

MeetingPlace Gateway SIM FAQ

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Questions

Introduction

The Cisco MeetingPlace Gateway EventLog shows entries whose timestamps are in Pacific Standard Time, but the actual Microsoft Windows NT machine is in another time zone. How can I resolve this?

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Related Information

Introduction

This document contains frequently asked questions regarding the Cisco MeetingPlace Gateway System Integrity Module (GWSIM).

Q. The Cisco MeetingPlace Gateway EventLog shows entries whose timestamps are in Pacific Standard Time, but the actual Microsoft Windows NT machine is in another time zone. How can I resolve this?

A. To resolve this, copy the correct time zone file and rename it "localtime". For more information, refer to Field Notice "Gateway SIM eventlog shows entries in Pacific Time, but PC clock is other than Pacific Time".

Q. What is the Cisco GWSIM?

A. The Cisco MeetingPlace GWSIM is a part of the MeetingPlace SIM-to-NT machines (gateway units). These units, are treated as "peers" by the Cisco MeetingPlace server. As with conference units, restarts or disconnects are detected by the server and alarms are used to indicate problems.

Q. What is the functional overview of the GWSIM?

A. The Cisco MeetingPlace GWSIM is based on a client-server architecture, which provides a means of acquiring, monitoring, and reporting the current status of Gateway-compliant remote gateways. The status of all gateways and gateway units (NT systems) is consolidated on the Cisco MeetingPlace server, and a view of this overall status is provided to technicians that have access to remote sessions on the server. Each gateway unit reports the status of gateways running on that unit and performs management tasks when requested.

The term "Gateway-compliant" refers to gateways that are instrumented to communicate

with the agent.

Q. What does the GWSIM agent do?

A. The GWSIM agent reports the gateway status to the Cisco MeetingPlace server and performs management tasks upon request.

Q. What is the Gateway SIM watchdog (GWD), and what is its purpose?

A. The GWD is an NT service executable. The GWD provides a simple GWSIM agent and server restart mechanism.

Q. Are the gateways installed on the agent's host machine monitored by the agent?

A. Yes, gateways installed on the agent's host machine are monitored by the GWSIM agent.

Q. Where can you find the appropriate version of the Cisco MeetingPlace GWSIM agent?

A. For the Cisco MeetingPlace Gateway 4.0.x release, go into the registry (on the NT machine where the gateways are located) and look under **Software > Latitude > General > MeetingPlace GatewaySIM**. The GWSIM agent version is listed here. For release 4.1.x , you can issue the **gwstatus** command and verify the version under Unit number WebPub: MPAgent.

Q. What is the difference between remote units and gateways?

A. The remote units are the health (heart) of the gateways. The term "gateway" refers to the actual gateways installed on the Cisco MeetingPlace server. See this example:

```
Meetingplace:tech$ gwstatus
Gateway SIM Status
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Remote Units:
  Unit 10 warfield          v4.1.0.27      Ok              09/05/00 11:46:19
  Unit 11 webserver5       v4.1.0.0       Unknown         06/28/00 20:05:58
  Unit 12 sametime         v4.1.0.27      Ok              09/05/00 11:46:22

Gateways:
  Unit 10 WebPub:DataSvc    v4.1.0.37      Ok              08/16/00 14:30:24
  Unit 10 WebPub:MPAgent    v4.1.0.41      Ok              08/16/00 18:53:56
  Unit 10 WebPub:Audio      v4.1.0.34      Ok              08/16/00 14:28:04
  Unit 10 Outlook:GW       v3.4.2.21      Shutdown       08/15/00 09:10:07
  Unit 10 Notes:GW         v4.0.1.38      Ok              06/28/00 20:08:05
  Unit 10 MPNotify         v4.0.1.37      Ok              06/28/00 20:08:01
  Unit 12 WebPub:DataSvc    v4.1.0.37      Unknown         08/23/00 09:22:54
  Unit 12 WebPub:MPAgent    v4.1.0.37      Unknown         08/23/00 09:22:54
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Related Information

- Conferencing Software
- Voice Technologies
- Voice, Telephony and Messaging Devices
- Voice Software

- **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support – Cisco Systems**
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