

## CTI Toolkit monitor mode application cannot connect to Secure CTI OS server

<b>Problem Summary</b>	CTI Toolkit monitor mode application 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> <li>3. You may not be using the right monitor mode password.</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Make sure that either CTI toolkit C++ or COM monitor mode 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 <i>CTI OS System Manager Guide</i> for CTI OS Security configuration.</li> <li>3. Make sure that you are using the right monitor mode password. CTI OS server asks for monitor mode password during CTI OS security configuration. If the CTI OS server has a peer server, then this password needs to be the same in both servers.</li> </ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.