

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

<b>Problem Summary</b>	TCP packets going from CTI Toolkit to CTI OS server do not have ToS/QoS tagged.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>This symptom may have multiple causes:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. ToS/QoS may not be properly configured on the system where CTI OS Server resides.</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>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.</li> <li>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"> <li>1. Make sure that the following registry has ToS value set to 0x68:   <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\CTIOS_&lt;customer-id&gt;</pre> </li> <li>2. Make sure that the following registry has ToS value set to 0xB8:   <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\CTIOS_&lt;customer-id&gt;</pre> </li> </ol> </li> </ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.