

## “Dialogue Failure Event” Error in the Call Server Log Files

<b>Problem Summary</b>	Callers hear critical error media and “Dialogue Failure Event” errors appear in the Call Server log files.
<b>Error Message</b>	None.
<b>Possible Cause</b>	If a call reaches the end of ICM script processing without being queued or released, the Unified ICME sends a “Dialogue Failure Event” message to the Call Server. The Call Server, in turn, sends an error message to the H.323 Service.
<b>Recommended Action</b>	The author of the script must ensure that each path in the script ends with one of the following Script Editor nodes: Release, Label, Skill Group, or Queue to Skill Group.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.