

# How to Install the Nortel Symposium Software to Activate the Cisco ICM Peripheral Interface Manager

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<b>Introduction</b>
<b>Prerequisites</b>
Requirements
Components Used
Conventions
<b>Installation</b>
<b>Related Information</b>

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## Introduction

This document explains how to install the Nortel Symposium software on a Cisco Peripheral Gateway (PG) in order to activate the Peripheral Interface Manager (PIM). Follow these instructions after you have installed the Cisco Intelligent Contact Management (ICM) software on the PG.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft Windows Registry

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.2 only
- Nortel Symposium SCCS Release 1.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

**Note:** These instructions are for Symposium Call Center Release 1.5 only.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Installation

Complete these steps:

1. Create this directory on the PG: **C:\Nortel\Client\EN\Bin**.
2. Copy these two files into the new directory from the Nortel CD:
  - ◆ Nbnmsrvc.exe
  - ◆ NICOMS
3. In the Control Panel, double-click **Open System**.
4. In the System Environment Variables, select **Path**.
5. Add **C:\Nortel\Client\EN\Bin** to the string in the **Value** box.
6. Click **Set**.
7. Click **OK**.
8. From the **Start** menu, click **Run**.
9. Type **regedit**, and click **OK** to open the registry.
10. Add the **HKEY\_LOCAL\_MACHINE\Software\Nortel\Setup\NINAMESERVER** entry.
11. Create the subkeys listed in this table:

Secondary Key	Type	Value
Mode	REG_DWORD	0
CLan	REG_SZ	IP Address of PG
DefaultCardName	REG_DWORD	0
NSAddr	REG_SZ	IP Address of PG
SiteName	REG_SZ	PG Hostname
NSPath	REG_SZ	C:\Nortel\Client\EN\Bin\nbnmsrvc.exe
ErrorCode	REG_DWORD	1
ErrorMessage	REG_SZ	Installing Name Service

12. From the command prompt in the new directory, run **NICOMS\_1.exe**.

Check the Error Code and Error Message in the registry. They must return a value of 0 and OKAY!! respectively to indicate a successful setup.

13. Start ICM Services to make the PIM Active.

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## Related Information

- **Technical Support & Documentation – Cisco Systems**

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