

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

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| Problem Summary | There are no buttons enabled when the softphone starts and the status bar indicates Disconnected. |
| Error Message | None. |
| Possible Cause | 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. |
| Recommended Action | See the tips listed under <i>Incorrect Configuration</i> for more information on how to resolve this problem. |
| Release | Release 7.5(x) |
| Associated CDETS # | None. |