

**CTI Toolkit cannot connect to Secure CTI OS server**

<b>Problem Summary</b>	The CTI Toolkit cannot connect to Secure CTI OS server.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. The CTI toolkit C++ or COM monitor mode applications may not be operational.</li> <li>2. The certificates on the CTI OS server or the CTI Toolkit may not be configured or signed correctly.</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Make sure that either CTI toolkit C++ or COM applications are running. Both Java CIL and .NET CIL do not support security.</li> <li>2. Make sure that the certificates on both CTI OS server and CTI Toolkit are configured correctly and are signed by the same certificate authority (CA). Refer to the CTI OS system manager guide for CTI OS Security configuration.</li> </ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.