

# Accessing the CRS Administration Page Fails After Applying the Cisco Win-OS-Upgrade-K9.2000-2-5

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## Introduction

This document describes one of the reasons why the Cisco Customer Response Solutions (CRS) administration page fails after you apply the Cisco Win-OS-Upgrade-K9.2000-2-5. This document also provides a workaround in a Cisco IP Contact Center (IPCC) Express environment.

**Note:** Cisco Win-OS-Upgrade-K9.2000-2-5 contains Microsoft Windows Service Pack 4 (SP4) and other patches.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS

### Components Used

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

- Cisco CallManager version 3.x
- Cisco CRS version 2.2

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

When you try to connect to the Application Administration web server through `http://servername/AppAdmin` after you apply the Cisco Win-OS-Upgrade-K9.2000-2-5, these error messages appear:

```
AvvidProcCtl.AvvidProcCtl.1 error '80004005'  
  
QueryServiceConfig failed (1783): The stub received bad data.  
  
/AppAdmin/global.asa, line 34
```

**Note:** In `http://servername/AppAdmin`, **servername** represents the DNS name or IP address of the application server.

# Solution

If you use a version of Cisco CRS earlier than version 2.2(5) Service Pack B (SPB), and you apply the Cisco Win-OS-Upgrade-K9.2000-2-5, which contains the Microsoft Windows Service Pack 4, this exact scenario occurs. The issue occurs due to a conflict with the Microsoft Hot Fix Q274450. Cisco CRS 2.2(5) SPB solves the problem.

If both the Cisco CRS 2.2(5) SPB and Cisco Win-OS-Upgrade-K9.2000-2-5 are not installed, complete these steps:

1. Apply the Cisco CRS 2.2(5) SPB.
2. Apply the Cisco Win-OS-Upgrade-K9.2000-2-5.

If both the Cisco CRS 2.2(5) SPB and Cisco Win-OS-Upgrade-K9.2000-2-5 are installed, complete these steps:

1. Reapply the Cisco CRS 2.2(5) SPB.
2. Reapply the Cisco Win-OS-Upgrade-K9.2000-2-5.

If only the Cisco Win-OS-Upgrade-K9.2000-2-5 is installed, complete these steps:

1. Apply the Cisco CRS 2.2(5) SPB.
2. Reapply the Cisco Win-OS-Upgrade-K9.2000-2-5.

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## Related Information

- [Cisco Customer Response Solutions Version 2.2\(5\) SPB Software Download](#)
- [Technical Support & Documentation – Cisco Systems](#)

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