

Troubleshooting

- IC - Asis server down restart process
- IC - CTI Grayed out
- IC - Asai test tool

IC - Asis server down restart process

ASIS server down on IC Manager: logon to server running ASIS, stop the process jloader.exe

navigate to D:\Avaya\IC73\bin on the server and open jloader.exe

IC - CTI Grayed out

CTI grayed out after logging in.

restart ADU services on IC

Issue: After logging into the IC Agent, Siebel Thin client is launched and after that agent clicks on the Login button and tool bar gets disabled.

Cause: The ADU server and Siebel are out of sync.

Solution: From IC Manager, please bounce the ADU servers by stopping/starting in the following order:

- Stop Secondary ADU servers
- Stop Primary ADU servers
- Start Primary ADU servers
- Start Secondary ADU servers

IC - Asai test tool

The screenshot displays a Remote Desktop Connection window titled "13.41.72.140 - Remote Desktop Connection". The main area shows a file explorer window with the address bar set to "Computer > APP (D:) > Avaya > AE Services > CULAN > utils". The file explorer lists two files: "asai_hb" and "asai_test", both modified on 2/21/2013 at 10:12 AM. An "Administrator: Command Prompt" window is overlaid on the file explorer, showing the following command sequence and output:

```
Administrator: Command Prompt
- Success -
D:\Avaya\IC73\bin>cd ..
D:\Avaya\IC73>cd ..
D:\Avaya>cd "AE Services"
D:\Avaya\AE Services>cd CULAN
D:\Avaya\AE Services\CULAN>cd utils
D:\Avaya\AE Services\CULAN\utils>asai_test -n 13.41.150.32 3
Open of ASAI communication path for ASAI node signal03 failed.
-12: A system call failed (C_OSER).
Heartbeat test with switch for ASAI node signal03 failed.

D:\Avaya\AE Services\CULAN\utils>asai_test -n 13.41.150.32 4
Open of ASAI communication path for ASAI node signal04 failed.
-12: A system call failed (C_OSER).
Heartbeat test with switch for ASAI node signal04 failed.

D:\Avaya\AE Services\CULAN\utils>
```