



# CVLAN to TSAPI Migration

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## Migration Overview

12.6(1) is the last supported release in the 12.6 release train for the Unified ICM peripheral gateway integration with Avaya Communications Manager using the ECS PIM / CVLAN interface peripheral gateway. Migrate your existing Avaya PGs from the CVLAN interface to the TSAPI interface. However, you are not required to reconfigure the skill groups, services, PGs, and agents for the Avaya PGs that you are planning to migrate.

## Important Considerations for Migration

Consider the following before you migrate your Avaya PGs to the TSAPI interface:

- Ensure that you download the TSAPI client from the [Avaya Support](#) website or from the [Avaya DevConnect](#) website.
- Install the downloaded TSAPI client before you start the peripheral gateway service. For instructions about installing TSAPI client, see the [Installing TSAPI Client](#) section.
- Use the same interface type that is TSAPI for all the PIMs under the peripheral gateway.
- Secured TSAPI links are not supported.
- By default, TAESPIM supports up to a maximum of ten-digit agent extension.
- TAESPIM can process the Universal Call Identifier (UCID) that is received from the switch when certain events such as service initiated, delivered, and so on, are triggered. The UCID is stored in the CallReferenceID column of the Termination\_Call\_Details table and is also added as Peripheral Variable 7.



**Note** To avoid reporting the UCID in the Peripheral Variable, set the value of the `DisableUCIDinPV` attribute to 1. You must create the DWORD registry under the PIM dynamic registry hive.

Let us take a conference call scenario as an example to see how Avaya reports the UCID and also how the UCID numbering model and the Computer-Supported Telecommunications Applications (CSTA) event call ID are arrived.

| Conference Call   | CSTA Event Call ID | UCID |
|---|--------------------|------|
| Customer A calls an agent B.  | 1000               | 1    |
| Agent B initiates a conference call to consult with the supervisor C.                                   | 1001               | 2    |
| Agent B completes the conference call with the supervisor C and continues the call with the customer A. | 1001               | 1    |

In this scenario, the call model for the CSTA event call ID is 1-2-2 and the call model for UCID is 1-2-1.

As other parties are added to the conference call and new calls are created, the original UCID 1 continues to survive and appears in all the conference event. Therefore, the UCID 1 is included in all legs of a conference call to tie them all together.

## Migrating CVLAN Interface to TSAPI Interface

To migrate your existing Avaya PGs to the TSAPI interface:

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- Step 1** Create TSAPI links on the Application Enablement Services (AES) server. See the *Follow the procedure to establish the TSAPI link*: section in [Setting up the TSAPI Links on AES Server](#).
  - Step 2** Create a CTI user in AES. The TSAPI PG uses this CTI user to connect to the AES server over TSAPI. See the *Add CTI User in AES* section in [Setting up the TSAPI Links on AES Server](#).
  - Step 3** In the **PIM Configuration** UI, switch the **Interface Type** option from **CVLAN** to **TSAPI** and enter the required details to finish the setup. See [PIM Configuration](#).
  - Step 4** Ensure that you have set up the peer side of the PG to use the TSAPI interface.
  - Step 5** Configure all post-route VDNs as dialed numbers in the Unified ICM configuration. This is to register the TSAPI PIM as the routing server for these VDNs. The PIM sends the route registration request to AES server for these dialed numbers. It also sends the registration request for translation route Dialed Number Identification Service (DNIS) configured in Unified ICM.
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## Trace Bits to Troubleshoot TSAPI PG Issues

Use the trace bits in the TAESPIM procmon interface to troubleshoot TSAPI PG issues. To enable the trace bits, from the diagnostic framework, set the debug level to 3. The following is the list of trace bits:

*Table 1: Trace Bits*

| Trace Bits                      | Description   |
|---------------------------------|---|
| <b>monitor_unsolicited_msgs</b> | Prints all the monitoring-related unsolicited events.   |
| <b>monitor_request_msgs</b>     | Prints all the monitor requests.  |
| <b>monitor_resp_msgs</b>        | Prints the successful confirmation or the universal failure of all the monitor requests from the switch.        |
| <b>value_query_request_msgs</b> | Prints all the value query requests towards the switch.   |
| <b>value_query_resp_msgs</b>    | Prints the successful confirmation or the universal failure of all the value query requests.                    |
| <b>tsapi_msgs</b>               | This is a high-level trace command that you must use along with the other trace commands at the TSAPILib-level. |
| <b>tsapi_internal_msgs</b>      | Prints all the traces that are related to the interaction between the TSAPILib and the Avaya Client library.    |



**Note** All the TSAPI library-level traces are prefixed with [TSAPILIB] in the PIM logs. For example:

```
PG2B-pim1 Trace: [TSAPILIB] Successfully connected to TSAPI Server
[AVAYA#ACM6ENV1#CSTA#AESENV2]
```

