



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

<b>Problem Summary</b>	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).
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>This symptom may have multiple causes:</p> <ol style="list-style-type: none"> <li>1. The ECC variables may be sent with the call but are not being displayed correctly.</li> <li>2. The ECC variable name does not match the names known by ICM and the data is being discarded.</li> </ol> <p> <b>Note:</b> 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>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>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 &amp; Hosted Editions</i>.</li> <li>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 &amp; Hosted Editions</i>.</li> </ol> <p> <b>Note:</b> 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>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.