

## After logging into Calltrak a blank screen appears

### Error message

After entering the credentials to access Calltrak, a blank screen appears and the URL displays

http://192.168.10.69/CALLTRAK/logon.aspx?ReturnUrl=%2fcalltrak%2fdefault.aspx

OR

http://192.168.10.69/calltrak/default.aspx

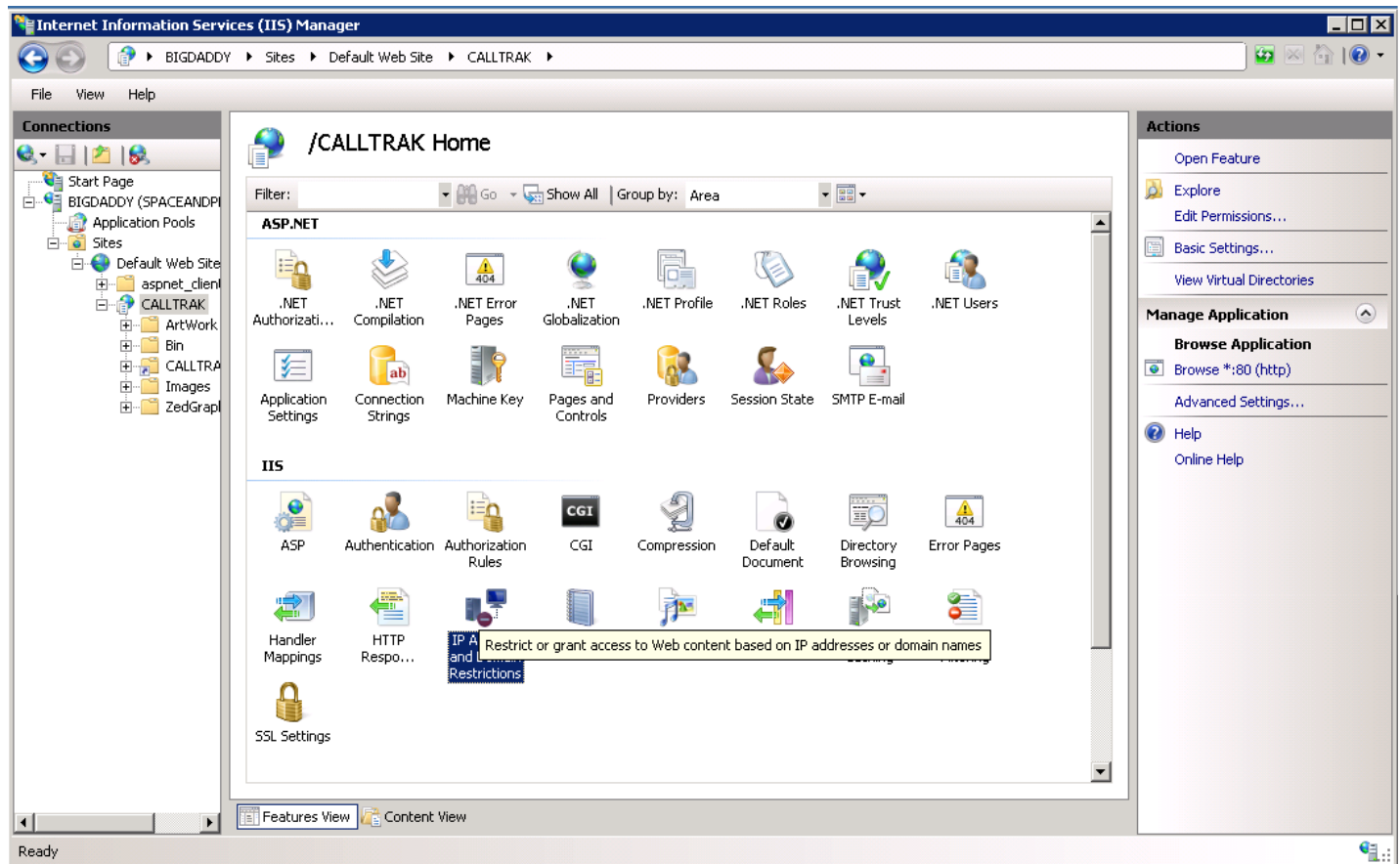
### Operating Systems

Windows Server 2008

### Solution

This is an IIS configuration error and needs to be rectified by adjusting the IP addresses and permissions able to access the Calltrak web pages.

Go to the Calltrak web site, through IIS (Administrative Tools > Internet Information Services), expand the options to expose the CALLTRAK default Web site. Right click on the CALLTRAK web page and select properties. The screen will appear as below. Click on IP Address and access restrictions and add the IP Address(es). Once the IP Address range are entered, users will be able to access all the Calltrak web pages.



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