

How to Determine Whether a Cisco ICM PIM Is Offline

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Introduction

This document helps you determine when a Peripheral Interface Manager (PIM) is off line in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- ICM
- How to Use the Dumplog Utility
- Using the OPCTest Command-Line Utility

Components Used

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

Problem

In order to identify whether a PIM has gone off line, you must use the **dumplog** utility in conjunction with the **optest** tool. Some common symptoms that the ICM PIM has gone off line include:

- The ICM system is default routing.
- Contact center agents do not receive ICM routed calls.
- Calls flood other contact center sites.

- ICM reports and real-time monitoring tools show blank results.
- Monitoring applications show that peripheral and/or routing is off line.

Determine the PG Status with the opctest Tool

Complete these steps on a Peripheral Gateway (PG) for the PIM in question:

1. Choose **Start > Run**.
2. In the Run dialog box, enter **cmd** in order to open a command window.
3. In the command window, enter:

```
c:\opctest\cust cust_inst/node cust_icm_node
```

Note: *cust_inst* represents the customer instance name, and *cust_icm_node* represents the PG number and side. An example is PG5A.

Note: Refer to Cisco ICM Server Naming Conventions.

The **opctest** command prompt displays.

4. Enter **status** at the prompt.

This output displays:

```
C:\>opctest /cust/node pg1a
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) --
```

Indicates which side of the PG is supplying the Call Router with status of the PG.

Processes on the PGs & their states.

*PGAG -- manages session layer communications between the PG & the Central Controller
SEE NOTE BELOW*

Peripheral Interface Manager/PIM

CTI Server

Note: For additional information about this output, refer to Using the OPCTest Command-Line Utility.

The PIM State shows the status of the PG. In the output, this line can display:

```
1 A PIM_ACTIVE PR 03/03 16:45:25 (10.6 day) 03/13 08:03:55 (2 sec)
```

You see this line of output if either of these lines display:

```
1 A PIM_IDLE 03/13 16:45:25 (10.6 day) 03/13 08:03:55 (2 sec)
```

or

```
1 A ? 03/13 16:45:25 (10.6 day) 03/13 08:03:55 (2 sec)
```

Note: For additional information, refer to *Using the OPCTest Command-Line Utility*.

This output indicates that the PIM is not in an **ACTIVE** state, but is **OFFLINE**. This status can result if the PIM has difficulty with a successful connection and registration with the designated peripheral.

Note: This status can be normal because PGs are duplexed.

Determine the PG Status with the dumplog Utility

Complete these steps on a PG for the PIM in question:

1. Choose **Start > Run**.
2. In the Run dialog box, enter **cmd** in order to open a command window.
3. In order to get to the log file directory, enter:

```
c:\cdlog cust_inst node
```

Note: *cust_inst* refers to the naming convention that you have created for this installation. An example is *-cisco*. *node* refers to the ICM machine on which you work. Examples include *-pg1a*, *lgra*, and *rtra*.

This action brings you to this path:

```
c:\icm\cust_inst\PG#X\logfile
```

4. Issue this command in order to dump the contents of the last PIM log file that the process wrote:

```
dumplog pim1 /last
```

Note: For more information, refer to *How to Use the Dumplog Utility*.

This command displays the contents to the screen:

```
dumplog pim1 /last /of
```

Note: For more information, refer to *How to Use the Dumplog Utility*.

The action saves the contents to a text file. The text file is written to the current directory.

After the dump of a particular log file into text format, you can search specific strings of significant meaning. Use this command in order to perform the search:

```
c:\findstr Initializing pim1.txt
```

For more information, refer to *How to Use the findstr Command*.

If you dump the PIM log to the screen, this command helps you search through the logs for a match before the

display:

```
c:\dumplog pim1 /last /m "Initializing"
```

For example, this line is always the first line of text whenever any ICM process starts:

```
Initializing Event Management System (EMS) Library.
```

If you find this string in the PIM logs, you know that the PIM process started after a period during which the PIM was off line. This search is the easiest way to use the log files in order to determine if a PIM is off line. Usually, you can identify the reason for the PIM failure if you review the log entries that display before this string.

Solution

If you use these tools and utilities and still cannot identify the reason that the PIM is off line, contact Cisco Technical Support.

Related Information

- [How to Use the Dumplog Utility](#)
- [Using the OPCTest Command-Line Utility](#)
- [Cisco ICM Server Naming Conventions](#)
- [How to Use the findstr Command](#)
- [Technical Support & Documentation – Cisco Systems](#)

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