

# Troubleshooting Avaya Definity G3 Using Procmon

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## Introduction

This document provides information about the **procmon** command, **acdperiph**, on a Peripheral Gateway (PG) that runs the Enterprise Communication Server Peripheral Interface Manager (ECSPIM) in a Call Management System (CMS) configuration. This document centers on the most commonly used information in the Real Time Adherence (RTA) report revisions, the expert agent mode, and the skills that are monitored.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) troubleshooting
- Avaya Definity G3 troubleshooting

### Components Used

The information in this document is based on Cisco ICM versions 4.5.x and later.

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.

## Display Data

Run the **procmon** utility and issue the **acdperiph** command to display the related data of RTA report revisions, the expert agent mode, and the skills that are monitored. This is the output of the **acdperiph** command:

```
>>>>acdperiph
  BuildNum: 05390 (Rel 4.1 service pack 5) Time: 2/11/100 3:47:30
  SwitchTime=08/07/00 16:41:55, DefRoute= CTIVarMap=NNNNNNNNNNN
    (y=PIM access) CTIString= nnnnnnnnnn
```

```

CVBridge=[G3MsgRecvCnt=194276 (0x2F6E4) Min/AllBrisUp=1/1
PhysBris=0x1 RtBris=0x1 BadBris=0x0]
Bri[0] State=ACTIVE (PostRouting) GoIdle=0
  [NtwrkCngstn[Forced=F Switch=F]
  Window=5000 MsgDlyTime=100]
BriCfgParams(Exp.) = [ *CvHost[0]=geocscomapd6a CvHost[1]=  ]
  Msgs [ Sent=49396 (0xc0f4) Recv=194276 (0x2f6e4) ] SAOid=79750 LastSAOid
Recv=79750
  Msgs [ SendQ=0x0 SentQ=0x0 RecvQ=0x0 ]
  Msgs [ PriSendQ=0x0 RecvQ=0x0 ]
  [ ActiveAssoc[Avail=0 Locked=1534] OutstandingSent=0x0
  Reg{MaxAllowed=1000 ChkMtrs=1 ChkMsgRates=1} ]
  [ Meters/Sec (Enabled): Min 0.00 Avg 5.89 Max 130.71
  (Tot 8773.40 Samples 1837 SumAvg 4.78 )]
CMS ReportRev(Actual)=4.6.0 EAS-PHD
DataLogicalState[0]=ACTIVE
InsideCalls=210
CMSCfgParams=[Host=geosc0cms6a Port=6060 #Reports=1
  DataLineTimeout=90000]
Timestamp=[??Time??] MSGGroupMonList[0]=5;7;9-10;25;
30-31;37;45;60-62;69;85-86;100;104-111;139-140;150;160;170;175;190 change to ranges
CMSRegistryGroupMonList=[]
Timers=[3PMC=4 ACDSplt=6l AgntCls=30 AgntSt=240 BriHB=60
Cfgrtry=900 StlBriMsg=10 SwtchTm=30 TG=60 StatMntr=28800 StatMntrInit=120]
SwitchTime=8/7/0 16:41:55
NumActiveCalls=308 NumAgentsSeen=348
ProcessName=piml ShutdownType=2 Duplex=1 Side=1
  GeoTelBaseDir=C:\icr\fusa0\PG6A RegistryBase=ICR\fusa0\
  PG6A DMPSysID=6
  MDSPConnections=1 MDSPIMHandle=33 MDSOPCHandle=1 PIMHeartBeatTime=-1
  CTIRestarts=0
  RoutingClientState=ACTIVE
  State=ACTIVE StateInitTime=08/07 13:30:31 (3.0 hr)

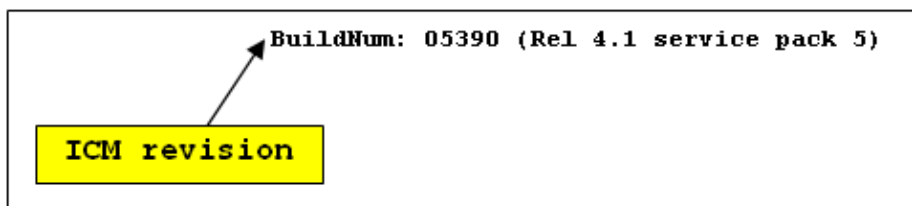
```

This document provides information about these nine fields. These fields are displayed in bold text in the preceding **acdperiph** output.

- BuildNum
- Min/AllBrisUp
- CvHost
- CMS ReportRev
- Host, Port and #Reports
- MSGGroupMonList
- CMSRegistryGroupMonList
- SwitchTime
- NumActiveCalls

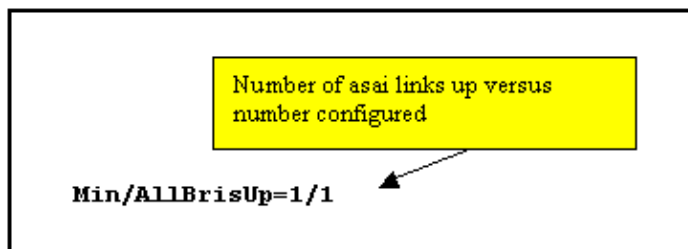
## Troubleshoot

BuildNum represents the Cisco ICM version.

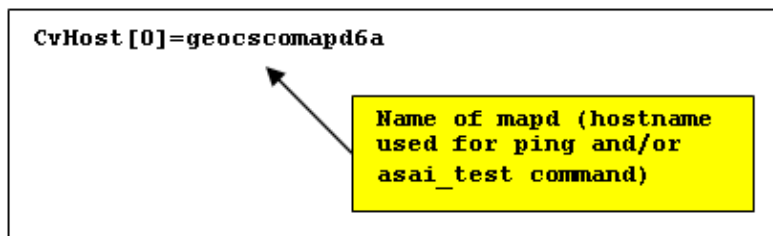


Min/AllBrisUp represents the number of Adjunct Switch Application Interface (ASAI) links up against the

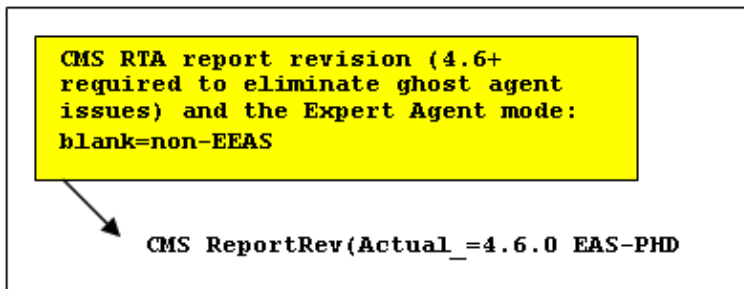
number configured.



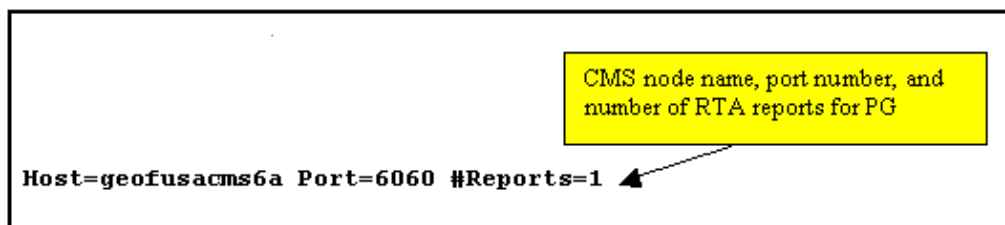
CvHost represents the name of Multi-Application Platform on Definity (MAP/D) which is the host name used for **ping** and/or the **asai\_test** command.



CMS ReportRev represents the CMS RTA report revision and the expert agent mode. CMS RTA Report versions 4.6.0 and later are required to eliminate ghost agent issues. Blank represents the non-expert agent selection (EAS) mode. In an EAS environment, agents must have at least one skill assigned to them during a login session. With EAS-PHD, agents can specify up to 20 skills. If EAS-PHD is not enabled, agents can specify only four skills.



Host, Port, and #Reports represent the CMS node name, port number, and number of RTA reports respectively for the PG.



CMSGroupMonList represents the actual skills that are reported using the RTA report for this PG. It is used to match ICM configuration with actual skills. If this is blank, it might be running without CMS or running **procmon** on the inactive side.

```
CMSSkillGroupMonList [0]=5;7;9-10;25;30-31;37;45;60-62;69;85-86;100;104-11;139-140;150;160;170;175;190
```

Actual skills being reported via the Real Time Adherence (RTA) report from this PG. Used to match ICM config with actual skills. If this is blank may be running CMS-Less or running procmon on the inactive side.

CMSSkillRegistryGroupMonList represents the registry on the PG used to explicitly define which skills to monitor. Normally this should be blank. Skills that are defined in the registry can be used as a step to troubleshoot when the **skillnumflags** command is not set on CMS. The **procmon** command, **ACDLSG**, can be used to list information of **skillnumflags**.

```
CMSSkillRegistryGroupMonList= []
```

Registry on the PG used to explicitly define which skills to monitor. Normally should be blank. Defining skills in registry can be used as troubleshooting step when "skillnumflags" not set on CMS. See ACDLSG for information on "skillnumflags".

SwitchTime represents the current switch time.

Current switch time

```
SwitchTime=8/7/0 16:41:55
```

NumActiveCalls and NumAgentsSeen represent the active calls and number of agents logged in respectively.

```
NumActiveCalls=308 NumAgentsSeen=348
```

Active calls and number of agents (all agents) logged in

## Related Information

- **Using Remote Process Monitor Console (Procmon)**
  - **Ping Utility Usage**
  - **Using the ASAI\_TEST Utility**
  - **Technical Support & Documentation – Cisco Systems**
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