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Purpose

This manual provides instructions for installing, configuring, and running the Cisco CTI Object Server (CTI OS) product. The server should have Peripheral Gateway (PG) and CTI Server Gateway (CG) installed as a pre-requisite prior to CTI OS 9.0(1) installer run.

Audience

This manual is for system administrators and other personnel who are responsible for installing and maintaining CTI OS and its associated components. You must have administrator privileges to perform the procedures discussed in this manual.

Organization

The manual is divided into the following chapters.

Chapter	Description
Introduction	Provides an overview of Cisco CTI Object Server (CTI OS) and lists the tasks that a CTI OS system manager must perform.

Chapter	Description
CTI OS Server installation	Provides procedures for installing CTI OS Server.
CTI Toolkit Desktop Client installation	Provides procedures for installing CTI OS Client components.
CTI OS Silent Monitor installation and configuration	Discusses the process of installing the new functionality in CTI OS Release 9.0(1).
CTI OS Release 9.0(1) component installation	Discusses the silent installation and uninstallation of CTI OS Release 9.0(1) components. In addition, it discusses the steps necessary to recover from a failed installation of CTI OS components.
Unified CM-based Silent Monitor configuration	Discusses how to configure devices and JTAPI users on Unified CM 6.0 to enable silent monitor.
CTI OS security	Provides information to the System Manager about configuring the CTI OS Security Certificate and the Security Compatibility.
CTI OS configuration	Explains how to start and stop CTI OS and its associated processes and describes how CTI OS handles failover scenarios.
Startup Shutdown and Failover	Discusses how to use the Windows Registry Editor to configure CTI OS.
Peripheral-specific support	Discusses levels of CTI OS support for switch-specific features.
Testing Ethernet card for Silent Monitor	Discusses testing an ethernet card for silent monitor, including test target preparation, preparing the packet generator host, and test execution.

Related documentation

Documentation for Cisco Unified ICM/Unified Contact Center Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at:

<http://www.cisco.com/cisco/web/psa/default.html?mode=prod>.

- Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR (Unified IP IVR), Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).
- For Cisco Unified Contact Center Products documentation and for Cisco Unified Communications Manager documentation, go to <http://www.cisco.com/cisco/web/psa/default.html?mode=prod>.
- Click Voice and Unified Communications > Customer Contact > Cisco Unified Contact Center Products, and choose the appropriate product/option.
- For troubleshooting tips for these Cisco Unified Contact Center Products, go to <http://docwiki.cisco.com/wiki/category:Troubleshooting>, then click the product/option you are interested in.

- You can access Technical Support documentation and tools from <http://www.cisco.com/en/US/support/index.html>.
- You can access the Product Alert tool through (login required) <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.

Conventions

This manual uses the following conventions.

Format	Example
Boldface type is used for user entries, keys, buttons, and folder and submenu names.	Choose Edit > Find from the Configure menu bar.
Italic type indicates one of the following: <ul style="list-style-type: none"> • A newly introduced term • For emphasis • A generic syntax item that you must replace with a specific value • A title of a publication 	<ul style="list-style-type: none"> • A <i>skill group</i> is a collection of agents who share similar skills. • <i>Do not</i> use the numerical naming convention that is used in the predefined templates (for example, persvc01). • IF (<i>condition, true-value, false-value</i>) • For more information, see the <i>Database Schema Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted</i>.
An arrow (>) indicates an item from a pull-down menu.	The Save command from the File menu is referenced as File > Save .

Documentation and support

For more information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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Documentation feedback

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We appreciate your comments.