Troubleshoot PCCE 12.x SPOG Not Rendering ECE Gadget

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Introduction

This document describes how to fix the problem gadget issue on Packaged Contact Center Enterprise (PCCE) Single Pane of Glass (SPOG) and Cisco Email and Chat (ECE) integration.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- PCCE Release 12.x
- ECE Release 12.x

Components Used

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

- PCCE 12.5(1)
- ECE 12.5(1)

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, ensure that you understand the potential impact of any command.

Problem: SPOG is Not Rendering ECE Gadget

PCCE SPOG not rendering ECE gadget in the Contact Center Enterprise (CCE) Administration Portal. It shows an error **"An error occured while loading the page. Please contact administrator."**
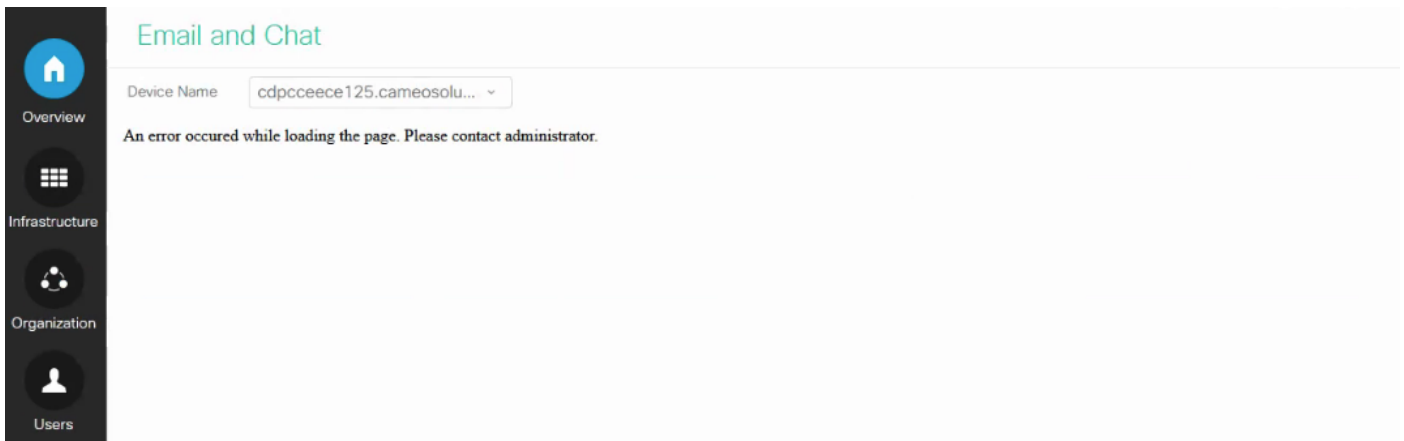
Solution

Configure the Lightweight Directory Access Protocol (LDAP) settings in ECE pa console.

You can find LDAP configuration under the chapter: **Configuring SSO for Partition Administrators:**

Enterprise Chat and Email Administrator's Guide to Administration Console

DN attribute: This must be userPrincipalName.

Example: