

# Problems Displaying or Adding Users With Cisco CallManager 3.x

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## 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.

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