

## ECC or peripheral variables not displayed to Unified Personal Communicator

<b>Problem Summary</b>	The ECC or peripheral variables are not displayed in the Cisco Unified Personal Communicator.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The ECC peripheral - Unified Expert Advisor may not be correctly defined.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>◇ Make sure the mapping (from ECC/peripheral variable to Expert Advisor attribute) is configured. It is configured in operations console in <b>Daily Management &gt; Contact Attribute Sources</b>.</li> <li>◇ For ECC variables, make sure the name matches the name configured in ICM (this is case sensitive). <ul style="list-style-type: none"> <li>• View the available log files from the CLI: file list activelog mmca/logs/runtime</li> <li>• View the appropriate log file from the CLI: file view activelog mmca/logs/runtime/LOGILENAME .</li> </ul> </li> <li>◇ Look for NO_ATTRIBUTE_DEF_ID in Expert Advisor runtime log. If found, either the mapping is not defined or the ECC variable name doesn't match what is defined in ICM.</li> </ul>
<b>Release</b>	Release 7.6(1).
<b>Associated CETS #</b>	None.