

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

<b>Problem Summary</b>	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.
<b>Error Message</b>	Cannot contact the Server. Try again.
<b>Possible Cause</b>	Cisco Security Agent intermittently blocks access to Ports 80 and 443.
<b>Recommended Action</b>	<p>Use port numbers as specified below:</p> <ul style="list-style-type: none"> <li>• HTTP URL for Administration: <code>http://&lt;ip address&gt;:8080/oraadmin</code></li> <li>• HTTP URL for Serviceability: <code>http://&lt;ip address&gt;:8080/oraservice</code></li> <li>• HTTPS URL for Administration: <code>https://&lt;ip address&gt;:8443/oraadmin</code></li> <li>• HTTPS URL for Serviceability: <code>https://&lt;ip address&gt;:8443/oraservice</code></li> </ul>
<b>Release</b>	Release 8.5(1), 8.5(2), 8.5(3), 8.5(4).
<b>Associated CDETS #</b>	CSCtj94150