How to Determine Whether an ICM Avaya (ecspim) PIM is Offline or Has Gone Offline

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Introduction

This document addresses the Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) using the Avaya G3 (ecspim) Peripheral Interface Manager (PIM) type with the Call Management System (CMS). This document is a follow−up to How to Determine Whether a Cisco ICM PIM is Offline.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Knowledge of Avaya G3 Automatic Call Distributor (ACD) and components (MAPD, ASAI, CMS).
- How to Use the Dumplog Utility
- Using the OPC Test Command Line Utility

Components Used

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

- Cisco ICM Release 4.6.2 and later
- Avaya G3 ACD

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

This document explains how to determine whether your PG that runs the ecspim (CMS Version) is offline or

has gone offline.

Solution

This document helps to reference different tools and related documents that assist in determining whether your PG is offline. The first thing to check is to look at the physical status of the ecspim process that runs on your PG. The process window shows a status on the header of the process window. It should look like this:

This list defines the individual states, in reference to the image:

- **A** The PIM is active and is in communication with the Cisco ICM CallRouter and Avaya ACD.
- **I** The PIM is idle. Services are most likely active on the other side of the duplexed PG or are trying to activate.
- **C** The PIM is going through acquiring the active configuration from the Cisco ICM CallRouter and the Avaya ACD.
- **a/c** The PIM is either trying to activate or just entering the configuration mode.

  Note: Official state is not present unless the PIM is either active (A) or idle (I).

Another way to check whether the PG is online or offline is to use the **OPCTest** . This tool provides real time status as to whether the PIM is active, and how long it has been in this state. When you run the status command from **OPCTest** , you get an output similar to this. This output shows you what side of the PG is active and for how long. It also displays whether it is offline.

There are several other ways to determine whether the PG is offline. These include running a peripheral status node in Script Editor or viewing a Peripheral_Real_Time report from Monitor ICM. Both can be performed from a Cisco ICM Administrative Workstation (AW).

Once you have determined `ecspim` is offline, there are a few tools you can use to determine why. Here are a list of suggested tools and documents that provide guidance to help you determine what causes this outage:

- Avaya PG Troubleshooting Checklist
- Troubleshoot CMS/MAPD
- Using the ASAI Test Utility

Related Information

- **Using the Dumplog Utility**
- **Using the OPC Test Command Line Utility**
- **Avaya PG Troubleshooting Checklist**
- **Troubleshoot CMS/MAPD**
- **Using the ASAI Test Utility**
- **Technical Support & Documentation − Cisco Systems**

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