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PROCMON

Problem Summary	The procmon tool allows you to look into the PIM and see what it is doing or has done. The syntax for starting PROCMON is the same as EMSMON, the difference is PROCMON is an interactive shell.
Error Message	None.
Possible Cause	The procmon tool should be run on the active side PIM. If the listed commands are not run on the active side, they do not return any information.
Recommended Action	Start PROCMON with the command procmon icm PG1A pim1 where <i>icm</i> is your instance name, <i>PG1A</i> is the correct PG, and <i>pim1</i> is the correct PIM for your system.
Release	Release 7.6(1) and Release 8.0(1)

debug - Set Tracing


Details	debug /on, or debug /on /level 3 will turn on the suggested default level of tracing. Levels are from 1 to 5, with 1 being the least tracing (0 actually none) and 5 being the greatest amount of tracing.
Example output	<pre>C:\Documents and Settings\torero>procmon icm PG1A pim1 >>>>debug /on /level 3 >>>>quit</pre>
Release	Release 7.6(1) and Release 8.0(1)

as - Autoconfiguration Status

Details	The as (Autoconfiguration Status) command provides a brief summary of the auto-configuration status. Authentication Send completed means the command has completed. Be sure to note the error count. If any errors are present you can look in the log files in C:\icm\ <instanace>\<pg>\logfiles, at="" autoconfigerror.txt="" available="" c:\icm\<instanace>\<pg>="" c:\icm\icm\pg1a.<="" c:\icm\icm\pg1a\logfiles="" example="" file="" for="" in="" is="" look="" or="" td="" the="" which=""> </instanace>\<pg>\logfiles,>
Example output	<pre>C:\Documents and Settings\torero>procmon icm PG1A pim1 >>>>as Autoconfiguration Status Information Total AutoConfiguration Errors = 0 Autoconfiguration Send completed >>>>quit</pre>

Release	Release 7.6(1) and Release 8.0(1)
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dagent - Dump Agent

Details	<p>The dagent (dump_agent) command will show you the PIM's view of what the agents state is. The format is da {icmid}.</p> <p> Note: The overall state show is inapplicable for Unified Expert Advisor, the skill ActiveGroupAssignment states are the ones to investigate, for example if the agent is ready and assigned to a skill group, the ActiveGroupAssignment state should display as State=AS_AVAILABLE. If any don't match what the agent's assignment queue state is in Expert Advisor, then the logs need to be investigated to see what the PIM received from the Unified Expert Advisor</p>
Example output	<pre>C:\Documents and Settings\torero>procmon icm PG1A pim1 >>>>dagent 1 HashIndex=49 SkillTargetID=5025 PeripheralNumber=1 ExtensionNumber=1(1) ConfigExtension=-1(-1) InstrumentNumber=-1(-1) AgentDeskSettingsID=-1 ConfigSkillGroupIDSize=0 \ AgentPassword={enc:1}1B2M2Y8AsgTpgAmY7PhCfg== EnterpriseName=Runtime_PG_1.Cable.Clark Description= UserDeletable=N FirstName=Clark LastName=Cable LoginName=1 ActiveGroupAssignmentSize=51 StateSize=51 \ DurationCurrentStateSize=51 ActiveGroupAssignment[0] - 3 (0x3) Priority=0 State=AS_AVAILABLE \ DurationState=0 ActiveGroupAssignment[1] - 2 (0x2) Priority=0 State=AS_AVAILABLE \ DurationState=0 ActiveGroupAssignment[2] - 5 (0x5) Priority=0 State=AS_AVAILABLE \ DurationState=0 ActiveGroupAssignment[3] - -1 (0xffffffff) Priority=255 State=AS_LOG_OUT \ DurationState=0 ... ActiveGroupAssignment[47] - -1 (0xffffffff) Priority=255 State=AS_LOG_OUT \ DurationState=0 ActiveGroupAssignment[48] - -1 (0xffffffff) Priority=255 State=AS_LOG_OUT \ DurationState=0 ActiveGroupAssignment[49] - -1 (0xffffffff) Priority=255 State=AS_LOG_OUT \ DurationState=0 ActiveGroupAssignment[50] - -1 (0xffffffff) Priority=255 State=AS_LOG_OUT \ DurationState=0 ConfigParam= SupervisorAgent=N ConfigParam= AgentLoginDisabled=N State =AS_AVAILABLE PrevalentState =AS_AVAILABLE AcdLineState =LS_IDLE InsideLineState =LS_IDLE OutLineState =LS_IDLE ConfXferLineState =LS_IDLE ACDOutLineState =LS_IDLE ACDConfXferLineState =LS_IDLE ACDCallID =-1 InsideCallID =-1 OutBoundCallID =-1 ConfXferCallID =-1 ACDOutBoundCallID =-1 ACDConfXferCallID =-1 Line Information</pre>

Unified_ICM_Gateway:_PROGMON

	Extn:1/0 LT=LT_INBOUND_ACD LS=LS_IDLE SkGrp:0xFFFFFFFF CID=-1
	>>>>quit
Release	Release 7.6(1) and Release 8.0(1)

lc - List Calls

Details	The lc (list_calls) command displays calls that are active. For the Expert Advisor system this means all calls that had a routing dialog for, but have not yet received a CALL_TERMINATION_EVENT message.
No Active Calls	If there are no calls active on Expert Advisor and a lc reveals calls on the PIM generally that means that no CALL_TERMINATION_EVENT was received for that call.
Release	Release 7.6(1) and Release 8.0(1)