

Unable to Access Cisco Unified Intelligence Center Page

| | |
|---------------------------|--|
| Problem Summary | Cisco Unified Intelligence Center link http://<ip-addr>:8081/cuic or https://<ip-addr>:8444/cuic is not accessible. |
| Error Message | Page not accessible. |
| Possible Cause | <ul style="list-style-type: none"> • Cisco Unified Intelligence Center reporting may not be enabled. • Cisco Unified Intelligence Center service may not be running. • Cisco Unified Intelligence Center webapp may not be properly deployed even though Cisco Unified Intelligence Center service is running. |
| Recommended Action | <ul style="list-style-type: none"> • Check if Cisco Unified Intelligence Center is selected as the reporting client (AppAdmin > Tools > Historical Reporting > Reporting Configuration). • If Cisco Unified Intelligence Center service is not running, start the service through the CCX Serviceability page. ? Corresponding CLI is ?utils service start Intelligence Center Reporting Service?. • If Cisco Unified Intelligence Center is not accessible even though CUIC shows appears to be running in the CCX Serviceability page, check the Cisco Unified Intelligence Center catalina.out for any errors during its startup. • Restart the Cisco Unified Intelligence Center service through the CCX Serviceability page. |
| Release | Release 9.0(1) |
| Associated CDETS # | None |