IP Dialer Failure for IPCC Enterprise

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Contents

Introduction

This document describes one reason why the IP Dialer fails to dial the customer, and provides a solution in a Cisco IP Contact Center (IPCC) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco Outbound Option

Components Used

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

- Cisco ICM version 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.

Background Information

Here is a typical predictive or progressive call flow (see Figure 1):

1. The IP Dialer requests an agent through the Media Routing (MR) interface.
2. The Router runs a routing script to select an available agent.

3. The Router returns an available agent.
4. The Peripheral Gateway (PG) reserves the available agent.
5. The IP Dialer places a call to the agent line 1 to maintain the reservation call.
6. The IP Dialer then places a call to the customer.
7. The IP Dialer analyzes the incoming Real Time Protocol (RTP) stream, and detects a live person.
8. The customer call arrives on the phone of the agent through the second line. The Dialer Reservation answers the customer call through the Computer Telephony Integration (CTI) Server.

Figure 1   Typical Predictive or Progressive Call Process
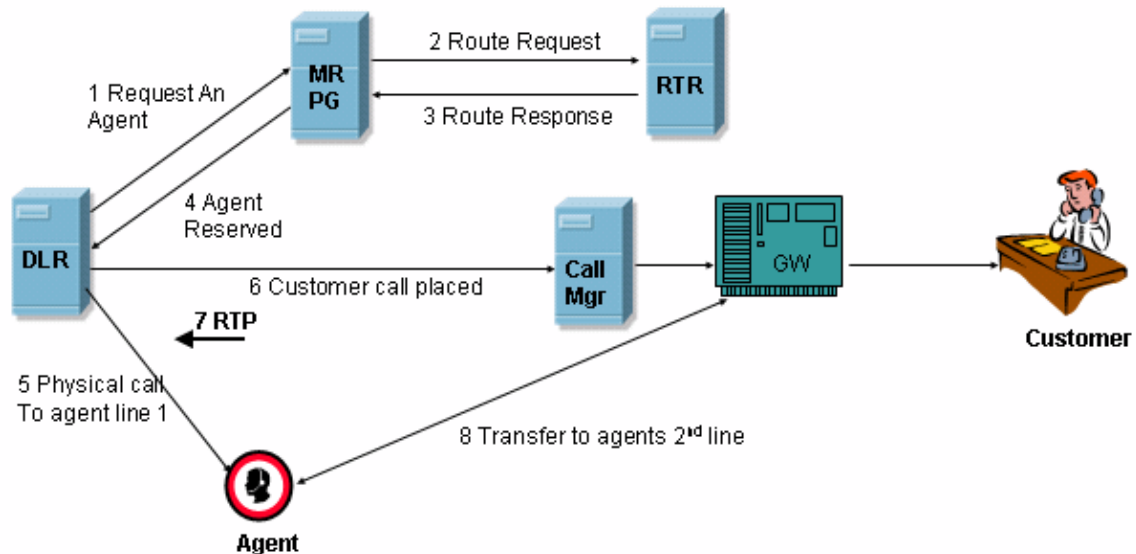
In Figure 1, DLR represents the IP Dialer, and RTR represents the Router.

Problem

The IP Dialer fails to place a call to the customer. On the basis of this log, the IP Dialer fails to download the configuration file from the TFTP server:

```
13:00:06 dialer-baDialer Trace: Unable to get XML Config file
 [SEPDA005002f000.cnf.xml] from Call Manager; 1 of 50 Attempts
13:00:06 dialer-baDialer Trace: Getting Configuration File
 [SEPDA005002f000.cnf.xml] from TFTP Server [192.168.210.246]
13:00:06 dialer-baDialer Trace: Unable to get XML Config file
 [SEPDA005002f000.cnf.xml] from Call Manager; 2 of 50 Attempts
```

Cause

This configuration issue occurs when you do not configure the registry value of TFTPServer correctly. This problem can also point to a CallManager server without a TFTP server installed. In either case, the IP Dialer does not place a call to the customer.

Here is the registry navigation path for TFTPServer (see Figure 2):

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<inst_name>\Dialer\TFTPServer
```

**Figure 2   TFTPServer Registry Key**
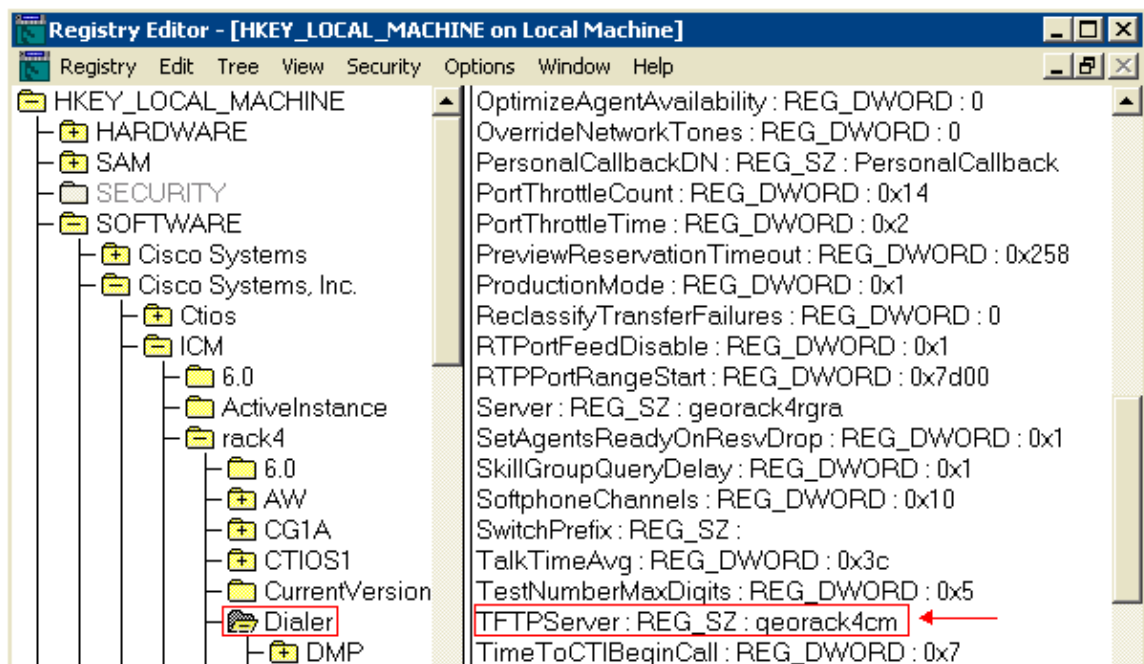
Solution

Complete these steps to solve this problem:

1. Run Cisco ICM Dialer setup.
2. Retain all the existing parameters, except the name of the CallManager TFTP server. Type the correct CallManager TFTP Server name in the Call Manager TFTP server field.

   Ensure that this CallManager server supports TFTP server function.

Figure 3   Outbound Option Dialer Properties
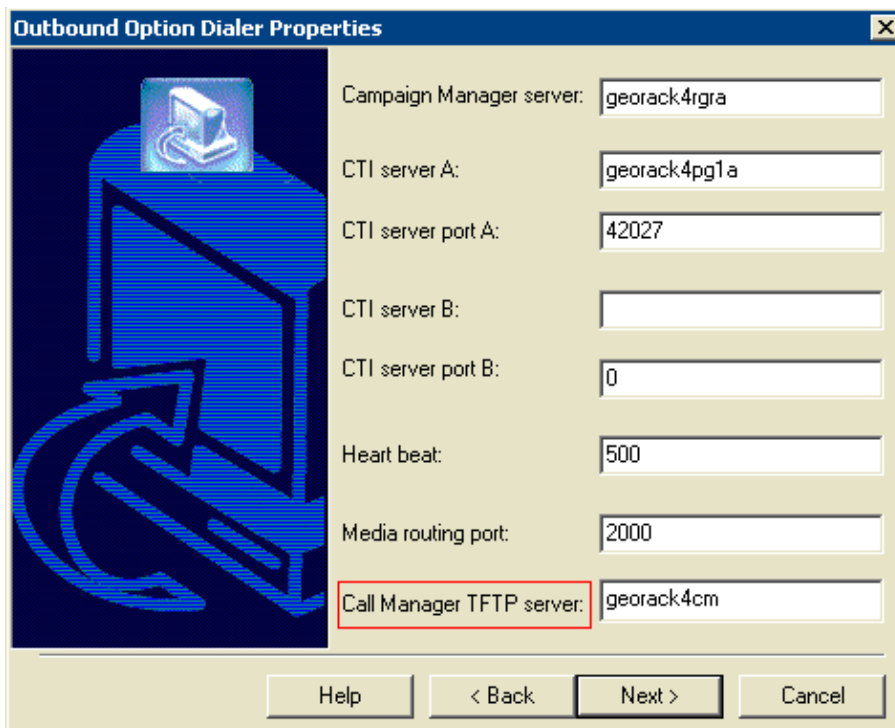
Related Information

- **Technical Support & Documentation – Cisco Systems**

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