



CHAPTER 6

Troubleshooting the Cisco Unified Presence User Options Interface

June 8, 2009

- [Cannot Sign In To The User Options Interface, page 6-1](#)
- [Signed In But Options Are Not Available, page 6-1](#)
- [Signed Out Automatically From User Options Interface, page 6-2](#)

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.
- Entering the correct user name and password.
- Registered as a licensed user.
- Assigned access to the User Options web pages.

Signed In But Options Are Not Available

Problem I am signed in to the User Options web page, but I do not see any of the options described here.

Solution Contact your system administrator to verify that you are:

- Accessing the User Options web pages for Cisco IP Phone Messenger.
- Configured to access Cisco IP Phone Messenger features. If you are not set up to access these features, they do not appear on your 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 a period of inactivity.