

## Silent Monitor Developer Information

<b>Problem Summary</b>	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.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The CTI OS silent monitor feature requires that you modify a WinPcap registry setting after installing (or reinstalling) WinPcap.
<b>Recommended Action</b>	<p>For supervisor desktops using silent monitor, you need to install the following files:</p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• libg723.dll - this file is a dependency of cconsmt.dll; cconsmt will fail to register without it</li> <li>• traceserver.dll - this is the tracing mechanism for cconsmt.dll</li> </ul> <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>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.