

# Avaya Definity ACD Fails to Pass Trunk Group and Trunk Number to CTI Client

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## Introduction

### Prerequisites

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- ICM Version 4.1.5

- ICM Version 5.0

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## Introduction

This document describes one reason why the Avaya Definity G3 Automatic Call Distributor (ACD) fails to pass the trunk group and trunk number to the Computer Telephony Integration (CTI) client and provides a workaround in a Cisco Intelligent Contact Management (ICM) environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco ICM.

### Components Used

The information in this document is based on Cisco ICM version 5.0.

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

After the upgrade from ICM version 4.1.5 to 5.0 is complete, the trunk group and trunk number are not in the delivered event. In order to verify, compare the 4.1.5 and 5.0 CTI server trace.

## ICM Version 4.1.5

In the ICM version 4.1.5 trace, **callingDev**, shaded in yellow and indicated by **A**, is equal to 2031660, which represents the trunk group 62 and trunk number 44 (see Note).

Figure 1 ICM Version 4.1.5 Trace

```
09:24:15 cglB-ctisvr Trace: CSTA_DELIVERED - callID=002.D9680(d) alertingDev=35201 callingDev=(TRUNK)2031660 calledDev=(DEV)35201
LocalConnectionInfo(1)=CS_INITIATE cause=22
09:24:15 cglB-ctisvr Trace: Line=-1 LineType=LINE_TYPE_UNKNOWN Service=35201(8952) Incoming=1 MultiAlert=1
09:24:15 cglB-ctisvr Trace: TailorMessageForClient - reEncode message for version 6
09:24:15 cglB-ctisvr SESSION 5: MsgType:CALL_DELIVERED_EVENT (MonitorID:0 PeripheralID:5000 PeripheralType:DEFINITY ECS EAS
09:24:15 cglB-ctisvr SESSION 5: ConnectionDeviceIDType:CONNECTION_ID_DYNAMIC ConnectionCallID:802 LineHandle:N/A
09:24:15 cglB-ctisvr SESSION 5: LineType:LINE_TYPE_UNKNOWN ServiceNumber:35201 ServiceID:8952
09:24:15 cglB-ctisvr SESSION 5: AlertingDeviceType:DEVID_DEVICE_IDENTIFIER CallingDeviceType:DEVID_TRUNK_IDENTIFIER
09:24:15 cglB-ctisvr SESSION 5: CalledDeviceType:DEVID_DEVICE_IDENTIFIER LastRedirectDeviceType:DEVID_NONE
09:24:15 cglB-ctisvr SESSION 5: LocalConnectionState:LCS_INITIATE EventCause:CEC_NEW_CALL ConnectionDeviceID:"D9688"
09:24:15 cglB-ctisvr SESSION 5: AlertingDeviceID:"35201" CallingDeviceID:"2031660" CalledDeviceID:"35201")
```

**Note:** The scheme for trunk information encoding is such that the upper 17 bits represent the trunk group and the lower 15 bits represent the trunk number. In the 4.1 trace, 2031660 is the decimal value which is equivalent to 00000000000111110000000000101100 in binary. It represents trunk group 62 and trunk number 44.

## ICM Version 5.0

In the ICM version 5.0 trace, **callingDev**, shaded in yellow and indicated by the **A** arrow in Figure 2, shows **ID\_NOT\_KNOWN**. The **CallingDeviceID** is also missing in the message indicated by the **B** arrow in the 5.0 trace, but it can be found in the message in the 4.1.5 trace (the **B** arrow in Figure 1).

Figure 2 ICM Version 5.0 Trace

```
09:43:10 cglB-ctisvr Trace: CSTA_DELIVERED - callID=6361.D137172(d) alertingDev=35203 callingDev=ID_NOT_KNOWN calledDev=(DEV)35203
LocalConnectionInfo(1)=CS_INITIATE cause=22
09:43:10 cglB-ctisvr Trace: Line=-1 LineType=LINE_TYPE_UNKNOWN Service=35203(8954) Incoming=1
09:43:10 cglB-ctisvr Trace: MultiAlert=T SkillGroup=-1(-1) TrunkNum=131 TrunkGroupNum=62
09:43:10 cglB-ctisvr Trace: TailorMessageForClient - reEncode message for version 6
09:43:10 cglB-ctisvr SESSION 2: MsgType:CALL_DELIVERED_EVENT (MonitorID:0 PeripheralID:5000 PeripheralType:DEFINITY ECS EAS
09:43:10 cglB-ctisvr SESSION 2: ConnectionDeviceIDType:CONNECTION_ID_DYNAMIC ConnectionCallID:6361 LineHandle:N/A
09:43:10 cglB-ctisvr SESSION 2: LineType:LINE_TYPE_UNKNOWN ServiceNumber:35203 ServiceID:8954
09:43:10 cglB-ctisvr SESSION 2: AlertingDeviceType:DEVID_DEVICE_IDENTIFIER CallingDeviceType:DEVID_NONE
09:43:10 cglB-ctisvr SESSION 2: CalledDeviceType:DEVID_DEVICE_IDENTIFIER LastRedirectDeviceType:DEVID_NONE
09:43:10 cglB-ctisvr SESSION 2: LocalConnectionState:LCS_INITIATE EventCause:CEC_NEW_CALL ConnectionDeviceID:"D137172"
09:43:10 cglB-ctisvr SESSION 2: AlertingDeviceID:"35203" CalledDeviceID:"35203")
```

Missing CallingDeviceID

## Solution

The workaround for this issue is to configure the Peripheral Gateway (PG). Enter **/UseTrunkOverANIInCallingField y** in the Configuration parameters field.

Routing Client	Peripheral Monitor	Agent Distribution
<b>Peripheral</b>	Advanced	Skill Group Mask
Peripheral ID:	* 5001	
Name:	* DefinityEAS_1	
Peripheral name:	* DefinityEAS_1	
Client type:	* Definity ECS EAS	
Location:		
Abandoned call wait time:	* 5	
Configuration parameters:	/UseTrunkOverANIInCallingField y	
Call control variable map:		
Description:		
Default desk settings:	NONE	
Peripheral service level type:	* Calculated by Call Center	
Service level type:	* Ignore Abandoned Calls	
Service level threshold:	* 0	
Enable post routing:	<input type="checkbox"/>	

With the **UseTrunkOverANIInCallingField** argument, with a setting of y, the Peripheral Interface Manager (PIM) reports events in the calling field populated with encoded trunk information rather than Automatic Number Identification (ANI). The default mode is to populate the calling field with ANI. This argument defaults to n. After the configuration change, stop and start the PG process.

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