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Additional Troubleshooting Information: [Additional troubleshooting information for CTI OS 7.5](#)

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Chat

- [Chat: Agent A can send a message to Agent B but not vice versa](#)
- [Chat: Chat does not seem to work](#)
- [Chat: When sending a chat message to an agent, an error message displays](#)

ECC Variables

- [ECC Variables: Some ECC variables do not always appear in the Information grids](#)
- [ECC Variables: When entering ECC data the data does not make it into the call](#)

End Call

- End Call: Call remains on the appearance grid after call end
- End Call: Receive an error after selecting a string from the list box or entering a string in the edit box
- End Call: The Wrapup dialog cannot be dismissed
- End Call: When the Wrapup dialog pops up, the strings in the combo box are not meaningful phrases
- End Call: While in Wrapup state the other state buttons are not enabled to allow transition

Failover

- Failover: Agents do not fail over to alternate CTI OS
- Failover: Desktop applications ping-ponging between the CTI OS server
- Failover: The CTI OS server is ping-ponging when no clients are connected

General Desktop

- General Desktop: Some icons appear as black squares

General Softphone

- General Softphone: Login problems
- General Softphone: Logout problems
- General Softphone: No buttons are enabled when the softphone starts and the status bar indicates Disconnected

Incorrect Configuration

- Incorrect Configuration: Unreachable CTI OS Server in Connection Profile
- Incorrect Configuration: Unreachable Configuration Server
- Incorrect Configuration: Wrong Peripheral ID in the Connection Profile
- Incorrect Configuration: Wrong Peripheral ID or Peripheral Type during server install

Making Calls

- Making Calls: The dial pad displays but there is no Make Call button visible

Miscellaneous - Behavior

- Miscellaneous - Behavior: CTI OS Desktop does not prompt for Logout or NotReady reason codes
- Miscellaneous - Behavior: Disable wrapup data dialog and continue to have agents go into wrapup state after a call
- Miscellaneous - Behavior: Error message issued after a CTI Toolkit Install
- Miscellaneous - Behavior: Incorrect parameters, missing arguments, or buttons not enabled
- Miscellaneous - Behavior: No prompt for wrapup data when agents go into wrapup state and the call is in a cleared state

Miscellaneous - Enabled Button

- Miscellaneous - Enabled Button: When clicking an enabled button an error message displays
- Miscellaneous - Enabled Button: When clicking any enabled button nothing happens

Multiple Peripherals

- Multiple Peripherals: CTI OS server does not allow login to a specific peripheral
- Multiple Peripherals: CTI Toolkit cannot connect to Secure CTI OS server
- Multiple Peripherals: CTI Toolkit monitor mode application cannot connect to Secure CTI OS server
- Multiple Peripherals: Secure CTI OS server cannot connect to a peer CTI OS server

Others

- Determining if a PC can capture audio packets sent from an IP phone
- Call flow of a request and event sequence when a silent monitor call is initiated
- Clicking the Emergency or Supervisor Assist buttons results in an error
- Installing WinPcap
- Legacy Supervisor
- PG Error Codes

Real-Time

- Real-Time: A secondary supervisor is listed in the real time status window
- Real-Time: Some skill groups are listed as NA in the supervisor status grid
- Real-Time: Supervisor does not see team members listed in the agent select grid
- Real-Time: Supervisor tried to log out an agent who has an active call and nothing happened

Receiving Calls

- Receiving Calls: Agent cannot receive any calls
- Receiving Calls: Agent cannot receive customer calls but receives calls to the extension
- Receiving Calls: Agent loses the call after a few seconds

Server

- Server: Connection to the CTI Server is lost
- Server: CTI OS server cannot connect to CTI server

Silent Monitor Established

- Silent Monitor Established: Agent Desktop Log
- Silent Monitor Established: CTI Server Log
- Silent Monitor Established: JTAPI Log
- Silent Monitor Established: Supervisor Desktop Log

Silent Monitor Initiating

- [Silent Monitor Initiating: CTI Server Log Initiating Silent Monitor](#)
- [Silent Monitor Initiating: JTAPI Log](#)
- [Silent Monitor Initiating: Supervisor Desktop Log](#)

Silent Monitor Stopping

- [Silent Monitor Stopping: Agent Desktop Log](#)
- [Silent Monitor Stopping: CTI Server Log](#)
- [Silent Monitor Stopping: JTAPI Log](#)
- [Silent Monitor Stopping: Supervisor Desktop Log](#)

Silent Monitor

- [Silent Monitor: After installing certain products this feature does not work](#)
- [Silent Monitor: Button is not enabled on the CTI Toolkit IPCC Supervisor Desktop](#)
- [Silent Monitor: Developer Information](#)
- [Silent Monitor: Session seems active but an error message is issued](#)
- [Silent Monitor: Session terminated due to connection time out](#)
- [Silent Monitor: The function only works one way across the VPN tunnel](#)
- [Silent Monitor: The monitored audio on the supervisor desktop is not clear](#)
- [Silent Monitor: There is no monitored audio in an active session](#)

Statistics

- [Statistics: Monitor mode application receives all statistics even if configured for a small subset](#)
- [Statistics: The values do not change in the statistics grids](#)

Supervisor Desktop

- [Supervisor Desktop](#)

Supervisor

- [Supervisor: Barge In button is not enabled](#)
- [Supervisor: Barge in does not work and results in an error](#)
- [Supervisor: Intercept button is not enabled](#)
- [Supervisor: The Supervisor Assist and Emergency buttons do not work](#)

Talking

- [Talking: AgentState buttons are enabled while talking](#)
- [Talking: AgentState buttons are not enabled while talking](#)
- [Talking: The Wrapup button is disabled while talking](#)

ToS and QoS

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