

## No buttons are enabled when the softphone starts and the status bar indicates Disconnected

<b>Problem Summary</b>	There are no buttons enabled when the softphone starts and the status bar indicates Disconnected.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This symptom indicates that the softphone is unable to connect to a CTI OS Server to get configuration information. This may be due to an incorrectly configured or unreachable configuration server.
<b>Recommended Action</b>	See the tips listed under <i>Incorrect Configuration</i> for more information on how to resolve this problem.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.