

Avaya Definity G3 – Problems with Daylight Saving Time

Document ID: 41920

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Symptom

Solution

Related Information

Introduction

This document describes problems, symptoms, and a possible resolution which relates to the Daylight Saving Time time change on the Avaya Definity G3. The purpose is for call routing to run efficiently after the time change.

If the Multi–Application Platform on the Definity (MAPD) card does not handle the time change properly, the Peripheral Gateway (PG) and Peripheral Interface Manager (PIM) go offline. Due to this, the Cisco Intelligent Contact Management (ICM) fails to route calls to a site with an Avaya Definity G3.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Avaya Definity G3 configuration

Components Used

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

- Cisco ICM version 4.6.2 and later
- Avaya Definity G3

The information presented in this document was created from 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 before you use it.

Conventions

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

Problem

These are possible problems after the Daylight Saving Time change on Avaya Definity G3:

- Definity G3 PG PIM goes offline
- Call routing does not work correctly to sites which have an Avaya Definity G3
- Sites that have Avaya Definity G3 do not take any calls
- AlarmTracker shows a peripheral is offline

Symptom

Maximize the PIM process window on the PG which experiences the problem. Notice these items:

1. The PIM process window taskbar shows the PIM in "a" state.
2. Error message **Activation Timeout on ASAI Link** appears in the PIM process window.

Solution

This problem occurs if the MAPD card does not handle the time change properly. This problem can be fixed if you reset the MAPD card on the Avaya Definity G3. Most often this can be accomplished in one of three ways by the Avaya support on site.

- Restart through software.
- Press the reset button on the back of card.
- Reset the card.

If the PIM is still not active, inspect the PIM logs to see if the Call Management System (CMS) feed is active. If it is not active, restart the CMS reports.

If the problem continues, open a case with Cisco Technical Support.

Related Information

- **How to Determine Whether a Cisco ICM PIM is Offline [Cisco ICM Enterprise Edition]**
- **Turning Up Tracing**
- **Troubleshoot CMS/MAPD**
- **Technical Support & Documentation – Cisco Systems**

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Jun 26, 2006

Document ID: 41920
