

DialogTest Diagnostics Tool Fails to Run – Shut Down the BA Dialer Process

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Introduction

This document describes why the `DialogTest` diagnostics tool fails to make a call to an IP phone in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Readers of this document should 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
- Cisco Outbound Option version 5.x

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

When running the `DialogicTest` diagnostics tool, receive a socket error. The other symptom is both the Blended Agent (BA) dialer and the `DialogicTest` tool are in the unknown state.

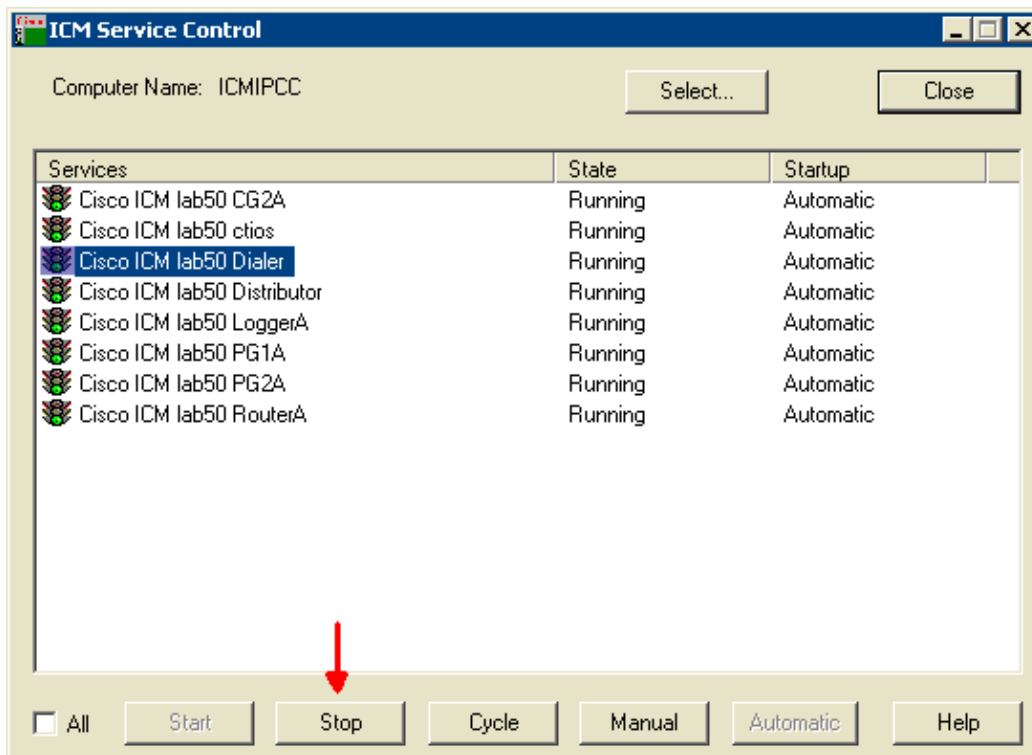
Solution

Since both the BA Dialer and the DialogicTest tool use the same MAC address, they compete for the registration rights with Cisco CallManager. This behavior causes ports to disconnect on both the BA Dialer and the DialogicTest tool. Shut down the Dialer prior to trying the DialogicTest utility.

Complete these steps to start the DialogicTest diagnostics tool:

1. Double-click **ICM Service Control**.
2. Select the **Dialer** process, as shown in this Figure.

Figure: ICM Service Control



3. Click **Stop**.
4. Open a command prompt console.
5. To start the DialogicTest diagnostics tool, at the prompt type:

```
DialogicTest softphone <# of channels> <callmanager name> <Dialer ICM ID> <starting
```

Shutting down the BA Dialer process resolves the problem.

Related Information

- **Technical Support – Cisco Systems**
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