

使用PG进程的ProcMon实用程序命令排除ICM故障

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简介

本文档介绍如何对Cisco Unified Intelligent Contact Management(ICM)产品通过进程监控器控制台(ProcMon)对JTAPI网关(JGW)、外围接口管理器(PIM)和计算机电话集成服务器(CTISVR)进程执行命令进行故障排除。

先决条件

要求

思科建议您了解UCCE外围网关。

使用的组件

本文档中的信息基于UCCE版本11.x。

使用率

您可以从Telnet会话或DOS命令提示符运行ProcMon实用程序。本节提供用于进程(如：

- JGW
- 代理PIM
- CTISVR

Java网关进程

通过procmon实用程序连接到JGW进程。

```
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Jtapi GW中所有监控工具的信息。此命令有助于确认特定工具是否已投入使用或停止使用。在本例中，注册了两个座席电话(IN_SERVICE)，并登录了相应的座席。有关统一通信管理器(UCM)、CTI路由点(ICM 1110、IP IVR 1360)和CTI端口(1351)的信息。

警告：对于生产系统，建议将输出写入txt文件，而不是在屏幕上显示，以避免出现性能问题。您可以参考[CSCti18587](#)

```
>>>> 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>命令转储指定工具的内容。它类似于PIM中的di命令。为简洁起见，省略了一些输出。

```
>>>>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>命令提供座席电话上当前呼叫的信息。在示例中，座席有一个活动呼叫。

```
>>>> 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JGW进程中所有呼叫的列表。

```
>>>> jlc
```

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

Jdc <call id>命令提供该特定呼叫的详细信息。除持续时间字段外，还有一个UCM呼叫句柄，用于在CTIManager日志中查找相同的呼叫。它可以使用给定的字符串找到。

```
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 =

代理外围接口管理器

通过procmon实用程序连接到代理PIM进程。

```
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状态信息。它提供PIM处于该状态的时间。

```
>>>> 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配置的所有代理及其当前状态。ID为1011的座席记录有电话分机1011。为简洁起见，省略了一些输出。

```
>>>> 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>命令显示有关代理配置的详细信息。

```
>>>> 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>命令提供EA PIM内部维护的所有10行的输出。它类似于JGW中的jdi命令

o

>>>> **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命令列出PIM上的活动呼叫。

>>>> **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

通过procmon实用程序连接到CTISVR进程。

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

Clients命令列出连接到服务器的所有CTI客户端。

>>>>**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:
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

```

La命令提供由CTisvr进程控制的代理的列表。

```

>>>> 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>命令提供特定代理的详细信息。

```

>>>> 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进程所看到的设备列表。

```
>>>> 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>命令用于检查特定设备的详细信息。

```
>>>> 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命令列出系统上配置的所有团队。

```
>>>> lat
```

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

Lats命令提供主管及其控制的团队的列表。

```
>>>> lats
```

```
TeamID SupervisorSkillTargetID  
5000 5004
```

相关链接

[使用Procmon](#)

[使用OPCTest](#)

[使用RTtest](#)