

No External Script Available in Run External Script Node – Script Editor

Document ID: 60924

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes one reason why external scripts, such as a Cisco Customer Response Solutions (CRS) script, are not available when you edit the Run External Script node in Script Editor. This document also provides a solution in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM

Components Used

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

- Cisco ICM

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.

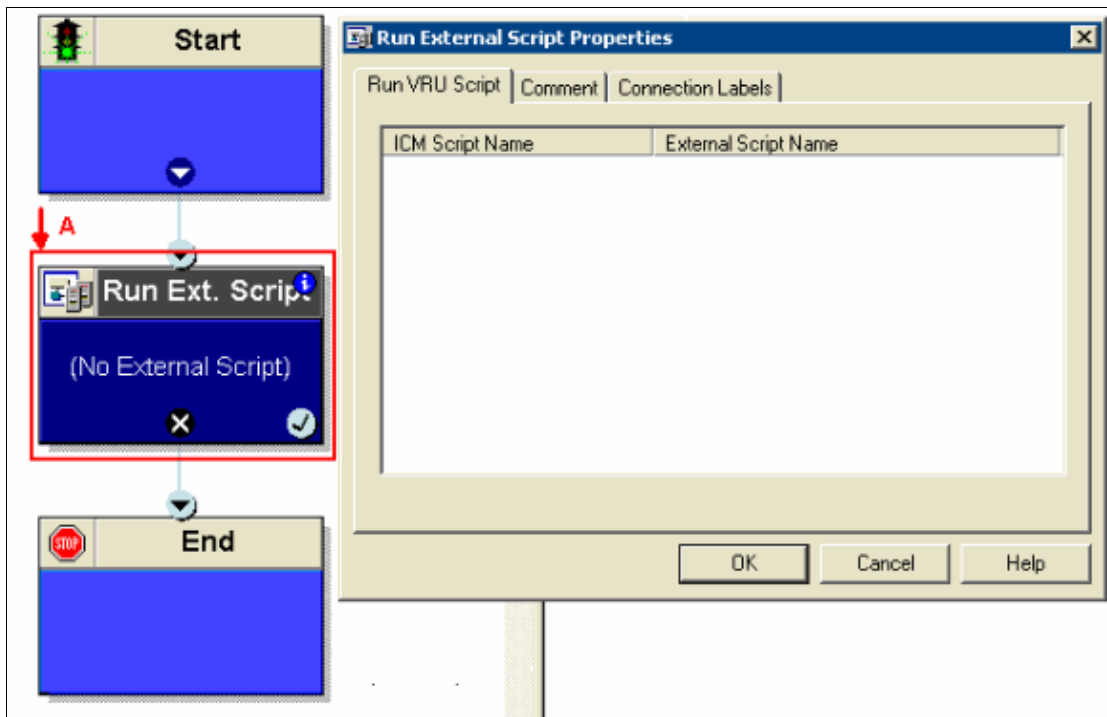
Problem

In the process of adding a Run External Script node while creating a new ICM script, no script appears for the selection in the Run External Script Properties window, as Figure 1 shows. The sequence follows:

1. Add the Run External Script node, as indicated by the A arrow in Figure 1.

2. Double-click **Run External Script**. The Run External Script Properties windows appears.
3. Click the **Run VRU Script** tab. No script appears for selection.

Figure 1: Run External Script Properties – Before Adding the External Script



Note: The Run External Script node in ICM version 5.0 and later is equivalent to the Run VRU Script node in ICM version 4.6.2.

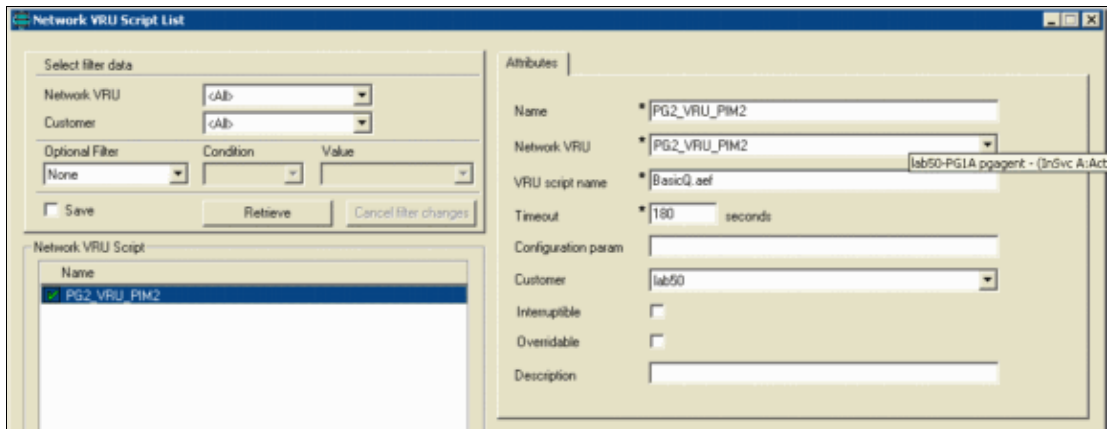
Solution

This is an ICM configuration issue. In order for the Run External Script to use a specific external script, you must add the script to the configuration.

Complete these steps to run the Network VRU Script List tool:

1. Select **Tools > Network VRU Script List** from the Configuration Manager. The Network VRU Script List window appears.
2. In the Network VRU Script List window, click **Retrieve** to enable **Add**.
3. Click **Add**. The Attributes property tab appears.
4. Complete these *required* fields under Attributes, as Figure 2 shows.
 - ◆ Name
 - ◆ Network VRU
 - ◆ VRU script name
 - ◆ Timeout

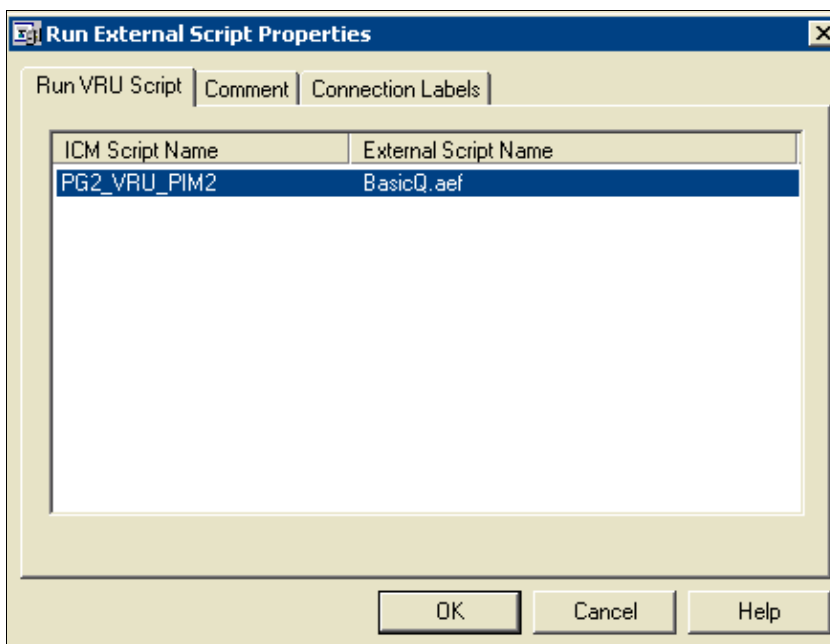
Figure 2: Network VRU Script List



The other fields are optional.

5. Click **Save** to apply your changes. The ICM software database manager automatically generates a unique Network VRU Script ID.
6. After you successfully add the external script with this procedure, double-click **Run External Script** and the added external script appears in the Run External Script Properties window, as Figure 3 shows.

Figure 3: Run External Script Properties – After Adding the External Script



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IP Communications and Video: Contact Center

Related Information

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