

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

Problem Summary	The Silent Monitor Button is not enabled on the CTI Toolkit IPCC Supervisor Desktop.
Error Message	None.
Possible Cause	<p>Possible reasons:</p> <ol style="list-style-type: none"> 1. When the Client was installed, the Silent Monitor option was not checked. 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). 3. The agent currently selected in the Real-Time grid is not logged on 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) 5. The supervisor is not logged on
Recommended Action	<p>Possible actions:</p> <ol style="list-style-type: none"> 1. Reinstall and check the Silent Monitor option. 2. Either change the IPCCSilentMonitorEnabled key or use a different connection profile 3. Ensure that the currently-selected agent is logged on. 4. Verify the compatibility of the CTI OS Server version. 5. Ensure that the supervisor is logged on.
Release	Release 7.5(x)
Associated CDETS #	None.