DNS Error
Internet Explorer

From Netscape Navigator:



Reason

Improper network configuration settings on a station or on the default gateway can cause a web page not to be displayed, as there is partial or no connectivity to that network.

Solution

- ◆ Check the network setting on your station, as well as the cable and connector integrity if the connectivity to any other device out of your local network fails.

If you use TCP/IP over a LAN to connect, this is how you can verify the network settings on the remote station:

- a. Choose **Start > Setting > Network and Dial-up connections**.
- b. Choose **Local Area Connection**, then **Properties**. The list of communication protocols appear checked.
- c. Choose **Internet Protocol (TCP-IP)** and click **Properties** again.
- d. Choose either **Obtain an IP address automatically** or **set manually your address, mask and default Gateway** as it depends on your network.

It is also possible to set some browser-specific settings that can be improperly configured.

- a. Go to the Internet Explorer browser, and choose **Tools > Internet Options**.
- b. Choose **Connections** and then verify the LAN settings or the dial-up settings. By default, they are not configured and the generic network setting from Windows is then used.

- ◆ If the connectivity fails only to the Cisco CallManager network, it is probably a routing issue in the network. Contact the network administrator in order to verify the routing configured in your default gateway.

9. You cannot remotely browse the admin page yet.

You do not face one of the most common issues. Contact Cisco Technical Support in order to have the issue investigated in more detail.

Section V: Automation Server Message Displays

Symptom

When you attempt to access Cisco Unified CallManager user page, the Automation server cannot create object error message displays.

Reason

After an upgrade, Cisco Unified CallManager disallows certain functions that cause this issue.

Solution

Complete these steps:

1. On the Cisco Unified CallManager server, choose **Start > Run** in order open a command window and type **cmd**.
2. Type **cd c:\Program Files\Cisco\bin**.
3. Type **regsvr32 dblx.dll**.
4. Type **regsvr32 capicom.dll**

Disable MLA from SQL Server when the Cisco CallManager Administrator Login Fails

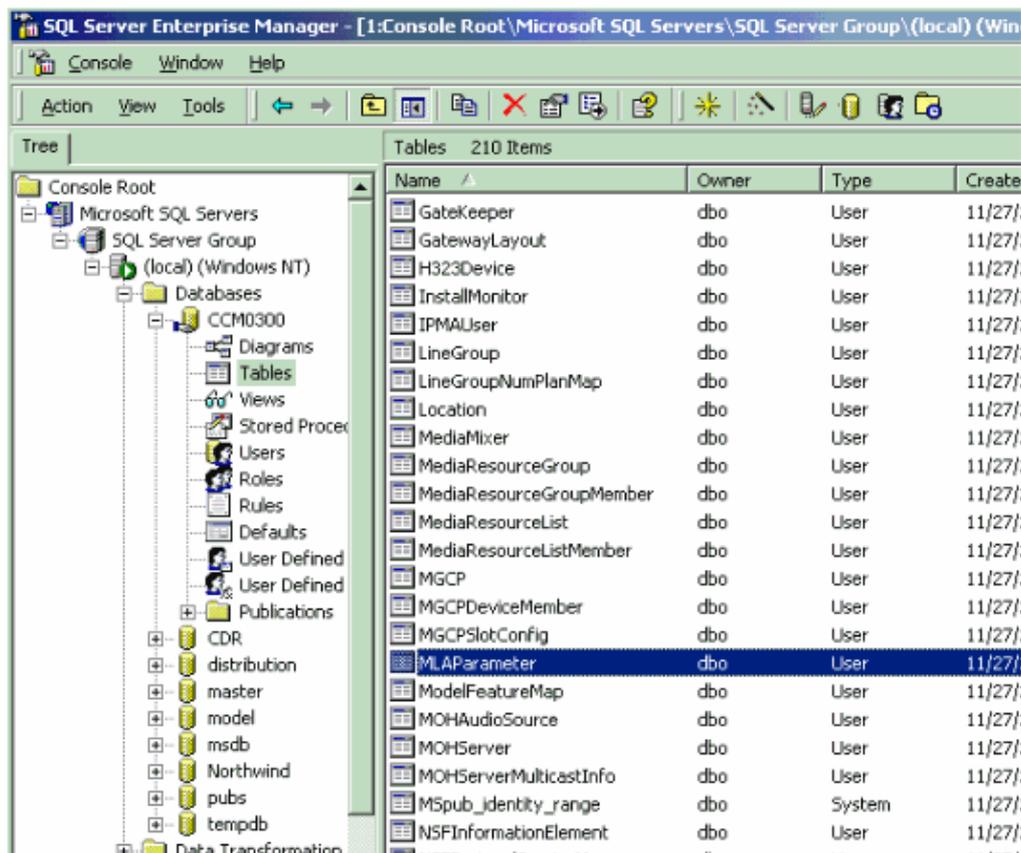
After you install Multilevel Administration (MLA) access, you must log in as a Cisco CallManager Administrator with the password that you provided throughout the MLA installation. The Administrator login no longer works for the Cisco CallManager Administration page.

Note: Restart the Database Layer (DBL), the Real-time Information Server (RIS) services and then the IIS service. Then, before you attempt the next procedure, and if you know the MLA password, try to login to the Cisco CallManager Administrator page.

If you cannot login with Cisco CallManager Administration or you forget the password for Cisco CallManager Administrator when MLA is enabled, then you need to login as Administrator. This is possible only if MLA is disabled. MLA needs to be disabled from the Cisco CallManager Administration page. But since the login for the Administration page fails, an alternate method is to use the SQL Enterprise Manager to disable MLA.

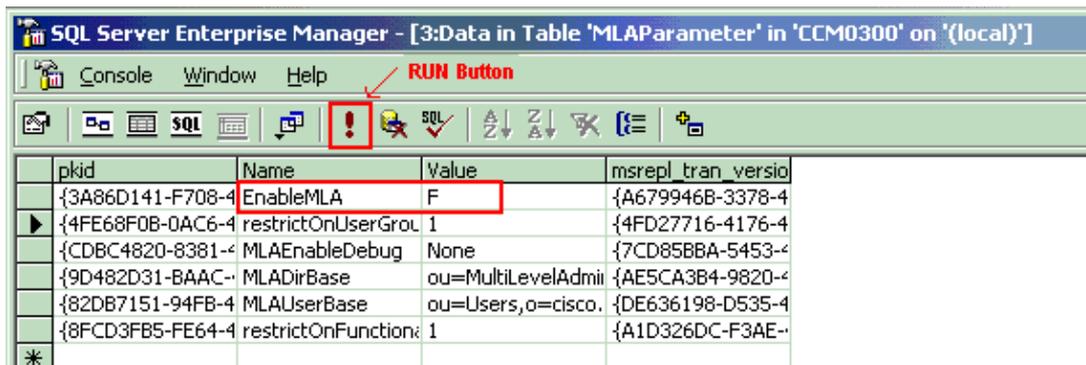
You can use this procedure in order to disable MLA using SQL Enterprise Manager. This procedure assumes that you know the Local Administrator password on which the Cisco CallManager runs.

1. Choose **Start > Programs > Microsoft SQL server > Enterprise Manager** and login to the server that runs Cisco CallManager.
2. Choose **Publisher > Databases > CCM030x > Tables > MLAParameter**.



The value of x in CCM030x changes whenever you upgrade the Cisco CallManager.

3. Choose **MLAParameter > open table > return all rows**.
4. Change it to **F** if the EnableMLA field value is set to **T**.



5. Click **RUN** with the !, exclamation mark, on the toolbar in order for the changes to take affect.
6. Restart the IIS Admin service.

Note: If you restart the IIS service, it does not affect the IPMA and Attendant Console services.

This procedure helps you to login to the Cisco CallManager with the Administrator username and password.

Unable to Log into the Web Admin Page on the Cisco CallManager 4.x Subscriber Server

When you attempt to log into Cisco Unified CallManager CCMAdmin page, the Failed to Create ASP object for Remote Script error message displays along with Error: Script Engine Exception. A ScriptEngine threw exception 'C0000005' in 'IScriptDispatchEx::InvokeEx()' from 'CScriptingNamespace::InvokeEx()'.. and Error: File /ccmadmin/ctiroutepointlist.asp Unexpected error. A trappable error (C0000005) occurred in an external object. The script cannot continue running.. in the Application Event Logs.

Solution

On the Cisco CallManager subscriber server, it is not possible to access the CCMAdmin Page, and these Asynchronous Transfer Mode (ATM) switch processor (ASP) errors appear in the Application Event Log when an attempt is made to access the Admin Page:

Complete these steps in order to resolve this issue:

1. Scan the server for viruses in order to eliminate the possibility that a virus caused this issue. If this causes high CPU, do it when the traffic is low.
2. Run the AdminUtility tool on the publisher in order to reset the Cisco service accounts password.

It is necessary to know the old private phrase in order to reset. If a new one is entered, it sets to the new one.

Also, make sure Antivirus software is disabled as well as CSA before this tool is run in order to avoid the possibility that the password is out of sync, which can lead to permission issues that can cause the issue related to access of the CCMAdmin Page.

The AdminUtility tool must be run after hours because this stops a few services that process calls.

3. Disable Network Identification Card (NIC) teaming, and only use one NIC at this stage.
4. Reboot the servers in the cluster, publisher first and then the subscribers one by one.

Connection to the Server cannot be established (Unknown Error)

Problem

I get the Connection to the Server cannot be established (Unknown Error) error message when I complete these steps:

1. Copy the original CCMAAdministrator user in order to create a new user.
2. Name the new user as AdminUser.
3. Remove the membership for the original **CCMAAdministrator** from the user group, namely **Standard CCM Super Users** and **Standard RealtimeAndTraceCollection**. Also disable all the permissions for the original CCMAAdministrator.
4. Login to the Publisher Web **Serviceability** page.
5. Choose **Tool > Service Activation > Pick Subscriber IP address**.
6. Then the Connection to the Server cannot be established (Unknown Error) error message appears.

Note: DB replication is good in all nodes.

Solution

Cisco Unified Communications Manager Publisher and Subscriber only use the original **CCMAAdministrator** user that was created during install for authentication between servers.

The reason for error is because the original CCM admin user is locked and is a known defect. Complete these steps in order to resolve this defect:

1. Unlock the original **CCM admin** user account.
2. Make sure that the original **CCMAAdministrator** User has **Standard CCM Super User Group** and **Standard RealtimeandTraceCollection**

Note: This issue is documented in Cisco bug ID CSCsu32063 (registered customers only)

Login to the CCM Subscriber Administration Web Page gives an error after MLA is enabled

Problem 1

Login to Cisco CallManager Administration web page on both publisher and subscriber servers work fine when MLA is disabled. After MLA is enabled, if *ccmadministrator* is used as the username, login to Publisher works fine. The login to the subscriber works, but the page opens up scattered, and when you click on any options such as System, Device and so forth, it gives an The Page cannot be displayed error message.

Solution 1

Complete these steps in order to resolve this issue:

1. In the server, choose **Start > Programs > Administrative Tools > Internet Services Manager**. The Internet Information Services window appears.

2. Expand the tree in the left pane until you see **Default Web Site**. Right-click on **Default Web Site**.
3. Choose **Properties** from the shortcut menu. The Default Web Site Properties dialog box appears.
4. Choose the **ISAPI Filters** tab and change the order of the ISAPI filters. If you move MLAfilter to the top, this solves the issue.

Problem 2

Login to Cisco CallManager Administration web page on the Cisco CallManager server fails with and this error occurs in the Event Viewer:

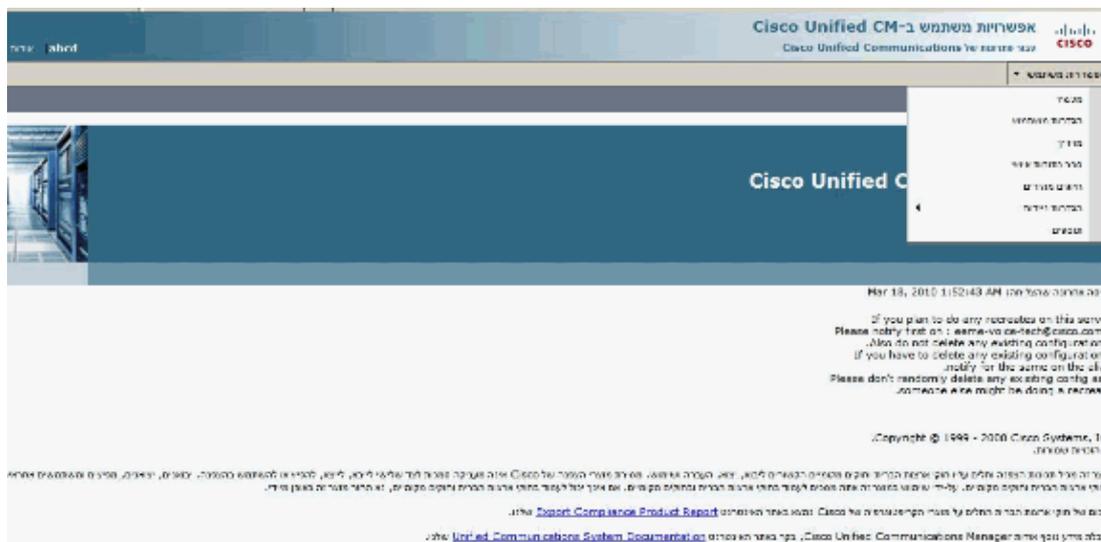
```
The server was unable to add the virtual root /cisco/_cra_jakarta for the directory
C:\Program Files\wfvavid\tomcat_appadmin\bin\win32\i386 due to the following error:
The system cannot find the path specified.
```

Solution 2

From the SQL Enterprise Manager, set the **Enable MLA** to True. After you enable MLA, use the username as *ccmadministrator* to log in.

Text on the Administration web page is upside down

Solution



When Hebrew is installed on the IE, the text on the CUCM pages turn from left to right. The cause of this issue is that the Hebrew locale is not installed on the CUCM server. So, when you turn on the Hebrew language in IE the letters come upside down. To resolve this issue install Hebrew on the CUCM server also in order to resolve this issue. Make sure to reboot the server in order for the changes to take effect.

User configuration page returns blank page

When a user tries to edit any information on User configuration page, a blank web page returns. This issue is documented by Cisco Bug ID **CSCsw97577** (registered customers only)

Solution

Complete these steps in order to resolve this issue:

1. Log in to the **CUCM Administration** Page.
2. Choose **System > Application Server**.
3. Find and click on the **CUC Application Server**.
4. From the Application Server configuration page, add **".localdomain"** to the field Name.
5. Click **Save**.

Error when DMA Tool Launched via Web

When you launch DMA, the `-2146827859: Automation server can't createobject` error message appears.

Solution

Complete any of these steps in order to resolve this issue and try to launch DMA.

- Ensure that there is no other DMA session is in open state. For that you need to check on **Windows task manager > applications tab** If any other DMA session is running kill that DMA session listed and launch DMA again.
- Make sure that you do not have any third party or any unsupported application software running in the server where the error message displayed. If you have any similar software, you need to kill the corresponding processes and try to launch DMA again.
- Try to launch DMA after you disable the Cisco Security Agent (CSA) service and any anti-virus software running in the server.
- In your Cisco CallManager server, you need to open a command line window and navigate this directory: `C:\ > WINNT> system32` and run the `regsvr32 dblx.dll` command. Then try to launch DMA again.
- If the issue still persists after you execute these steps, then complete these next steps in order to resolve the issue.

1. In the Cisco CallManager server, choose **Start > Programs > Administrative Tools > Internet Services Manager**.
2. Choose **DMA** inside the Default Web Site configuration.
3. Right-click and choose **Properties**.
4. In the first menu you should see the Application Protection configuration. Change it to **Low (IIS Process)**.
5. Choose **Start > Programs > Administrative Tools > Component Services > Computers > My Computer > COM+ Applications > DMA**.
6. Right-click on DMA and choose **Shutdown**.
7. After you shut down then right-click on DMA and choose **Start**.
8. Open the command line window and execute this `C:\>iisreset` command.

Note: Run the command as many times as needed until you see the `Internet services successfully restarted` message.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**

- **Troubleshooting Cisco IP Telephony** [🔗](#)
 - **Technical Support & Documentation – Cisco Systems**
-

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