

CTI OS server cannot connect to CTI server

Problem Summary	Error messages in the CTI OS Server console window indicate that it is unable to establish a connection to the CTI Server.
Error Message	The error message for this problem...
Possible Cause	<p>There are several possible causes, the most common of which are related to TCP/IP networking problems. The CTI OS Server console window should display an error message with an error description. Some possible causes of this symptom are:</p> <ol style="list-style-type: none"> 1. CTI OS Server may not be configured with the proper information as to the location of CTI Server. 2. If the configuration is correct, CTI OS Server may not be able to identify the host and/or make a TCP/IP connection to the CTI Server. 3. If the TCP/IP "target machine refused connection" error displays in the CTI OS Server console window, then you should ensure that the CTI Server is running as expected.
Recommended Action	<ol style="list-style-type: none"> 1. Check the configured CTI Server hosts (SideAHost and SideBHost) and ports (SideAPort and SideBPort) in the registry at the following key: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_<InstanceName>\ctios1\CtiDriver\Config 2. Your TCP/IP network administrator should be able to help resolve any TCP/IP hostname/routing issues. 3. Look for its console window on the target system, and note the IP port that it is listening on. Check that this is indeed the port number configured in the registry for CTI OS, under the key: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_<InstanceName>\ctios1\CtiDriver\Config <p>If this fails to resolve the problem, set the trace mask on CTI OS Server to 0x00000fff, and collect a log file of the CTI OS Server to send to Technical Support. See the <i>Obtaining Logs for Support</i> section in the Additional troubleshooting information for CTI OS 7.5 page for details on how to set trace levels and collect logs.</p> <p> Note: The CTI OS Server restarts every time the CTI Server connection is closed.</p>
Release	Release 7.5(x)
Associated CDETS #	None