

## Call failure

<b>Problem Summary</b>	The call fails in Unified ICM or is routed to the wrong Assignment Queue (AQ).
<b>Error Message</b>	None.
<b>Possible Cause</b>	If the ROUTE_REQUEST is not found in the runtime log, the call fails in Unified ICM.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>◇ Does the ICM Gateway Process on the runtime server receive the routing request from the Contact Manager? Search for ROUTE_REQUEST in the runtime log. <ul style="list-style-type: none"> <li>• View the available log files from the CLI: file list activelog mmca/logs/runtime.</li> <li>• View the appropriate log file from the CLI: file view activelog mmca/logs/runtime/LOGILENAME.</li> <li>• If not found, the call fails before it reaches the ICM Gateway Process on the runtime server.</li> </ul> </li> <li>◇ Does the ICM Gateway process on the runtime receive the routing response from the PIM? Search for ROUTE_SELECT in the log. If not found, the call fails in Unified ICM.</li> <li>◇ Does the RouteSelected value in the ROUTE_SELECT log message match the Incoming label for the AQ to which the call is routed? If not, the call is routed to the wrong AQ.</li> </ul>
<b>Release</b>	Release 7.6(1).
<b>Associated CDETS #</b>	None.