

# Router Error Codes

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## 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**

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

## **EMSG\_RTR\_ROUTE\_BAD\_DN: MessageID=0x003E RouterErrorCode=62**

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

## **EMSG\_RTR\_ROUTE\_NO\_CALL\_TYPE: MessageID=0x003F RouterErrorCode=63**

<b>Message</b>	Unable to map dialed number %2 (ID %1), CED "%3", ANI "%4" to a call type.
<b>Description</b>	The Router was unable to find a call type that specified dialed number %2, caller entered digits of "%3", and an ANI of "%4".
<b>Action</b>	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**

<b>Message</b>	Unable to find scheduled script for dialed number %3 (ID %1) with call type of %4 (ID %2).
<b>Description</b>	There is no script scheduled to run at the current time for call type %4 and dialed number %3.
<b>Action</b>	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**

<b>Message</b>	Script %3 (ID %1) failed to produce route for dialed number %4 with call type of %5 (ID %2).
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<b>Description</b>	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.
<b>Action</b>	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.

## **EMSG\_RTR\_ROUTE\_NO\_DEFAULT\_ROUTE: MessageID=0x0042 RouterErrorCode=66**

<b>Message</b>	No default label available for dialed number %2 (ID %1).
<b>Description</b>	There is no default label configured for dialed number %2, yet the Router needed one.
<b>Action</b>	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**

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

## **EMSG\_RTR\_ROUTE\_NO\_TARGET: MessageID=0x0044 RouterErrorCode=68**

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

## **EMSG\_RTR\_ROUTE\_NO\_LABEL: MessageID=0x0045 RouterErrorCode=69**

<b>Message</b>	No peripheral targets for route %3 have a valid label for dialed number %4 (ID %1) from routing client %5 (ID %2).
<b>Description</b>	No peripheral targets for route %3 have a valid label for dialed number %4 (ID %1) from routing client %5 (ID %2).
<b>Action</b>	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**

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

## **EMSG\_RTR\_ROUTE\_NO\_TRAN\_RC\_TARGET: MessageID=0x0047 RouterErrorCode=71**

<b>Message</b>	No peripheral target available for route %3 (ID %1) with routing client %4 (ID %2) picked by translation route %5. Normal routing assumed.
<b>Description</b>	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.
<b>Action</b>	None, obsolete message

## **EMSG\_RTR\_ROUTE\_ANNOUNCE\_INVALID\_RC: MessageID=0x0069 RouterErrorCode=105**

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

## **EMSG\_RTR\_TRAN\_ROUTE\_NO\_ROUTE: MessageID=0x007B RouterErrorCode=123**

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

## **EMSG\_RTR\_TRAN\_ROUTE\_PG\_OFFLINE: MessageID=0x007C RouterErrorCode=124**

<b>Message</b>	Peripheral %3 (ID %1) for translation route %4 (ID %2) not connected.
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<b>Description</b>	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.
<b>Action</b>	Verify that the peripheral is operational and connected to the PG.

## **EMSG\_RTR\_PERIPHERAL\_OFFLINE: MessageID=0x007E RouterErrorCode=126**

<b>Message</b>	ACD/IVR %2 (ID %1) is off-line and not visible to the Peripheral Gateway. Routing to this site is impacted.
<b>Description</b>	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.
<b>Action</b>	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**

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

## **EMSG\_RTR\_ROUTE\_NO\_RING\_LABEL: MessageID=0x00E7 RouterErrorCode=231**

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

## **EMSG\_RTR\_ROUTE\_NO\_GOOD\_LABEL: MessageID=0x00E8 RouterErrorCode=232**

<b>Message</b>	Label node had no label valid for routing client %3 (ID %1), dialed number %4 (ID %2).
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<b>Description</b>	A script indicated that a label should be returned to routing client %3 for dialed number %4, but no such label is configured.
<b>Action</b>	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**

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

## **EMSG\_RTR\_TRAN\_ROUTE\_NO\_LABEL: MessageID=0x0102 RouterErrorCode=258**

<b>Message</b>	No peripheral targets for translation route %3 have a valid label for dialed number %4 (ID %1) from routing client %5 (ID %2).
<b>Description</b>	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.
<b>Action</b>	Configure correct label for the Peripheral Target associated with the Translation Route and update the central controller.

## **EMSG\_RTR\_TRANSLATION\_OVERRUN: MessageID=0x0112 RouterErrorCode=274**

<b>Message</b>	No free routes to send call to translation route %3 (ID %1). All %2 routes are in use.
<b>Description</b>	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.
<b>Action</b>	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**

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

## **EMSG\_RTR\_MSG\_DIALOG\_ABORTED: MessageID=0x01C0 RouterErrorCode=448**

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

## **EMSG\_RTR\_VRU\_NEWCALL\_NO\_PERIPHERAL: MessageID=0x01E4 RouterErrorCode=484**

<b>Message</b>	No peripheral found for VRU capable call on dialed number %3 from PG routing client %2 (ID %1).
<b>Description</b>	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.
<b>Action</b>	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**

<b>Message</b>	No NetworkVRU configured for peripheral for VRU capable call on dialed number %3 from PG routing client %2 (ID %1).
<b>Description</b>	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.
<b>Action</b>	Fix the configuration problem by associating a Network VRU with the Peripheral).

## **EMSG\_RTR\_VRU\_NEWCALL\_BAD\_DN: MessageID=0x01E6 RouterErrorCode=486**

<b>Message</b>	A VRU capable call on unknown dialed number %3 from NIC routing client %2 (ID %1) rejected.
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<b>Description</b>	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.
<b>Action</b>	Configure the dialed number and associate it with the NIC RoutingClient.

## **EMSG\_RTR\_VRU\_NEWCALL\_BAD\_CUST: MessageID=0x01E7 RouterErrorCode=487**

<b>Message</b>	A VRU capable call on dialed number %3 from NIC routing client %2 (ID %1) had no associated customer.
<b>Description</b>	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.
<b>Action</b>	The specified dialed number needs to be associated with a customer.

## **EMSG\_RTR\_VRU\_NEWCALL\_NO\_CUST\_NETWORK\_VRU: MessageID=0x01E8 RouterErrorCode=488**

<b>Message</b>	A VRU capable call on dialed number %3 from NIC routing client %2 (ID %1) had no associated VRU for the customer.
<b>Description</b>	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.
<b>Action</b>	Configure a NetworkVRU with the customer associated with the DialedNumber.

## **EMSG\_RTR\_DESKLINK\_ROUTE\_NO\_AGENT: MessageID=0x01EA RouterErrorCode=490**

<b>Message</b>	Routing to DeskLink route %2 (ID %1) but no agent or skillGroup found; using default route.
<b>Description</b>	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.
<b>Action</b>	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

## **EMSG\_RTR\_DESKLINK\_PERIPHERAL\_OFFLINE: MessageID=0x01EB RouterErrorCode=491**

<b>Message</b>	Attempt to send DeviceTargetPreCallInd or DeviceTargetAbortInd to unconnected peripheral %2 (ID %1).
<b>Description</b>	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.
<b>! Action</b>	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**

<b>Message</b>	Attempt to send DeviceTargetPreCallInd to peripheral %2 (ID %1) at wrong rev.
<b>Description</b>	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.
<b>Action</b>	None, defensive code check in the Router.

## **EMSG\_RTR\_DESKLINK\_AGENT\_NO\_DEVTARGET: MessageID=0x1EF RouterErrorCode=495**

<b>Message</b>	Attempt to send DeviceTargetPreCallInd to peripheral %2 (ID %1) at wrong rev.
<b>Description</b>	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.
<b>Action</b>	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**

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

## **EMSG\_RTR\_ROUTE\_BAD\_DN\_MRD: MessageID=0x0221**

## RouterErrorCode=545

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

## EMSG\_RTR\_CALL\_UNKNOWN\_MRD0: MessageID=0x0223 RouterErrorCode=547

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

## EMSG\_RTR\_DESKLINK\_DEVTARGET\_NO\_LABEL\_RC: MessageID=0x0233 RouterErrorCode=563

<b>Message</b>	Attempted to send call to agent %3 (ID %1) on peripheral %4 at device target %2 which had no label for routing client %5.
<b>Description</b>	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.
<b>Action</b>	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

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

<b>Message</b>	No peripheral targets for route %3 have a valid label for routing client %5 (ID %2) targeted by translation route %4 (ID %1).
<b>Description</b>	No peripheral targets for route %3 have a valid label for routing client %5 (ID %2) targeted by translation route %4 (ID %1).
<b>Action</b>	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**

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

Troubleshooting Unified CCE

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