

Secure CTI OS server cannot connect to a peer CTI OS server

Problem Summary	Secure CTI OS server cannot connect to a peer CTI OS server.
Error Message	None.
Possible Cause	<ol style="list-style-type: none"> 1. The security may not be enabled in the peer CTI OS server. 2. The certificates on the CTI OS server or the CTI Toolkit may not be configured or signed correctly.
Recommended Action	<ol style="list-style-type: none"> 1. Make sure that security is enabled in the peer CTI OS server. If security is On, then SecurityEnabled registry value is 1, otherwise it is 0. This registry value exists under HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\CTIOS_<customer-instance>\CTIOS1\server\security 2. Make sure that the certificates on both servers 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.
Release	None.
Associated CDETS #	None.