

## After installing certain products this feature does not work

<b>Problem Summary</b>	After just installing CTI OS Server Release 5.1 or later, CTI Toolkit Agent Desktop, and CTI Toolkit IPCC Supervisor Desktop (both with the Silent Monitor option), Silent Monitor does not work.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. The agent being monitored has an unplugged agent desktop system.</li> <li>2. The CTI OS servers may not be configured as peers.</li> <li>3. One of the CTI OS servers may not be functioning as required.</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Make sure that the agent that is being monitored has the agent desktop system plugged into the back of the hardphone.</li> <li>2. In a duplex CTI OS environment, make sure that the CTI OS servers are configured as peers during the CTI OS server install.</li> <li>3. In a lab environment try temporarily shutting down one CTI OS server and try again.</li> </ol> <p>If it still does not work, please read the other symptom discussions in this section.</p>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.