

## General Information:

ACMI uses standard default tracing debug /level 3. It can be enabled using procmon. Its always better and recommended to set the EMSDisplaytoScreen for ACMI PIM to be set to zero for faster connectivity to CTI Servers and also for general performance.

| Impact Kind                  | Data Needed  | Initial Analysis to be performed  |
|------------------------------|--|---|
| Parent Child Synchronisation | If both ACMI PIM and CTI server are connected please check if the "" box is ticked in the specific Dialed Number in the Dialed Number list in the child system's Configuration manager   |   |
|                              | Also it would be good if we can check if the Agent Reporting Table has the current server's Name mentioned and if the Peripheral AutoConfiguration is Enabled  |   |
| Parent Routing               | Check from the child OPC, CTI server, ACMI Logs if the Route Request reached the parent. If not please verify the "Permit Application Routing" tick box is checked for that route point number in the dialled number list in the Child's Configuration Manager | The Dialed Number should be checked if it is available in the config manager of the parent boxes.   |
| Agent State Discrepancies    | Check from the CTI server and ACMI logs if the agent state events are properly reaching in, If yes check the parent OPC logs if it received the particular agent event from ACMI.  | Check for the agent info like linehandle, linestate, linetype, Agent Overall State and SG state if they are matching across parent and child. |

## Connectivity Issues:

|         |  |
|---------|--|
| Generic | Verify the port number and IP address in the ACMI PG config and check if its available and listening in the CTI server box (by using netstat -a command in the CG box)   |
| Duplex  | Verify the port number and IP address in the ACMI PG config and check if its available and listening in the CTI server boxes (by using netstat -a command in the CG box) |
|         | Is there any Socket Error (for e.g WSA_TIMEOUT, WSA_ERROR) in the ACMI Logs  |
|         | Schematic Diagram of the customer's deployment   |