

# How to Determine Whether a Cisco ICM vrupim is Offline or Has Gone Offline

Document ID: 42505

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## Introduction

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## Introduction

This document addresses the Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) using the Interactive Voice Response Voice Response Unit (IVR/VRU) Peripheral Interface Manager (vrupim).

**Note:** This document is a follow-up to How to Determine Whether a Cisco ICM PIM is Offline.

## Prerequisites

### Requirements

Readers of this document should be knowledgeable of the following:

- Cisco ICM
- Knowledge of IVR/VRU
- How to Use the Dumplog Utility
- Using the OPCTest Command Line Utility
- How to Use the vrutrace Utility

### Components Used

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

- Cisco ICM Release 4.5.x and later
- IVR/VRU

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, see the Cisco Technical Tips Conventions.

# Problem

How to determine whether your PG that runs **vrupim** is offline or has gone offline.

# Solution

The solution to this problem is explained in detail below.

This document references different tools and related documents that can assist when you try to determine whether your PG is offline. First, check the physical status of the **vrupim** process that runs on the PG. The process window displays the status on the header of the window. It should look similar to this:

**Figure 1: PIM State**



Here are what the individual states mean in reference to this image:

- **A** – means the pim is **Active** and communicates with the ICM Call Router and the Avaya ACD.
- **I** – means the pim is **Idle**. Services are most likely active on the other side of the duplexed PG or trying to activate.
- **C** – means the pim is going through acquiring the active configuration from the ICM Call Router and the Avaya ACD.
- **a/c**– means the pim is between two states, the pim tried to activate or just entered the configuration mode.

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

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

There are several other ways to determine whether your PG is offline. These include running a peripheral status node in Script Editor or viewing a Peripheral\_Real\_Time report from Monitor ICM. These both can be done from an ICM Administrative Workstation (AW).

Once you have determined that your **vrupim** 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 determine what causes this outage:

- [CCO IVR/VRU PG Tech Tips](#)
  - [CCO General PG Troubleshooting](#)
  - [How to Use the Dumplog Utility](#)
  - [Turning Up Tracing](#)
  - [How to Use the vrutrace Utility](#)
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## Related Information

- [How to Determine Whether a Cisco ICM PIM is Offline](#)
  - [How to Use the Dumplog Utility](#)
  - [Turning Up Tracing](#)
  - [Using the OPCTest Command Line Utility](#)
  - [How to Use the vrutrace Utility](#)
  - [CCO IVR/VRU PG Tech Tips](#)
  - [CCO General PG Troubleshooting](#)
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Updated: Jan 21, 2008

Document ID: 42505

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