

Agent Greeting fails to Play

Problem Summary	Agent Greeting Fails to Play.
Error Message	UCCE Peripheral Gateway indicates "Failed to play Agent Greeting ...due to routing delay." (EnterpriseAgent PIM Error ID: 41)
Possible Cause	There is a delay in router or PG or in between those two components. When the routing delay exceeds five seconds, no Agent Greeting will be played.
Recommended Action	1. Check if there is any failover between routers or PG. 2. Check network configuration.
Release	Release 9.0(1)
Associated CDETS #	None.