

使用PG進程的ProcMon實用程式命令排除ICM故障

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簡介

本檔案介紹如何透過Process Monitor Console(ProcMon)針對JTAPI闢道(JGW)、周邊介面管理員(PIM)和電腦電話整合伺服器(CTISVR)流程，對思科整合智慧客服管理(ICM)產品的指令進行疑難排解。

必要條件

需求

思科建議您瞭解UCCE外圍裝置網關。

採用元件

本檔案中的資訊是根據UCCE版本11.x。

使用

您可以從Telnet會話或DOS命令提示符運行ProcMon實用程式。本節提供了供以下進程使用的基本ProcMon進程特定命令清單：

- JGW
- 代理PIM
- CTISVR

Java闢道程式

通過procmon實用程式連線到JGW進程。

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

Jtapiver命令用於檢查JTAPI版本。

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

Jrever命令提供JRE的版本。

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

Jli命令提供Jtapi GW中所有監控儀器的資訊。此命令有助於確認特定儀器是否處於使用中或停止使用狀態。在此示例中，註冊了兩個座席電話(IN_SERVICE)，並且分別登入了各自的座席。其中提供統一通訊管理器(UCM)、CTI路由點(ICM 1110、IP IVR 1360)和CTI埠(1351)的相關資訊。

注意：對於生產系統，建議將輸出寫入txt檔案，而不是在螢幕上顯示，以避免效能問題。您可以參考[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>命令轉儲指定儀器的內容。它類似於PIM中的di命令。為簡潔起見，省略了部分輸出。

```
>>>>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>命令提供座席電話上存在的呼叫的資訊。在本示例中，座席有一個活動呼叫。

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

```
Address: 1012 - NumActiveLines: 1 NumConnectedLines: 1 NumHeldLines: 0 NumAlertingLines: 0
SEP005056996F7E - MaxActiveCallls: 1 MaxCalllsOnHold: 4 NumActiveCallls: 1 NumCalllsOnHold: 0
```

Jlc命令提供JGW進程中的所有呼叫的清單。

```
>>>> jlc
```

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

Jdc <call id>命令提供該特定呼叫的詳細資訊。除持續時間欄位外，還有一個UCM呼叫控制代碼可在CTIManager日誌中查詢同一呼叫。它可以使用給定的字串找到。

```
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 =
```

座席外圍裝置介面管理器

通過procmon實用程式連線到代理PIM進程。

```
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狀態資訊。它提供了PIM處於此狀態的時間。

```
>>>> 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命令列出為特定PIM配置的所有代理及其當前狀態。ID為1011的座席以電話分機1011登入。為簡潔起見，省略了部分輸出。

```
>>>> 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>命令顯示有關代理配置的詳細資訊。

```
>>>> 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在內部維護的所有10行的輸出。它類似於JGW中的jdi命令。

```
>>>> 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上的活動呼叫。

```
>>>> 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>命令顯示特定呼叫的詳細資訊。

```
>>>> 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)
```

電腦電話整合伺服器

通過procmon實用程式連線到CTISVR進程。

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

Clients命令列出連線到伺服器的所有CTI客戶端。

```
>>>>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命令顯示連線狀態、客戶端IP地址、埠和其他詳細資訊。

>>>> **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進程控制的代理清單。

>>>> **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詳細資訊。

>>>> **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進程所見的裝置清單。

```
>>>> 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>命令用於檢查特定裝置的詳細資訊。

```
>>>> 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
```

後面的命令列出系統中配置的所有組。

```
>>>> 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團隊的清單。

```
>>>> lats
```

```
TeamID SupervisorSkillTargetID  
5000 5004
```

相關連結

[使用Procmon](#)

[使用OPCTest](#)

[使用RTtest](#)