

# How to Determine Whether an ICM Symposium PIM (symgnoseipim) Is Offline or Has Gone Offline

Document ID: 42503

---

## Introduction

### Prerequisites

Requirements

Components Used

### Problem

### Solutions

Process Window

OPC Test

### Related Information

---

## Introduction

This document addresses the Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) using the Nortel Symposium Peripheral Interface Manager (PIM) (**symgnoseipim**) type. This document is a follow-up to the document How to Determine Whether a Cisco ICM PIM is Offline.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Nortel Symposium Call Center Server (SCCS) Automatic Call Distributor (ACD) and its components
- How to Use the Dumplog Utility
- Using the OPC Test Command-Line Utility

### Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM version 4.1 Service Pack 5 and later
- Nortel SCCS ACD

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Problem

This document addresses how to determine whether your PG running **symgnoseipim** is offline or has gone offline.

# Solutions

This document references different tools and related documents that help you determine whether your PG is offline.

## Process Window

Look at the physical status of the **symnoseipim** process that is running on the PG. The process window shows a status on the header.

**Figure 1 Process Window Header**



This list defines the individual states, in reference to that screen capture:

- **A** The PIM is active and is in communication with the Cisco ICM CallRouter and Symposium ACD.
- **I** The PIM is idle. Services are most likely active on the other side of the duplexed PG or are trying to activate.
- **C** The PIM is acquiring the active configuration from the Cisco ICM CallRouter and the Symposium ACD.
- **a/c** The PIM is either trying to activate or just entering the configuration mode.

**Note:** Official state is not present unless the PIM is either active (A) or idle (I).

The **symnoseipim** is dependent on three applications to activate:

- **Meridian Link (MLK)** This is the physical connection from the ICM PG to the Symposium ACD.
- **Host Data Exchange (HDX)** This is a virtual server connection used to pass SCCS scripting data.
- **Real Time Display (RTD)** This is a virtual server that passes real time information from the ACD.

Without all three of these components, the PIM does not activate. It is important to install the Symposium Software Development Toolkit (SDK) application on the ICM PG to create the proper connections. Refer to the document Installing the SDK for the Nortel SCCS PIM.

**Note:** The Symposium is dependent on configuration. Obtain the Cisco ICM Software ACD Supplement for Nortel Symposium and follow it section by section for proper ACD–ICM configuration. It is important to follow this guide step by step to ensure proper information has been configured.

## OPC Test

Another way to check whether the PG is online is to use the Open Peripheral Controller (OPC) Test (**opctest** command). This tool provides real–time status as to whether the PIM is active and how long it has been in this state. When you issue the **status** command from the **opctest:** prompt, you get output similar to this:

```
opctest: status

!--- Output suppressed.

PeripheralID  Side      State          LastStateChange          LastHeardFrom
-----
1             A        PIM_ACTIVE PR 03/13 22:18:32 (3.8 day) 03/17 17:47:07 (1 sec)
```

There are several other ways to determine whether the PG is offline. You can run a peripheral status node in Script Editor or view a Peripheral\_Real\_Time report from Monitor ICM. You can perform both of these checks from a Cisco ICM Administrative Workstation (AW).

Once you have determined that **symnoseipim** is offline, you can use one of a few tools to help you determine why. See the Related Information section of this document for a list of suggested tools and documents that provide this guidance.

---

## Related Information

- **How to Install the Nortel Symposium Software to Activate the Cisco ICM Peripheral Interface Manager**
- **Installing the SDK for the Nortel SCCS PIM**
- **Nortel Symposium: What does the Error "CleanupPendingOutgoingConsultCall: Clearing Call '1234' on line x" Indicate?**
- **Patching the ICM PG PIM for Compatibility with Nortel Symposium ACD v3.0**
- **Troubleshoot Bad Resource ID Messages from Symposium When Trying to Acquire Sets and CDNs**
- **Troubleshoot Nortel Symposium Post Route Calls Default Routing**
- **"LoginUnconfiguredAgents" Message in Symposium**
- **What Tracing Needs to be Turned Up In Order to Troubleshoot Issues on the Symposium PG**
- **Technical Support & Documentation – Cisco Systems**

---

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Oct 04, 2005

Document ID: 42503

---