

**Agent Desktop does not enable login**

<b>Problem Summary</b>	On the Agent desktop soft-phone, the greeting button will be 'Grayed' out or Disabled when click on the
<b>Error Message</b>	Attempting to resolve hostname [noexist.cisco.com] to IP address (gethostbyname). The following trace in the CTI OS client log: 09/28/10 10:04:22.234 3688 CTI OS Softphone Thd( 176) CRITICAL: Failed hostname [noexist.cisco.com] to IP address (gethostbyname).
<b>Possible Cause</b>	Incorrect server name entered for the CtiOS server under the following registry: registry HKEY_LOCAL_MACHINE->Software->cisco system Inc->ctios->CTIOS_YourInstance->EnterpriseDesktopSetting->AllDesktop->Login->connectionsprofil change the values of CTIOSA and CTIOSB
<b>Recommended Action</b>	Correct the server name under desktop settings for CtiOS and make sure the server name is resolvable b
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.