

Cisco ICM "Non-Configured Agent Group" Warning on Avaya Definity G3

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Introduction

This document explains what steps can be completed to remove this common non-route warning message that appears in the Monitor ICR Event Viewer when viewed from an Administrator Workstation (AW) or on a Peripheral Gateway (PG) in the Peripheral Interface Manager (PIM) process window. This warning can also be seen when the PIM log is dumped with the dumplog utility, as shown below.

Prerequisites

Requirements

Readers of this document should be knowledgeable of the following:

- Cisco Intelligent Contact Management (ICM)

Components Used

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

- Cisco ICM version 4.1 through 4.5
- Avaya Definity G3 6.x 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

For more information on document conventions, see the Cisco Technical Tips Conventions.

Problem

This non-route impacting warning message occurs when:

- The extension on the Avaya Definity G3 is not associated with a Skill Group configured in ICM.
- The Skill Group defined on the Avaya Definity G3 should have an extension associated with it.
- In the ICM configuration for the Skill Group, either the associated extension has not been entered or the entry is incorrect.

If you are not sure how to create a dump of the PIM log, see Using the Dumplog Utility. The following is an example of the warnings in the PIM log:

```
09:30:00 pg4A-pim1 Configuration warning: Non-configured Agent Group (Extn 4408)
09:30:03 pg4A-pim1 Configuration warning: Non-configured Agent Group (Extn 5975)
09:30:06 pg4A-pim1 Configuration warning: Non-configured Agent Group (Extn 8338)
09:30:06 pg4A-pim1 Configuration warning: Non-configured Agent Group (Extn 3001)
09:30:06 pg4A-pim1 Configuration warning: Non-configured Agent Group (Extn 5639)
```

Solution

What to Check on the Avaya Definity G3

Verify what extension number on the Avaya Definity G3 is associated with the skill group for Cisco ICM (vendor). All skill groups defined on the Avaya Definity G3 should have an associated extension.

Note: You must be familiar with how to configure the Avaya Definity G3. If you are not, please contact your Avaya Definity G3 Administrator.

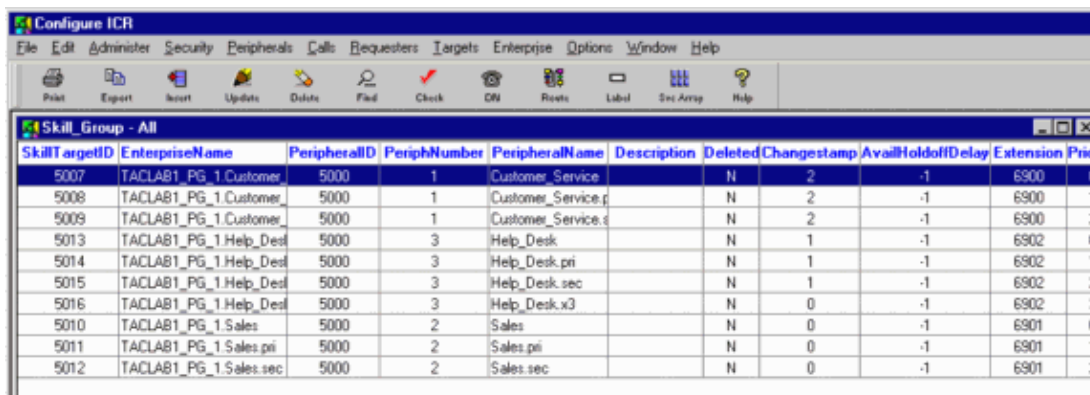
Note: When changes are made to the configuration on the Avaya PG, the PG services must be cycled. This should be done during a maintenance window or during low-route impact times.

What to Check in the Cisco ICM Configuration

On an AW, check the ICM configuration as follows:

1. Open **Configure ICR**.
2. Select **Peripherals > Skillgroup**. The "Skill_Group – All" dialog box appears.

Figure 1: Configure ICR -- Skill_Group – All



| SkillTargetID | EnterpriseName | PeripheralID | PeriphNumber | PeripheralName | Description | Deleted | ChangeStamp | AvailHoldoffDelay | Extension | Prior |
|---------------|------------------------|--------------|--------------|--------------------|-------------|---------|-------------|-------------------|-----------|-------|
| 5007 | TACLAB1_PG_1.Customer | 5000 | 1 | Customer_Service | | N | 2 | -1 | 6900 | 0 |
| 5008 | TACLAB1_PG_1.Customer | 5000 | 1 | Customer_Service.p | | N | 2 | -1 | 6900 | 1 |
| 5009 | TACLAB1_PG_1.Customer | 5000 | 1 | Customer_Service.c | | N | 2 | -1 | 6900 | 2 |
| 5013 | TACLAB1_PG_1.Help_Desk | 5000 | 3 | Help_Desk | | N | 1 | -1 | 6902 | 0 |
| 5014 | TACLAB1_PG_1.Help_Desk | 5000 | 3 | Help_Desk.pri | | N | 1 | -1 | 6902 | 1 |
| 5015 | TACLAB1_PG_1.Help_Desk | 5000 | 3 | Help_Desk.sec | | N | 1 | -1 | 6902 | 2 |
| 5016 | TACLAB1_PG_1.Help_Desk | 5000 | 3 | Help_Desk.x3 | | N | 0 | -1 | 6902 | 3 |
| 5010 | TACLAB1_PG_1.Sales | 5000 | 2 | Sales | | N | 0 | -1 | 6901 | 0 |
| 5011 | TACLAB1_PG_1.Sales.pri | 5000 | 2 | Sales.pri | | N | 0 | -1 | 6901 | 1 |
| 5012 | TACLAB1_PG_1.Sales.sec | 5000 | 2 | Sales.sec | | N | 0 | -1 | 6901 | 2 |

3. Double-click the Skill Group in question. The "Skill_Group Configuration" dialog box appears.

Figure 2: Skill_Group Configuration

Skill_Group Configuration

Skill Target ID: 5007

Peripheral: TACLAB1_PG_1

Peripheral Number: 1

Peripheral Name: Customer_Service

Enterprise Name: TACLAB1_PG_1.Customer_Servic

Available Holdoff Delay: Use Peripheral Default seconds

Use SubGroup Mask: Peripheral Default

Sub Group Mask: Present

Priority: 0

Extension: 6900

ConfigParam:

Description:

Deleted: Yes No

Specify Sub Group Mask... Apply Revert Help Done

4. Check the Extension field for an extension and accuracy. The Extension field should contain the extension from the Avaya for the defined skill group.

Related Information

- [Using the Dumplog Utility](#)
- [Technical Support – Cisco Systems](#)

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