Desktop applications ping-ponging between the CTI OS server

Problem Summary	Desktop applications are "ping-ponging" (failing over periodically) between sides A and B of the CTI OS Server when there is no apparent failure in the system.
Error Message	None.
Possible Cause	This symptom occurs when the client application loses contact with the CTI OS server. This may be caused by a loss of network connectivity, extremely high network utilization, an overloaded CTI OS server, or because of security configuration.
Recommended Action	Check the following: 1. Ensure that there is network connectivity between the client and the CTI OS server. From the client try to ping the IP address corresponding to the CTI OS server. If this fails, you have a network connectivity problem and your TCP/IP network administrator should be able to help resolve the issue. 2. If security is turned ON on CTI OS server, then make sure that security is configured on both CTI OS server and CTI Toolkit. Refer to CTI OS System Manager?s Guide for CTI OS Security Configuration. 3. For certain system configurations, real-time statistics reporting can significantly load down a network. The default configurations for the desktop agent statistics grid and the desktop skill group statistics grid require large amounts of data to be sent from the server to the client for each statistics update. Factors that affect the network load imposed by real-time statistics include: ♦ Statistics update interval - The more frequently that statistics are updated, the higher the network load. The FAQ in Appendix B explains how to configure the update interval. ♦ Skill groups per agent - The more skill groups to which an agent belongs, the more data is sent to that agent's desktop for skill group statistics and the greater the load on the network. ♦ Number of configured statistics grid columns - The CTI OS server only sends those statistics that will be displayed on the statistics grids. The default is to send ALL statistics. You can configure your system to only display the statistics you really need. This would greatly reduce the amount of network traffic. The CTI OS System Manager's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions, Chapter 4, explains how to configure statistics.
Release	Release 7.5(x)
Associated CDETS #	None.