

## 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 route request timed out." (EnterpriseAgent PIM Event ID: 40)
<b>Possible Cause</b>	There is a delay in router or PG or in between those two components, which caused the Agent Greeting route request timed out.
<b>Recommended Action</b>	1. Check if there is any failover between routers or PG. 2. Check network configuration.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.