

How to Block ANI in the Avaya System Manager

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How to Block ANI in the Avaya System Manager

Procedure based on the Avaya Site Administration GEDI workflow reviewed from the September 17 2026 call recording and transcript

This procedure explains how to block an ANI by adding it to the correct Vector Routing Table in Avaya Site Administration GEDI. The important control is choosing the table that matches the receiver or system where the account primarily reports. Do not add the same ANI to every receiver by default because the VRT tables have limited space.

Before You Begin

Collect this information before making a change:

- ANI to block, entered as digits only.
- DNIS, receiver number, VDN, or other routing detail that identifies where the signal reports.
- Target Avaya system or receiver, such as System 5 Surgardd or System 3.
- Correct data center or site connection. Block the ANI only where it primarily reports unless directed otherwise.
- Ticket or request record where the change and validation can be documented.

Decision Rules

Situation

Action

Request includes ANI only

Do not proceed yet. Ask for the DNIS, receiver, VDN, or routing information needed to identify the correct VRT.

ANI reports to System 5 Surgard or the main hunt

Use vector 1 unless local routing documentation shows a different vector.

ANI reports to System 3

Use vector 12 unless local routing documentation shows a different vector.

ANI may report through Bosch or another receiver

Verify the receiver and vector first. The reviewed call did not confirm whether a Bosch VRT is configured.

The VRT table is full

Do not overwrite an existing ANI without approval. Escalate or remove a confirmed obsolete entry first.

Procedure

1. Open Avaya Site Administration and connect to the correct site or data center. In the recording, the active GEDI session was connected to CO.
2. Start GEDI and confirm you are logged in with change access.
3. In the GEDI command line, type change VRT followed by the vector number. Use spaces between each part of the command. Example: change VRT 1.
4. Send the command. The Vector Routing Table opens with numbered ANI fields and page tabs across the top.
5. Use the page tabs or the Next and Previous controls to find the first blank field in the table. In the reviewed System 5 Surgard example, page 3 was already in use and showed entries in the 67 through 100 range.
6. Enter the ANI in the blank field as digits only. Keep the format consistent with existing entries.
7. Submit the change with Enter or F3. Watch the status line for errors before closing the form.
8. Reopen the same VRT command or review the table page to confirm the ANI appears in the expected field.
9. Update the ticket with the ANI, vector number, Avaya site or data center, date, and your initials.

Command Reference

Task	Command or Value	Notes
Open System 5 Surgard VRT	change VRT 1	Used for the main hunt in the reviewed workflow.
Open System 3 VRT	change VRT 12	Use when routing confirms the account reports to System 3.
Submit change	Enter or F3	Confirm the status line does not show an error.
Move through pages	Next F7 or Previous F8	Use tabs or function keys to locate a blank ANI field.

Validation

- The ANI is present in the correct VRT and no error appears after submission.

- The vector matches the receiver or system identified by the DNIS or VDN information.
- The change was made only in the intended data center or site.
- The ticket contains enough detail for another administrator to verify or reverse the change later.

Troubleshooting

Issue	What to Check
GEDi reports an invalid entry	Confirm the command uses spaces: change VRT 1. Do not type changeVRT1 or change VRT1.
No blank fields are available	Stop and escalate. The VRT has limited capacity, and existing entries should not be removed without approval.
Requester did not provide DNIS or routing information	Ask for the missing routing detail before blocking the ANI. The ANI alone does not identify the correct table.
Unclear whether to block Colorado, Wisconsin, or both	Block only the data center where the ANI primarily reports unless the request explicitly requires multiple sites.
Wrong vector may have been used	Do not add duplicates to other tables. Verify the DNIS or VDN routing first, then correct the entry with approval if needed.

Change Record Template

Field	Entry
Ticket or request number	
ANI blocked	
DNIS or receiver routing detail	
Avaya site or data center	

Vector number

VRT field number or page

Completed by and date
