

# Inaccessible Admin Pages on the Cisco Enterprise CDN Software

Document ID: 109592

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**Related Information**

---

## Introduction

Disabling stored cookies on a browser makes some pages inaccessible to CDN administrators. This document describes how to resolve this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on versions 1.7, 2.0, and 2.1 of the Cisco Content Delivery Network (CDN) Enterprise Solution.

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 information on document conventions.

## Problem

Disabling stored cookies on a browser makes some pages inaccessible to CDN administrators.

Stored cookies are enabled on web browsers by default. If you disable stored cookies on the browser, CDN users with administrative privileges (including those logging on with the Admin account) might not be able to access the administrative areas of the Content Distribution Manager (CDM) graphical user interface (GUI). These administrative areas include the Identification, TCP/IP, DNS, Proxy, Users, Time Zone, PC Folders, System, and Bandwidth pages.

Only CDN users with administrative privileges experience this problem. Non-administrative users cannot

typically access these pages.

## Solution

In order to work around this problem, enable stored cookies on your browser. For example, if you use Microsoft's Internet Explorer (IE):

1. Click the **Tools** menu, and choose **Internet Options**.

The Internet Options dialog box appears.

2. Click the **Security** tab, and then click the **Custom Level** button.

The Security Settings dialog box appears.

3. In the Settings list box, scroll down until you locate the Cookies option, and check the **Enable** check box in order to allow cookies to be stored on your computer.

---

## Related Information

- [Cisco Content Engine](#)
- [Cisco Application Networking Services](#)
- [Cisco Content Distribution Manager for the Enterprise](#)
- [Technical Support & Documentation – Cisco Systems](#)

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Feb 10, 2009

Document ID: 109592

---