

GENESYS

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GVP Troubleshooting Guide

Debugging Dialogic

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Debugging Dialogic

This topic describes the basic steps for troubleshooting Dialogic, TDM and PSTN Connector issues.

TDM Troubleshooting

This section describes how to troubleshoot a telephony TDM issue.

- 1. Check the back of the Dialogic board for any red or yellow LED lights which might point to a Dialogic or Trunk issue.
- 2. Use the MIB Browser to:
 - 1. Check the PSTN Connector MIB table (pSTNCBoardTable) for any alarms.

Important The D-Channel status will always show an error if you are not using ISDN.

- 2. Check the PSTN Connector MIB table (pSTNCPortTable) for out-of-service ports.
- 3. Check the PSTN Connector MIB table (pSTNCCallSummaryTable) for any abnormalities in the call counters.

For more information on the MIB tables, see the *Genesys Voice Platform 8.1 SNMP and MIB Reference file*.

You can also use the PSTN Connector Dashboard in Genesys Administrator to see the current status of Dialog board. For more information, see the *Genesys Voice Platform 8.1 User's Guide*.

Call Failure Troubleshooting

This section describes how to troubleshoot failed calls.

Busy Signal

There are two types of busy signal:

- Slow busy
- Fast busy

Slow Busy

A slow busy signal indicates a failure to connect to the PSTN Connector. When this occurs:

- 1. Determine which PSTN Connector is receiving the call and check the voice circuits on that server.
- 2. Check the voice circuits on the server. If you do not see all of the D and B channels, restart the Dialogic services. If the channels do not start, work with the carrier to determine if the problem is a circuit issue.
- 3. Refer the problem to the engineer in charge of provisioning phone numbers.

Fast Busy

A fast busy signal indicates a carrier failure; that is, the call is dropped somewhere in the Network Service Provider (NSP) network. To solve this problem:

- 1. Duplicate the error.
- 2. Contact the NSP, and ask them to help troubleshoot the issue by tracing the call using the time of call, the ANI, the number dialed, and the trunk which the call should be routed.

Dead Air

Dead air is the lack of dial tone or busy signal. It suggests that a call was delivered successfully to the platform, but the call failed before connecting to the voice application.

If dead air is occurring, or a call returns dead air, make a test call and check for All Ports Busy trap.

PSTN Connector-Specific Issues

An inbound call to PSTN Connector can fail in the following scenarios:

- The inbound port is down, and the call cannot be delivered to the platform.
- The PSTN Connector process is stopped, and it cannot accept calls.
- A port is in a disconnect state, so calls fail to be accepted on the port.

When one of these failures occurs, it can result in dead air or a busy signal. To determine the source of this problem, make a test call and note whether or not the call is delivered to the PSTN Connector.

To solve these call failures:

- 1. Determine the PSTN Connector on which the calls should be landing.
- If the failures are intermittent, isolate the servers on which the calls are failing. Make multiple calls, and make note of the servers on which the calls are serviced correctly, and the servers on which they are not received.
- 3. After you have isolated the server or servers that are not operating correctly, determine whether all the ports on the server have the In Service status.
- 4. If a port displays the Out Of Service status, reset the port. If the port does not come back into service, stop and restart PSTN Connector gracefully; that is, so that it waits for all the active calls to complete. If

the ports are still marked as Out Of Service, restart the server.

- 5. If a port is in a Disconnect state:
 - 1. Stop the PSTN Connector gracefully. This will not enable the PSTN Connector to exit.
 - 2. When all of the active calls have been completed, stop the PSTNConnector.exe process, and restart it.
- 6. If the port is In Service, make a test call to the maintenance number of the port in question, and determine whether the maintenance number is working.
- 7. If the maintenance number is working correctly, there may be a routing problem with the carrier for this number. Contact the carrier for assistance.
- 8. If the maintenance number is not working, reset the port and test the maintenance number.
- 9. If the maintenance number is routing correctly, and the maintenance call is still not working, contact the carrier for assistance.

Important

A slow busy signal indicates a problem with the server. A fast busy signal indicates a routing problem with the carrier.

PSTN Connector Restart

On the PSTN Connector, in certain scenarios, if there is an unexpected shutdown, it is possible that the Dialogic firmware end up in an inconsistent state, which would affect subsequent calls.

To recover from this situation:

- 1. Use Genesys Administrator to shut down the PSTN Connector.
- 2. Use DCM to shut down the Dialogic services.
- 3. Use DCM to restart the Dialogic services.
- 4. Use Genesys Administrator to start the PSTN Connector.

Dialogic Diagnostic Tools

Dialogic SR 6.0 includes several useful diagnostic tools. Most of the tools run only on the DM3 series boards. All Dialogic tools are located in the \Dialogic\bin directory.

- PSTNDiag—A GUI tool used for checking board, trunk, and channel status.
- CASTrace—A command line tool used to trace CAS signaling bits.
- ISDNTrace—A command line tool used to trace the ISDN D-Channel.

For more information on the tools, see the following documents provided by Intel:

- Intel Dialogic System Software for DM3 Architecture Products on Windows
- Dialogic Universal Hardware Diagnostics Guide