

# 用PG进程的Procmon程序命令排除ICM故障

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## Introduction

本文描述如何通过进程监控台(ProcMon)排除Cisco Unified智能联络管理(ICM)产品的命令故障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。

## Prerequisites

### Requirements

Cisco建议您有UCCE外围网关知识。

### Components Used

本文的信息根据UCCE版本11.x。

## 使用方法

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

- JGW
- 代理程序PIM
- CTISVR

### Java网关进程

连接到JGW进程通过Procmon程序。

```
C:\icm\lab1\PG1A\logfiles>procmon lab1 pg1a jgw1  
14:32:40 Trace: EMT Creating Mutex Global\IMTConnect_DisconnectLock
```



```
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>**命令提供呼叫的信息当前在座席电话。在示例中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 - MaxActiveCallls: 1 MaxCalllsOnHold: 4 NumActiveCallls: 1 NumCalllsOnHold: 0
```

**Jlc**命令在JGW进程中提供所有呼叫列表。

```
>>>> jlc
```

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

**Jdc <call id>**命令提供该特定呼叫细节。除期限字段外，有查找在CtiManager日志的同一个呼叫的UCM呼叫处理。可以找到与特定字符串。

```
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

连接到代理程序PIM进程通过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。它提供时间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PIM配置的所有代理程序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被省略。

```
>>>> 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资料。

```
>>>> 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>**命令产生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>命令显示特定呼叫的详细资料。**

```
>>>> 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

连接到CTISVR进程通过Procmon程序。

```
C:\icm\lab1\PG1A\logfiles>procmon lab1 cg1a ctisvr  
15:04:52 Trace: EMT Creating Mutex Global\IMTConnect_DisconnectLock  
>>>>
```

**客户端命令一览表所有CTI客户端被联络到服务器。**

```
>>>>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命令显示连接状态、客户端IP地址、端口和其他详细资料。**

```
>>>> 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:  
AssociateAgentID=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 AssociateAgentID=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>**命令用于检查详细资料特定设备。

```
>>>> 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小组。

```
>>>> 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列表和小组。

```
>>>> lats
```

```
TeamID SupervisorSkillTargetID
5000 5004
```

## 相关链接

[使用Procmon](#)

[使用OPCTest](#)

[使用RTtest](#)