

## Some icons appear as black squares

<b>Problem Summary</b>	On Windows XP systems that have installed the Oracle 32 bit client, some icons on the CTI OS Agent Desktop or CTI Toolkit IPCC Supervisor Desktop appear as black squares.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Oracle install has registered old COM components.
<b>Recommended Action</b>	<p>It may be possible to correct this problem by performing the following steps:</p> <ol style="list-style-type: none"> <li>1. Shut down all applications, including the desktop.</li> <li>2. Open a command prompt window.</li> <li>3. CD to c:\windows\system32.</li> <li>4. Run regsvr32 oleaut32.dll.</li> <li>5. When a ?DllRegisterServer succeeded? message box appears, click <b>OK</b>.</li> <li>6. Restart the desktop.</li> </ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.