

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

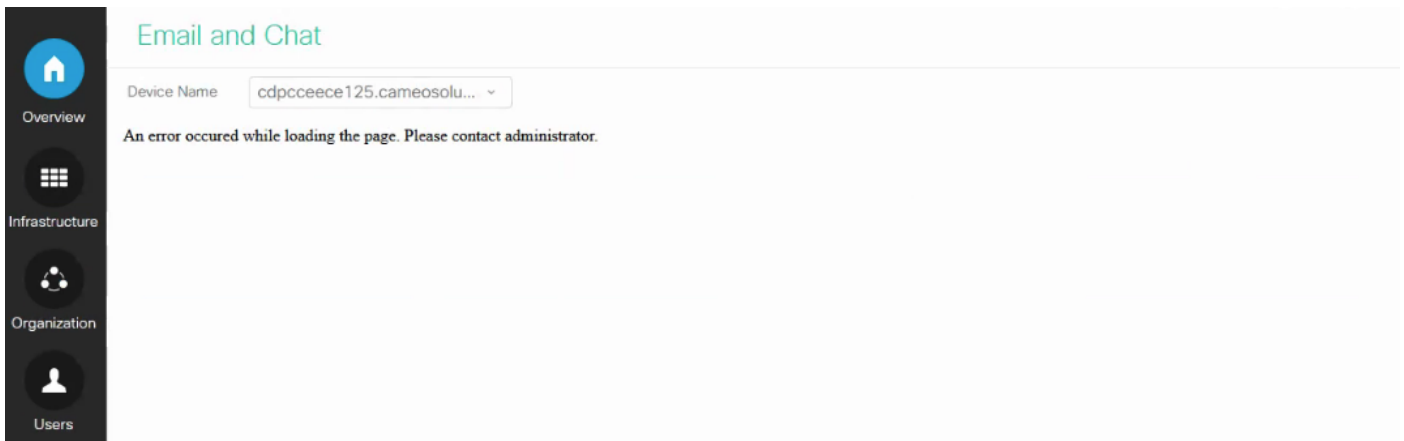
The information in this document is based on these software versions:

- 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 occurred 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:

The screenshot shows the Administration Console interface. On the left is a navigation tree with categories like Administration, Security, and SSO and Provisioning. The main area is titled 'List: SSO Configuration' and contains a table with the following data:

Name	Description
Agent Configuration	Single Sign-On Configuration for agents
Customer Configuration	Single Sign-On Configuration for customers
Partition Administrator Configuration	Single Sign-On Configuration for partition administrators

Below this table, the 'Properties: Partition Administrator Configuration' section is visible, showing the 'SSO Configuration' details in a table:

Name	Value
LDAP URL *	ldapi://ad.lab.cisco.com:389
DN attribute *	userPrincipalName
Base	DC=lab,DC=cisco,DC=com
DN for LDAP search	CN=Administrator,CN=Users,DC=lab,DC=cisco,DC=com
Password	*****
SSL enabled on LDAP	No
Keystore location *	