

Avaya Demystified
by Walt Medak

Q: We are trying to install an ISDN PRI circuit in our Definity version 9.5 system. I purchased a TN464F DS1 circuit pack and a 120A CSU. To the best of my knowledge I have the programming done correctly, but I can't get the D-Channel on the PRI to work. The DS1 circuit itself is up and running with no errors. I have the protocol set to "b" on the DS1 form, which is what I've read I'm supposed to use for NI2 protocol, which is what the provider is using. I have even tried using "a", "c" and "d" protocols, but still no luck. The provider sent a technician out, and he was able to make the circuit work with no problems. What else could be wrong?

A: This was a very interesting problem to troubleshoot. As you already mentioned, trying all of the protocol options on the DS1 form made no difference. After replacing the DS1 board and CSU to make sure they weren't the culprits (twice), we were able to verify the provider's test results by connecting the PRI to a completely different system and having it work properly. The next step was to replace the common control circuit packs in the Definity to see if one of them was causing the problem. To minimize downtime, we swapped them all at once. The D-Channel on the PRI came right up when the Definity was booted up with the new common control boards. Obviously, one of them was causing the problem. After doing some testing, it was determined that the tone clock board (TN2182) was the problem. That's the first time I have ever seen that issue.

Q: I was asked to provide some information about the number of calls we receive. I ran a report using the command "list measurements trunk-group summary yesterday-peak". I can see it shows all of the various trunk groups and how many calls they carried during one particular hour yesterday, but I'm not sure what all of the various columns in the report really mean.

A: Some of the columns in that report can be a little confusing. It's pretty self-explanatory that "*Grp No.*" tells you the number of the trunk group, and "*Grp Siz*" tells you how many members are assigned in that particular trunk group. "*Grp Type*" describes the type of trunk group, and "*Grp Dir*" says if that trunk group is used for incoming calls only, outbound calls only, or both. The "*Meas Hour*" column tells you which hour of the day had the highest number of calls. "*Total Usage*" is definitely one of the confusing ones. It shows you a measurement called "*CCS*", which stands for Cumulative Call Seconds. One CCS is equal to 100 seconds of time that a trunk member is in use. So for example, one of the trunk groups in your report showed 185 CCS. That would be equal to 18500 seconds, or 308 minutes and 20 seconds. "*Total Seize*" can be a little misleading as well. This is the total number of seizures, and includes calls that weren't completed such as ring-no-answer and busy. "*Inc. Seize*" is the number of inbound seizures on the trunk group. "*Grp Ovfl*" is the number of calls offered to a trunk group that were not carried or queued, if the trunk group is set up to allow queuing. "*Que Siz*" indicates the number of slots that are programmed in the trunk group to allow outbound calls to wait for an available member. If the trunk group is programmed with zero for the queue size, then all of the queue-related columns will have a zero value. "*Call Qued*" will show any outbound calls that encounter all members busy and are allowed to queue because the trunk group has a non-zero value for queue size. "*Que Ovf*" will indicate the number of calls that can't be queued when all trunk members are busy and all of the queue slots are full. "*Que Abd*" are the number of queued calls that were removed from the queue because the user dialed the cancel code or the system removed the call because it had been in queue for more than 30 minutes. "*Out Srv*" is the number of members in the trunk group that are out of service. "*% ATB*" is a percentage of time that all members in the trunk group were busy. And finally, "*% Out*

Blk" is a percentage of outbound calls that were offered to the trunk group but could not be carried because all members were busy.

And as always, if you have any questions please call 800-452-6477, or visit us at www.medak.com.