CTI OS server does not allow login to a specific peripheral

Problem Summary	CTI OS Server does not allow login to a specific peripheral in a multiple peripheral environment (for example, multiple CallManagers in the same cluster).
Error Message	None.
Possible Cause	The current versions of the product (CTI OS Server version 4.6.1 and up) can connect to a single CTI Server only, which in turn communicates to a single PG (Peripheral Gateway). The CTI OS Server will be able to communicate to any and all peripherals configured on this same PG. For example, on IPCC Enterprise there can be multiple PIMs (peripheral interfaces) running on one PG at the same time. In this case, CTI OS will be able to access all of these co-located PIMs via one CTI Server.
Recommended Action	To be able to login a CTI OS softphone to a peripheral, the CTI OS Server must be configured with the PeripheralID (from ICM configuration) and PeripheralType (see the ***CTI OS FAQs*** section in the Additional troubleshooting information for CTI OS 7.5 for a list of supported Peripheral Types) of each Peripheral on the PG. This information is stored in the registry on the CTI OS Server computer under HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_<InstanceName>\ctios1\Server\Peripherals. This registry entry is a table, where each entry is named by a Logical Name (for example, IPCC ACD1). Each entry contains the PeripheralID and PeripheralType for the peripheral specified by the Logical Name. If you are using the out-of-box softphone or controls, you also need a valid connection profile for each peripheral. Refer to the CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(1) for a complete explanation of configuring peripherals and connection profiles in the CTI OS Server.
Release	Release 7.5(x)
Associated CDETS #	None.