

CTI OS Instance Deletion

Document ID: 64637

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Introduction

This document describes how to remove Cisco Computer Telephony Integration (CTI) Object Server (OS) in a Cisco Intelligent Contact Management (ICM) or IP Contact Center (IPCC) Enterprise Edition environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco CTI OS

Components Used

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

- Cisco ICM version 6.x and later
- Cisco CTI OS version 6.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.

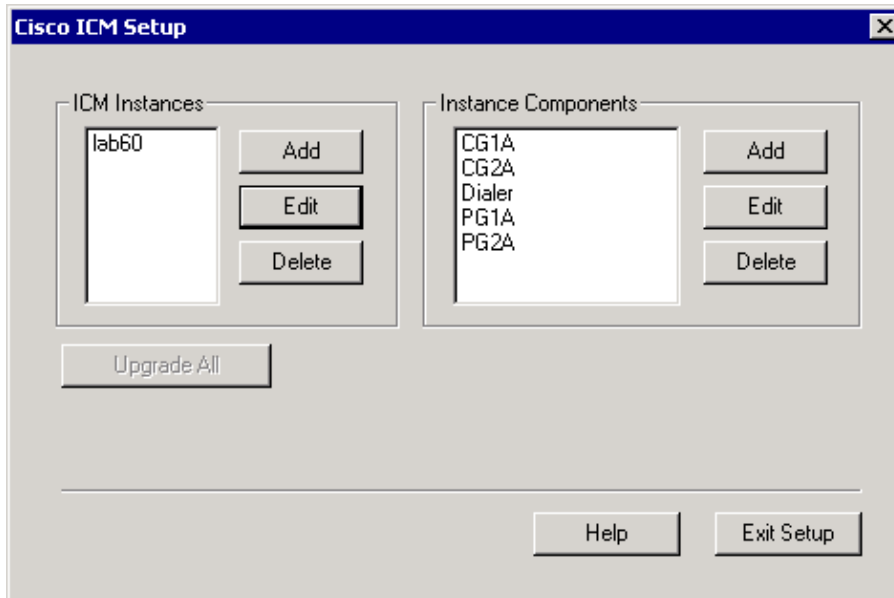
Conventions

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

Problem

When you run the Cisco ICM Setup program, the CTI OS instance component is not listed in the Instance Components section (see Figure 1).

Figure 1 Cisco ICM Setup

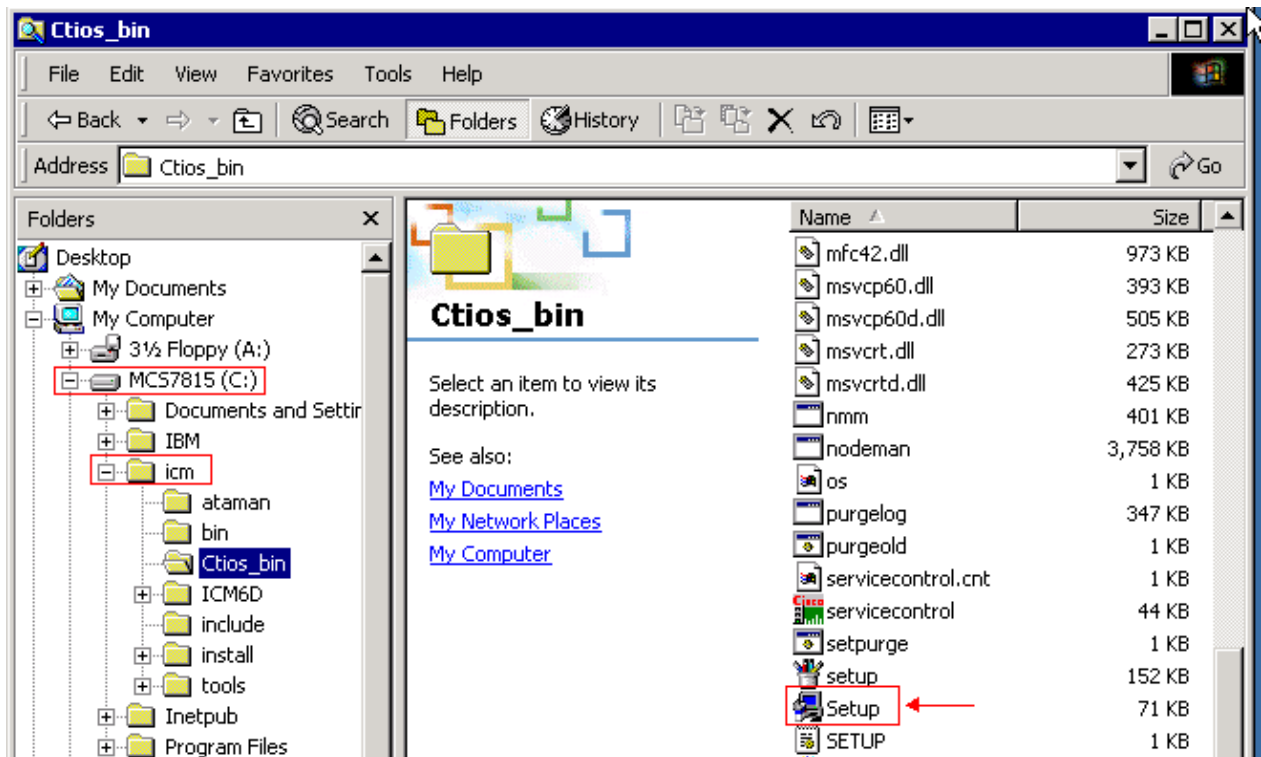


Cause

Cisco ICM and Cisco CTI OS do not share the same Setup program.

Cisco ICM and Cisco CTI OS use their individual Setup programs to add and delete instance components. The Cisco ICM Setup program is located in the C:\icm\bin directory. The Setup program for Cisco CTI OS is located in the C:\icm\Ctios_bin directory (see Figure 2).

Figure 2 SETUP Program for CTI OS



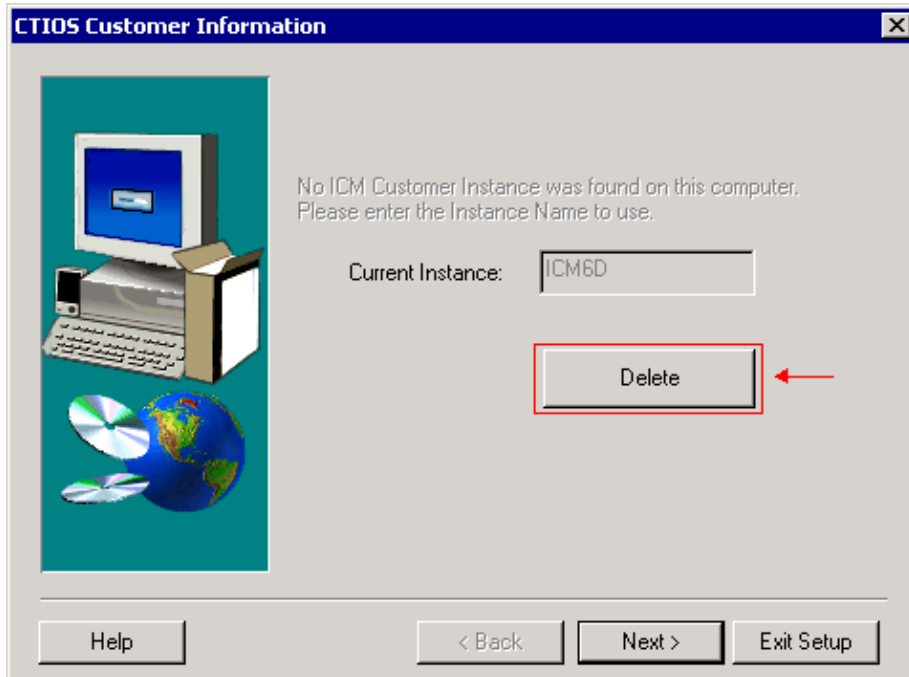
Solution

Complete these steps in order to remove CTI OS instance components:

1. Double-click the CTI OS Setup program in the C:\icm\ctios_bin directory.

The CTI OS Customer Information dialog box is displayed:

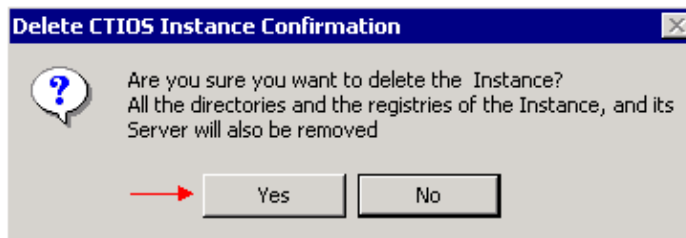
Figure 3 CTI OS Customer Information



2. Click **Delete**.

The Delete CTI OS Instance Confirmation message is displayed:

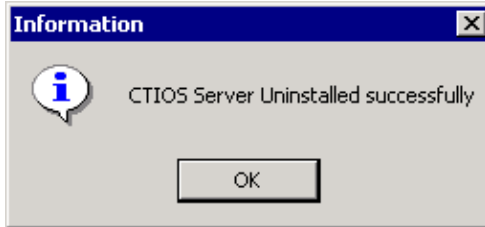
Figure 4 Delete the CTI OS Instance



3. Click **Yes**.

The selected instance component is deleted, and this confirmation message is displayed:

Figure 5 Confirmation of Instance Component Deletion



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Related Information

- **Technical Support & Documentation – Cisco Systems**
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Updated: Jan 28, 2006

Document ID: 64637
