

# Failure to Access the Unity System Admin Page

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## Introduction

This document describes one reason why accessing the Unity System Admin Page fails and provides a solution in the Cisco CallManager and Unity environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Unity

### Components Used

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

- Cisco CallManager 4.x
- Cisco Unity 4.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

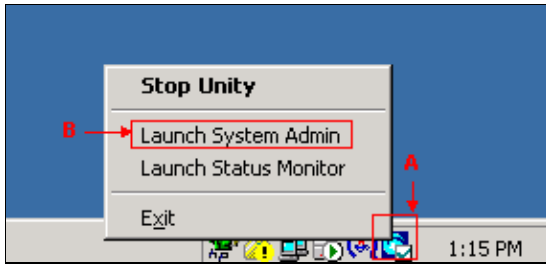
Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

Some users experience problems when they try to access the Unity System Admin Page. These steps explain how the problem happens:

1. Right-click the **Unity blue icon** in the system tray (see arrow A in Figure 1).

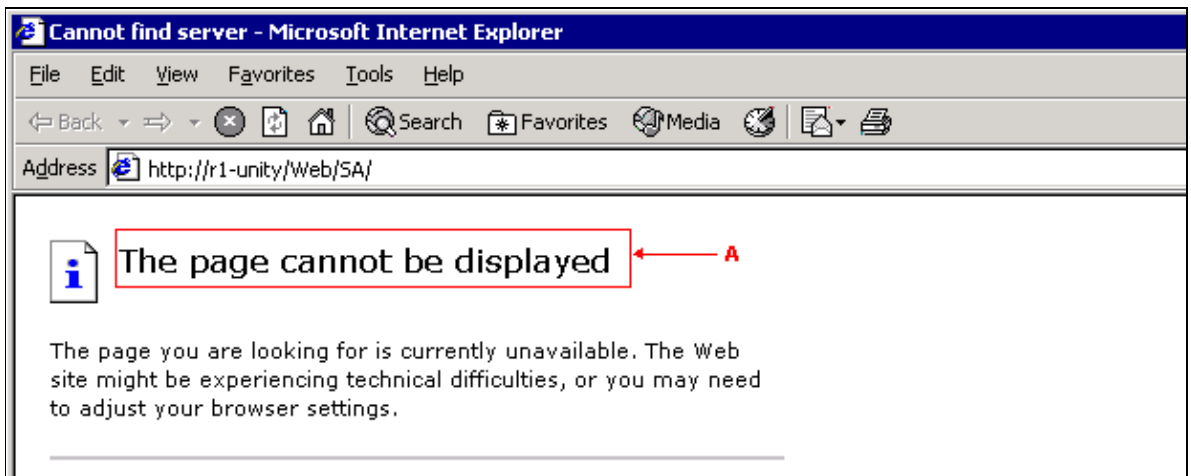
**Figure 1 Launch the Unity System Admin Page**



2. Click **Launch System Admin** (see arrow B in Figure 1).

The Unity System Admin Page fails to appear. The error message is "The Page Cannot be Displayed" (see arrow A in Figure 2).

**Figure 2 Failure to Display the Unity System Admin Page**



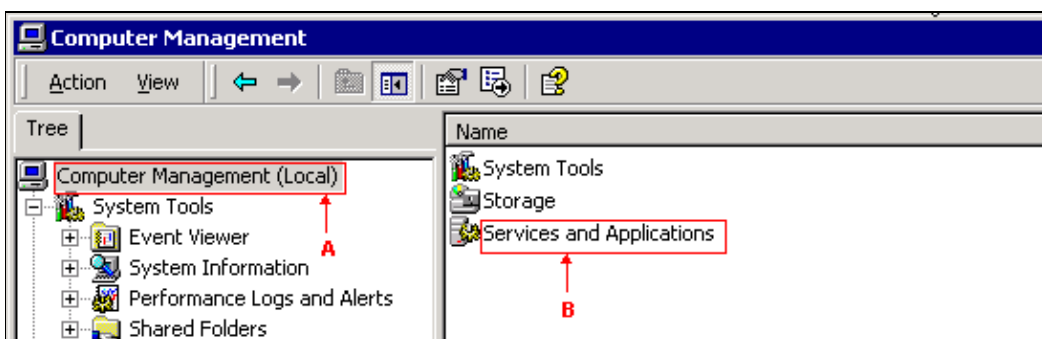
## Solution

The Default Web Site stops for an unknown reason (see arrow A in Figure 5). This is the root of the problem.

Navigate to Default Web Site and restart it in order to resolve the problem. Complete these steps:

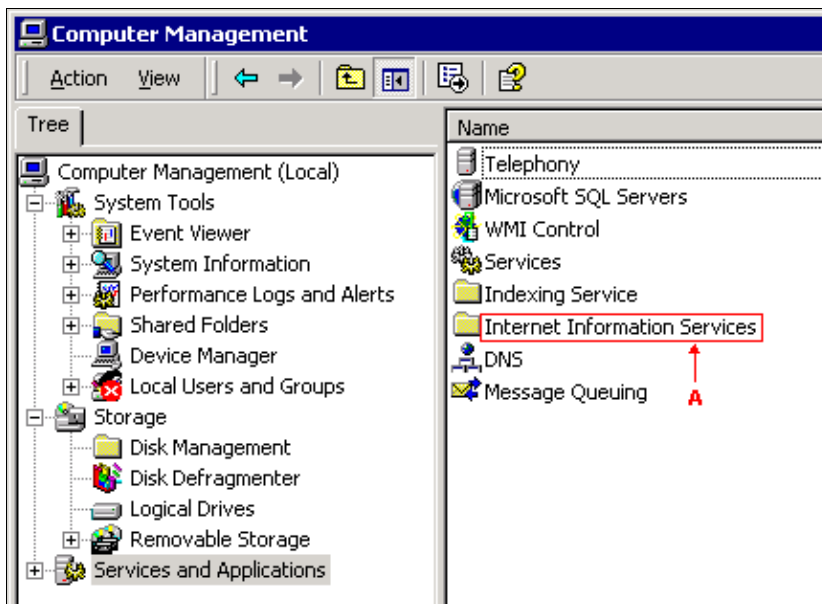
1. Right-click **My Computer** and select **Manage** from the pop-up box.
2. Click **Computer Management** (see arrow A in Figure 3) and **Services and Applications** (see arrow B in Figure 3).

**Figure 3 Services and Application**



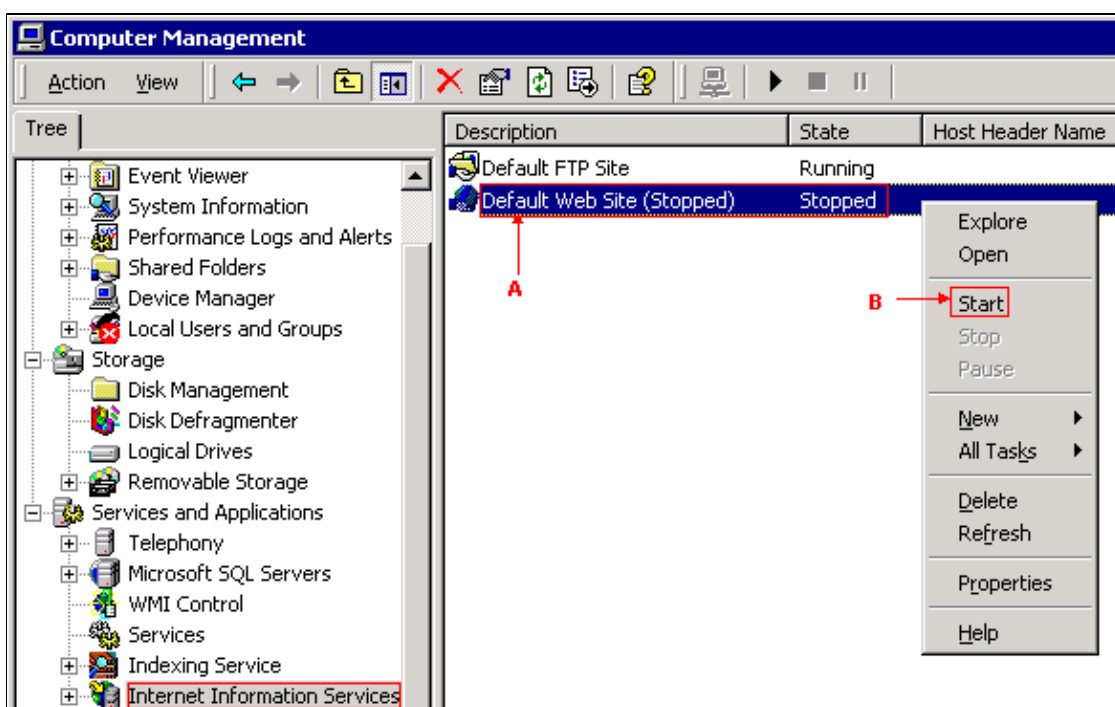
3. Click **Internet Information Services** (see arrow A in Figure 4).

**Figure 4 Internet Information Services**



Arrow A in Figure 5 shows an example of when the Default Web Site is stopped.

**Figure 5 Default Web Site**



4. Right-click **Default Web Site** and click **Start** in the pop-up box.

The problem is solved after you restart the Default Web Site.

## Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

