

## The CTI OS server is ping-ponging when no clients are connected

<b>Problem Summary</b>	The CTI OS server is "ping-ponging" (failing over periodically) between CTI Server sides A and B when no clients are connected.
<b>Error Message</b>	None.
<b>Possible Cause</b>	In duplexed CTI server versions 4.6.2 and above, the CTI Server will periodically switch active sides if only CTI OS servers are connected to CTI Server and no clients are connected to any CTI OS server. This behavior was implemented to detect network outages that occur when no clients are connected. This will cause CTI OS to "ping-pong" as it follows the active CTI Server.
<b>Recommended Action</b>	This is normal behavior.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.