

## The Silent Monitor Button is not enabled on the CTI Toolkit IPCC Supervisor Desktop

<b>Problem Summary</b>	The Silent Monitor Button is not enabled on the CTI Toolkit IPCC Supervisor Desktop.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>Possible reasons:</p> <ol style="list-style-type: none"> <li>1. When the Client was installed, the Silent Monitor option was not checked.</li> <li>2. The supervisor is logged onto a connection profile (see the section about connection profiles in the CTI OS System Manager's Guide) that has the registry key ?IPCCSilentMonitorEnabled? set to 0 (1 means enabled and is the default).</li> <li>3. The agent currently selected in the Real-Time grid is not logged on</li> <li>4. The CTI OS Server this client is currently connected to does not support Silent Monitor (that is, it is a release prior to Release 5.1)</li> <li>5. The supervisor is not logged on</li> </ol>
<b>Recommended Action</b>	<p>Possible actions:</p> <ol style="list-style-type: none"> <li>1. Reinstall and check the Silent Monitor option.</li> <li>2. Either change the IPCCSilentMonitorEnabled key or use a different connection profile</li> <li>3. Ensure that the currently-selected agent is logged on.</li> <li>4. Verify the compatibility of the CTI OS Server version.</li> <li>5. Ensure that the supervisor is logged on.</li> </ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.