

How to Determine Whether an ICM Aspect (aspevpim) PIM is Offline or Has Gone Offline

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Introduction

This document addresses the Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) with the Aspect Event Feed (aspevpim) Peripheral Interface Manager (PIM) type. This document is a follow-up to ~~the document~~, 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 Aspect Event Feed Automatic Call Distributor (ACD) and components (Real Time Bridge (RTB), and Event Link)
- How to Use the Dumplog Utility
- Using the OPCTest 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
- Aspect Event Feed 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 helps you to determine whether the PG running **aspevpim** is offline or has gone offline.

Solution

The solution to the [this](#) problem [described](#) is explained in detail in this section.

This document helps to reference different tools and related documents that help **you** to determine whether the PG is offline. The first thing to check is the physical status of the aspevpim process that is running on the PG. The process window shows a status on the header, ~~of the process window.~~ [This status](#) looks [similar](#) ~~like~~ [to](#) this:

Figure 1: PIM State



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

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

Note: Official state is not present unless PIM is either Active (A) or Idle (I).

Another way to check whether the PG is online or offline is to issue the **OPCTest** command. This tool provides real time status as to whether the PIM is active, and how long it has been in this state. [If this command is issued](#) ~~By issuing the command~~ from **OPCTest**, ~~theyou get an~~ output [is](#) similar to Figure 2.

Figure 2: OPCTest Output

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)

This displays what side of the PG is active and for how long. It also displays whether it is offline.

Make sure the Aspect ACD and Event Link can be pinged from the PG. There are several other ways to determine whether the PG is offline. [You can run](#) ~~These include running~~ a peripheral status node in Script Editor or view ~~ing~~ a Peripheral_Real_Time report from Monitor ICM. Both [of these methods](#) can be performed

from a Cisco ICM Administrative Workstation (AW).

Once you determine that **aspevpim** is offline, there are a few tools available to determine why. Here is [a](#) document that provides guidance for [how to](#) determining the cause of this outage:

- [Aspect Tech Tips on CCO](#)
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Related Information

- [How to Determine Whether a Cisco ICM PIM is Offline](#)
 - [Using the Dumplog Utility](#)
 - [Using the OPCTest Command Line Utility](#)
 - [Aspect Tech Tips on CCO](#)
 - [Technical Support – Cisco Systems](#)
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