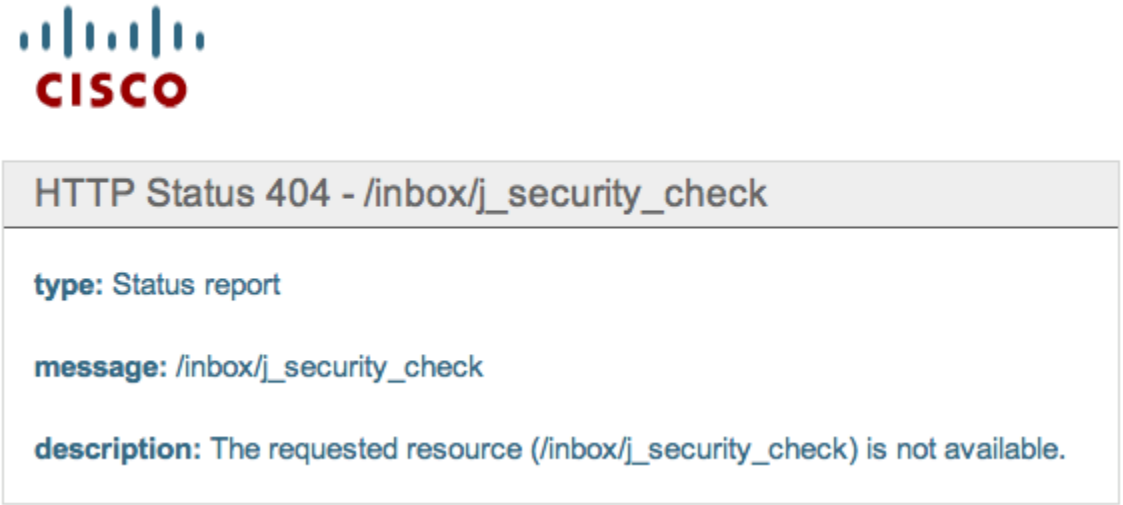
I get an "HTTP Status 404 - inbox j_security_check" error trying to log into the Unity voicemail portal

I get an "HTTP Status 404 - inbox j_security_check" error trying to log into the Unity voicemail portal

I'm getting the error

> *HTTP Status 404 - /inbox/j_security_check; type: Status report; message: /inbox/j_security_check; description: The requested resource (/inbox/j_security_check) is not available.*

when trying to log into the Cisco Unity voicemail web portal via http://sylantro.mit.edu/:



Context

- The new Cisco Unity voicemail system
- Business class voicemail at MIT

Answer

The log redirect from http://sylantro.mit.edu/ checks your MIT personal certificate, generates a Cisco Unity PCA password for you, and then redirects you to Cisco Unity with your username and password filled out. It can occasionally generate the error shown above. This may happen if you do not log out of the Cisco Unity web interface and quickly try to get back in while the same web browser session is still active.

To fix this, quit your web browser and launch it again. It is important that you actually quit your browser, which will close your open session. Select **Quit** from your web browser's **File** menu.