

## Logging In: Cannot Access CUIS Using IP Address

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| <b>Problem Summary</b>    | You are not able to access the Unified IC server using the URL <a href="http://&lt;CUIC Server IP&gt;">http://&lt;CUIC Server IP&gt;</a> .  |
| <b>Error Message</b>      | Not applicable.   |
| <b>Possible Cause</b>     | The browser is using a proxy server.  |
| <b>Recommended Action</b> | <p>If the browser is using a proxy server, you need exclude the Unified IC IP address from Proxy settings.</p> <p>To do this:</p> <ol style="list-style-type: none"> <li>1. In your browser window, select <b>Tools, Internet Options</b>.</li> <li>2. Click the <b>Connections</b> tab. Then click <b>LAN Settings</b>.</li> <li>3. In the <b>LAN settings</b> windows, <b>Proxy server</b> section, click <b>Advanced</b>.</li> <li>4. In the <b>Exceptions</b> section, type in the IP address for Unified IC.</li> <li>5. Click <b>OK</b> to close all open windows.</li> <li>5. Reload <a href="http://&lt;CUIC Server IP&gt;">http://&lt;CUIC Server IP&gt;</a>.</li> </ol> |
| <b>Releases</b>           | Release 7.5(x)  |
| <b>Associated CDETS #</b> | None  |