

Troubleshoot ECE Agents Of a Department Donot Get "Attachment" In More Option Dropdown

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Introduction

This document describes steps to troubleshoot Enterprise Chat and Email (ECE) when Agents of a particular department donot see "Attachment" in more option section.

Prerequisites

- ECE 11.6
- Unified Contact Center Enterprise (UCCE) 11.6

Requirements

Cisco recommends that you have knowledge of these topics:

- ECE 11.6
- UCCE 11.6

Components Used

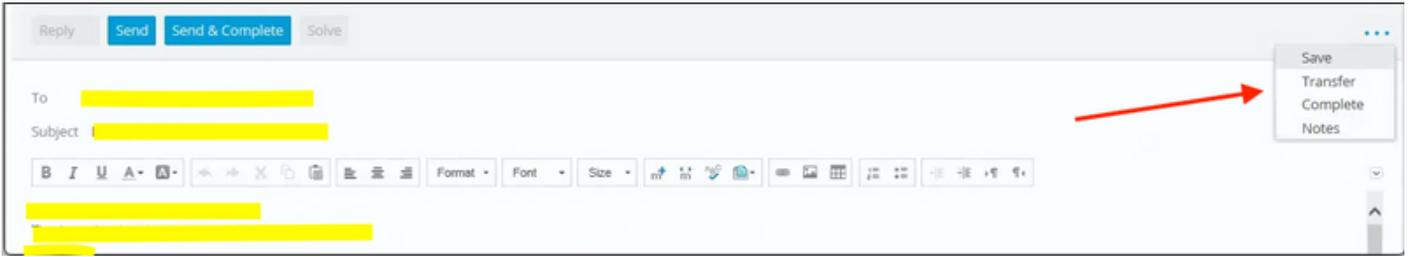
The information in this document is based on these software and hardware versions:

- ECE 11.6
- UCCE 11.6

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.

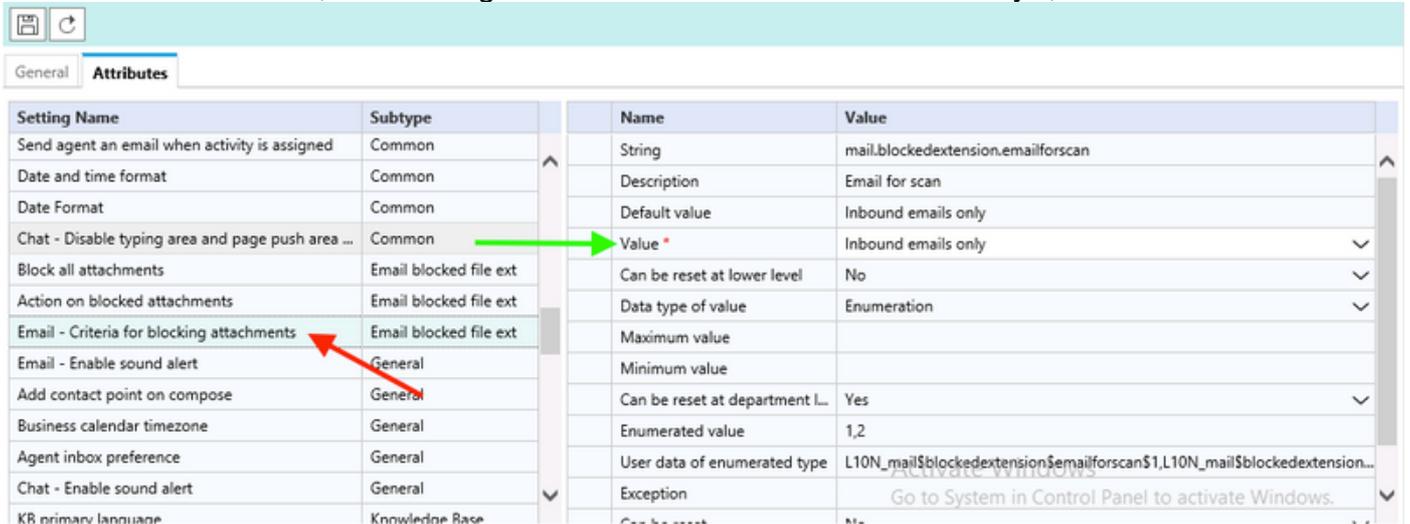
Problem

When Agent goes to respond to an inbound email; or when an agent creates an outbound email; they don't see "Attachment" in more option dropdown. As shown in the image;



Solution

- In order to fix the issue; we had to Log in to Pa page. Click Administration. Expand Department \ Goto Impacted Dept. Expand Settings \ Expand Department. Select Setting Name "Email – Criteria for blocking attachments" ; here if the value is set to "Both inbound and outbound emails" ; then change this to default " Inbound emails only" ; click Save.



- Followed this by restarting the "retriever services" using the following steps; From Consoles \ click System. Expand Partitions \ default \ Services \ Email \ Retriever. Restart rx-instance. Note: Ensure that this step is done during a change request and/or during a maintenance window. Also note that there may be more than one rx-instance listed.



- Test with the impacted agent id and confirm if "Attachment" with more option.

Verify

Once issue is resolved Agent should be able to see "Attachment" listed in the more option dropdown as shown in the image:



Related Information

- [Enterprise Chat and Email Administrator's Guide to Administration Console.](#)