

Changing the Aspect Field Separator Value from / to ", "

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Introduction

This document describes an error in the current Cisco Aspect Contact Server documentation that has been corrected to reflect a change made by Aspect in regards to the numeric value (within the ASCII character set) of the character used as an Application Bridge message element separator. The Field Separator is located on the Message Format tab of the Data Link Properties window.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) functionality
- Aspect Contact Server
- How to use the Dumplog Utility

Components Used

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

- Cisco ICM version 4.6.2 and later
- Aspect Contact Server 5.1.1 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

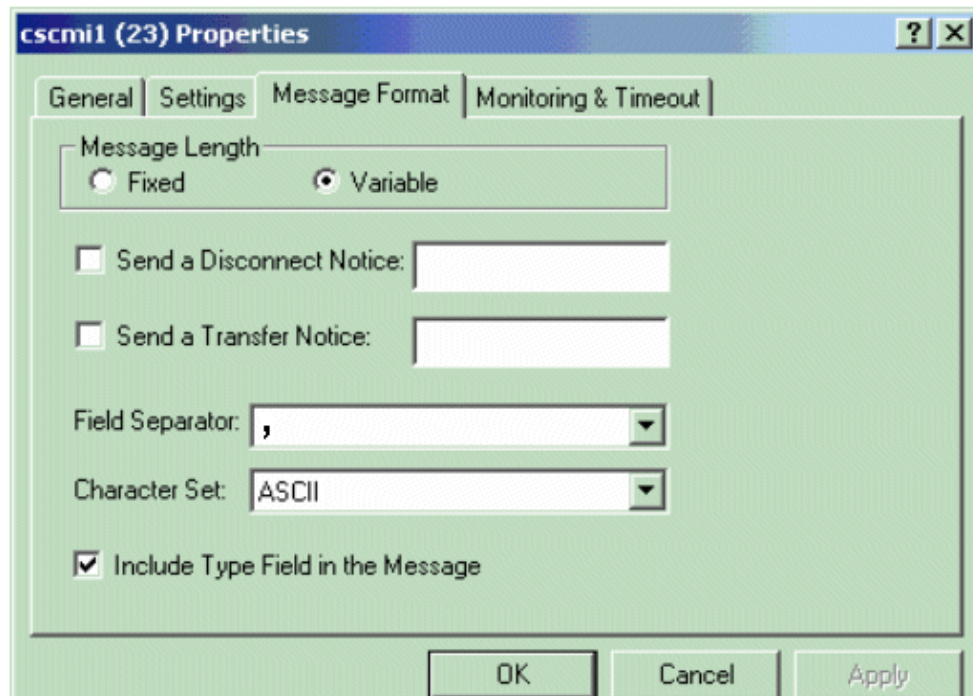
For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

On the **Message Format** tab of the Aspect Data Link Properties configuration dialog box (for the data link dedicated to the Contact Manager Interface (CMI) Server), a / (slash) character is configured as the Field Separator. This is applicable for an Application Bridge interface. However, for a CMI Server interface, the Field Separator must be a , (comma) character (see Figure 1).

Note: The Data Link Properties window is configured by Aspect, a partner or the customer.

Figure 1 The Field Separator Must be a Comma (,)



Recommended Settings

Setting	Value
Message Length	Variable
Send a Disconnect Notice	UNCHECKED
Send a Transfer Notice	UNCHECKED
Separator	, (comma)
Character Set	ASCII
Include Type Field	CHECKED

Solution

Complete these steps:

1. In the Data Link Properties configuration dialog box, (for the data link dedicated to the CMI Server), select the **Message Format** tab.

The Field Separator is configured as a / (slash) character. The new CMI Server only supports the , (comma) character as a field separator. This revelation renders existing documentation that shows screen shots of this configuration dialog box tab as inaccurate.

2. Change the Field Separator to ,.
3. Click **OK**.

Related Information

- [How to Use the Dumplog Utility](#)
- [Technical Support & Documentation – Cisco Systems](#)

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