

Why Is the Dialer Port Status Real Time Report Blank in WebView?

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Introduction

The Dialer Port Status Real Time report contains the current status of every telephone line for every dialer in Cisco Intelligent Contact Management (ICM) and IP Contact Center (IPCC) Enterprise Edition Outbound Option (formally Blended Agent). This document describes:

- Why the Dialer Port Status Real Time report in WebView is blank
- How to enable the report

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Windows 2000 Server
- Cisco ICM
- Microsoft Windows Structured Query Language (SQL) query utilities
- Microsoft Windows Registry Structure

Components Used

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

- Microsoft Windows Registry Structure
- Microsoft Windows SQL Server 2000
- Cisco ICM 5.0 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.

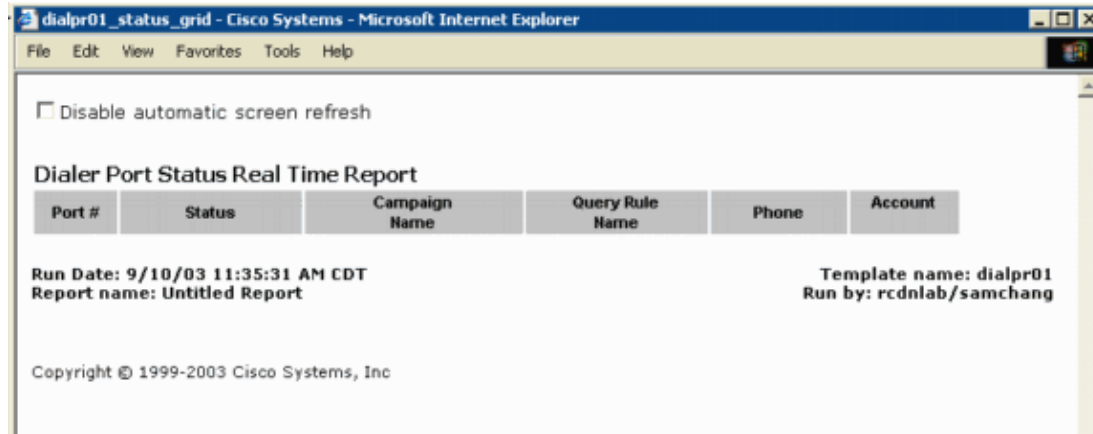
Conventions

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

Problem

The Dialer Port Real Time report for Cisco Outbound Option is always blank in WebView, as Figure 1 shows. Verify that the Dialer_Port_Real_Time table in the database on the Distributor Admin Workstation exists but contains no data.

Figure 1 Dialer Port Status Real Time Report



Solution

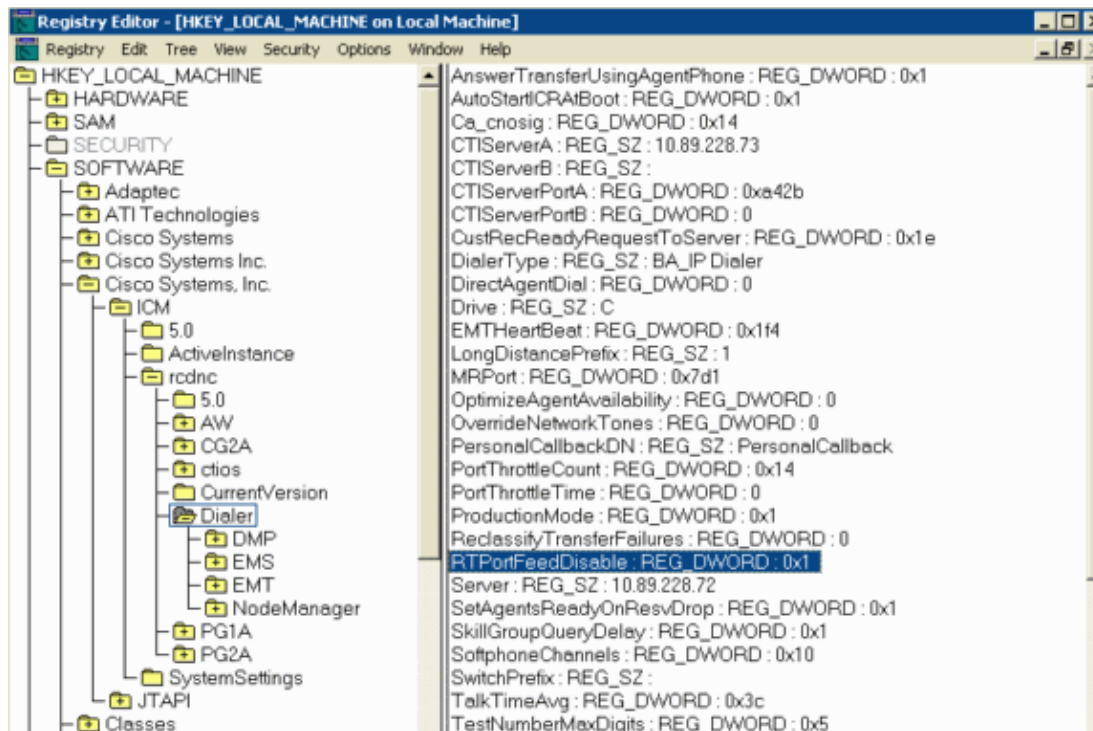
This behavior is caused by the setting of this registry key in Cisco Outbound Option:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\
Dialer\RTPortFeedDisable
```

Note: This registry key displays over two lines due to space limitations.

The Dialer registry entry RTPortFeedDisable controls if the status messages go to the Campaign Manager. The option is set to **true** by default, as Figure 2 shows. This means that status messages are not sent in order to minimize bandwidth between the Dialer and Cisco ICM Central Controller.

Figure 2 Default RTPortFeedDisable Setting



This key setting is dynamic. The Dialer Port Real Time report in WebView shows the current status of every telephone line for every dialer in Cisco Outbound Option after the **RTPortFeedDisable** value is set to **0**.

Related Information

- [Cisco ICM/IP Contact Center Enterprise Edition Outbound Option](#)
- [Technical Support & Documentation – Cisco Systems](#)

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