

Failure to Access the Unity System Admin Page

Document ID: 67920

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Introduction

This document describes one reason why accessing the Unity System Admin Page fails and provides a solution in the Cisco CallManager and Unity environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Unity

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 4.x
- Cisco Unity 4.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

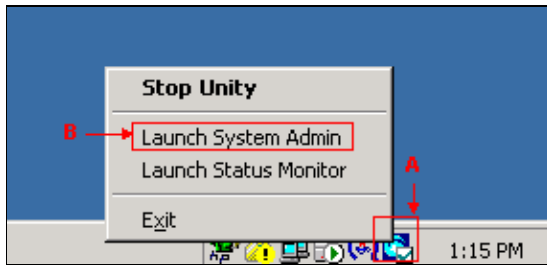
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

Some users experience problems when they try to access the Unity System Admin Page. These steps explain how the problem happens:

1. Right-click the **Unity blue icon** in the system tray (see arrow A in Figure 1).

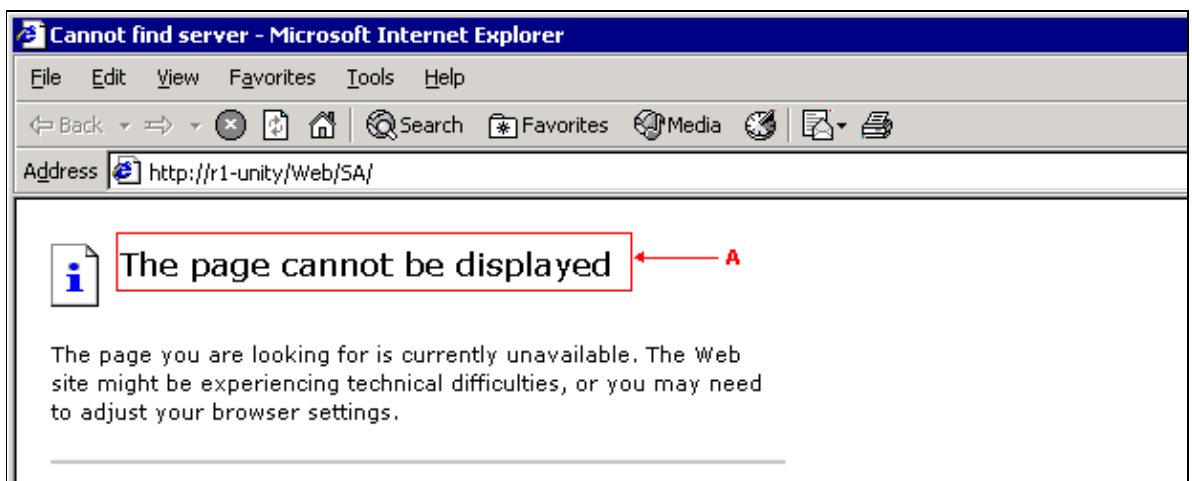
Figure 1 Launch the Unity System Admin Page



2. Click **Launch System Admin** (see arrow B in Figure 1).

The Unity System Admin Page fails to appear. The error message is "The Page Cannot be Displayed" (see arrow A in Figure 2).

Figure 2 Failure to Display the Unity System Admin Page



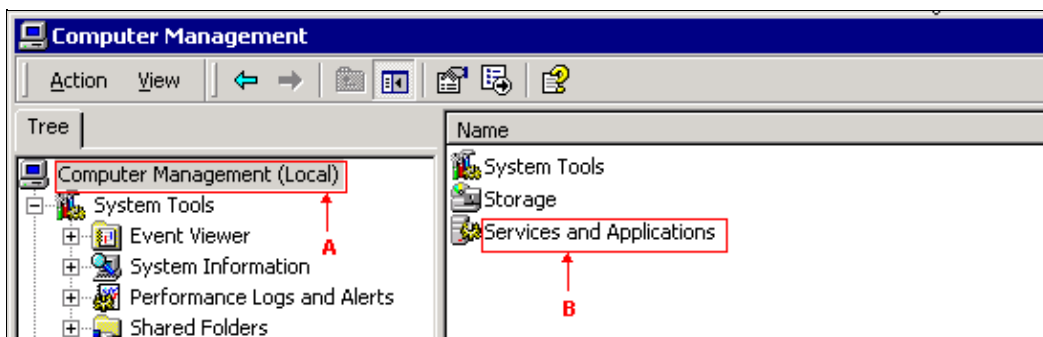
Solution

The Default Web Site stops for an unknown reason (see arrow A in Figure 5). This is the root of the problem.

Navigate to Default Web Site and restart it in order to resolve the problem. Complete these steps:

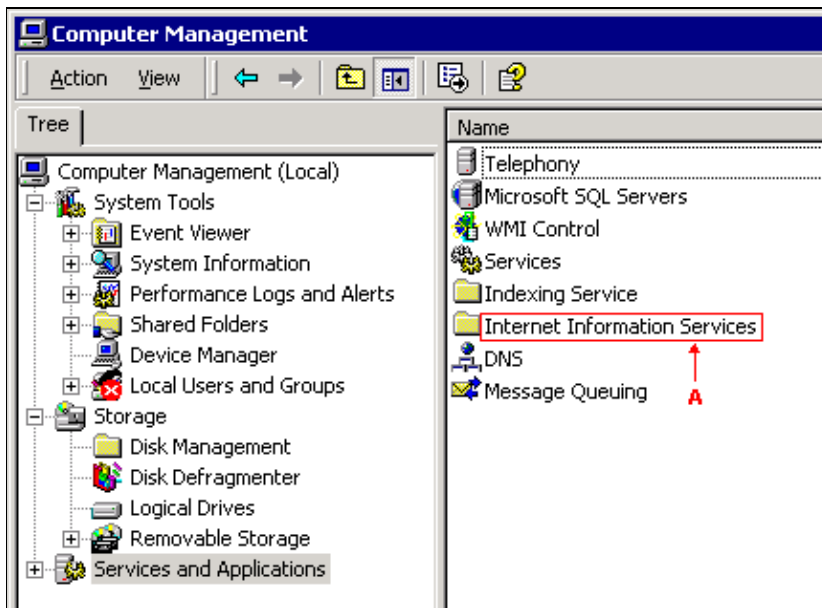
1. Right-click **My Computer** and select **Manage** from the pop-up box.
2. Click **Computer Management** (see arrow A in Figure 3) and **Services and Applications** (see arrow B in Figure 3).

Figure 3 Services and Application



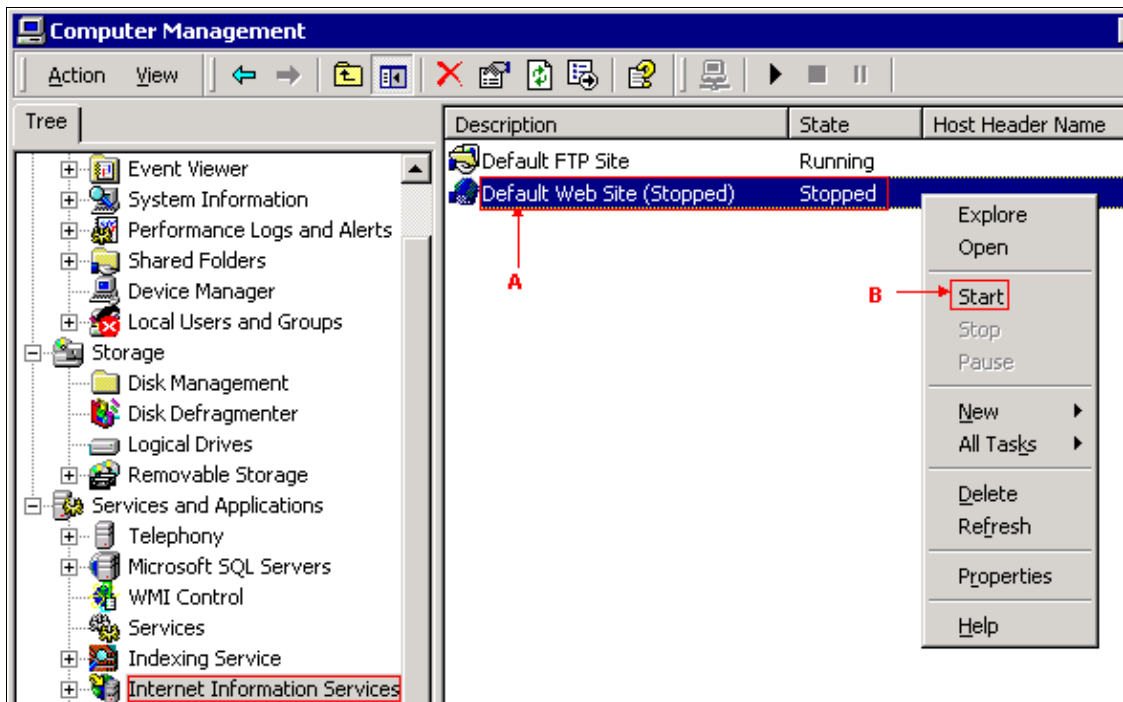
3. Click **Internet Information Services** (see arrow A in Figure 4).

Figure 4 Internet Information Services



Arrow A in Figure 5 shows an example of when the Default Web Site is stopped.

Figure 5 Default Web Site



4. Right-click **Default Web Site** and click **Start** in the pop-up box.

The problem is solved after you restart the Default Web Site.

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)

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Updated: Jan 31, 2006

Document ID: 67920
