

Unblocking an IP address in the agent desktop

Blocked IP addresses in the agent desktop can be removed by doing the following:

1. In the agent desktop go to Tools > Options
2. Select the 'Visitors' tab
3. Select the IP address you wish to no longer block from view or from chatting
4. Select the 'Remove' button
5. Press Apply
6. Press OK

The IP address will then become visible when the application refreshes the view.

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<http://kb.velaro.com/KnowledgebaseArticle10024.aspx>

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