

Wrong Peripheral ID or Peripheral Type during server install

Problem Summary	This is a summary of the problem...
Error Message	None.
Possible Cause	When installing the CTI OS server, the system administrator must enter a Peripheral ID and Peripheral Type corresponding to the target peripheral. The server uses this information to determine which switch behavior to emulate. If the wrong Peripheral ID or Peripheral Type is entered during install, CTI OS may attempt to emulate the incorrect switch type or may emulate a generic switch type. This will result in incorrect button enablement on the client application. Since the client application randomly selects a configuration server each time the client application starts, symptoms of this problem may be sporadic if connection profile information is not consistent between configuration servers.
Recommended Action	<p>Perform the following checks to determine where the problem lies:</p> <ul style="list-style-type: none"> • Note the name of the server with which the client application connected. This information is contained in the OnConnection event and is displayed on the status bar control. • Go to the registry key HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_<InstanceName>\ctios1\Server\Peripherals on the server with which the client application is connected. • Under this key there are subkeys. Each subkey represents a peripheral with which CTI OS is configured to communicate. Find the peripheral to which you are attempting to login. • Open the corresponding subkey and modify the values of peripheralID and peripheralType so that they are correct. The Peripheral ID can be found in the ICM configuration; a list of supported Peripheral Types appears in Appendix B. • Restart the CTI OS server. • Restart the client application. • Try to login again.
Release	Release 7.5(x)
Associated CDETS #	None.