

# Unity Administrators are Unable to Access the Cisco Unity System Administrator in Internet Explorer

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## Introduction

The Cisco Unity web server sporadically fails to display the web/SA login page. The web page simply fails to appear, even though the certificate acceptance box appears and asks whether to continue.

This document describes the workaround for this problem.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unity.

### Components Used

The information in this document is based on the Cisco Unity 4.x and 5.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

The Cisco Unity SA web page is not accessible to the Cisco Unity Administrators and the `Session Timeout` error appears while you access the Cisco Unity GUI.

If you restart the IIS, it clears the problem temporarily. This is seen occasionally with Cisco Unity servers that run on Microsoft Windows Server 2003, typically after an SA session times out. This problem is seen with Cisco Unity 4.2(1) and 5.0(1).

# Solutions

In order to overcome this problem, review these options:

- Restart the WWWW service.

or

- Increase the SA Session Timeout value in the Internet Information Services (IIS) Manager from the default of 20 minutes to 180 minutes, or more. Additionally, you can set the Idle Timeout to a value lower than the SA Session Timeout in order to workaroud this issue.

This does not prevent the problem, but it does decrease the chances of occurrence.

These steps describe how to increase both the session and the idle timeout values, and to set the idle timeout to a value less than the session timeout.

In order to increase the session timeout, complete these steps

1. Choose **Start > Programs > Administrative Tools > Internet Information Services (IIS) Manger**.
2. In the left-hand pane, expand the tree for the local computer.
3. Right-click the Default Web Site, and select **Properties**.
4. Click the **Home Directory** tab.
5. Click the **Configuration** button.
6. On the Application properties sheet, click the **Option** tab.
7. Increase the session timeout from the default 20 minutes to the desired number (180 minutes or more).

In order to change the idle timeout, complete these steps:

1. In IIS Manager, expand the **Application Pools** folder.
2. Right-click **DefaultAppPool**, and select **Properties**
3. Select the **Performance** tab.
4. Change the value in **Idle timeout** to a couple of minutes less than the session timeout for the SA.
5. Click **Apply**.
6. Restart the **DefaultAppPool**.

Once these settings are changed, after the timeout fires, the browser window either closes on its own or a dialog box appears and asks if you want to close the window. A new SA session can be opened by the Cisco Unity icon in the System Tray.

If you do not see the Application Pools container in IIS Manager, complete these steps in order to display the Application Pools and then adjust the idle timeout.

1. Choose **Start > All Programs > Administrative Tools > Internet Information Services (IIS) Manager** in order to open IIS Manager.
2. Expand the tree in the left pane.
3. Right-click Web Sites and select **Properties**.
4. Click the **Service** tab.
5. In the Isolation Mode section at the top of the page, uncheck the **Run WWW service in IIS 5.0 isolation mode** check box.
6. Click **OK** on the message box to restart IIS. The Application Pools container displays.
7. Close IIS Manager.

This problem is documented in Cisco bug ID CSCsc86904 ( registered customers only) .

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## Related Information

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Active Directory Capacity Planning (Cisco Unity Version 5.x and Later with Microsoft Exchange)**
  - **Cisco Unity Data and Active Directory (Cisco Unity 5.x and Later with Microsoft Exchange)**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation – Cisco Systems**
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