

TCP packets going from CTI Toolkit to CTI OS server do not have ToS and QoS tagged

Problem Summary	TCP packets going from CTI Toolkit to CTI OS server do not have ToS/QoS tagged.
Error Message	None.
Possible Cause	<p>This symptom may have multiple causes:</p> <ol style="list-style-type: none"> 1. ToS tagging is NOT implemented in the Java or .NET (C#) CILs. A system using these could support one way tagging from CTI OS Server to CTI Toolkit. 2. ToS/QoS may not be properly configured on the system where CTI OS Server resides.
Recommended Action	<ol style="list-style-type: none"> 1. A system using ToS tagging in the Java or .NET (C#) CILs could support one way tagging from CTI OS Server to CTI Toolkit. 2. Ensure that ToS/QoS is properly configured on the system where CTI OS Server resides. If changes are required, follow the following steps: <ol style="list-style-type: none"> 1. Make sure that the following registry has ToS value set to 0x68: <code>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\CTIOS_<customer-id></code> 2. Make sure that the following registry has ToS value set to 0xB8: <code>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\CTIOS_<customer-id></code>
Release	Release 7.5(x)
Associated CDETS #	None.