

Using the ASAI_TEST Utility

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Introduction

This document describes the **ASAI_TEST** utility. **ASAI_TEST** is a utility that allows you to check the connectivity between the Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) and the Avaya Definity MAPD card.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM functions
- Avaya Definity G3 functions

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM 4.6.2 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

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

Usage

Before you run **ASAI_TEST**, you need to ensure IP connectivity between the PG and the MAPD card. Initiate a **ping** test from the PG to the MAPD card. If the **ping** test passes, you can proceed with the **ASAI_TEST**. If the **ping** test fails, there is no network connectivity between the PG and the MAPD card. Report the problem to your local area network (LAN) administrator.

Use this command syntax in order to run **ASAI_TEST**:

```
C:\icr\bin>asai_test
```

```
usage: asai_test [-m hostname/IP address] node_id
```

Note: node_id is also referred to as the link number as shown in Figure 1. The maximum link number is 8.

Figure 1 Link Number

Enabled

Peripheral name: Peripheral ID:

Call Management System (CMS) Configuration

CMS Enabled (NOTE: DISABLE if CMS-less)

CMS Hostname: Port number to listen on:

CMS Data Timeout (Typ. 3X Refresh rate) [Millisec]:

Multiple Cisco Reports

Number of Cisco Reports for this PIM: Port number delta (typ: 10):

CVLAN/MAPD Configuration

Host 1: Enabled

Hostname:

ASAI Link # 1 2 3 4 5 6 7 8

Monitor ASAI links:

Post-Route ASAI links:

Heartbeat Maintenance:

Host 2: Enabled (if DUPLEXED)

Hostname:

ASAI Link # 1 2 3 4 5 6 7 8

Monitor ASAI links:

Post-Route ASAI links:

Heartbeat Maintenance:

Minimum number of overall ASAI links before failover:

Default Timed ACW value (Seconds): CMS-less Smart Agent Timer:

OK Cancel Help

Example 1

Use the host name of the G3 to run **ASAI_TEST** on link 1. This example shows a good connection. A result other than this indicates a problem.

```
C:\icr\bin>asai_test -m custphxg3 1
Heartbeat with switch for ASAI node signal01 was successful.
```

Example 2

In this example, an IP address is used to run **ASAI_TEST** on port 1. The example shows a failed connection.

```
C:\icr\bin>asai_test -m 172.62.2.1 1
Open of ASAI communication path for ASAI node signal01 failed.
: Error messages not available
open failed errno= 2
Heartbeat test with switch for ASAI node signal01 failed.
```

The next step is to ping the MAPD card from the PG. If this succeeds, contact Avaya to reset the MAPD card. If the **ping** test fails, report the problem to your LAN administrator.

Note: **ASAI_TEST** is a utility that is developed and supported by Avaya Inc., formerly Lucent Technologies, and is distributed with Cisco ICM.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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