

**Back:** [Troubleshooting Unified CCE](#)

**Add tip:** [Create Contact Center Troubleshooting Tips](#)

---

The following tips were added by Cisco Documentation:

## Contents

- [1 General Tips](#)
- [2 Agent Greeting](#)
- [3 Agent Greeting for Mobile Agents](#)
- [4 Whisper Announcement](#)
- [5 Whisper Announcement in a Parent/Child Deployment \(with UCCX\)](#)

## General Tips

- [CTIOS: Desktop is Minimized](#)
- [Patch Installer aborts due to ICM service control manager running](#)
- [Recording fails: technical difficulties](#)
- [Supervisor Desktop Installation on Japanese Localized Systems - Password Issue](#)
- [Unified Contact Center Management Portal Installation Error - Cannot Generate SSPI Context](#)
- [Unified Mobile Agent: Calls in progress are lost if /LOAD 1 is used with Mobile Agent and CAD](#)

## Agent Greeting

- [Agent Desktop Does Not Enable Login](#)
- [Agent Greeting Enable/Disable Button is Grayed](#)
- [Caller Hears Silence Before the Greeting Plays](#)
- [Agent Greeting Fails to Play - Agent PIM log has no route request](#)
- [Agent Greeting Fails to Play - Agent greeting disabled for agent](#)
- [Agent Greeting Fails to Play - CRITICAL: Failed to resolve hostname](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 36](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 38](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 40](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Error ID: 41](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Error ID: 42](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Error ID: 43](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 49](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 52](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 57](#)
- [Agent Greeting Fails to Play - ICM Router Event ID: 64 EnterpriseAgent PIM Event ID: 27](#)
- [Agent Greeting Fails to Play - ICM Router Error Code: 63 EnterpriseAgent PIM Event ID: 27](#)
- [Agent Greeting Fails to Play - ICM Router Event ID: 637](#)
- [Agent Greeting Playback Gets Cut Off](#)
- [Agent Greeting Record Application Fails](#)
- [Agent Greeting Recording Fails - Check Required Information.exit.no ftp server](#)
- [Agent Greeting Recording Fails - FTP Deployment Error.enter](#)
- [Agent Greeting Recording Fails - Record Greeting With Confirm.exit.max disconfirmed](#)

- [Agent Greeting Recording Fails - Record Greeting With Confirm.exit.max noinput](#)
- [Agent Greeting Recording Fails - Record Greeting With Confirm.exit.max nomatch](#)
- [Agent Greeting Recording Fails - Script aborts at the RunExternalScript node](#)
- [Agent Unable to Record Greeting - ICM Router Event ID: 63, 66 EnterpriseAgent PIM Event ID: 43](#)
- [Agent Unable to Record Greeting - ICM Router Event ID: 63, 66 EnterpriseAgent PIM Event ID: 44](#)
- [Agent Greeting: Agent Greeting Error Messages](#)
- [Agent Greeting: Agent Greeting FailureEvent - CTIOS Server](#)
- [Agent Greeting: Agent Greeting StartEvent - CTIOS Server](#)
- [Agent Greeting: Agent Greeting StopEvent - CTIOS Server](#)
- [Agent Greeting Conference Call Fails When Using non-BIB phones](#)
- [Agent Greeting: Troubleshooting Tip for a Single Agent](#)
- [Agent Greeting: Troubleshooting Agent Greeting issues for a single agent](#)

## Agent Greeting for Mobile Agents

- [Unified Mobile Agent: Verifying the registry key before installing an upgrade](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to play due to conference request failure](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to play due to consult request failure](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to play when using a conference bridge](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to Play due to Destination Not Obtainable](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to Play Due to Network Congestion](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to Play Due to Network Not Obtainable](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to Play Due to Resources Not Available](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to Play Due to Generic Call Failure](#)
- [Mobile Agent Conference Bridge: Agent Greeting Fails to Play Due to Internal Software Error](#)

## Whisper Announcement

- [Whisper Announcement - Call Fails](#)
- [Agent Whisper - Poor Caller Rington Quality](#)
- [Canned AG.ICMS Script Fails to Play VRU Script when the Call needs to be Queued](#)
- [Whisper Announcement Fails to Play](#)
- [Whisper Announcement Fails to Play - Call.WhisperAnnouncement variable set without](#)
- [Whisper Announcement Fails to Play - B2BUA is not configured](#)
- [Whisper Announcement Fails to Play - During Transfer Request](#)
- [Whisper Announcement Fails to Play - No Default Label Configured](#)
- [Whisper Announcement Fails to Play - Whisper Call Setup Failed](#)
- [Whisper Announcement Fails to Play - Whisper Prompt Playback Failed](#)
- [Whisper Announcement: Media not connected to the caller](#)

## Whisper Announcement in a Parent/Child Deployment (with UCCX)

- [Whisper Announcement Does Not Play - ECC Variable Misspelled or Missing](#)

## Troubleshooting\_Tips\_for\_Unified\_CCE\_8.5

- Whisper Announcement Does Not Play - Codec Mismatch Between G711 and G729
- Whisper Announcement Does Not Play - UCCX Cannot Find File
- Whisper Announcement Does Not Play - Router Event Disabling Whisper Announcement
- Long Delay Before Whisper Announcement Plays
- Caller Cannot Hear Ringback Tone
- Cannot Complete Call Control