Call Mode Unavailable in Agent Desktop Login Dialog

Problem Summary	The agent is unable to select a call mode on the login dialog. The call mode field is disabledand set to either call by call or nailed connection; there is no option to change it.
Error Message	None.
Possible Cause	The CTIOS Server was not set up properly during install, or the connection profiles defined inthe registry are not defined correctly for mobile agents.
Recommended Action	Follow these steps: • Rerun the CTIOS Server setup program and specify the following on the PeripheralIdentifier screen. • Select the Enable Mobile Agent checkbox. • From the Mobile Agent Mode drop-down list, select Agent chooses. • When the CTIOS Server setup program is run, the registry is automatically updated withthe appropriate values.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.