

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 route request timed out." (EnterpriseAgent PIM Event ID: 40)
Possible Cause	There is a delay in router or PG or in between those two components, which caused the Agent Greeting route request timed out.
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.