ASAI Associations on the Avaya PG

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Introduction

This document describes how to determine the number of Adjunct Switch Application Interface (ASAI) associations on the Avaya Definity G3 Peripheral Gateway (PG). The document demonstrates how to locate the number of currently locked associations, number of associations available, and number of ASAI messages that remain from the output created by the **acdperiph** command of the **procmon** utility 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
- Procmon 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.

acdperiph Output

Figure 1 shows the output of the **acdperiph** command that is displayed when you run the Procmon utility:

Figure 1 Output of the acdperiph Command

```
>>>>acdperiph

BuildNum: 06483 (Rel 4.1 service pack 5) Time: 01/18/03 04:57:38
        SwitchTime=02/17/04 11:17:36, DefRoute= CTIVarMap=NNNYNYYNYY
(y=PIM acce
ss) CTIString=nnnynyynyy
        CVBridge=[G3MsgRecvCnt=582400 (0x8E300) Min/AllBrisUp=1/1
NumMonitored=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]= mapdpg1a  CvHost[1]= ]
        Msgs [ Sent=156703 (0x2641f) Recv=582400 (0x8e300) ]
SAOid=229636 LastSA
OIdRecvd=229636
        Msgs [ SendQ=0x0 SentQ=0x0 RecvQ=0x0 ]
        Msgs [ PriSendQ=0x0 RecvQ=0x0 ]
             [ ActiveAssoc[Avail=341] [Locked=1697] OutstandingSent=0x0
Reg{MaxAll
oved=10 ChkMtrs=1 ChkMsgRates=1} ]
             [ Meters/Sec (Enabled): Min 0.00 Avg 7.40 Max 129.32 (Tot
27503.61
Samples 3765 SumAvg 7.31 )]
CMS ReportRev(Actual)=4.7.9 EAS-PHD
     DataLogicalState[0]=ACTIVE
    InsideCalls=5332
    CMSCfgParams=[Host=PHX_CMS_1 Port=6060 #Reports=1
DataLineTimeout=120000]
     Timestamp=[??Time??] CMSGroupMonList[0]=12-299;324;390-394;600-700
    CMSRegistryGroupMonList=[]
        Timers=[3PMC=4 ACDSplt=61 AgntCls=30 AgntSt=240 BriHB=60
                CfgRtry=900 StlBriMsg=10 SwtchTm=30 TG=60 StatMntr=28800
StatMnt
rInit=120]
        SwitchTime=02/17/04 11:17:36
        NumActiveCalls=587 NumAgentsSeen=985
ProcessName=pim1 ShutdownType=1 Duplex=1 Side=1
    GeoTelBaseDir=C:\icr\mdm\pg1a RegistryBase=ICR\amex\PG1A
DMPSystemID=1
    MDSConnections=1 MDSPIMHandle=33 MDSOPCHandle=1 PIMHeartBeatTime=-1
    CTIRestarts=0
    RoutingClientState=ACTIVE
    State=ACTIVE StateInitTime=02/17 06:52:00 (6.4 hr)
Time stamp: 02/17/04 13:16:00
```

Avail=341 (see arrow **A** in Figure 1) represents the number of available associations as 341. The value must be at least 100. This number can change over time as agents continue to log on. Cisco recommends that you check the Avail value during the peak agent concentration. The result represents the best indicator.

Locked=1697 (see arrow **B** in Figure 1) represents the number of currently locked associations as 1697. The number of permanent associations plus the number of outstanding messages equals the number of locked associations.

OutstandingSent=0x0 (see arrow **C** in Figure 1) represents the number of outstanding messages on the ASAI link as zero, which indicates that the ASAI link keeps up with PG requests and monitors requirements. A value equal to the **MaxBRIOutstandingMessages** registry setting can indicate that:

- The ASAI link is impaired.
- Avaya Definity G3 fails to respond to the PG request due to resource shortage.

Related Information

- **Using Remote Process Monitor Console (Procmon)**
- **Technical Support & Documentation − Cisco Systems**

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