

Avaya Definity PG Fails to Support Seven-digit Extensions

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Introduction

This document describes one reason why Avaya Definity Peripheral Gateway (PG) fails to support seven-digit extensions, and provides a solution to this problem in an Intelligent Contact Management (ICM) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Avaya Definity

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 5.0 with Service Release 7
- Cisco ICM version 6.0 with Service Release 1
- Cisco ICM version 7.0

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.

Background Information

The seven-digit support feature enables the ICM Peripheral Interface Manager (PIM) for Definity to support seven-digit agent extensions and Vector Directory Numbers (VDNs).

When you use the seven-digit support feature:

- Agents with seven-digit extensions are able to log in successfully on the Computer Telephony Integration (CTI) client.
- On the Agent Set, when an agent with seven-digit extension logs in, the PIM is able to accept the seven-digit extension as a valid extension.

Problem

The Avaya Definity PG fails to support seven digits in an agent extension. When this problem occurs, the corresponding PIM log displays the seven-digit extension as "unusable" (see the bold characters in this PIM log):

```
16:10:06 pglA-pim1 Trace: AgentRecord::HashIn: CMS[0] Record: 7200191 50 14
0 0 0 0 5
4400005 61 1 105 1 233 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
0 0 0 0 0 0 0 0

16:10:06 pglA-pim1 Trace: ATTPeripheral::UpdateAgentInstrument:
Unusable Extn 7200191...ignoring.
16:10:06 pglA-pim1 Trace: AgentRecord::HashIn: CMS[0] Record:
45027 52 240 0 0 61 0 5 7479

16:10:06 pglA-pim1 Trace: ATTPeripheral::UpdateAgentInstrument:
Unusable Extn 4200191...ignoring.
16:10:06 pglA-pim1 Trace: AgentRecord::HashIn: CMS[0] Record:
45054 40 3 0 0 61 0 5 7567
```

Solution

The Avaya Definity PG supports seven-digit extensions from these versions onwards:

- Cisco ICM version 5.0 with Service Release 7
- Cisco ICM version 6.0 with Service Release 1
- Cisco ICM version 7.0

For earlier ICM versions, the Definity PG provides only a five-digit support.

If you use the appropriate ICM version, navigate to this registry key (see Figure 1):

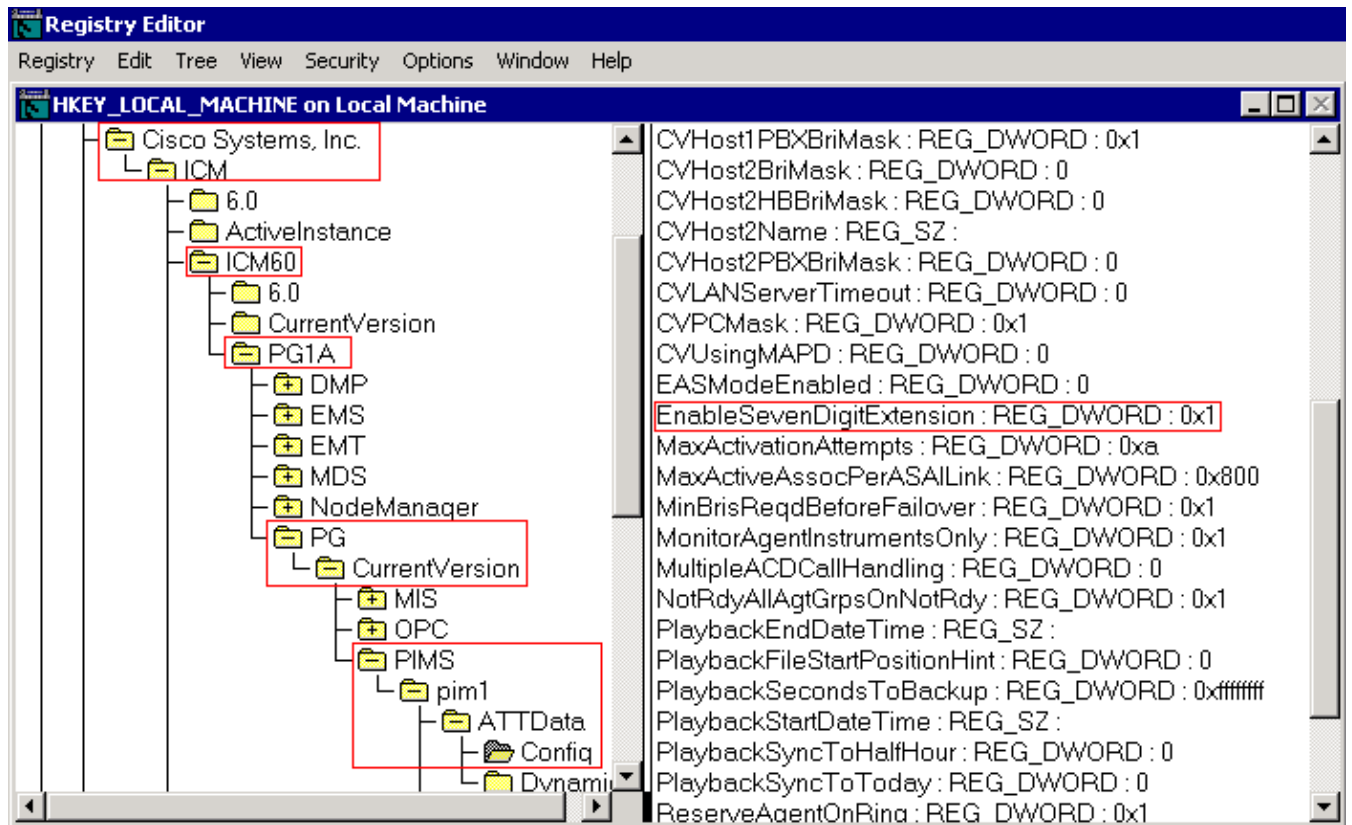
```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<Cust_Inst>\PG#(A/B)\PG
\CurrentVersion\PIMS\pim<#>\ATTDData\Config\EnableSevenDigitExtension
```

Note: In the navigation path, the # represents a numeric value.

Note: In this document, the registry key appears over multiple lines due to space limitations.

Verify whether the value for the registry key is set to 1. If not, set the value to 1.

Figure 1 The EnableSevenDigitExtension Registry Key Value Must Be Set to 1



This registry key is not dynamic. You must cycle the PG process if you modify the registry value.

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