

<Agent Greeting Fails to Play Due to Network Not Obtainable>

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=34 FCategory=EnterpriseAgentPIM
Possible Cause	Pertains to cross-cluster calls. The far cluster could not be reached due to networking or similar issues.
Recommended Action	Check your UCCE, CVP, and UNIFIED CM logs for more information on the source of the error.
Release	8.5(2)
Associated CDETS #	None