

ECC or peripheral variables not displayed to Unified Personal Communicator

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