

Integration Validation and Troubleshooting

7

Overview



NOTE:

Some of the procedures may be performed in the Web-based administration pages. See the Help on the appropriate page.

This chapter contains procedures for validating the switch integration and guidelines for troubleshooting integration problems.

Validating the switch integration requires use of the following procedures:

- Validating the tip/ring mapping
- Viewing the switch integration logs
- Understanding the switch integration log entries

Troubleshooting the integration ([Table 7-5](#)) involves determining the reasons why

- Calls are not integrated.
- Transfers fail.
- Message waiting indicators (MWIs) are not updated.
- Disconnect not recognized
- Outcalling not operational

Before You Begin

This chapter assumes that:

- The switch has been administered.
- The hardware and software necessary for integration has been installed.
- The Avaya INTUITY system has been administered for switch integration and has been stopped and restarted to activate the changes.

Integration Validation

Procedures to validate the integration require:

- Cooperation of the switch administrator

Validating the Tip/Ring Mapping

Use this procedure to verify that the mapping of extensions is correct between the tip/ring lines on the Avaya INTUITY system and the ports on the inband switch circuit card.

1. Dial the Avaya INTUITY number and verify that the correct voice port in the INTUITY AUDIX system answers.
2. Repeat Step [1](#) for each extension number.

These procedures have been executed during the installation process from the Install book. The above steps are to verify that the tip/ring Mapping has been done accurately.

Viewing the Switch Integration Logs



NOTE:

Switch Integration Logs are only with LAN integration at this time.

Use this procedure to view the log entries generated by the various switch integration processes. You can select the entries by date and time or by process or, by selecting an event sequence number, you can view only those entries associated with a specified event. Usually, selecting an event by sequence number presumes that you have first viewed the log to obtain the number of the event of interest. The log records the most recent 2000 events, and its contents are rolled over.

If calls are made to the system and the logs:

- Contain the normally expected data, the calls are integrated.
- Contain no data, calls are not integrated

- Contain only part of the normally expected data, most likely the switch is administered incorrectly. Contact your remote support center for assistance.
1. For viewing the Switch Integration Logs, refer to the Web-based administration, and click the Help button associated with that page.

Switch Integration Log Entries

Log entries for MERLIN LEGEND/MAGIX integrations are generated by the CHDIP, SWINDIP, and MWIDIP processes ([Figure 7-1](#)).

- Each CHDIP entry contains the raw data sent from the switch for one call.
- SWINDIP entries associated with the CHDIP entry contain the corresponding parsed and translated data.
- Each MWIDIP entry contains data about one MWI update.

```
21344                MWIDIP                Sat May  3 10:40:29 1997
MWI_ON:/SWID 1/CHGRP 2/AUDIX EXTN 4190/XLAT EXTN 4190/
21344                MWIDIP                Sat May  3 10:40:32 1997
MWI_SUCCESS:/#534190/
21345                MWIDIP                Sat May  3 10:40:34 1997
MWI_OFF:/SWID 1/CHGRP 2/AUDIX EXTN 4224/XLAT EXTN 4224/
10138                CHDIP                 Sat May  3 10:40:42 1997
Raw:/CHANNEL 0/#00#2018##/
10138                SWINDIP               Sat May  3 10:40:42 1997
Parsed:/DIR_INT/CHANNEL 0/CHANEXT /CLI 2018/CP /
10138                SWINDIP               Sat May  3 10:40:42 1997
Translated:/DIR_INT/CHANNEL 0/CHANEXT /CLI 2018/CP /
21345                MWIDIP                Sat May  3 10:40:37 1997
MWI_SUCCESS:/#*534224/
```

Figure 7-1. Example of Switch Integration Log

The general format for the messages in [Figure 7-1](#) is:

Sequence	Entry type	Process Date	Entry Data
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Details of these fields are elaborated in [Table 7-1](#).

Table 7-1. Switch Integration Log — All Entries — Event ID

Field	Description
<sequence number>	Identifies the event. A CHDIP entry and its corresponding SWINDIP entries share a sequence number. Pairs of MWIDIP entries share a sequence number.
<process name>	CHDIP, SWINDIP, or MWIDIP
<date and time>	The time and date stamp of the event.

CHDIP — Raw Data

CHDIP entries for call data contain the following information ([Table 7-2](#)):

Table 7-2. CHDIP(Raw) — Field Description

Field	Description
Raw	Indicates the unparsed, untranslated data stream from the switch.
CHANNEL	The Intuity AUDIX LX channel number for the call. (Channel-to-extension mapping is done on the Voice Equipment window or as part of voice system administration.)
<data string>	The touch tones sent by the switch

SWINDIP — Parsed and Translated Data


SWINDIP entries contain the following data ([Table 7-3](#)):

Table 7-3. SWINDIP (Parsed and Translated) — Field Descriptions

Field	Description
Parsed and Translated	Indicates the data stream sent from the switch after parsing or translation, respectively.

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Table 7-3. SWINDIP (Parsed and Translated) — Field Descriptions — Continued

Field	Description	
<call type>	<p>Identifies the call as:</p> <ul style="list-style-type: none">■ DIR_INT (direct internal)■ DIR_EXT (direct external)■ NA_INT (no answer internal) (This category includes Call Forward All Calls.)■ NA_EXT (no answer external)■ BUSY_INT (busy internal)■ BUSY_EXT (busy external)■ REF_MWL (refresh MWL)■ PRT_INS (port-in service)■ PRT_OOS (port-out-of-service)■ DAY_SVC (day service)■ NGT_SVC (night service)■ LWC (leave word calling) <p>For DIR_INT, NA_INT, BUSY_INT calls and LWC both the CLI and CP are shown. For DIR_EXT, NA_EXT, and BUSY_EXT calls, only the CP is shown.</p> <p>For REF_MWL, PRT_INS, PRT_OOS, DAY_SVC, NGT_SVC and LWC, neither the CLI nor the CP is shown.</p>	
CHANNEL <number>	The Avaya INTUITY channel number for the call.	 NOTE: Either one of these fields may be displayed, depending on the switch. (Channel-to-extension mapping is done on the Voice Equipment window as part of voice system administration.)
CHANEXT	The Avaya INTUITY extension number for the call.	
CLI	<p>The extension of the calling party, if available (see <call type> above). The number of digits in the parsed and translated CLI may differ depending on how the dial plan is administered on the Dial Plan Translation page.</p> <p>CLI is only an informational message sent by the switch.</p>	
CP	<p>For MERLIN LEGEND/MAGIX, the extension of the called party will be the same as the <call type> mentioned above.</p> <p>CPS is only an informational message sent by the switch</p>	

MWIDIP— MWI Updates

MWDIP entries are of two types. One type provides information on requests for MWI updates that the Avaya INTUITY system sends to the switch. The other provides information on the status of the updates.

MWIDIP MWI request entries contain the following data ([Table 7-4](#)):

Table 7-4. MWIDIP (MWI Requests) — Field Descriptions

Field	Description
MWI_ON or MWI_OFF	Indicates whether MWI is to be turned on or off.
SWID <number>	Uniquely identifies the switch in the Avaya INTUITY system.
CHGRP	Identifies the Avaya INTUITY channel group for the update. (Extension-to-group mapping is done on the Voice Equipment window as part of voice system administration.)
AUDIX EXTN	The pilot INTUITY AUDIX extension number.
XLAT EXTN	For MERLIN LEGEND/MAGIX this should be the same as the AUDIX extension.

Integration Troubleshooting

Use [Table 7-5](#) to troubleshoot problems with the integration.

Table 7-5. Troubleshooting Scenarios

Trouble	Possible Reason	Possible Solutions
Calls not integrated (no call data displayed in the switch integration logs)	Incorrect switch settings for translations, class or service, or subscriber setup. Work with the switch administrator to correct the switch settings.	
Transfers failing	Incorrect transfer administration on the Avaya INTUITY system.	Verify the transfer restrictions administered for INTUITY AUDIX.
	Inappropriate transfer restrictions set on the switch.	Ask the switch administrator to check any transfer restrictions set on the switch.
	Dial tone is not detected and the Avaya INTUITY transfer function times out. due to a mismatch in the tone parameters between the switch and the Avaya INTUITY system.	Work with the switch administrator to check the tone parameters on the switch, or use the Tone Capture and Analysis window to check the switch tones. Verify that matching parameters are set on the Avaya INTUITY system. See information on the Dial Tone page and the Tones Administration pages in Appendix C, "Troubleshooting Procedures", in the system installation book for your platform.

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Table 7-5. Troubleshooting Scenarios — Continued

Trouble	Possible Reason	Possible Solutions
MWI updates not occurring	Inappropriate switch setup.	<ul style="list-style-type: none">■ Verify that the on/off prefix is administered correctly.■ Check if the suffix is set correctly on the MWI parameter screen.■ Test if the dial tone is not being recognized.■ Ensure that the channels are assigned to the correct groups. See Chapter 6, “Intuity AUDIX LX System Administration” for more information.
	Incorrect parameters or parameter mismatch between the switch and the Avaya INTUITY system.	<ul style="list-style-type: none">■ Verify that the MWI update flag is set to y (yes). If necessary, contact your remote support center to set the flag correctly.■ Request that the switch administrator verify administration for MWI on the switch.
	Incorrect switch settings for translations, class or service, or subscriber setup.	Work with the switch administrator to correct the switch settings.
	Dial tone detection failure	Work with the switch administrator to check the tone parameters on the switch, or use the Tone Capture and Analysis window to check the switch tones. Verify that matching parameters are set on the Avaya INTUITY system. See information on the Dial Tone page and the Tones Administration page in Appendix C, “Troubleshooting Procedures”, in the system installation book for your platform.
Disconnect not recognized	For local subscriber calls, the wink may not be detected.	Check for the right matching wink interval and/or make sure that the switch is set right for wink detection
	For external calls, the far-end disconnect tone may not be recognized.	Work with the switch administrator to check the tone parameters on the switch, or use the Switch Tones page to check the switch tones. Verify that matching parameters are set on the Avaya INTUITY system. See information on the Dial Tone page and the Tones Administration pages in Appendix C, “Troubleshooting Procedures”, in the system installation book for your platform.

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Table 7-5. Troubleshooting Scenarios — *Continued*

Trouble	Possible Reason	Possible Solutions
Outcalling not working	Dial tone detection failure	Work with the switch administrator to check the tone parameters on the switch, or use the Switch Tones page to check the switch tones. Verify that matching parameters are set on the Avaya INTUITY system. See information on the Dial Tone page and the Tones Administration pages in Appendix C, “Troubleshooting Procedures”, in the system installation book for your platform.

