

**Agent Greeting Enable/Disable button is grayed**

<b>Problem Summary</b>	On the Agent desktop soft-phone, the greeting button will be 'Grayed' out or Disabled when click on the greeting button.
<b>Error Message</b>	The CTI OS Server on the PG is NOT upgraded to 8.5(1) Release.
<b>Possible Cause</b>	Possible misconfiguration of the ICM VRU script for the record application. The VRU script names ARE case sensitive. The proper name is "Server". Make sure VXML Server is installed with Call Server. Make sure the Media Server is configured correctly in OAMP or the UCCE routing script. Make sure the FTP server is installed and running with proper user credentials and access rights.
<b>Recommended Action</b>	Upgrade the CTI OS server on the PG to 8.5(1).
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.