

Unreachable CTI OS Server in Connection Profile

Problem Summary	The CTI OS Server will not allow any client to connect while it is still configuring.
Error Message	None.
Possible Cause	When a client attempts to login and chooses a connection profile from a list of available connection profiles, the connection profile provides the location of the CTI OS servers with which to connect. If this information is incorrect, the client application will not connect to the CTI OS servers. Since the client application gets all information about button enablement from the CTI OS servers, the client application will not connect to the configuration machine (that is, only the login button is enabled). Additionally, the status of the CTI OS servers is not updated on the client application.
Recommended Action	<p>Since the client application randomly selects a configuration server each time the client application starts, perform the following checks to determine where the problem lies:</p> <ul style="list-style-type: none"> • The connection profile (step a) you are using when you login from the client application. The connection profile should be correct. • On the client application machine, note the CTI OS Servers (step b) from which the application connects and CtiosB settings under the following registry key. <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTI Desktop\CTIOS</pre> • On each of the configuration machines determined in step b, check that you have properly configured the CTI OS servers. <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_<InstanceName>\CtiosA</pre> • Check the following items: <ul style="list-style-type: none"> ◆ The key shown above exists on both configuration machines. ◆ The information contained within the key is identical on both configuration machines. ◆ Check the values of CtiosA, CtiosB, PortA, and PortB. (For clarity, we will call these machines ConnectA and ConnectB. If the values are incorrect, enter the correct server names, restart the configuration machines, restart the client application, and attempt to login from the client application.) • If the names (or addresses) of the connect machines are correct, the problem may be caused by a network connection issue. <ul style="list-style-type: none"> ◆ From the client application machine, open a console window and attempt to ping the connect machines in the registry. ◆ If the ping succeeded then the problem may be that the CTI OS server is not running on the connect machine. • If the ping fails for both connect machines and the connect machine entries in the registry are not correct, <ul style="list-style-type: none"> ◆ Try to ping the IP addresses corresponding to the connect machine names configured in the registry. ◆ If the ping succeeds, your DNS server may be down or the "hosts" file on the client machine may be incorrect. Verify the IP addresses, restart the download machines, and restart the client application. • If pinging the IP address fails, then either the IP address is incorrect or the network connection between the client application machine and the connect machines is not correct. Verify the IP addresses and network connections to help resolve this issue.
Release	Release 7.5(x)
Associated CDETS #	None.