

Avaya - IC

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

Troubleshooting

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

