

# 使用PG进程的， Procmon程序命令排除故障ICM

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## 简介

本文描述Cisco Unified智能联络管理(ICM)产品的故障排除命令使用进程监控工作站(ProcMon) JTAPI网关(JGW)， 外围设备接口管理器(PIM)和计算机电话集成服务器(CTISVR)进程。

## 先决条件

### 要求

Cisco 建议您了解以下主题：

- UCCE外围网关

### 使用的组件

本文档中的信息根据UCCE版本11.x。

## 使用情况

您能从远程登录会话或DOS命令提示运行Procmon程序。此部分提供基本ProcMon进程特定的命令列表为了用在进程上例如：

- JTAPI网关(JGW)
- Agent外围接口管理器(PIM)
- 计算机电话集成服务器(CTISVR)

### Java网关进程

对JGW进程的连接通过Procmon程序。

```
C:\icm\lab1\PG1A\logfiles>procmon lab1 pg1a jgw1
```

14:32:40 Trace: EMT Creating Mutex Global\IMTConnect\_DisconnectLock

**Jtapiver**命令用于检查JTAPI版本。

```
>>>> jtapiver
```

```
>>>>Cisco Jtapi version 11.0(1.10000)-2 Release
```

**Jrever**命令提供JRE版本。

```
>>>>jrever
```

```
>>>>Java Runtime Environment Version = <1.7.0_51>
```

**Jli**命令提供所有监听仪器的信息在JTAPI GW的。此命令在确认帮助特定仪器是否或服务中断。在示例中您能看到两个代理程序电话注册(IN\_SERVICE)，并且各自代理程序登陆。并且有关于统一通信管理器(UCM) CTI路由点(ICM 1110， IP IVR 1360)和CTI端口(1351)的信息。

```
>>>> jli
```

```
Addr: ActiveLines RegistrationState DeviceStatus TermName TermIPAddressingMode
1011 0 IN_SERVICE LoggedIn-Agent SEP0050569902C1 IP_ADDR_IPV4_V6
1012 0 IN_SERVICE LoggedIn-Agent SEP005056996F7E IP_ADDR_IPV4_V6
2012 0 OUT_OF_SERVICE UnmonitoredDevice SEP000000000009 IP_ADDR_IPV4_V6
1110 0 Registered-RouteAddr Registered-RouteAddress ICM_RP_TS IPV4_V6
1360 0 UnRegistered-RouteAddress UnRegistered-RouteAddress ICM-TR-Trigger IPV4_V6
1351 0 IN_SERVICE UnmonitoredDevice CTIp_1351 IP_ADDR_IPV4_V6
```

**Jdi <instrument>**命令转存指定的仪器的内容。它非常类似于？二？in命令PIM。若干输出为简要起见省略。

```
>>>>jdi 1012
```

```
Addr: 1012 ActiveLines: 0 RegistrationState: IN_SERVICE
m_CurrentInvokeID = 0
m_elapsedTPServicesRequestSeconds = 0
queuedDTMFDigits = null
sendingDTMFInProgress: N
sendQueuedMsgAddCallObserverResponse: Y
monitoredVirtualDialerPort: N
virtualDialerPort: N
loggedInAgent: Y
DeviceStatus : LoggedIn-Agent
addressDeviceType : GWMSG.DEVICE_TYPE_DEVICE
observedTypeString : logged In Agent Device
isAddressRestricted: N
isPQDevice: Y
addressDeviceProtocol : PROTOCOL_SCCP
silentMonitorStatus : 0
silentMonitoredCallID : -1
TerminalName : SEP005056996F7E
IPAddressingMode : IP_ADDRESSING_MODE_IPV4_V6
```

```
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
CallID=-1 DeviceID=null/-1 LT=LT_UNKNOWN LCS=CS_NONE ...
```

**Jgetci <instrument>**命令呼叫的提供信息提交在座席电话。在示例中您能看到代理程序有一个激活的呼叫。

```
>>>> jgetci 1012
```

```
Address: 1012 - NumActiveLines: 1 NumConnectedLines: 1 NumHeldLines: 0 NumAlertingLines: 0
```

SEP005056996F7E - MaxActiveCalls: 1 MaxCallsOnHold: 4 NumActiveCalls: 1 NumCallsOnHold: 0

Jlc命令提供所有呼叫列表在JGW进程的。

```
>>>> jlc
```

```
Call CID: MyCID: State Duration  
16802259 6 ACTIVE 18
```

Jdc <call id>命令提供该特定呼叫细节。除持续时间字段外您能找到UCM呼叫处理查找在CtiManager日志的同一呼叫。使用此字符串，您能搜索它。

CH=1|26015161

```
>>>> jdc 16802259
```

```
Call CID: MyCID: State Duration  
16802259 6 ACTIVE 37
```

Connections associated with this call:

```
ConnAddr: State: CCState: GenID: ConnIDVal: ConnDev: DevTgDevStrDevExt: DevExt:  
1012 CONNECTED ESTABLISHED 9 26015150 1012/0 1012 1012 loggedIn: Y,  
5035 CONNECTED ESTABLISHED 10 0 5035/1 1012 5035 loggedIn: N,
```

```
transferredPrimaryMyCall == null  
processedConferencedEvent = N  
deliveredInitiateReported = Y  
serviceInitiatedReported = N  
serviceInitiated = N  
originatedReported = Y  
callClearedToOPC = N  
callInitializedToOPC = Y  
m_TransferOrConferenceInProgress = N  
lastRedirectedAddressString =  
callRequestedMillis = 1479908148485  
m_callCreatedSeconds = 1479908148  
queuedRouteMessageMillis = 0
```

sourceMyConnection:

```
ConnAddr: State: CCState: GenID: ConnIDVal: ConnDev: DevTgDevStrDevExt: DevExt:  
5035 CONNECTED ESTABLISHED 10 0 5035/1 1012 5035 loggedIn: N,
```

callingAddressMyConnection:

```
ConnAddr: State: CCState: GenID: ConnIDVal: ConnDev: DevTgDevStrDevExt: DevExt:  
5035 CONNECTED ESTABLISHED 10 0 5035/1 1012 5035 loggedIn: N,
```

```
m_TransferOrConferenceInProgress: N  
singleStepTransferViaRedirectInProgress: N  
tpRequestInProgress: N  
reverseConnectionCreation: Y
```

```
processedNetworkReachedEvent = N  
superviseCallType = 0  
monitorTargetAddr =  
monitorInitiatorAddr =
```

## Agent外围接口管理器

对代理程序PIM进程的连接通过Procmon程序。

```
C:\icm\lab1\PG1A\logfiles>procmon lab1 pg1a pim1  
14:37:37 Trace: EMT Creating Mutex Global\IMTConnect_DisconnectLock  
>>>>
```

Dperiph命令提供PIM状态的信息。并且提供时间PIM在该状态。

```
>>>> dperiph
```

```
ProcessName=pim1 ShutdownType=1 Duplex=1 Side=1
GeoTelBaseDir=C:\icm\lab1\pg1a RegistryBase=ICM\lab1\PG1A DMPSystemID=1
MDSConnections=1 MDSPIMHandle=33 MDSOPCHandle=1 PIMHeartBeatTime=-1
CTIRestarts=0
RoutingClientState=ACTIVE
State=ACTIVE StateInitTime=11/17 09:53:47 (6.1 day)
```

la命令列出为特定配置的所有代理程序PIM与他们的当前状态一起。有id的1011代理程序记录与电话分机1011。若干输出为简要起见省略。

```
>>>> la
HashIndex SkillTargetID Periph# C Ext# Inst# ActGroups Attributes
195 5003 1011 Y 1011(1011) 1011(1011 ) (0x168c6), ..., (0x65), true
196 5004 1012 Y 1012(1012) 1012(1012 ) (0x168c6), ..., (0x66), true
197 5007 1013 Y -1(-1 ) -1(-1 ) true
```

Dagent <agent ID>命令显示关于代理配置的更多详细信息。

```
>>>> dagent 1011
HashIndex=195 SkillTargetID=5003 PeripheralNumber=1011 ExtensionNumber=1011(1011)
ConfigExtension=-1(-1) InstrumentNumber=1011(1011)
AgentDeskSettingsID=5000 ConfigSkillGroupIDSize=6 AgentPassword={enc:1}3+rxA5Rcy6U+BE7Q==
EnterpriseName=UCM143.Levicheva_Ekaterina Description= UserDeletable=T
FirstName=Ekaterina LastName=Levicheva LoginName=kalevich
ConfigSkillGroupID[0] - 5000 (SkillGroup=92358 SkillPriority=0)
ConfigSkillGroupID[1] - 5001 (SkillGroup=101 SkillPriority=0)
ConfigSkillGroupID[2] - 5002 (SkillGroup=102 SkillPriority=0)
ConfigSkillGroupID[3] - 5008 (SkillGroup= 0 SkillPriority=0)
ConfigSkillGroupID[4] - 5009 (SkillGroup=1475603 SkillPriority=0)
ConfigSkillGroupID[5] - 5010 (SkillGroup=15176698 SkillPriority=0)
ActiveGroupAssignmentSize=6 StateSize=6 DurationCurrentStateSize=6
ActiveGroupAssignment[0] - 92358 (0x168c6) Priority=0 State=AS_NOT_READY DurationState=0
ActiveGroupAssignment[1] - 101 (0x65) Priority=0 State=AS_NOT_READY DurationState=0
ActiveGroupAssignment[2] - 102 (0x66) Priority=0 State=AS_NOT_READY DurationState=0
ActiveGroupAssignment[3] - 0 (0x0) Priority=0 State=AS_NOT_READY DurationState=0
ActiveGroupAssignment[4] - 1475603 (0x168413) Priority=0 State=AS_NOT_READY DurationState=0
ActiveGroupAssignment[5] - 15176698 (0xe793fa) Priority=0 State=AS_NOT_READY DurationState=0
Attributes=true ConfigParam= SupervisorAgent=N
ConfigParam= AgentLoginDisabled=N
OnACall: F PrevState: AS_NOT_READY PendPrevState: AS_AVAILABLE
CurrSkillIdx: 3 DefSkillIdx: 3 NTID: 100000 UnavailReqID: -1
NumActACDCalls: 0 NumActCalls: 0 WrapupData: SubState: (0x3): LOGIN READY
AgentCache: deviceNetworkTargetID = -1,agentSkillTargetID = -1,agentState = AS_UNKNOWN
```

di /ext <agent extension>命令给EA PIM维护内部地所有10条线路的输出。它类似于? jdi ? in命令JGW。

```
>>>> di /ext 1011
HashIdx= 3 InstNumber= 1011 AgentID= 1011 InstType= TELE_SET_TYPE Monitored=-1 CurLine#= -1
Extn:1011/0 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/1 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/2 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/3 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/4 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/5 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/6 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/7 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/8 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
Extn:1011/9 LT=LT_UNKNOWN LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1 LineWeight=10010 DeviceID=1011
```

Lc命令一览表在PIM的激活的呼叫。

```
>>>> lc
CallID State Called Device Calling Device TrkGrp TrkPrt DNIS Owner Request End NumParties
```

16802259 Connected 1012 5035 -1 -1 PIM 0 0 0

Dcall <call ID> show命令特定呼叫的详细信息。

>>>> dcall 16802259

CallID=16802259 State=Connected HashIndex=211 Owner=PIM  
CallingDev=5035 CalledDev=1012 ANIInfo=  
TrkGrp=-1 TrkPrt=-1 DNIS= PeripheralTarget=-1  
CrossRefID=-1 RtRequest=0 RtResponse=0 RtState=RTUnknown  
Destination Connection(CallID=16802259 DeviceID=1012 DevIDType=Static  
Source Connection(CallID=16802259 DeviceID=5035 DevIDType=Dynamic  
Parties:

Extn:1012/0 LT=LT\_INBOUND\_ACD LS=LS\_TALKING SkGrp:0x168413 CID=16802259  
LineWeight=40090 DeviceID=1012 DeviceIDType=DEVICE\_IDENTIFIER(0)

## 计算机电话集成服务器

对Ctisvr进程的连接通过Procmon程序。

```
C:\icm\lab1\PG1A\logfiles>procmon lab1 cgla ctisvr
15:04:52 Trace: EMT Creating Mutex Global\IMTConnect_DisconnectLock
>>>>
```

客户端命令一览表所有CTI客户端连接对服务器。

>>>>clients

Session	Time	Ver	Flags	ClientID	AgentID	AgentExt	Signature	Host
1	6 days	15	AUX	CTIOSServer	CTIOSServer	(10.48.47.145:58244)		
7	6 days	16	AUX R	Finesse	Finesse	(10.48.47.140:49712)		
8	6 days	16	AUX R	Finesse	Finesse	(10.48.46.218:42339)		
9	6 days	14	AUX	BA_PGA	CISCOBlendedAgen	(10.48.47.145:58439)		

Dclient命令将显示连接状态、客户端IP地址和端口和其他详细信息。

>>>> dclient 7

ClientCB:  
SessionID=7 Version=16 State=OPEN(6) Services=0x1140196(AUXR) ClientID="Finesse"  
Signature="Finesse"  
HostName= HostAddress=10.48.47.140 HostPort=49712  
AgentExtension= AgentID= AgentInstrument=

Associated Agents:

AccociateAgentID=1012 AssociatePeriph=5000

SessionProtocol:

m\_State=sessionOpen sm\_SessionsNow=4  
m\_ClientVersion=16 m\_IdleTimeout=120 m\_InvokeID=0xc2f10(798480)  
m\_ServiceMask=0x1140196 m\_CallMSGMask=0x85efff m\_AgentStateMask=0x3ff  
m\_PeripheralID=5000 m\_ClientID="Finesse" m\_ClientSignature="Finesse"  
m\_AgentID="" m\_AgentExtension="" m\_AgentInstrumentID=""  
m\_RegisteredCallVars=0x3ff  
m\_RegisteredVariables: NULL (all ECC variables)  
m\_DeviceID= m\_WasOpened=True m\_ApplicationCloseSent=False  
m\_CloseStatus=0(E\_CTI\_NO\_ERROR) m\_LastHeardFrom=15:05:00

TransportProtocol:

m\_State=connectionOpen  
m\_HostName= m\_HostAddress=10.48.47.140 m\_HostPort=49712  
m\_BytesSent=227298714 m\_BytesReceived=9238165  
m\_ConnectionID=10 m\_ConnectionSocket=808

代理程序的la命令提供thelist由Ctisvr进程contolled。

```
>>>> la
AgentID Periph SkillTgtID TeamID Extension Instrument Current State Signature
1011 5000 5003 5000 1011 1011 AS_NOT_READY
1012 5000 5004 5000 1012 1012 AS_TALKING Finesse
1013 5000 5007 5000 ( ) ( ) AS_LOG_OUT
1014 5000 5013 5001 ( ) ( ) AS_LOG_OUT
```

Dagent <agent ID>命令为特定代理程序提供细节。

```
>>>> dagent 1012
AgentID=1012 PeripheralID=5000 PeriphType=30(EnterpriseAgt) SkillTargetID=5004 AgtTeamID=5000
ExtensionNumber= 1012 InstrumentNumber= 1012 Signature=Finesse
OverallState=AS_TALKING OverallDuration=1788 CurLine=0 CurGroup=4
SkillGroup[0]: State=AS_BUSY_OTHER Number=0x168c6 (No 92358 Pri 0) ID=5000 Duration=1793
SkillGroup[1]: State=AS_BUSY_OTHER Number=0x66 (No 102 Pri 0) ID=5002 Duration=1793
SkillGroup[2]: State=AS_BUSY_OTHER Number=0x0 (No 0 Pri 0) ID=5008 Duration=1793
SkillGroup[3]: State=AS_BUSY_OTHER Number=0xc9 (No 201 Pri 0) ID=5012 Duration=1793
*SkillGroup[4]: State=AS_TALKING Number=0x168413 (No 1475603 Pri 0) ID=5009 Duration=1788
*Line[0]: Type=LINETYPE_INBOUND_ACD CallID=16802259
```

MonitorList:

```
CTICSTADevice: PeripheralID=5000 DeviceType=0(Device) DeviceID=1012
Extension= AgentID=1012 Origin=SetAgentStateRequest
Connection: CallID=16802259 State=CS_CONNECT Flags= OPCid=DEST 1012(s)
Hint=Estab:answeringDev SubjectDevice=1012
AssociateClientCB:
SessionID=7 AccociateAgentID=1012 AssociatePeriph=5000
```

Ld命令提供Ctisvr进程看到的设备列表

```
>>>> ld
Periph DeviceID DeviceType Extension AgentID Connections Monitors Origin
5000 1011 Device 1011 1011 0 0 AgentEvent
5000 1012 Device 1012 1 0 SetAgentStateRequest
5000 5035 Device 1 0 CallCreated->callingDevice
5001 65537 Trunk 0 0 delivered->callingDevice
```

Dd <device ID>命令用于检查详细信息特定设备。

```
>>>> dd 1012
PeripheralID=5000 DeviceType=0(Device) DeviceID=1012
Extension= AgentID=1012 Origin=SetAgentStateRequest

Connection: CallID=16802259 State=CS_CONNECT Flags=
OPCid=DEST 1012(s) Hint=Estab:answeringDev SubjectDevice=1012
```

lat命令列出在系统配置的所有团队。

```
>>>> lat
Periph TeamID PriSuper dialedNumberID NumMembers TeamName
5000 5000 5004 5009 3 T1_Team
5000 5001 -1 -1 1 T2_Team
```

他们控制的Lat发出命令提供Supervisor的列表和团队。

```
>>>> lats
TeamID SupervisorSkillTargetID
5000 5004
```

## 相关链接

[使用Procmon](#)

[使用OPCTest](#)

[使用RTtest](#)