

What Does "Unable to find available port" Mean?

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Introduction

This document explains the error message, `Unable to find available port` in an Event Management System (EMS) log from the Blended Agent (BA) Dialer in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Campaign Manager on the ICM Logger
- BA Dialer
- Computer Telephony Integration (CTI)

Components Used

The information in this document is based on Cisco ICM version 4.6.2 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.

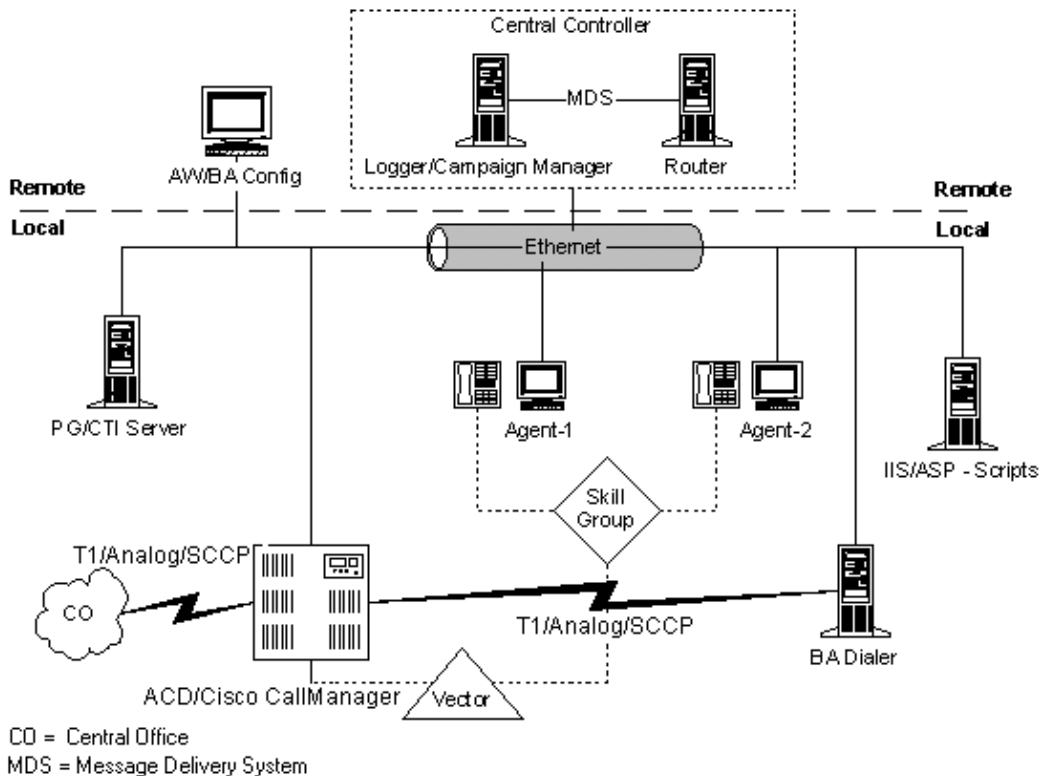
Conventions

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

Description

BA Dialer uses predictive logic in order to calculate the number of lines to dial. This figure shows a conceptual BA Dialer environment.

Conceptual Blended Agent Dialer Environment



Note: Cisco CallManager may or may not be part of the total solution.

When the message, Unable to find available port, appears in the EMS log from the BA Dialer, it is an indication of possible telephony port shortage.

```

14:54:06 dialer-baDialer Trace: (CUST) SetCallResult, id: 3414966,
    skill: 20608, result: 10, now: [Thu Apr 18 14:54:06 2002], callback:
    [Thu Apr 18 14:53:47 2002]
14:54:06 dialer-baDialer Trace: (PM) Unable to find available port
14:54:06 dialer-baDialer Trace: (CPORT) SetState, port: 2, state: TRANSFER
14:54:06 dialer-baDialer Trace: (CLMGR) Agent logout event, agent: [44710],
    ext: [14728], hash count: 238
14:54:06 dialer-baDialer Trace: (CLMGR) Call data update event, port: 2, id: 6781
14:54:06 dialer-baDialer Trace: (DD) Dialogic connection event, phone:
    03355911745, result: VOICE, port: 40, state: DIAL_CUSTOMER,
14:54:06 dialer-baDialer Trace: (CUST) SetCallResult, id: 3414965, skill:
    20608, result: 10, now: [Thu Apr 18 14:54:06 2002], callback:
    [Thu Apr 18 14:53:47 2002]
14:54:06 dialer-baDialer Trace: (PM) Unable to find available port
14:54:06 dialer-baDialer Trace: (CPORT) SetState, port: 40, state: TRANSFER
14:54:06 dialer-baDialer Trace: (CLMGR) Call data update event, port: 40, id: 6782
14:54:06 dialer-baDialer Trace: (CLMGR) Call established, port: 13, id: 6763,
    ext: [D87015], agent: []
14:54:06 dialer-baDialer Trace: (PDD) CTI Call Established port: 13
    connectiondeviceID 24560 state: DIAL_CUSTOMER
14:54:06 dialer-baDialer Trace: (DD) Dialogic connection event, phone:
    03355911605, result: VOICE, port: 13, state: DIAL_CUSTOMER,
14:54:06 dialer-baDialer Trace: (CUST) SetCallResult, id: 3414947,
    skill: 20608, result: 10, now: [Thu Apr 18 14:54:06 2002], callback:
    [Thu Apr 18 14:53:33 2002]
14:54:06 dialer-baDialer Trace: (PM) Unable to find available port
14:54:06 dialer-baDialer Trace: (CPORT) SetState, port: 13, state: TRANSFER
14:54:06 dialer-baDialer Trace: (CLMGR) Call data update event,
    port: 13, id: 6763
14:54:07 dialer-baDialer Trace: (PDD) Call Agent State event port: 10,
    Connection id: 6800 state: ANSWER_TRANSFER

```

Resolution

There are two possible reasons why the BA Dialer generates the Unable to find available port message in the EMS log:

1. BA Dialer runs out of available telephony ports. When customer calls are transferred to agent phones, ports are freed and available for further use. Adding more dialogic cards to the BA Dialer can alleviate this issue. It is recommended to evaluate this situation according to how frequently the message occurs.
2. BA Dialer dials too many customers per agent. BA Dialer reports this error if it is unable to transfer a customer call to an agent.

Related Information

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

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