

Using the OPCTest Command-Line Utility

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Run opctest

opctest Commands

Debug Information

Exit and Quit opctest

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

The Open Peripheral Controller (OPC) Test (**opctest**) command-line utility allows you to view and set various parameters in a Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) OPC process. You can run **opctest** at a Microsoft Windows OS command prompt or from a Telnet session.

Note: Use a command prompt, either at a PC or through pcANYWHERE. Use of the command prompt is better because the columns of data often display more than Telnet can show.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Run opctest

Complete these steps in order to start **opctest**:

1. Issue the **opctest /cust *custname* /node ICM node name** command.

Note: *custname* indicates customer name, and *ICM node name* is the node name. An example is **opctest /cust abc /node pgx**.

2. Issue the **opctest /?** command at a command prompt.

This command shows you information on running **opctest**.

3. After you start **opctest**, type **help** or **?** in order to view a list of all available commands.

The most common command is **status**, which displays the health and state of the PG.

Here is some sample output:

```
C:\> opctest /?
Version: Release 4.0, Build 04624
Usage: opctest [/f InputFile] [/system SystemName] [/cust Customer]
        [/node ICRNode] [/pipe OutputPipe] [/debug] [/stop] [/help] [/?]
```

Figure 1 shows more detailed output for the **status** command:

Figure 1 OPCTest status Output

```
C:\>opctest /cust/node pgl a
OPCTEST Release 2.5 (service pack 2), Build 03105
opctest: status
OPC Version: Release 2.5 (service pack 2), Build 03116
Release Date: 09/28/98 07:01:57

Current Time: 03/17 17:47:07
Local Time: 03/17 12:47:07 (5.0 hr)
OPC Up: 12/08 18:59:52 (98.9 day)

OPC Sync: 03/13 22:18:33 (3.8 day) (A->B)

Process LastStateChange LastHeartBeat
A opc H-- 03/17 17:46:52 (16 sec)
A pgag OK M- 12/08 18:59:56 (98.9 day) --
A piml OK M- 03/12 19:35:58 (4.9 day) --
A ctisvr --- --
B pgag OK M- 12/08 18:59:53 (98.9 day) --
B piml OK M- 03/13 22:18:42 (3.8 day) --
B ctisvr --- --
B opc H-- 03/17 17:46:52 (16 sec)

PGAgent LastStateChangeTime ConnectATime Status ConnectBTime Status
SideA PIA 03/13 22:18:32 (3.8 day) 03/13 22:18:32 (3.8 day) CONNECTED 03/13 22:18:32 (3.8 day) CONNECTED
SideB P-- 03/13 22:18:32 (3.8 day) 03/13 22:18:32 (3.8 day) CONNECTED 03/13 22:18:32 (3.8 day) CONNECTED

PeripheralID Side State LastStateChange LastHeardFrom
1 A PIM_ACTIVE PR 03/13 22:18:32 (3.8 day) 03/17 17:47:07 (1 sec)

CTIServerNo Side State LastStateChange LastHeardFrom
1 ? CTI_NULL 12/08 19:00:02 (98.9 day) --
```

Note: In ICM version 4.1, the Peripheral Gateway Agent (PGAgent) section only displays Connect time for the current active side. In this example, PGAgent on PG5B is the active side. PG5A is idle:

PGAgent	LastStateChangeTime	ConnectATime	Status	ConnectBTime
SideA P--	02/01 11:50:23 (3.2 hr)		IDLE AGENT	
SideB PIA	02/01 11:48:54 (3.2 hr)	02/01 11:48:54 (3.2 hr)	CONNECTED	02/01 11:48:54 (

opctest Commands

Type **help** or **?** at the **opctest** command prompt in order to view a list of available commands.

Some of the **opctest** commands, such as **List_Agents** and **List_Trunk_Group**, require one or more additional command-line switches. Type **command name /?** in order to obtain the proper syntax. Here is an example:

```

opctest: la
list_agents: Error for PeripheralID: Missing argument.

opctest: la /?
Usage: list_agents PeripheralID [/agent AgentID] [/state AgentState]
      [/group SkillGroupID] [/agpri SkillGroupPriority] [/logout]
      [/help] [/?]

opctest: la 5004
SkillGroup=      0 Pri= 0 ----- LoggedOn=23 Avail=0 NotReady=4 Ready=19 TalkingIn=16
                  TalkingOut=0 TalkingOther=3 WorkRdy=0 WorkNRdy=0 Busy=0
Reserved=0 Hold=0
SkillGroup=      1 Pri= 0 ----- LoggedOn=9 Avail=0 NotReady=1 Ready=8 TalkingIn=7
                  TalkingOut=0 TalkingOther=1 WorkRdy=0 WorkNRdy=0 Busy=0
Reserved=0 Hold=0
SkillGroup=      2 Pri= 0 ----- LoggedOn=25 Avail=0 NotReady=4 Ready=21 TalkingIn=20

opctest: ltg
list_trunk_groups: Error for PeripheralID: Missing argument.

opctest: ltg 5004
Perph#   SkTargetID NTGskTargetID NumTrunks   LastHHU           Tracing   Ext
ConfigParam
  0      5057        5005                -1    02/01 14:30:00     0
  1      5058        5005                -1    02/01 14:30:00     0
  2      5059        5005                -1    02/01 14:30:00     0
  3      5060        5005                -1    02/01 14:30:00     0
  4      5061        5005                -1    02/01 14:30:00     0
  5      5062        5005                -1    02/01 14:30:00     0
  6      5063        5005                -1    02/01 14:30:00     0
  7      5064        5005                -1    02/01 14:30:00     0
  8      5065        5005                -1    02/01 14:30:00     0
  9      5066        5005                -1    02/01 14:30:00     0
 10      5067        5005                -1    02/01 14:30:00     0
 12      5010        5005                -1    02/01 14:30:00     0
 13      5011        5005                -1    02/01 14:30:00     0
 14      5068        5005                -1    02/01 14:30:00     0

```

Debug Information

Issue the **debug** command in order to enable specific debugging within **opctest**. The **debug** command enables debug control by turning up tracing. An enablement of debug control is much more effective than if you adjust the registry or turn up the **EMSTraceMask** for the OPC process. The enablement of debug control turns up tracing on the part of OPC, for which you need additional tracing. The tracing result displays in the OPC Event Management System (EMS) log files. Use **dumplog** in order to view the output of the EMS logs. Refer to How to Use the Dumplog Utility for more information.

Here is an example:

```

opctest: debug /?
Usage: debug_control [/realtime] [/agent] [/halfhour] [/rcmeter] [/routing]
      [/skillgroup] [/closedcalls] [/cstaecr] [/cstacer]
      [/pimmsg] [/ctimsg] [/rcmsg] [/dmpmsg] [/icmsg] [/opcmsg]
      [/mdsmg] [/pdmsg] [/inrcmsg] [/passthru] [/tpmsg]
      [/physctrlr] [/periph] [/all] [/help] [/?]

```

Issue the **debug /routing** command if you need to troubleshoot a translation route problem.

When you finish troubleshooting, use the **/noall** switch in order to turn off all OPC tracing. If you leave tracing turned up, performance problems can result.

Exit and Quit opctest

Issue the **quit** command in order to exit the **opctest** utility.



Caution: Use caution when you issue the **exit_opc** command. This command instructs the OPC process to exit on both sides of the PG, if duplexed. Node Manager forces the process to restart, which then forces a reload of the configuration for the Call Router. All internal peripheral and agent states are flushed. Then, OPC and Peripheral Interface Manager (PIM) relearn the PG and its configuration.

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Related Information

- [How to Use the Dumplog Utility](#)
- [Turning Up Tracing](#)
- [Technical Support & Documentation – Cisco Systems](#)

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