

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

Problem Summary	It appears (Maybe in the T-Server logs) that the T-Server is attempting to connect to CTI-server but is unsuccessful.
Error Message	Many - Non-Specific.
Possible Cause	<ul style="list-style-type: none"> • Incorrect T-Server Host/Port configuration. • UCCE system isn't the correct version (CTI-Server not 8.0(2) or above).
Recommended Action	<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>
Release	Release 8.0(2)
Associated CDETS #	N/A