

Unable to access Administration and Serviceability UI on a newly installed system

Problem Summary	Administrator cannot access Cisco MediaSense Administration and Cisco MediaSense Serviceability Administration on a newly installed system, if they do not use port numbers in the URLs.
Error Message	Cannot contact the Server. Try again.
Possible Cause	Cisco Security Agent intermittently blocks access to Ports 80 and 443.
Recommended Action	<p>Use port numbers as specified below:</p> <ul style="list-style-type: none"> • HTTP URL for Administration: <code>http://<ip address>:8080/oraadmin</code> • HTTP URL for Serviceability: <code>http://<ip address>:8080/oraservice</code> • HTTPS URL for Administration: <code>https://<ip address>:8443/oraadmin</code> • HTTPS URL for Serviceability: <code>https://<ip address>:8443/oraservice</code>
Release	Release 8.5(1), 8.5(2), 8.5(3), 8.5(4).
Associated CDETS #	CSCtj94150