Login problems

	Note: This behavior may be sporadic between system restarts.
Problem Summary	 The softphone starts correctly but when I attempt to login (that is, click the Login button, enter logitudes are blank and the rightmost fields display Disconnected and Offline. The softphone starts correctly but when I attempt to login (that is, click the Login button, enter logitudes in correctly, the rightmost field says Online, and the field next to it displays the server with the softphone starts correctly but when I attempt to login (that is, click the Login button, enter login Under Login: The softphone starts correctly but when I attempt to login (that is, click the Login Agent ID <xx> please logout first or contact an Administrator for help.</xx> (Spectrum specific): When attempting a login (that is, click the Login button, enter login information of the CTI OS Agent or Supervisor Desktop, the Login request fails with the "
Error Message	None.
Possible Cause	1. This symptom is caused by the softphone's inability to connect to the CTI OS Server(s) specified OS server in the connection profile. 2. This symptom is most likely caused by an incorrect configuration of the Peripheral ID or Periphe 3. This symptom is most likely caused by an incorrect configuration of the Peripheral ID or Periphe 4. This error message indicates that the Agent with this ID is already logged into a session and the continuous not want this preventive mechanism, then set the following registry key to 0: KKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS \CTIOS_ <instancename>\ Note: In the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the default Installation, this key is disabled and therefore will not prevent duplicate I in the difference in the Installation in the In</instancename>
Recommended Action	See the tips listed under <i>Incorrect Configuration</i> for more information on how to resolve this problem.
	Release 7.5(x)
Associated	None.

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