

## The callback contact is immediately marked Discarded by SocialMiner

<b>Problem Summary</b>	The callback request is discarded with the reason "notification_unknown_routing_problem" and the state is Discarded.
<b>Error Message</b>	None
<b>Possible Cause</b>	<p><b>1</b> 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><b>2</b> 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><b>3</b> SocialMiner is rate-limiting the incoming callback requests. The callback request is discarded with the reason "notification_unknown_routing_problem".</p> <p><b>4</b> Invalid mediaAddress, Call and/or ECC variables were included in the request.</p> <p><b>5</b> SocialMiner has lost its connection to CCE.</p>
<b>Recommended Actions</b>	<p><b>1</b> Check and correct (if necessary) the Dialed Number/Script Selector configuration in the Connection to CCE.</p> <p><b>2</b> Check the Route Call Detail (RCD) to see whether the Route Request from SocialMiner made it into the Connection to CCE.</p> <p><b>3</b> SocialMiner will not send more than 40 contacts to CCE in a minute to prevent SocialMiner from flooding CCE.</p> <p><b>4</b> Check the SocialMiner runtime logs for any invalid variable exceptions (such as "MR_CONNECTION_ERROR").</p> <p><b>5</b> Investigate and re-establish the connection to CCE.</p>
<b>Release</b>	Release 10.0(1), 10.5(1)
<b>Associated CDETS #</b>	None