

## Standby T-Server can't register for route points.

<b>Problem Summary</b>	It appears (Maybe in the T-Server logs) that the T-Server is attempting to connect to CTI-server but is unsuccessful.
<b>Error Message</b>	ROUTE_REGISTER_CLIENT_SHARE_KEY_MISMATCH. ROUTE_REGISTER_CONTROL_NOT_PERMITTED. ROUTE_REGISTER_INVALID_PERIPHERALID. ROUTE_REGISTER_DEDICATED_TO_OTHER. ROUTE_REGISTER_DN_NOT_CONFIGURED.
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>• Mismatched Primary/Standby T-Server share key mismatch.</li> </ul>
<b>Recommended Action</b>	<p>Look at status code in CTI-Server log returned on the ROUTE_REGISTER_REPLY_EVENT</p> <p>If ROUTE_REGISTER_CLIENT_SHARE_KEY_MISMATCH</p> <p>One Genesys T-Server is registering for the route point with a different key. Check T-Server key configuration on the primary and standby T-Server.</p> <p>If ROUTE_REGISTER_CONTROL_NOT_PERMITTED</p> <p>Look up the Dialed Number in the UCCE DN explorer and check 'Permit Application Routing'.</p> <p>If ROUTE_REGISTER_INVALID_PERIPHERALID</p> <p>Check Peripheral ID configuration in Genesys setup.</p> <p>If ROUTE_REGISTER_DEDICATED_TO_OTHER</p> <p>Check for another client that registered and didn't use a key.</p> <p>(Probably the ACMI PIM in a CTI-Only Deployment). (clients from procmon in CTI-Server will show this). If so most likely the RP is configured for control in Genesys and shouldn't be.</p> <p>If ROUTE_REGISTER_DN_NOT_CONFIGURED</p> <p>Check the Dialed Number table in UCCE - This indicates this is an unknown DN.</p>
<b>Release</b>	Release 8.0(2)
<b>Associated CDETS #</b>	N/A