

Back to [Troubleshooting Unified CCE](#)

Contents

- [1 RouterErrorCodes and Corrective Actions](#)
 - ◆ [1.1 EMSG RTR ROUTE CALL BAD RC: MessageID=0x000D RouterErrorCode=13](#)
 - ◆ [1.2 EMSG RTR ROUTE BAD DN: MessageID=0x003E RouterErrorCode=62](#)
 - ◆ [1.3 EMSG RTR ROUTE NO CALL TYPE: MessageID=0x003F RouterErrorCode=63](#)
 - ◆ [1.4 EMSG RTR ROUTE NO SCRIPT: MessageID=0x0040 RouterErrorCode=64](#)
 - ◆ [1.5 EMSG RTR ROUTE NO ROUTE: MessageID=0x0041 RouterErrorCode=65](#)
 - ◆ [1.6 EMSG RTR ROUTE NO DEFAULT ROUTE: MessageID=0x0042 RouterErrorCode=66](#)
 - ◆ [1.7 EMSG RTR ROUTE ANNOUNCE NO LABEL: MessageID=0x0043 RouterErrorCode=67](#)
 - ◆ [1.8 EMSG RTR ROUTE NO TARGET: MessageID=0x0044 RouterErrorCode=68](#)
 - ◆ [1.9 EMSG RTR ROUTE NO LABEL: MessageID=0x0045 RouterErrorCode=69](#)
 - ◆ [1.10 EMSG RTR TRAN ROUTE NO RC: MessageID=0x0046 RouterErrorCode=70](#)
 - ◆ [1.11 EMSG RTR ROUTE NO TRAN RC TARGET: MessageID=0x0047 RouterErrorCode=71](#)
 - ◆ [1.12 EMSG RTR ROUTE ANNOUNCE INVALID RC: MessageID=0x0069 RouterErrorCode=105](#)
 - ◆ [1.13 EMSG RTR TRAN ROUTE NO ROUTE: MessageID=0x007B RouterErrorCode=123](#)
 - ◆ [1.14 EMSG RTR TRAN ROUTE PG OFFLINE: MessageID=0x007C RouterErrorCode=124](#)
 - ◆ [1.15 EMSG RTR PERIPHERAL OFFLINE: MessageID=0x007E RouterErrorCode=126](#)
 - ◆ [1.16 EMSG RTR ROUTE NO BUSY LABEL: MessageID=0x00E6 RouterErrorCode=230](#)
 - ◆ [1.17 EMSG RTR ROUTE NO RING LABEL: MessageID=0x00E7 RouterErrorCode=231](#)
 - ◆ [1.18 EMSG RTR ROUTE NO GOOD LABEL: MessageID=0x00E8 RouterErrorCode=232](#)
 - ◆ [1.19 EMSG RTR TRAN ROUTE NO TARGET: MessageID=0x0101 RouterErrorCode=257](#)
 - ◆ [1.20 EMSG RTR TRAN ROUTE NO LABEL: MessageID=0x0102 RouterErrorCode=258](#)
 - ◆ [1.21 EMSG RTR TRANSLATION OVERRUN: MessageID=0x0112 RouterErrorCode=274](#)
 - ◆ [1.22 EMSG RTR DIALOG FAILED: MessageID=0x01B3 RouterErrorCode=435](#)
 - ◆ [1.23 EMSG RTR MSG DIALOG ABORTED: MessageID=0x01C0 RouterErrorCode=448](#)
 - ◆ [1.24 EMSG RTR VRU NEWCALL NO PERIPHERAL: MessageID=0x01E4 RouterErrorCode=484](#)
 - ◆ [1.25 EMSG RTR VRU NEWCALL NO NETWORK VRU: MessageID=0x01E5 RouterErrorCode=485](#)
 - ◆ [1.26 EMSG RTR VRU NEWCALL BAD DN: MessageID=0x01E6 RouterErrorCode=486](#)
 - ◆ [1.27 EMSG RTR VRU NEWCALL BAD CUST: MessageID=0x01E7 RouterErrorCode=487](#)

Router_Error_Codes

- ◆ 1.28 MSG RTR VRU NEWCALL NO CUST NETWORK VRU: MessageID=0x01E8 RouterErrorCode=488
- ◆ 1.29 MSG RTR DESKLINK ROUTE NO AGENT: MessageID=0x01EA RouterErrorCode=490
- ◆ 1.30 MSG RTR DESKLINK PERIPHERAL OFFLINE: MessageID=0x01EB RouterErrorCode=491
- ◆ 1.31 MSG RTR DESKLINK PERIPHERAL WRONG REV: MessageID=0x01EC RouterErrorCode=492
- ◆ 1.32 MSG RTR DESKLINK AGENT NO DEVTARGET: MessageID=0x01EF RouterErrorCode=495
- ◆ 1.33 MSG RTR CALL EXCEEDED QUEUE LIMIT: MessageID=0x01F3 RouterErrorCode=499
- ◆ 1.34 MSG RTR ROUTE BAD DN MRD: MessageID=0x0221 RouterErrorCode=545
- ◆ 1.35 MSG RTR CALL UNKNOWN MRD0: MessageID=0x0223 RouterErrorCode=547
- ◆ 1.36 MSG RTR DESKLINK DEVTARGET NO LABEL RC: MessageID=0x0233 RouterErrorCode=563
- ◆ 1.37 MSG RTR ROUTE SCHED NO GOOD LABEL: MessageID=0x0234 RouterErrorCode=564
- ◆ 1.38 MSG RTR ROUTE NO LABEL TRAN RC: MessageID=0x0252 RouterErrorCode=594
- ◆ 1.39 MSG RTR ROUTE NO LABELS TRAN RC: MessageID=0x0253 RouterErrorCode=595

RouterErrorCodes and Corrective Actions

The Router sets RouterErrorCode in the RCD when error conditions are detected and increments the CallType.ErrorCountToHalf for the current half-hour.

Note: A Route_Call_Detail.RouterErrorCode value of 448 (MSG_RTR_MSG_DIALOG_ABORTED) are treated as abandon calls and do not increment the CallType.ErrorCodeToHalf

References in the document to DeskLink and Enterprise Agent are specific to resources associated with a Unified CCE Peripheral.

The following tools provide methods for viewing the System Events defined in this document.

1) "Router Log Viewer" tool is an ICM Admin Workstation tool that provides a live stream of errors as they are reported by the Router. This may be utilized to capture the error conditions specified in the document.

2) The Event Viewer is a tool within WebView that lets you view event data (messages) generated by processes within Unified ICM and used in system maintenance. Events are significant occurrences in the system that are documented and stored for use in system maintenance. The Event Viewer is the WebView tool you use to view these event-data messages.

Events are logged to the central database by each component in the Unified ICM system. To open the Event Viewer, click the Event Viewer option in the opening from the Historical database.

The following defines the set of valid values for Router_Call_Detail.RouterErrorCode.

**EMSG_RTR_ROUTE_CALL_BAD_RC: MessageID=0x000D
RouterErrorCode=13**

Message	Call route from unknown routing client %1, dn=%2.
Description	
Action	Check the Routing Client and Dialed Number configuration and correct any problems.

**EMSG_RTR_ROUTE_BAD_DN: MessageID=0x003E
RouterErrorCode=62**

Message	Call route request from routing client %2 (ID %1) with unknown DN of %3.
Description	The Router received a call route request from routing client %2 with a dialed number %3 that is not configured.
Action	Configure the dialed number for the Routing Client and update the Central Controller.

**EMSG_RTR_ROUTE_NO_CALL_TYPE: MessageID=0x003F
RouterErrorCode=63**

Message	Unable to map dialed number %2 (ID %1), CED "%3", ANI "%4" to a call type.
Description	The Router was unable to find a call type that specified dialed number %2, caller entered digits of "%3", and an ANI of "%4".
Action	With the Script Editor, update the Dialed Number with the appropriate call type and update the Central Controller.

**EMSG_RTR_ROUTE_NO_SCRIPT: MessageID=0x0040
RouterErrorCode=64**

Message	Unable to find scheduled script for dialed number %3 (ID %1) with call type of %4 (ID %2).
Description	There is no script scheduled to run at the current time for call type %4 and dialed number %3.
Action	Schedule a script to be run for this dialed number and call type with the Script Editor and update the Central Controller.

**EMSG_RTR_ROUTE_NO_ROUTE: MessageID=0x0041
RouterErrorCode=65**

Message	Script %3 (ID %1) failed to produce route for dialed number %4 with call type of %5 (ID %2).
Description	A call with dialed number %4 and call type %4 triggered the use of script %3, but there was no route configured for this dialed number and call type.
Action	The script configuration did not return a result. This is typically a failure path in the script did not corrective action. Review and update the script associated with specified dialed

	number and call type.
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**EMSG_RTR_ROUTE_NO_DEFAULT_ROUTE: MessageID=0x0042
RouterErrorCode=66**

Message	No default label available for dialed number %2 (ID %1).
Description	There is no default label configured for dialed number %2, yet the Router needed one.
Action	The default label is the last resort for routing the calls due to some prior error. Default labels are NOT recommended for CCE. Review event messages with Event Viewer for error conditions associated with resources for the specified dialed number.

**EMSG_RTR_ROUTE_ANNOUNCE_NO_LABEL:
MessageID=0x0043 RouterErrorCode=67**

Message	No label is available for announcement %3 (ID %1) from dialed number %4 (ID %2).
Description	There is no label configured for announcement %3 from dialed number %4.
Action	Configure an appropriate label for the announcement and update the Central Controller.

**EMSG_RTR_ROUTE_NO_TARGET: MessageID=0x0044
RouterErrorCode=68**

Message	No peripheral target available for route %3 (ID %1) with routing client %4 (ID %2).
Description	There is no peripheral target available for route %3 for routing client %4.
Action	Configure an appropriate peripheral target for the route and update the Central Controller.

**EMSG_RTR_ROUTE_NO_LABEL: MessageID=0x0045
RouterErrorCode=69**

Message	No peripheral targets for route %3 have a valid label for dialed number %4 (ID %1) from routing client %5 (ID %2).
Description	No peripheral targets for route %3 have a valid label for dialed number %4 (ID %1) from routing client %5 (ID %2).
Action	Associate an appropriate peripheral target and label for route %3 with Configure ICM and update the Central Controller.

**EMSG_RTR_TRAN_ROUTE_NO_RC: MessageID=0x0046
RouterErrorCode=70**

Message	No routing client at peripheral targeted by translation route %2 (ID %1). Normal routing assumed.
Description	There is no routing client at the peripheral targeted by translation route %2 (ID %1). The translation route is probably incorrectly configured.
Action	Correct the configuration of the translation route and update the Central Controller.

**EMSG_RTR_ROUTE_NO_TRAN_RC_TARGET: MessageID=0x0047
RouterErrorCode=71**

Message	No peripheral target available for route %3 (ID %1) with routing client %4 (ID %2) picked by translation route %5. Normal routing assumed.
Description	No peripheral target is available for route %3 with the routing client %4 picked by translation route %5. The translation route is probably incorrectly configured.
Action	None, obsolete message

**EMSG_RTR_ROUTE_ANNOUNCE_INVALID_RC:
MessageID=0x0069 RouterErrorCode=105**

Message	Unable to access announcement %3 (ID %1) from routing client %4 (ID %2).
Description	The Router is unable to access the announcement %3 from routing client %4. This probably indicates a configuration inconsistency.
Action	None, obsolete message

**EMSG_RTR_TRAN_ROUTE_NO_ROUTE: MessageID=0x007B
RouterErrorCode=123**

Message	No routes configured for translation route %2 (ID %1).
Description	No routes were configured for translation route %2.
Action	Correct the translation route configuration by associating the appropriate set of routes.

**EMSG_RTR_TRAN_ROUTE_PG_OFFLINE: MessageID=0x007C
RouterErrorCode=124**

Message	Peripheral %3 (ID %1) for translation route %4 (ID %2) not connected.
Description	The peripheral to which a translation route is directed is not online. The translation route cannot be completed. The peripheral (ACD) cannot be seen by the ICM. It may be down or the Peripheral Gateway (PG) may not be able to see the peripheral due to communications problems between the ACD and the PG.
Action	Verify that the peripheral is operational and connected to the PG.

**EMSG_RTR_PERIPHERAL_OFFLINE: MessageID=0x007E
RouterErrorCode=126**

Message	ACD/IVR %2 (ID %1) is off-line and not visible to the Peripheral Gateway. Routing to this site is impacted.
Description	The specified ACD/IVR is not visible to the Peripheral Gateway. No call or agent state information is being received by the Router from this site. Routing to this site is impacted.
Action	If Peripheral Gateway is also offline per messaging (message ID 10500D1) or "rttest" result, then first proceed with troubleshooting for Peripheral Gateway off-line alarm. Otherwise

ACD/IVR Vendor should be contacted for resolution.

**EMSG_RTR_ROUTE_NO_BUSY_LABEL: MessageID=0x00E6
RouterErrorCode=230**

Message	No busy label found for routing client %3 (ID %1), dialed number %4 (ID %2).
Description	A script indicated that a busy label should be returned to routing client %3 for dialed number %4, but no such label is configured.
Action	Configure a busy label for the specified Routing Client.

**EMSG_RTR_ROUTE_NO_RING_LABEL: MessageID=0x00E7
RouterErrorCode=231**

Message	No ring label found for routing client %3 (ID %1), dialed number %4 (ID %2).
Description	A script indicated that a ring label should be returned to routing client %3 for dialed number %4, but no such label is configured.
Action	Configure a ring label for the specified Routing Client.

**EMSG_RTR_ROUTE_NO_GOOD_LABEL: MessageID=0x00E8
RouterErrorCode=232**

Message	Label node had no label valid for routing client %3 (ID %1), dialed number %4 (ID %2).
Description	A script indicated that a label should be returned to routing client %3 for dialed number %4, but no such label is configured.
Action	The specified script label node is not valid for the requesting routing client. Use the Script Editor to update the script label node and update the Central Controller.

**EMSG_RTR_TRAN_ROUTE_NO_TARGET: MessageID=0x0101
RouterErrorCode=257**

Message	No peripheral target available for translation route %3 (ID %1) with routing client %4 (ID %2).
Description	No peripheral target is available for translation route %3 with routing client %4. This probably indicates a configuration inconsistency.
Action	Correct the PeripheralTarget configuration associated with the Translation Route and update the central controller.

**EMSG_RTR_TRAN_ROUTE_NO_LABEL: MessageID=0x0102
RouterErrorCode=258**

Message	No peripheral targets for translation route %3 have a valid label for dialed number %4 (ID %1) from routing client %5 (ID %2).
Description	No peripheral targets for translation route %3 have a valid label for dialed number %4 from routing client %5. This probably indicates a configuration inconsistency.

Router_Error_Codes

Action	Configure correct label for the Peripheral Target associated with the Translation Route and update the central controller.
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EMSG_RTR_TRANSLATION_OVERRUN: MessageID=0x0112 RouterErrorCode=274

Message	No free routes to send call to translation route %3 (ID %1). All %2 routes are in use.
Description	There are no free routes available for use in the translation routing algorithm. All %2 routes are in use for active translation routed calls. This can be caused by a larger call volume than expected or calls that last longer than expected.
Action	Configure additional routes for the Translation Route to handle the call volume. Refer to Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND) document for additional information on how to size the number of Routes required.

EMSG_RTR_DIALOG_FAILED: MessageID=0x01B3 RouterErrorCode=435

Message	Dialog (%1) failed
Description	This is the default error code that the system uses when a specific error was not identified.
Action	None.

EMSG_RTR_MSG_DIALOG_ABORTED: MessageID=0x01C0 RouterErrorCode=448

Message	Dialog (%1) aborted and was deleted.
Description	This is not a routing error. The customer leg disconnected for the call at the routing client.
Action	None

EMSG_RTR_VRU_NEWCALL_NO_PERIPHERAL: MessageID=0x01E4 RouterErrorCode=484

Message	No peripheral found for VRU capable call on dialed number %3 from PG routing client %2 (ID %1).
Description	A call (dialed number %3) from PG routing client %2 (ID %1) claimed to be from a VRU, but the routing client had no associated peripheral, so the router was unable to determine which VRU the call was from.
Action	This should never occur, defensive check in the code for corrupted configuration. If this message does occur fix the configuration problem.

EMSG_RTR_VRU_NEWCALL_NO_NETWORK_VRU: MessageID=0x01E5 RouterErrorCode=485

Message	
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Router_Error_Codes

	No NetworkVRU configured for peripheral for VRU capable call on dialed number %3 from PG routing client %2 (ID %1).
Description	A call (dialed number %3) from PG routing client %2 (ID %1) claimed to be from a VRU, but the routing client's associated peripheral had no network VRU configured, so the router was unable to determine which VRU the call was from.
Action	Fix the configuration problem by associating a Network VRU with the Peripheral).

EMSG_RTR_VRU_NEWCALL_BAD_DN: MessageID=0x01E6 RouterErrorCode=486

Message	A VRU capable call on unknown dialed number %3 from NIC routing client %2 (ID %1) rejected.
Description	A call with unknown dialed number %3 from NIC routing client %2 (ID %1) claimed to be from a VRU, but since the dialed number was unknown, it was not possible to determine which VRU the call was from.
Action	Configure the dialed number and associate it with the NIC RoutingClient.

EMSG_RTR_VRU_NEWCALL_BAD_CUST: MessageID=0x01E7 RouterErrorCode=487

Message	A VRU capable call on dialed number %3 from NIC routing client %2 (ID %1) had no associated customer.
Description	A call with dialed number %3 from NIC routing client %2 (ID %1) claimed to be from a VRU, but since the customer was unknown, it was not possible to determine which VRU the call was from.
Action	The specified dialed number needs to be associated with a customer.

EMSG_RTR_VRU_NEWCALL_NO_CUST_NETWORK_VRU: MessageID=0x01E8 RouterErrorCode=488

Message	A VRU capable call on dialed number %3 from NIC routing client %2 (ID %1) had no associated VRU for the customer.
Description	A call with dialed number %3 from NIC routing client %2 (ID %1) claimed to be from a VRU, but since the customer was not configured with a NetworkVRU (or there is no default NetworkVRU), it was not possible to determine which VRU the call was from.
Action	Configure a NetworkVRU with the customer associated with the DialedNumber.

EMSG_RTR_DESKLINK_ROUTE_NO_AGENT: MessageID=0x01EA RouterErrorCode=490

Message	Routing to DeskLink route %2 (ID %1) but no agent or skillGroup found; using default route.
Description	Routing to DeskLink route %2 (ID %1) but no agent or skillGroup found; using default route. This is probably caused by an improper script or a configuration problem.

EMSG_RTR_VRU_NEWCALL_NO_NETWORK_VRU:MessageID=0x01E5 RouterErrorCode=4858

Router_Error_Codes

Action	This error is associated with CCE only and the condition occurs if the SkillGroup node is used in the ScriptEditor and there are NO available agents in the SkillGroup. Modify Script by either using the LAA node before SkillGroup node or replace the SkillGroup node with the QueueToSkillGroup
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EMSG_RTR_DESKLINK_PERIPHERAL_OFFLINE: MessageID=0x01EB RouterErrorCode=491

Message	Attempt to send DeviceTargetPreCallInd or DeviceTargetAbortInd to unconnected peripheral %2 (ID %1).
Description	Attempt to send DeviceTargetPreCallInd to unconnected peripheral %2 (ID %1). An attempt was made to route an enterprise agent call to a peripheral not currently on-line to the router. This probably indicates a configuration inconsistency.
! Action	For CCE only deployments, set the Router<Side>\Router\CurrentVersion\Configuration\Offline\IgnoreAll registry field to TRUE. For hybrid CCE deployments update Script node to include ConsiderIf for Peripheral.Online TRUE for resources associated with CCE Peripherals.

EMSG_RTR_DESKLINK_PERIPHERAL_WRONG_REV: MessageID=0x01EC RouterErrorCode=492

Message	Attempt to send DeviceTargetPreCallInd to peripheral %2 (ID %1) at wrong rev.
Description	An attempt was made to route an enterprise agent call to a peripheral not connected with the correct OPI revision. This probably indicates a configuration inconsistency.
Action	None, defensive code check in the Router.

EMSG_RTR_DESKLINK_AGENT_NO_DEVTARGET: MessageID=0x1EF RouterErrorCode=495

Message	Attempt to send DeviceTargetPreCallInd to peripheral %2 (ID %1) at wrong rev.
Description	Attempted to send call to agent %3 (ID %1) on peripheral %4 (ID %2) who has no device target. A script attempted to send an enterprise agent call to an agent who has no device target assigned by the peripheral gateway.
Action	Router cannot find valid Agent Target Rule or Device Target for the selected agent. Update configuration to include either Agent Target Rule or valid Device Target label for the device. Review event messages with Event Viewer for the Agent associated with the error condition.

EMSG_RTR_CALL_EXCEEDED_QUEUE_LIMIT: MessageID=0x01F3 RouterErrorCode=499

Message	
Description	Call on dialed number %2 (ID %1) terminated for exceeded maximum queue time limit. The call was sent to the default label
Action	

Router_Error_Codes

	Evaluate the MediaRoutingDomain.MaxQueueTime value for the MRD associated with the DialedNumber. Increasing the MediaRoutingDomain.MaxQueueTime may require increasing the value of the Router<Side>\Router\CurrentVersion\Configuration\Queuing\MaxTimeInQueue registry key on the Router, because the Router uses the lesser of the two settings.
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EMSG_RTR_ROUTE_BAD_DN_MRD: MessageID=0x0221 RouterErrorCode=545

Message	Call route request from routing client %3 (ID %1) with mismatched routing domain (ID %2) for DN of %4.
Description	The Router received a task request from routing client %2 with a dialed number configured with the wrong media routing domain.
Action	Configure the dialed number with the correct Media Routing Domain and update the Central Controller.

EMSG_RTR_CALL_UNKNOWN_MRD0: MessageID=0x0223 RouterErrorCode=547

Message	A call was received from routing client %3 (%1) with an unknown media routing domain of %2.
Description	A call was received from routing client %3 (%1) with an unknown media routing domain of %2. This probably indicates a configuration inconsistency.
Action	None, defensive code check in the Router.

EMSG_RTR_DESKLINK_DEVTARGET_NO_LABEL_RC: MessageID=0x0233 RouterErrorCode=563

Message	Attempted to send call to agent %3 (ID %1) on peripheral %4 at device target %2 which had no label for routing client %5.
Description	Attempted to send call to agent %3 (ID %1) on peripheral %4 at device target %2 which had no label for routing client %5. A script attempted to send an enterprise agent call to an agent at a device target which had no label configured for routing client.
Action	Results from either a no Device Target Label for the specified Routing Client or no label can be created from the Agent Target Rules for the specified Routing Client. Configure an Agent Target Rule or Device Target Label for the Routing Client.

EMSG_RTR_ROUTE_SCHED_NO_GOOD_LABEL: MessageID=0x0234 RouterErrorCode=564

Message	Schedule Target had no label valid for routing client %3 (ID %1), dialed number %4 (ID %2).
Description	A script indicated that a label should be returned to routing client %3 for dialed number %4, but no such label is configured.
Action	

Router_Error_Codes

The label for the schedule target is not valid for the routing client. Correct the configuration of the schedule target label and update the Central Controller.

NOTE: Calls associated with this RouterErrorCode are treated as abandon calls and do not increment the CallType.ErrorCodeToHalf.

EMSG_RTR_ROUTE_NO_LABEL_TRAN_RC: MessageID=0x0252 RouterErrorCode=594

Message	No peripheral targets for route %3 have a valid label for routing client %5 (ID %2) targeted by translation route %4 (ID %1).
Description	No peripheral targets for route %3 have a valid label for routing client %5 (ID %2) targeted by translation route %4 (ID %1).
Action	Configure an appropriate peripheral target and label for route %3 for target routing client and update the Central Controller.

EMSG_RTR_ROUTE_NO_LABELS_TRAN_RC: MessageID=0x0253 RouterErrorCode=595

Message	No peripheral targets for route %3 have valid labels for every routing client targeted by translation route %2 (ID %1).
Description	No peripheral targets for route %3 have valid labels for every routing client targeted by translation route %2 (ID %1).
Action	Configure an appropriate peripheral target and label for route %3 for each target routing client and update the Central Controller.

Troubleshooting Unified CCE