

**T-Server can't connect to CTI-Server.**

<b>Problem Summary</b>	It appears (Maybe in the T-Server logs) that the T-Server is attempting to connect to CTI-server but is unsuccessful.
<b>Error Message</b>	Many - Non-Specific.
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>• Incorrect T-Server Host/Port configuration.</li> <li>• UCCE system isn't the correct version (CTI-Server not 8.0(2) or above).</li> </ul>
<b>Recommended Action</b>	<p>Check if CTI-Server up and accepting connections (Look in the title Bar) - If not correct and retry.</p> <p>Check in the CTI-Server log for an OPEN_REQ.</p> <p style="padding-left: 40px;">If none is seen check the Genesys Host/Port configuration and retry.</p> <p>Check the log to see if the OPEN_REQ has a matching OPEN_CONF - If so pursue Genesys T-Server troubleshooting.</p> <p>If an OPEN_REQ is seen in the CTI-Server log but a FAILURE_CONF is seen instead look at the failure reason. If a mal-formed message or invalid mask pursue T-Server troubleshooting. One reason would be if CTI-Server was pre 8.0 (CTI V14 or above and 8.0(2)+) is required.</p>
<b>Release</b>	Release 8.0(2)
<b>Associated CDETS #</b>	N/A