

CTI Desktop Asserts When the ECC Variable Exceeds a Certain Length

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Introduction

This document addresses the problem where the Computer Telephony Integration (CTI) Desktop asserts if the length of the Expanded Call Context (ECC) variable exceeds 93 characters in a Cisco IP Contact Center (IPCC) environment.

Note: This is a known issue. For more information, refer to CSCsa26867 (registered customers only) .

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco CTI Desktop

Components Used

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

- Cisco Intelligent Contact Management (ICM) version 5.x and later
- Cisco CTI version 5.x 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.

Problem

You can define and enable ECC variables in the Configuration Manager to store values associated with a call. You can specify a name for the variable and the data type. The name of the variable must begin with the string "user", for example, "user.xxx".

After you upgrade to ICM version 6.0, CTI Desktop asserts if the length of an ECC variable, which is used to pass data from ICM to CTI client, exceeds 93 characters. When you define two ECC variables, CTI Desktop asserts if the length of any one of the two variables exceeds 93 characters. Here is the corresponding CTI Server (ctisvr) process trace:

```
cg1B-ctisvr Trace: DEVICE_TARGET_PRE_CALL_IND - Instrument=1153
RouterCallKey=147380 18185838 NetworkTargetID=5410

cg1B-ctisvr Trace: CALL_DATA_UPDATE(Query Response): CallID=33555540.Unknown(d)
Dest=33555540.1153(s) Active=Y Periph=5000 ECCsize=149

cg1B-ctisvr Trace: CALL_DATA_UPDATE(Query Response): CallID=33555540.Unknown(d)
Dest=33555540.1153(s) Active=Y Periph=5000 ECCsize=149

cg1B-ctisvr Trace: DEVICE_TARGET_PRE_CALL_IND - Instrument=1087
RouterCallKey=147380 18186209 NetworkTargetID=5344

cg1B-ctisvr Trace: CSTA_SERVICE_INITIATED - initiatedConnection=33557857.1144(s)
localConnectionInfo(1)=CS_INITIATE cause=-1
```

Solution

This is a known issue, and these ICM releases contain the fix for this issue:

- Cisco ICM version 5 SR 8
- Cisco ICM version 6 SR 2
- Cisco ICM version 7.0

After you apply the fix, the ECC variable is able to hold up to 255 characters.

If your current ICM version does not contain the fix for this issue, ensure that the value of ECC variable does not exceed 93 characters.

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- [Technical Support & Documentation – Cisco Systems](#)

