

Silent Monitor Developer Information

Problem Summary	This section pertains only to developers creating custom applications using Silent Monitor. The out-of-the-box CTI Toolkit IPCC Supervisor Desktop and CTI Toolkit Agent Desktop install applications perform all required configuration automatically.
Error Message	None.
Possible Cause	The CTI OS silent monitor feature requires that you modify a WinPcap registry setting after installing (or reinstalling) WinPcap.
Recommended Action	<p>For supervisor desktops using silent monitor, you need to install the following files:</p> <ul style="list-style-type: none"> • cconsmt.dll - this file is the COM dll that transmits monitored audio via the sound card. It must be registered. (for example, regsvr32 cconsmt.dll) • libg723.dll - this file is a dependency of cconsmt.dll; cconsmt will fail to register without it • traceserver.dll - this is the tracing mechanism for cconsmt.dll <p>For agent desktops using silent monitor you need to run the WinPcap install executable: WinPcap_3_0_nogui.exe</p> <p>In the Windows registry go to the following registry key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\NPF</p> <p>Change the value of the Start setting under this key from 0x00000003 to 0x00000002. Reboot the PC.</p>
Release	Release 7.5(x)
Associated CDETS #	None.