

Outbound Call from ACD Client (Full-Client or Mini-Client) - Error message No Free Line

Important

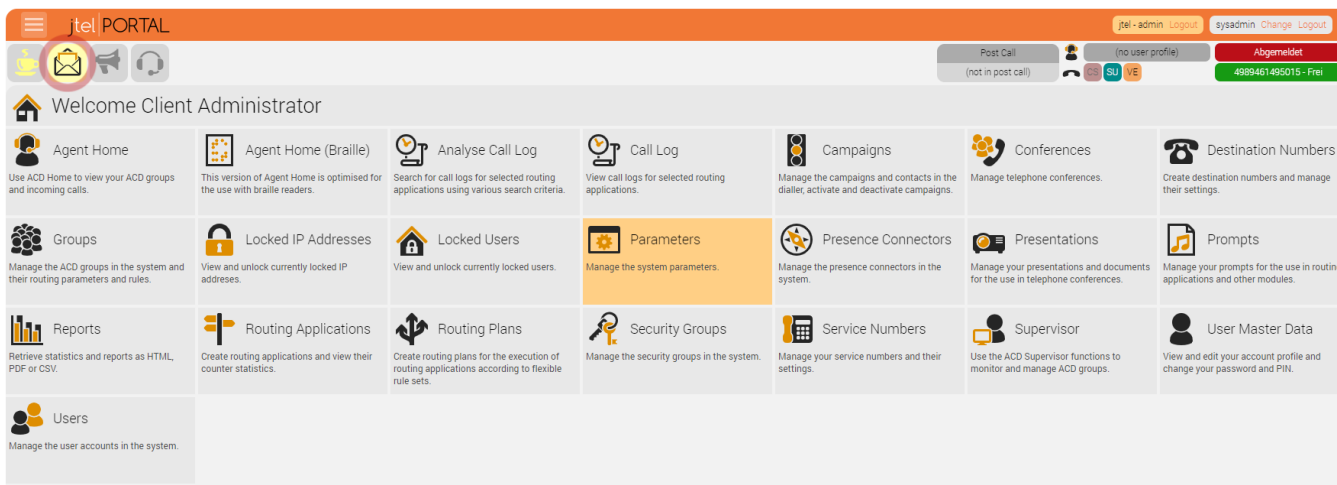
If the name of the telephony server is incorrect or not adapted in the parameters, the message "No free line" is displayed for all attempts to make outbound calls via the portal.

The following parameter must be adjusted:

To make the setting, the name of the telephony server must be known and entered in the Value field (see screenshot).

If several telephony servers are available, the names are separated by commas.

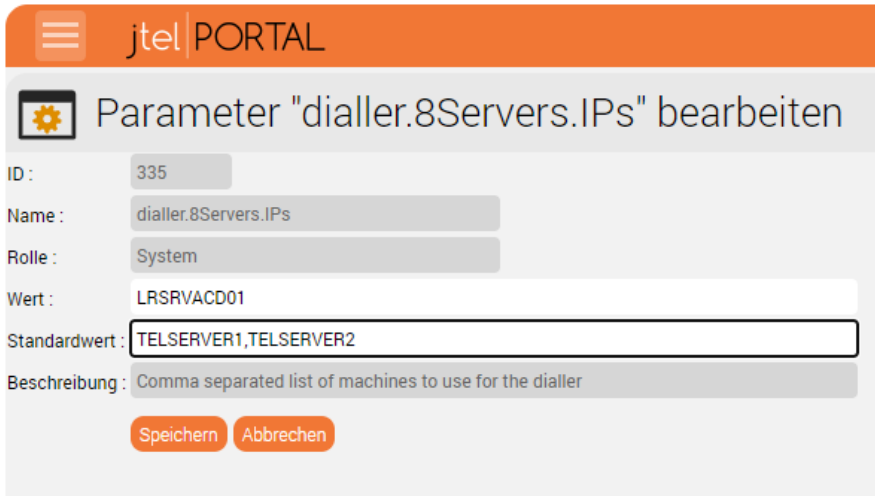
This configuration is carried out as system administrator, under the menu item "Parameters".



Now enter the following search criterion: %dialler.8Server.IPs%



Press Edit and enter the names of the telephony servers in the "Value" field.



The screenshot shows the 'jtel PORTAL' header in orange. Below it, a grey bar contains a gear icon and the title 'Parameter "dialler.8Servers.IPs" bearbeiten'. The form fields are as follows:

ID :	335
Name :	dialler.8Servers.IPs
Rolle :	System
Wert :	LRSRVACD01
Standardwert :	TELSEVER1,TELSEVER2
Beschreibung :	Comma separated list of machines to use for the dialler

At the bottom, there are two orange buttons: 'Speichern' and 'Abbrechen'.

Then test an outbound call again.

Note: this is the only place where the actual name (DNS name) of the telephony server must be entered and not the alias acd-tel1 or the IP address.

! The DNS name of the telephony server must be resolvable (from the web servers of the solution) and must match the setting in the "Value" field in the dialler.8Server.IPs parameter of the portal.

The DNS name of the computer can be determined with ipconfig /all under Windows.