

# Aspect PIM Reports Incorrect Agent States

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## Introduction

This document explains the extra data received from the Aspect ACD, which causes the Cisco Intelligent Contact Management (ICM) Peripheral Interface Manager (PIM) to misinterpret the message response and incorrect agent reporting.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM Peripheral configuration
- Understanding of Aspect configuration

### Components Used

The information in this document is based on Cisco ICM version 4.6.2 or 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 Cisco Technical Tips Conventions for more information on document conventions.

## Problem

On the Aspect ACD, users have the ability to enter cut-through terminal identification numbers within the instrument properties configuration (under Hardware Administrator). If a forward slash (/) is entered as part of the syntax, for example, ACD1/55, this causes the Cisco ICM PIM to interpret the message incorrectly when it receives the Equipment Status Request Response (ESRR) (104) from the Aspect ACD.

In this example, the PIM receives an ESRR response from the Aspect ACD that contains too many fields:

```
21:18:01 pglA-pim1 Trace: EQUIPMENT_STATUS_REQ_RESP**  
CallCenter_P/104/562/562/A/4041/77 /2215/
```

SubType=562 TranID=562 Status=A TermID=4041 ExtNum(77)=77

This causes all agent state reporting to be inaccurate on Cisco ICM. In this scenario, the PIM interprets the TermID field as 4041, and assumes the 77 is the Extension number. In reality, the TermID is 77 and the Extension field is 2215.

Agents are viewed as Available on the Aspect Real Time screen, but ICM reports this error, as seen in the PIM log:

```
21:18:01 pglA-pim1 Trace: ESRR with TransID of 562 indicated  
Unknown Agent at Extension 77
```

## Solution

In the previous example, the Aspect Equipment Status Request Response (ESRR) (104) message has this format with a backslash separating the fields:

```
Type/Subtype/TranID/Status/TermID/Extension
```

The PIM log can be viewed on the Peripheral Gateway (PG) by using the Dumplog Utility. This is an example of a good message as seen by the PIM:

```
23:14:14: pglA-pim1 Trace: EQUIPMENT_STATUS_REQ_RESP**  
CallCenter/104/13/13/A/1234/2195/  
SubType=13 TranID=13 Status=A TermID=1234 ExtNum(2195)=2195
```

In this example, the PIM correctly receives and interprets all data elements of the message.

You should avoid using a forward slash (/) or the pipe (|) symbols within any text fields when you configure instrument properties on the Aspect ACD.

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## Related Information

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

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