

The callback contact is immediately marked Discarded by SocialMiner

Problem Summary	The callback request is discarded with the reason "notification_unknown_routing_problem" and the state is Discarded.
Error Message	None
Possible Cause	<p>1 The Dialed Number/Script Selector is incorrectly configured in the Connection to CCE Notification in the Connection to CCE. The notification state was last updated 10/8/13 2:01 PM" when you hover over it.</p> <p>After the NewTask is submitted, instead of a DO_THIS_WITH_TASK message, CCE returns a NewTask message.</p> <p>The SocialMiner runtime logs show something like this:</p> <pre>0000001784: 10.86.136.170: Oct 08 2013 14:01:33.851 -0400: %CCBU_____MRSS-6-M 0000001785: 10.86.136.170: Oct 08 2013 14:01:33.855 -0400: %CCBU_____MRSS-6-M</pre> <p>2 The request fell through the routing script. Similar to the previous possible cause, the callback request is discarded with the reason "notification_unknown_routing_problem".</p> <p>3 SocialMiner is rate-limiting the incoming callback requests. The callback request is discarded with the reason "notification_unknown_routing_problem".</p> <p>4 Invalid mediaAddress, Call and/or ECC variables were included in the request.</p> <p>5 SocialMiner has lost its connection to CCE.</p>
Recommended Actions	<p>1 Check and correct (if necessary) the Dialed Number/Script Selector configuration in the Connection to CCE.</p> <p>2 Check the Route Call Detail (RCD) to see whether the Route Request from SocialMiner made it into the Connection to CCE.</p> <p>3 SocialMiner will not send more than 40 contacts to CCE in a minute to prevent SocialMiner from flooding CCE.</p> <p>4 Check the SocialMiner runtime logs for any invalid variable exceptions (such as "MR_CONNECTION_ERROR").</p> <p>5 Investigate and re-establish the connection to CCE.</p>
Release	Release 10.0(1), 10.5(1)
Associated CDETS #	None