



Troubleshooting the Cisco Unified CM IM and Presence User Options Interface

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Cannot Sign In To The User Options Interface

Problem I am accessing the correct **User Options** web page, but I cannot sign in using my user name and password.

Solution Contact your system administrator to verify that you are using the correct link to the **User Options** web pages, and that you are entering the correct username and password. Also verify that you are registered as a licensed user, and you have the assigned access to the **User Options** web pages.

Signed Out Automatically From User Options Interface

Problem I have to re-enter my User Options user name and password to access the User Options interface.

Solution For increased security, the User Options web pages automatically signs you out after thirty minutes of inactivity.

