

## Connection to the CTI Server is lost

<b>Problem Summary</b>	Connection to the CTI Server is lost owing to some state issues
<b>Error Message</b>	None.
<b>Possible Cause</b>	When the CTI OS server connects to CTI Server, it needs to download all configurations before accepting client connections. Owing to some state issues or config issues, when CTI OS loses the connection to CTI Server and must reconnect, it restarts so that all client connections are dropped until the server rebuilds its state and configuration. The result of this will likely be that failover will take longer because clients lose their connections and have to reconnect.
<b>Recommended Action</b>	Clients with lost connections need to reconnect.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.