



When entering ECC data the data does not make it into the call

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| Problem Summary | When entering ECC data from the Make Call or Transfer/Conference dialog, the data does not make it into the call (that is, no data displays in the softphone call appearance grid). |
| Error Message | None. |
| Possible Cause | <p>This symptom may have multiple causes:</p> <ol style="list-style-type: none"> 1. The ECC variables may be sent with the call but are not being displayed correctly. 2. The ECC variable name does not match the names known by ICM and the data is being discarded. <p> Note: If either case applies to your problem, you should not be able to enter ECC data via the softphone call appearance grid after you make the call.</p> |
| Recommended Action | <ol style="list-style-type: none"> 1. Check that the softphone call appearance grid is configured correctly in the CTI OS server registry. Call appearance grid configuration is described in the <i>CTI OS System Manager's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions</i>. 2. Check that the ECC variables are registered correctly in the CTI OS server registry. ECC variable registration is described in the <i>CTI OS System Manager's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions</i>. <p> Note: Remember that the ECC scalar/array name ("Name") configured in the registry under the column number key is case-sensitive and must be the same as that configured in the ICM without the "user." prefix.</p> |
| Release | Release 7.5(x) |
| Associated CDETS # | None. |