How to Determine Whether an ICM Nortel Meridian PIM (merpimct) 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 use of the Nortel Meridian Peripheral Interface Manager (PIM) (**merpimct**) type with the Meridian Link Server (MLK). This document is a follow−up to the document How to Determine Whether a Cisco ICM PIM is Offline.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- ICM
- Meridian Automatic Call Distributor (ACD) and the components, which include MLK
- How to Use the Dumplog Utility
- Using the OPCTest Command Line Utility
- Using MPTrace Utility on Nortel Meridian Peripheral Gateways

Components Used

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

- ICM 4.5.x and later
- Meridian 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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

This document addresses how to determine whether your PG that runs **merpimct** is offline or has gone offline.

Solutions

This section references different tools and documents that help you determine whether your PG is offline.

Process Window

Look at the physical status of the **merpimct** process that runs on the PG. The process window shows a status on the header.

Figure 1: PIM State

This list defines the individual states, in reference to Figure 1:

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

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

OPCTest

Another way to check if the PG is online is to use the OPCTest. This tool provides real−time status in terms of whether the PIM is active and how long PIM has been in this state. When you run the **status** command from OPCTest, you get an output that is similar to the example in this section. The output shows you what side of the PG is active and how long it has been active. The output also displays whether the PG is offline:

Figure 2: PIM Active

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)

One of the simplest ways to determine if your **merpimct** has a connection to the ACD is to **ping** the Meridian Link. The **ping** determines whether the PIM has network connectivity to the ACD.

In order to determine if the PG is offline, run a peripheral status node in Script Editor or view a Peripheral_Real_Time report from Monitor ICM. You can perform both actions from an ICM Administrative Workstation (AW).

After you have determined that your **merpimct** is offline, you can use one of a few tools that help you determine why. Here is a list of tools and document that provide guidance in the determination of what causes this outage:

- Using MPTrace Utility on Nortel Meridian Peripheral Gateways

Related Information

- **How to Use the Dumplog Utility**
- **Using the OPCTest Command Line Utility**
- **Using MPTrace Utility on Nortel Meridian Peripheral Gateways**
- **Ping Utility Usage**
- **Technical Support & Documentation − Cisco Systems**

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