AVAYA Definity G3 − ASAI Link Error and Test the Link

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Introduction

This document describes how to determine when an Avaya Definity G3 Enterprise Communications Server Peripheral Interface Manager (ECSPIM) goes offline and if it is caused by an Adjunct Switch Application Interface (ASAI) link failure. This document also describes how to determine which ASAI link you need to test and how to properly configure the link in setup on the Peripheral Gateway (PG) in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco ICM
- Avaya Definity G3 Automatic Call Distributor (ACD) Switch
- ASAI_TEST Utility
- Dumplog Utility

Components Used

The information in this document is based on Cisco ICM.

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 the Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you use the Dumplog utility in order to examine the PIM log, the error message shown in red appears in the PIM log. This error message indicates the ASAI link 0 (link 1 in ICM Setup) for the CVLAN/ MAPD

interface with the hostname of **mapd6a** fails to initialize.

```
14:26:06 pg6B-pim1 Trace:
ATTPeripheral::StartApplicationThreads
14:26:06 pg6B-pim1 Trace: CMS::StartApplicationThreads
14:26:06 pg6B-pim1 Trace: CVBridge::StartApplicationThreads
14:26:06 pg6B-pim1 Trace: ProcessPIMSetActiveReq: Trying to
activate Peripheral 0x138d
14:26:06 pg6B-pim1 Trace: START: CMSdatathrd[0] TID 295
14:26:06 pg6B-pim1 Trace: START Thread: ProcessCVMsgsThread
(TID=334)
14:26:06 pg6B-pim1 Trace: START Thread:
ProcessCMSAgentRecordsThreadStart (TID=333)
14:26:06 pg6B-pim1 Trace: BEGIN:
ProcessCMSAgentRecordsThread (TID=333)
14:26:06 pg6B-pim1 Unable to initialize ASAI Link=0
Host=mapd6a during SetEnv(C_NODE_ID).  Ret=-1
AsaiErrno=C_INVALID_CLIENT Errno=0 GetLastError()=0
14:26:06 pg6B-pim1 Unable to activate ASAI Link 0.
14:26:06 pg6B-pim1 Trace: BriCard 0: Being Set IDLE.  IDLE
Timer activated (90 sec)
14:26:06 pg6B-pim1 Trace: PIM Activation failed [2 of 10
max]
14:26:06 pg6B-pim1 Notifying Out Of Service to OPC (PIM
Activation failed).
14:26:06 pg6B-pim1 Trace: PimIO::SendOPCCSTAMessage -
Peripheral not active, message dropped.
14:26:06 pg6B-pim1 Peripheral 5005 sending OPC PIM_ERROR_ACK
acknowledgment for command PIM_SET_ACTIVE_REQ (TransID=0).
14:26:06 pg6B-pim1 ProcessPIMSetIdleReq: Peripheral 5005
going idle.
```

Note: CVLAN and MAPD represents Call Visor LAN and Multi−Application Platform on the Definity (MAPD) respectively.

Solution

This is a configuration issue. Use the information in the log to test the ASAI link. The ASAI link number in the PIM log is what is configured in ICM setup. But it might not be the link that physically connects to the PG. From a command window, run the **ASAI_TEST** utility against the failing ASAI Link 1 (link 0 in the PIM log):

```
asai_test −m mapd6a 1
```

The command fails with this result:

```
Setting of ASAI environment for ASAI node signal01 failed.
: Error messages not available
Heartbeat test with switch for ASAI node signal01 failed.
```

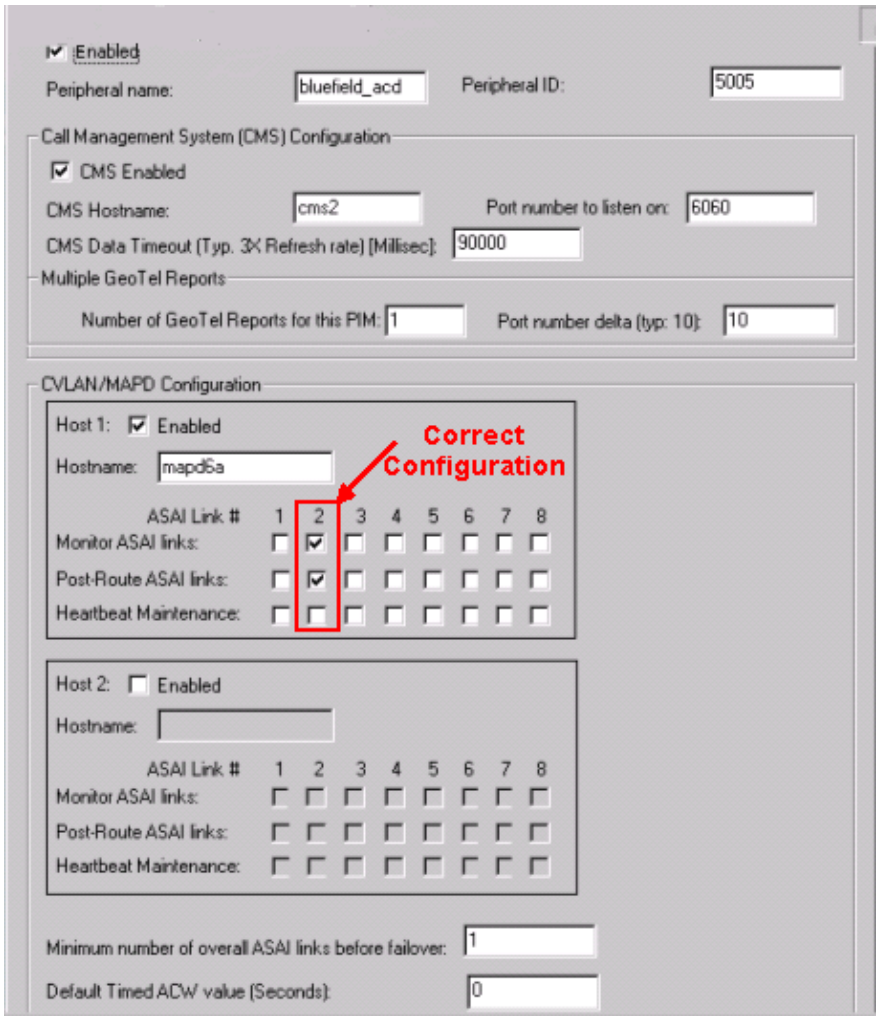
It is determined that the correct link number for this side of the PG is the second link, not the first link. Run the **ASAI_TEST** utility against the second ASAI Link:

```
asai_test −m mapd6a 2
```

The command succeeds with this result:

```
Heartbeat with switch for ASAI node signal02 was successful.
```

Run the ICM setup and select the corresponding checkbox under the second link instead of the first link, as this window shows, in order to fix the problem.



Related Information

- **Using the ASAI_TEST Utility**
- **How to Use the Dumplog Utility**
- **Technical Support & Documentation − Cisco Systems**

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