

## Agent Greeting fails to Play

<b>Problem Summary</b>	Agent Greeting Fails to Play.
<b>Error Message</b>	UCCE Peripheral Gateway indicates "Failed to play Agent Greeting ... due to Agent Greeting request timeout." (EnterpriseAgent PIM Event ID: 38)
<b>Possible Cause</b>	Agent Greeting request to Unified CM times out.
<b>Recommended Action</b>	1. Check network between JGW and Unified CM. 2. Check Unified CM and CVP.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.