

# Why Are There Four Inactive Nodes in the Script Editor Palette?

Document ID: 20425

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## Introduction

This document discusses the nodes that are inactive in the Cisco Intelligent Contact Management (ICM) Script Editor in ICM versions 4.0 and earlier.

## Prerequisites

### Requirements

Readers of this document must have knowledge of these topics:

- Cisco ICM
- Admin Workstation (AW)

### Components Used

The information in this document is based on these software versions:

- Cisco ICM version 4.0 and earlier

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Why Are There Four Inactive Nodes in the Script Editor Palette?

In Cisco ICM version 4.0, these four nodes in the Script Editor palette are inactive:

- Release Call
- Queue
- Queue Priority
- Cancel Queuing

## Reason for the Inactive Nodes

These four inactive nodes are dimmed in Cisco ICM version 4.0 and earlier because they are not available for versions prior to Cisco ICM version 4.1. In order to use these nodes, you must upgrade to Cisco ICM version 4.1.

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## Related Information

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Updated: Mar 23, 2005

Document ID: 20425

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