

An Added Expanded Call Context Variable May Cause 2000 Byte Error

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Introduction

This document addresses a failure that can occur when you add Expanded Call Context (ECC) variables through Configuration Manager.

The error looks like this:

```
Update of Central Controller failed, Message: The maximum size of
this variable plus the size of previously configured variables is greater
than the system-wide maximum size of 2000, LastUpdateKey: xxxxxxxxxxxx
```

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Intelligent Contact Management (ICM) ECC variables.

Components Used

The information in this document is based on ICM 4.6.2 and later.

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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Explanation of Error

The combined space allocation for all ECC variables is limited to 2000 bytes (B). This amount is not adjustable. In addition, there is overhead for each ECC variable, which uses part of the space allocation. This list explains all size limitations:

- An ECC variable name can be up to 33 B in length.

The name can have between one and 32 usable characters, plus a null terminator.

- An ECC variable can be either a scalar variable or an array.
- The length of a scalar variable or array element can be from 1 to 210 B, at maximum.
- The number of elements in an array can be between 1 and 255, at maximum.
- Calculate the maximum buffer size for each scalar variable in this way:

$$5 + \text{the maximum length of the variable}$$

The 5 B include 4 B to tag the variable and 1 B for the null terminator.

- Calculate the maximum buffer size for each array in this way:

$$5 + (1 + \text{the maximum length of the array element}) * \text{the maximum number of elements in the array}$$

There is a null terminator for each element, as well as a null terminator for the array as a whole.

The total sum of all the maximum buffer sizes for each variable and each array must be no greater than 2000. The reason is that the total size of the buffer that stores the variables internally is 2000 B.

As an example, suppose that you intend to use these variables:

- One scalar ECC variable with a maximum length of 100 B
- One scalar ECC variable with a maximum length of 80 B
- An ECC array with a maximum of nine elements

Each element has a maximum length of 200 B.

In this case, the buffer size is:

$$(5 + 100) + (5 + 80) + (5 + (1 + 200) * 9) = 2004 \text{ B}$$

This buffer size is too large. You need to adjust either the length of one of the scalar ECC variables or the length of the array ECC variable.

Related Information

- **Technical Support & Documentation – Cisco Systems**
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