

## CPS is low even if Port throttle of the dialer configuration set is high as 20

<b>Problem Summary</b>	CPS is low even if the Port Throttling in the dialer is set as high as 20.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1)The dialer will not dial beyond the 20 cps if the value of Port Throttle is set to 20</li> <li>2) GW capacity doesn't support 20 cps</li> <li>3) CUSP capacity doesn't support 20 cps</li> <li>4) Not enough dialer ports configured</li> <li>4) Misconfiguration of Campaign</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1) Check GW capacity. Lots of call results 6 could indicates the dialer is over dialing.</li> <li>2) Check CUSP capacity if SIP Dialer connects with CUSP. Using CLI to check CUSP capacity. For an example: CS5-CUSP1(cusp)# sh license Installed license: FL-CUSP-100 (100+CPS)</li> <li>3) Check SRND to make sure there are enough dialer ports configured for the dialer.</li> <li>4) Make sure 'Record to cache' of Campaign Skill Group is set correctly.</li> <li>5) Make sure 'Penetration' of Campaign Query Rule is set correctly.</li> <li>6) Check Dialer Perfmon counters and Event view logs to do further trouble shooting other issues.</li> </ol>
<b>Release</b>	Release 8.0
<b>Associated CDETS #</b>	None.