

Some icons appear as black squares

Problem Summary	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.
Error Message	None.
Possible Cause	Oracle install has registered old COM components.
Recommended Action	<p>It may be possible to correct this problem by performing the following steps:</p> <ol style="list-style-type: none"> 1. Shut down all applications, including the desktop. 2. Open a command prompt window. 3. CD to c:\windows\system32. 4. Run regsvr32 oleaut32.dll. 5. When a ?DllRegisterServer succeeded? message box appears, click OK. 6. Restart the desktop.
Release	Release 7.5(x)
Associated CDETS #	None.