

# Unified Contact Center Enterprise: No Option to Choose a Media Routing Domain for Each Media Class in the CIM Integration Manager Wizard

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## Introduction

When you use the **CIM Integration Manager Wizard**, the **Select Media Routing Domain** page does not display the correct Media Routing Domains. This document discusses how to troubleshoot this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the Cisco Unified E-Mail Interaction Manager 4.3 and higher.

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.

## Background Information

A media class describes the type of requests you want to set up for routing on ICM software. ICM software uses Media Routing Domains (MRDs) to organize how requests from different media are routed. An MRD is a collection of skill groups and services that are associated with a common communication medium.

The CIM integration uses the default Media Classes defined in the **egicm\_media\_class\_mappings.properties** file. These are the default values:

**Note:** These names are case-sensitive.

1. CIM\_EIM
2. CIM\_WIM
3. CIM\_BC
4. CIM\_OUTBOUND

## Problem

When you use the CIM Integration Manager Wizard, the Select Media Routing Domain page does not display the correct Media Routing Domains.

## Solutions

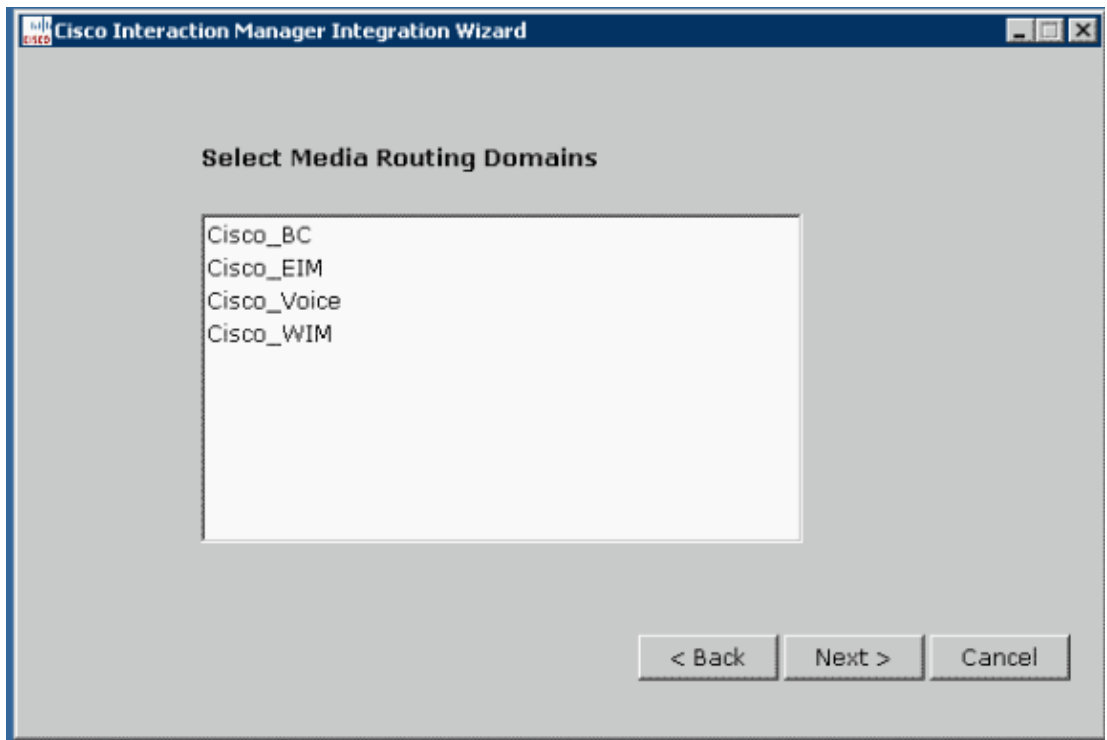
Use these solutions in order to solve the problem.

### Solution 1

**Note:** You need to use the names listed in the Background section when you create the Media Classes in UCCE Configuration Manager.

Complete these steps in UCCE Configuration Manager in order to resolve this issue:

1. Choose **Start > All Programs > ICM Admin Workstation > Configuration Manager**.
2. In the Configuration Manager window, choose **Tools > List Tools > Media Class List**.
3. Double-click **Media Class List**.
4. In the Media Class List window, in the Select Filter Data section, click **Retrieve**.
5. Highlight the incorrect entry.
6. On the Attributes tab, correct the **Name** field.
7. Click **Save**.
8. Click **Close**.
9. After the correction is complete from the UCCE Configuration Manager, go back to Cisco Integration Manager Wizard, and click the **Back** button.



10. From the Summary Agent (PGs) page, click **Next**. All Media Routing Domains now appear.

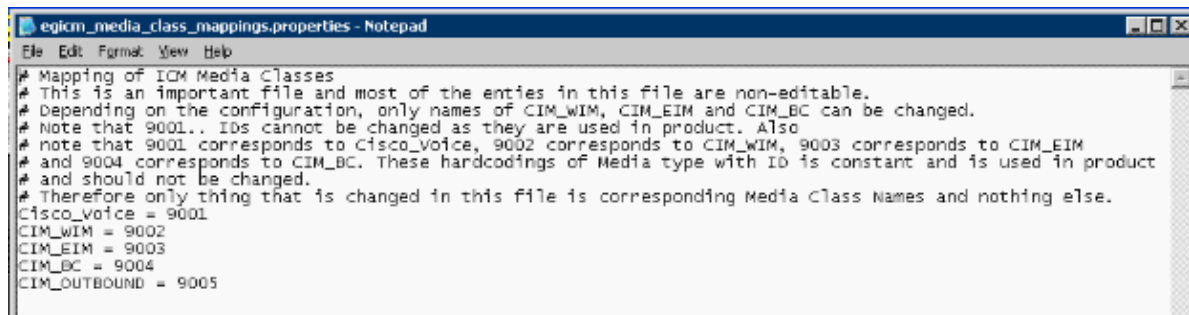
## Solution 2

If the system created media classes for email; chat; BC; are used or the Media Classes are defined with a different naming convention, the Media class properties file must be updated. Media classes are set in the `Cisco_Home\eService\config\ipcc\egicm_media_class_mappings.properties` file as

```
CIM_EIM, CIM_OUTBOUND, CIM_WIM, and CIM_BC.
```

If you use any names other than these, you must change them in the file.

1. Exit the **Integration Manager Wizard**.
2. Make the necessary changes in the `egicm_media_class_mappings.properties` file.
3. Restart Cisco Service.
4. Re-run the **CIM Integration Manager Wizard**



**Note:** As noted in the `media_class_mappings.properties` file, only change the name of the corresponding Media Class.

# Related Information

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