

# CTI Manager B Does Not Appear in the CAD/CSD Installation Process

Document ID: 63903

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

This document describes one reason why Computer Telephony Integration (CTI) Manager B does not appear in the Cisco Agent Desktop/Cisco Supervisor Desktop (CAD/CSD) installation process on the agent desktop. This document also provides a possible workaround in an IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.x and later
- Cisco CRS version 3.5.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Problem

When you install the Cisco Agent Desktop/Cisco Supervisor Desktop (CAD/CSD) on the agent PC, CTI Manager B does not appear in the installation process.

Complete these steps to understand the problem better:

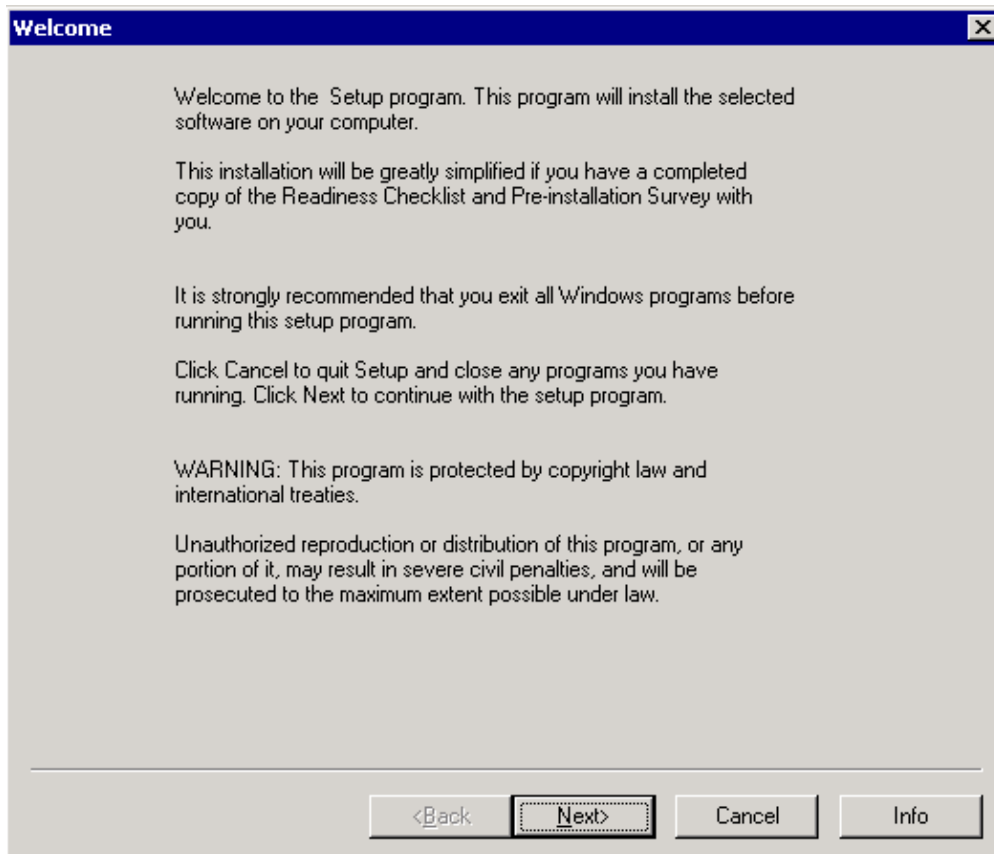
1. Click **Start > Run**.

The Run dialog box appears.

2. Type `\\<IP Address for the CRS Server>\desktop_cfg\desktop\installmanager` in the Open field of the Run dialog box.
3. Click **OK**.

The Welcome window appears:

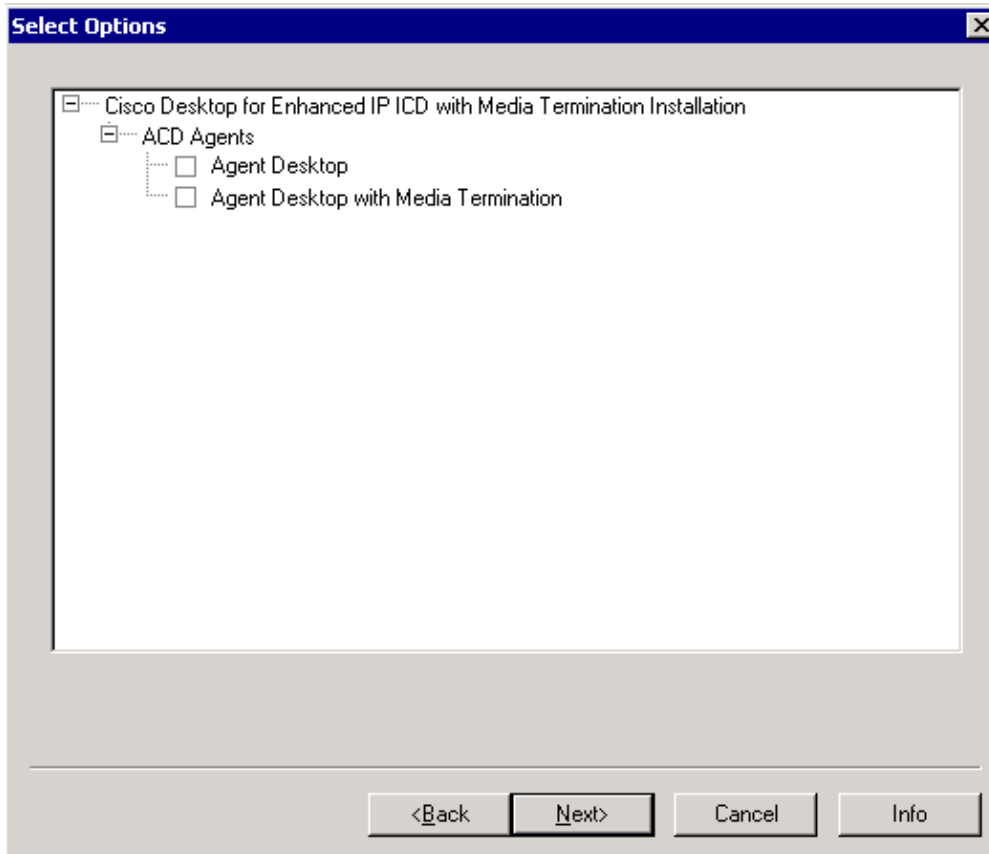
**Figure 1 Welcome Window**



4. Click **Next**.

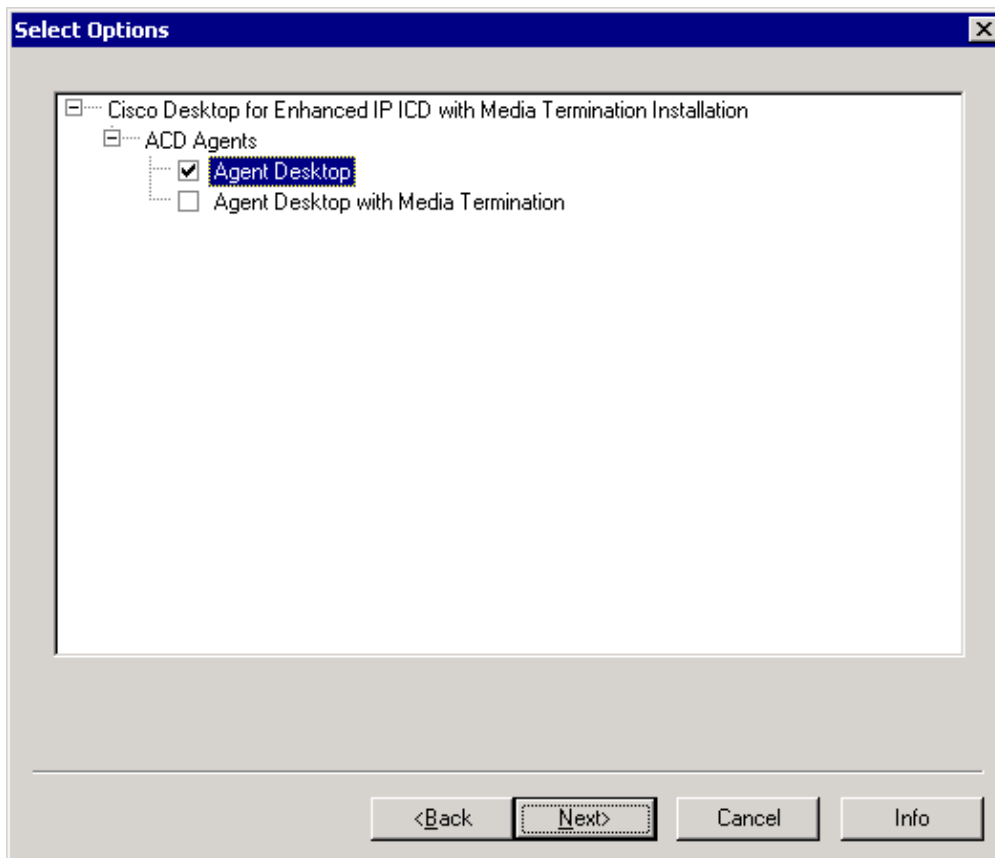
The Select Options window appears:

**Figure 2 Select Options Window**



5. Check either the **Agent Desktop** check box, or the **Agent Desktop with Media Termination** check box, and click **Next**.

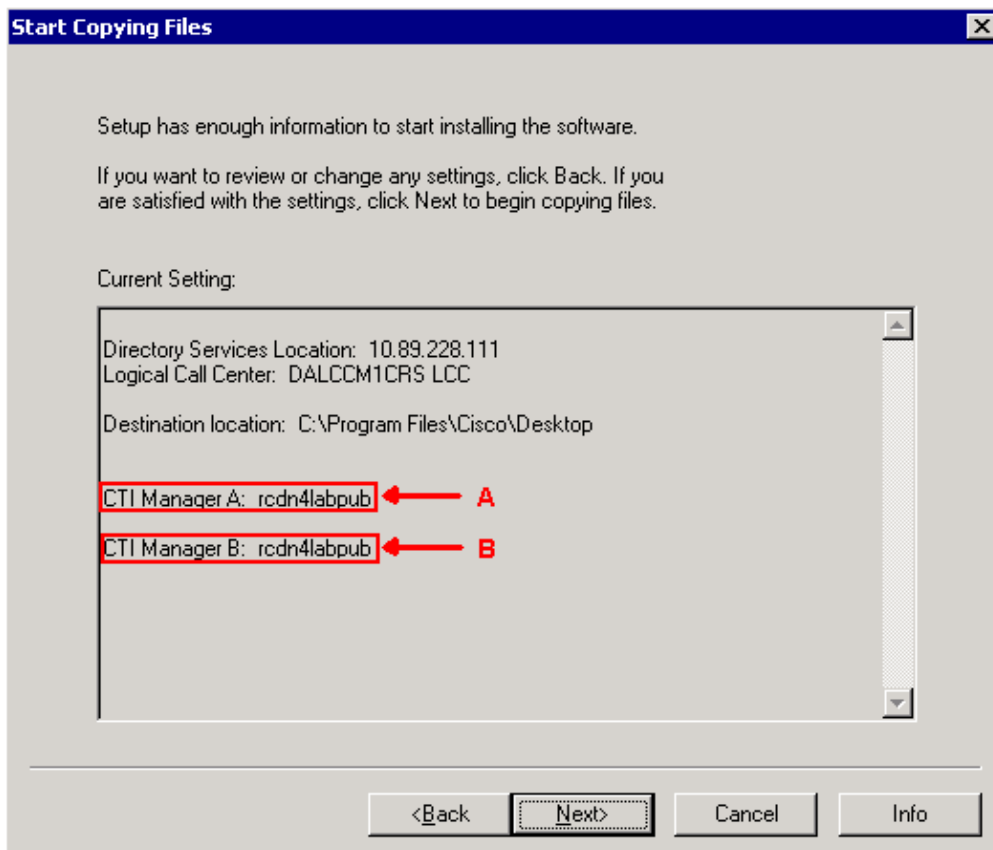
**Figure 3 Select Options Window**



6. Click **Next**.

The Start Copying Files window appears:

**Figure 4 Start Copying Files Window**



The problem is that both CTI Manager A (see arrow A in Figure 4) and CTI Manager B (see arrow B in Figure 4) have the same CTI Manager name. An IP address or the fully qualified domain name must represent CTI Manager A for the primary CTI Manager and CTI Manager B for the secondary CTI Manager.

## Solution

Complete these steps for the Cisco Agent Desktop/Cisco Supervisor Desktop (CAD/CSD) to access the secondary CTI manager:

1. Click **Start > Run**.

The Run dialog box appears.

2. Type **cmd** in the Open field of the Run dialog box.
3. Click **OK**.

A DOS window appears.

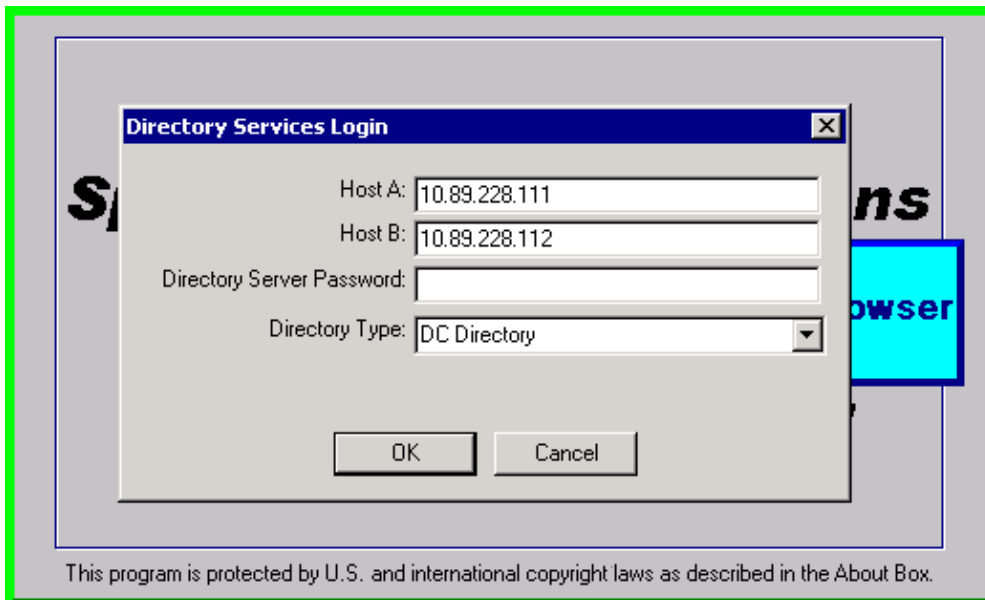
4. Change the directory to **C:\Program Files\Cisco\Desktop\_Config\Util**.

**Note:** C : represents the drive on which you have installed CRS.

5. Type **dsbrowser /editable**.

The Directory Services Login window appears:

**Figure 5 Directory Services Login Window**



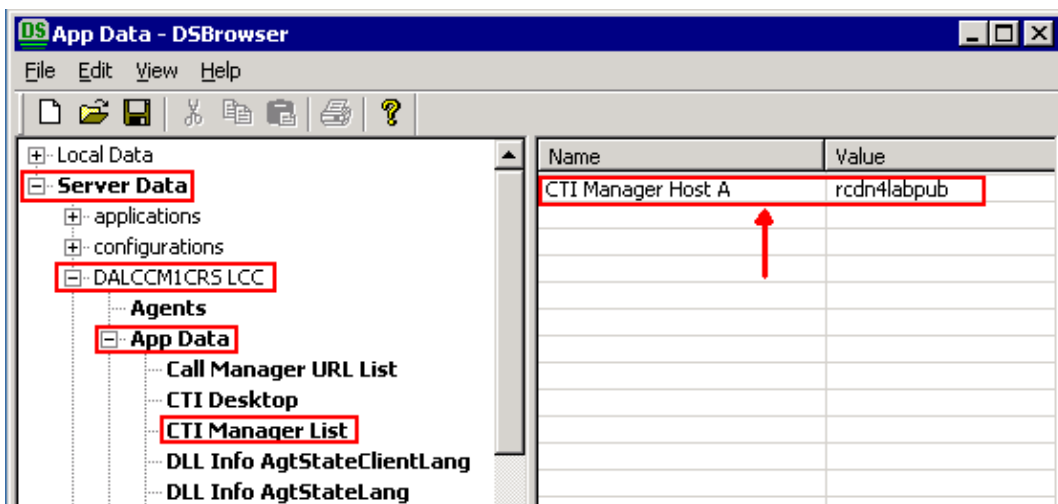
6. Select the required type of directory from the Directory Type list.
7. Type the correct password, and click **OK**.

The App Data – DSBrowser window appears (see Figure 6).

8. Expand **Server Data**, **Target Server**, **App Data**, and click **CTI Manager list**.

Only CTI Manager Host A appears in the right pane (see the red arrow in Figure 6).

**Figure 6 App Data – DSBrowser Window**



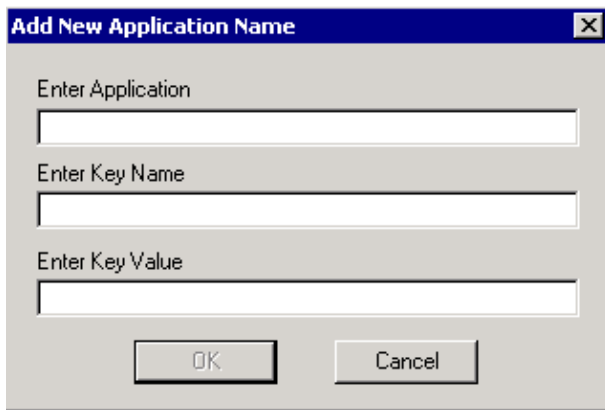
9. Click **App Data** in the left pane.

The right pane becomes blank.

10. Right-click **App Data**, and select **Add App Key** from the shortcut menu.

The Add New Application Name window appears:

**Figure 7 Add New Application Name Window**



11. Type **CTI Manager List** in the Enter Application field.
12. Type **CTI Manager Host B** in the Enter Key Name field.
13. Type the IP address or the fully qualified domain name for the secondary CTI Manager in the Enter Key Value field.
14. Click **OK**.

The IP address or the fully qualified domain name for the secondary CTI Manager now appears when you install the CAD/CSD software on the agent desktop

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Jul 27, 2007

Document ID: 63903