Call placed to route point is routed by UCCE instead of Genesys.

Problem Summary	A call placed to a route point that should be controlled by Genesys is routed, or appears to be routed by UCCE instead.
Error Message	N/A.
Possible Cause	• T-Server not connected. • T-Server missing configuration for the route point. • T-Server returning a route-end.

Recommended Action	Check if the T-Server is connected to UCCE?
	
	    (Check this in the Genesys Solution Control Interface for the respective T-Server)
	    If not correct and re-check
	
	Is ?Permit Application Routing? checked on in the Dialed Number Table for this RP?
	
	    If not, check it, restart the T-Server if necessary and re-check.
	
	Check to see if the route point is registered by the T-Server.
	
	    procmon to the CTI-Server in question, type ?lrd? (List Routing Devices).
	    Look for the DN in question, make sure it?s registered and by the T-Server.
	    Refer to 2502 in the following example. Note it?s registered by both
	    session 7 and 6 and they both are ENABLED and ACCEPTED. You can list
	    the clients to see who is registered.
	    (Note the output is abbreviated and empty columns truncated for clarity)
	
	C:\WINDOWS>c:\icm\bin\procmon nat02 cg1a ctisvr natal-4 >>>>lrd
	PeripheralID ------ DN ------
	
	           ---- State ---- SessionIDs InvokeID Cause
	
	5000 2502
	
	        ENABLED 7 4 0 – ROUTE_REGISTER_ACCEPTED
	
	        ENABLED 6 8 0 – ROUTE_REGISTER_ACCEPTED
	
	1 total routing devices
	>>>>clients
	
	Session Time Ver Flags ClientID {?} Signature Host
	
	    6 00:02:25 14 PUX johno johno@JOHNO-WXP0 161.44.81.56:1465)
	
	    7 00:02:20 14 PUX johno johno@JOHNO-WXP0 (161.44.81.56:1466)
	
	    If a T-Server is not registered proceed to Genesys Troubleshooting

Look in CTI-Server and see if there is a ROUTE_REQUEST_EVENT for the call to this RP.

    If ?No? proceed with troubleshooting UCCE.

Check if there is a ROUTE_SELECT_EVENT event from at least one T-Server with a valid label?

    If No proceed to (Genesys Troubleshooting ? Routing dialog response issues)
    If no was there a ROUTE_END_EVENT from all the T-Servers (All clients a
    ROUTE_REQUEST_EVENT was sent to
        If Yes then troubleshoot Genesys scripting as to why a valid label isn't getting
        returned.

Check if there is a ROUTE_END_EVENT from CTI-Server with a TIMEOUT (1) status?

    If so the routing dialog was simply too long and UCCE timed it out
    Proceed to (Genesys Troubleshooting ? Check timeout on the Genesys Routing Strategy
    node.

Summary:

    A routing dialog took place, at least one T-Server responded with a valid label, UCCE
    still appears to be routing the call.

? Proceed with troubleshooting UCCE. Check call flows for that label, CM, etc. or possibly label returned is for a UCCE controlled route point.

Release	Release 8.0(2)
Associated CDETS #	N/A