

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

<b>Problem Summary</b>	A call placed to a route point that should be controlled by Genesys is routed, or appears to be routed by UCCE instead.
<b>Error Message</b>	N/A.
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>• T-Server not connected.</li> <li>• T-Server missing configuration for the route point.</li> <li>• T-Server returning a route-end.</li> </ul>
<b>Recommended Action</b>	<p>Check if the T-Server is connected to UCCE?</p> <p>(Check this in the Genesys Solution Control Interface for the respective T-Server) If not correct and re-check</p> <p>Is ?Permit Application Routing? checked on in the Dialed Number Table for this RP?</p> <p>If not, check it, restart the T-Server if necessary and re-check.</p> <p>Check to see if the route point is registered by the T-Server.</p> <p>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)</p> <pre>C:\WINDOWS&gt;c:\icm\bin\procmon nat02 cg1a ctisvr natal-4 &gt;&gt;&gt;&gt;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 &gt;&gt;&gt;&gt;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)</pre> <p>If a T-Server is not registered proceed to Genesys Troubleshooting</p>

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	<p>Look in CTI-Server and see if there is a ROUTE_REQUEST_EVENT for the call to this RP.</p> <p style="padding-left: 40px;">If ?No? proceed with troubleshooting UCCE.</p> <p>Check if there is a ROUTE_SELECT_EVENT event from at least one T-Server with a valid label?</p> <p style="padding-left: 40px;">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.</p> <p>Check if there is a ROUTE_END_EVENT from CTI-Server with a TIMEOUT (1) status?</p> <p style="padding-left: 40px;">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.</p> <hr/> <p>Summary:</p> <p style="padding-left: 40px;">A routing dialog took place, at least one T-Server responded with a valid label, UCCE still appears to be routing the call.</p> <p>? Proceed with troubleshooting UCCE. Check call flows for that label, CM, etc. or possibly label returned is for a UCCE controlled route point.</p>
<b>Release</b>	Release 8.0(2)
<b>Associated CDETS #</b>	N/A