

## ECC Variable Contents Truncated after Passing through Call Server

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| <b>Problem Summary</b>    | The contents of an ECC Variable configured in Script Editor are truncated after passing through the Call Server. For example, the Text-To-Speech (TTS) text that is spoken to the caller is not the complete text that was configured. Another example of this behavior is where there are media fetch failures and the URL to the media file is only a subset of the expected URL.                         |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | The cause of this problem may be that the length of the ECC Variable value that was set in Script Editor is longer than the maximum length of the ECC Variable configured at setup time.  |
| <b>Recommended Action</b> | The solution is to make the maximum length of the ECC Variables longer. This is done using the Unified ICME Configuration Manager. If you do alter the maximum length of ECC Variables, you need to restart the Call Server after making the change.<br><br><b>Note:</b> In a NAM/ICM environment, the length needs to be identical on all NAM and Unified ICME environments or the variable will not pass. |
| <b>Release</b>            | Release 7.0(2)  |
| <b>Associated CDETS #</b> | None.   |