

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

Document ID: 20442

Contents

Introduction

Prerequisites

Requirements

Components Used

Conventions

Installation

Related Information

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\bnmsrvc.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.

Related Information

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

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2014 – 2015 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Jul 14, 2006

Document ID: 20442
