

How to Determine Whether an ICM Rockwell Spectrum PIM (spectpim) 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 Rockwell Spectrum Peripheral Interface Manager (PIM) (**spectpim**) 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
- Rockwell Spectrum Automatic Call Distributor (ACD)
- 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 version 4.6.2 and later
- Rockwell Spectrum 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 addresses how to determine whether a PG that is running the Rockwell Spectrum PIM (**spectpim**) is offline or has gone offline.

Solutions

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

Process Window

Look at the physical status of the **spectpim** process that is running on the PG. The process window shows a status on the title bar:

Figure 1 Process Window



This list defines the individual states, in reference to that screen capture:

- **A** The PIM is active and is in communication with the Cisco ICM CallRouter and Symposium 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 acquiring the active configuration from the Cisco ICM CallRouter and the Symposium ACD.
- **a/c** The PIM either is trying to activate or is just entering the configuration mode.

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

OPC Test

Another way to check whether the PG is online is to use the Open Peripheral Controller (OPC) Test (**opctest** command). This tool provides real-time status as to whether the PIM is active and how long it has been in this state. When you issue the **status** command from the `opctest :` prompt, you get output similar to this:

```
opctest: status

!--- Output suppressed.

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 the PG is offline. You can run a peripheral status node in Script Editor or view a Peripheral_Real_Time report from Monitor ICM. You can perform both of these checks from a Cisco ICM Administrative Workstation (AW).

Once you have determined that your **spectpim** is offline, you can use one of a few tools to help you determine why. See the Related Information section of this document for a list of suggested tools and documents that provide this guidance.

Related Information

- [Spectrum Troubleshooting](#)
 - [How to Use the Dumplog Utility](#)
 - [Using the OPCTest Command-Line Utility](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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