

<Agent Greeting Fails to Play Due to Internal Software Error>

Problem Summary	Agent Greeting Fails to play when using a conference bridge.
Error Message	Appears in the Windows Event Viewer > Application Log on the UCCE Peripheral Gateway: Failed to play Agent Greeting <type> for the call <call ID> to Agent <agent ID> with MessageId=37 Category=EnterpriseAgentPIM
Possible Cause	Most likely attributable to an internal error in UCCE software.
Recommended Action	Contact or open a case with your UCCE product support representative.
Release	8.5(2)
Associated CDETS #	None