

# Administrator User is Unable to Log Into the CRA Administration Page

Document ID: 68323

---

## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Unable to Log Into the Cisco CRA Administration Page as the Administrator User

#### Solution 1

#### Solution 2

#### ASP 0113 Script Timed Out Error Message

#### Solution

#### " I/O AXL Error" when Accessing the CRA AppAdmin Page

#### Solution

#### NetPro Discussion Forums – Featured Conversations

#### Related Information

---

## Introduction

This document describes the failure of the Administrator user to log into the Cisco Customer Response Application (CRA) Administration page. The problem occurs when the user installs, reinstalls, or rebuilds the Cisco Customer Response Solutions (CRS) server and tries to log in with the default password, ciscocisco. This document also provides a workaround to the problem in a Cisco IP Contact Contact (IPCC) Express environment.

**Note:** Administrator is the default user name and ciscocisco is the default password in CRS. Both are case sensitive.

## 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 IPCC Express Edition version 3.x and later
- Cisco CallManager version 3.x and later

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.

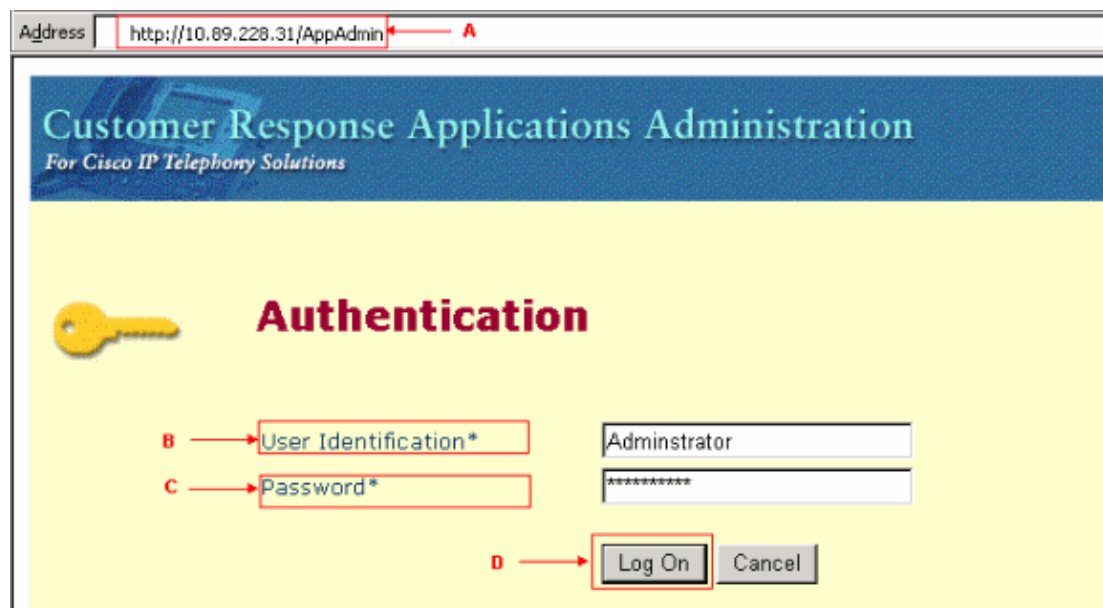
# Unable to Log Into the Cisco CRA Administration Page as the Administrator User

After you install, reinstall, or rebuild the Cisco CRS server, you cannot log into the Cisco CRA Administration page as the Administrator user. This is the sequence of operations for the login failure:

1. Start Internet Explorer (IE).
2. Enter **http://<CRS Server Name>/AppAdmin** in the address field of the browser window (see arrow A in Figure 1). Here, <CRS Server Name> can either be the IP address of the CRS server, or a valid CRS server name that the Domain Name Service (DNS) server can resolve.

**Note:** An alternative method to access the CRA Administration page is to select **Start > Programs > Cisco CRA Administrator > Application Administrator** from the CRS server.

**Figure 1 Authentication**



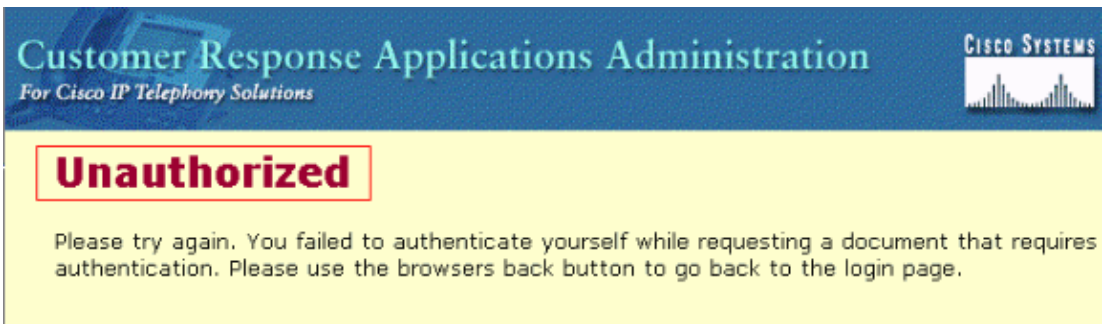
3. Enter **Administrator** in the User Identification field (see arrow B in Figure 1).
4. Enter **ciscocisco** in the Password field (see arrow C in Figure 1).

**Note:** The default password for the Administrator user is ciscocisco.

5. Click **Log On** (see arrow D in Figure 1).

The login to the CRA Administration page fails, and the Unauthorized page appears (see the red rectangle in Figure 2).

**Figure 2 Unauthorized: Failure to Log into CRS**



## Solution 1

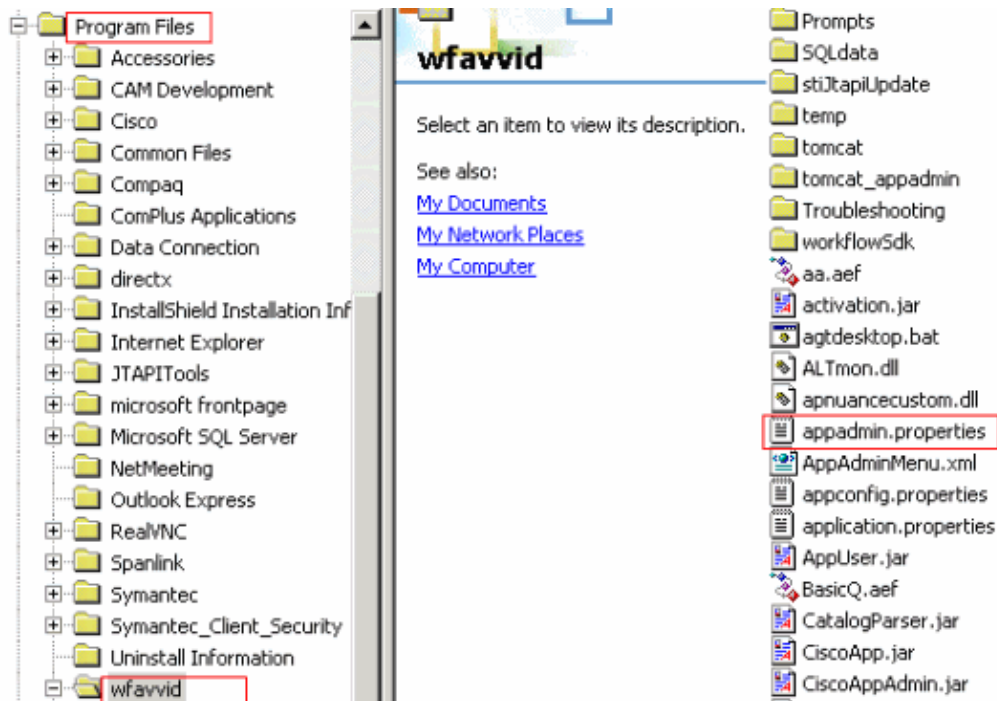
Complete these steps in order to resolve this issue:

1. Rename the **ccndir.ini** file that resides in the **C:\winnt\system32\ccn** folder.
2. Set the **com.cisco.wf.admin.installed** entry to **False** in the **appadmin.properties** file that resides in the **C:\Program Files\wfavvid** folder.

Then, complete these steps:

1. Navigate to the **C:\winnt\system32\ccn** folder.
2. Rename **ccndir.ini** to **old.ccndir.ini** or any other name you select.
3. Navigate to the **C:\Program Files\wfavvid** folder.
4. Locate the **appadmin.properties** file (see Figure 3).

**Figure 3 Locate the appadmin.properties File**



5. Edit the **appadmin.properties** file with a word processor such as Notepad.
6. Set the **com.cisco.wf.admin.installed** entry in the **appadmin.properties** file to **False** (see arrow A in Figure 4).

**Figure 4 Modify the appadmin.properties File**

```
appadmin.properties - Notepad
File Edit Format Help
#@ Automatically saved by class com.cisco.appadmin.util.AppAdminUtil
#@ Mon Nov 21 13:34:23 CST 2005
#max number of skills that can be configured in ICD
icd.maxskills=150
#max number of CSQs that can be configured in ICD
icd.maxesd=100
#max file size that can be uploaded in Mega Bytes
fileupload.maxsize=5
#max number of skills that can be assigned to a CSQ in ICD
icd.maxcsqskills=50
icd.cad.download.agent.installfile=InstallManager
#number of agents that can show up in User Maintenance page
setup.maxusers=75
#Automatically saved by com.cisco.appadmin.util.AppAdminUtil
#Thu Jun 07 10:14:58 PDT 2001
#Appadmin install flag that is used to see if setup is done or not
com.cisco.wf.admin.installed=false ← A
icd.cad.download.adminsupervisor.installfile=InstallManager -f
icd.cad.download.fileprotocol=\\\\
#max number of skills that can be assigned to an agent in ICD
icd.maxagentskills=50
icd.cad.download.adminsupervisor.installfileoptions=AdvancedManager.cfg
icd.cad.download.path=\\DESKTOP_CFG\\desktop\\
#to determine whether to convert hostname to ip address
#True means convert host to ip
appadmin.hosttoip=true
jtapi.version=Cisco JTAPI version 2.1(0.12) Release
```

7. Save and close the file.

The problem no longer occurs after you complete this procedure.

8. Choose **Start > Programs > Cisco CRA Administrator > Application Administrator** from the CRS server to launch the Application Administrator, and log in as the Administrator user with the ciscocisco password.

The login is now successful.

**Note:** If you are unable to access the CRA Administration page after you change the IP address of the Cisco CallManager, you need to update the Cisco CallManager IP address in the CRS Serviceability Utility. Refer to the *Updating Cisco CRS IP Address Information* section of the Cisco CRS Administration Guide 4.1(1) [for information](#).

## Solution 2

If the initial cluster configuration has already been completed with the CRS Administrator users configured, and if you do not have their usernames or passwords, then complete these steps:

1. Access the LDAP (either Active Directory or DC Directory).
2. Drill down to ou=Cisco, ou=CCN Apps, ou=configurations, ou=<profilename>.\_\_\$\$CRS40\$\$, ou=usergroup.xxxx.
3. On the right pane, right-click on **users?array** and choose **Properties**.

In the value field, there should be a list of either Administrator or Supervisor users for CRS. Users listed with the suffix (1) are considered to be the CRS Administrators.

**Note:** Users listed with the suffix (2) are considered to be the Supervisor users.

4. Use one of the Administrator users' accounts in order to log into AppAdmin. If you do not have the password, then reset the password either through CCMAdmin or Active Directory.

## ASP 0113 Script Timed Out Error Message

When you try to log into the CRA AppAdmin Page, this error message is received: Active Server Pages error ASP 0113. Script timed out. This issue occurs when the Cisco CallManager IP address has been changed recently, but the **ccndir.ini** file in the CRA client still points to the old IP address.

### Solution

Complete these steps in order to resolve this issue:

1. Verify and/or modify the **ccndir.ini** file which is located in the **c:\Winnt\system32\ccn** directory on the client desktop.

Use the correct Cisco CallManager IP address for the LDAPURL property as shown here:



```
ccndir.ini - Notepad
File Edit Format Help
# USERINFOBASE for profiles
USERINFOBASE "ou=user_info, ou=CCN, o=cisco.com"
# SYSTEM PROFILEBASE for profiles
SYSTEMPROFILEBASE "ou=systemProfile, ou=CCN, o=cisco.com"
# Directory Server URL
LDAPURL "ldap://10.10.10.10:8404,ldap://10.10.10.11:8404,ldap://10.10.10.12:8404"
```

2. After you make the changes, restart the IIS Service.

## " I/O AXL Error" when Accessing the CRA AppAdmin Page

This error message is received when you log in to the CRA AppAdmin page:

```
I/O AXL error
```

### Solution

Complete these steps in order to resolve this issue:

1. On the CRS server, go to **C:\Program Files\wfavvid\**, and double-click the **cet.bat** file.
2. Click **No** when the warning appears.
3. Right-click the **AppAdminSetupConfig** object in the left pane, and select the option **Create**.
4. Click **OK**.
5. In the new window, click the **com.cisco.crs.cluster.config.AppAdminSetupConfig** tab.
6. Choose **Fresh Install** from the drop-down list in order to change the value for **Setup State**.
7. Click **OK**.
8. After you create the **AppAdminSetupConfig** object, log in with the user name *Administrator* and password *ciscocisco*, and then run the setup again.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

## Related Information

- **Technical Support & Documentation – Cisco Systems**
- 

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

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jul 23, 2009

Document ID: 68323

---