

## Dialer will not connect to Campaign Manager

<b>Problem Summary</b>	Dialer will not connect to Campaign Manager
<b>Error Message</b>	N/A
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>• Incorrect server configuration on the Outbound Option Dialer</li> <li>• InstanceNumber fields between the Outbound Option Dialer and the Campaign Manager are not the same</li> </ul>
<b>Recommended Action</b>	<p>Examine the registry on the Outbound Option Dialer machine to determine which server it believes Campaign Manager is running on. Set the Server field to the server name where the Campaign Manager is running.</p> <p>Make sure the InstanceNumber fields match the InstanceNumber setting on the Logger machine or the Outbound Option Dialer will not be able to connect.</p>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.