

Call failure

Problem Summary	The call fails in Unified ICM or is routed to the wrong Assignment Queue (AQ).
Error Message	None.
Possible Cause	If the ROUTE_REQUEST is not found in the runtime log, the call fails in Unified ICM.
Recommended Action	<ul style="list-style-type: none"> ◇ 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"> • View the available log files from the CLI: file list activelog mmca/logs/runtime. • View the appropriate log file from the CLI: file view activelog mmca/logs/runtime/LOGILENAME. • If not found, the call fails before it reaches the ICM Gateway Process on the runtime server. ◇ 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. ◇ 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.
Release	Release 7.6(1).
Associated CDETS #	None.