

Why does my browser complain that cookies are not allowed when trying to access the Spam Quarantine?



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Why does my browser complain that cookies are not allowed when trying to access the Spam Quarantine?

Symptoms

When you try to access the Spam Quarantine, you get the message "The form cannot be displayed in the browser because the use of session cookies has been disabled in the current browser settings. In order to load the form, session cookies must be allowed".

Environment

Cisco Email Security Appliance (ESA), Security Management Appliance (SMA), and all versions of AsyncOS.

First, check if cookies are disabled. On Internet Explorer, you can check this under *Tools > Internet Options > Privacy > Advanced*.

If cookies are enabled, this error may be caused by a hostname with an underscore character (_). This has been reported in Internet Explorer Versions 6 and 7.

The workaround is to either change the appliance hostname to not have underscore or to use the appliance IP address for accessing the GUI instead of the hostname.

Note: The underscore character is not valid in a hostname or a domain name, per RFC 952.