

Problems Displaying or Adding Users With Cisco CallManager 3.x

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

Related Information

Introduction

This document describes the conditions that can cause you to not be able to add a user, or conduct a search on the Cisco CallManager Administration user pages, and how to overcome this.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

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

Problem

You may encounter the following problems if you are working with Cisco CallManager 3.x installed on a server that has a special character (such as an underscore) in its hostname, or MS Internet Explorer 5.5 with SP2 and a Q313675 patch or above.

- When you conduct a basic search and hit submit, the page returns the same page.
- When you try to insert a new user, this error message appears:

```
The following error occurred while trying to execute the command.  
Sorry, your session object has timed out.  
Click here to Begin a New Search
```

- When you try to update the CallManager user, this error message appears:

```
Either the current session has expired, or access has been  
denied because of insufficient privileges. Please close the  
current window and open a new one.
```

Solution

You might not be able to add a user or do a search on the Cisco CallManager Admin user pages, if your CallManager hostname contains any special characters such as, underscore or period (for example, Call_Manager). Domain Name System (DNS)-supported characters include all letters (A-Z, a-z), numbers (0-9), and hyphen (-) and any special characters are not allowed. If the Q313675 patch is installed on your browser, make sure that the URL does not contain any non-DNS supported characters.

For more information about the Q313675 patch, refer to MS01-058: File Vulnerability Patch for Internet Explorer 5.5 and Internet Explorer 6 .

To resolve this problem, you have these options:

- Access the Cisco CallManager Admin pages using the IP address of the server.
- Do not use non-DNS characters in the Server Name.
- Use the localhost or IP address in the URL.

Related Information

- **Voice and Unified Communications Product Support**
- **Voice Technology Support**
- **Technical Support & Documentation – Cisco Systems**

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