

CUCM RouteListExhausted Alarm Message Troubleshooting

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Problem](#)

[Solution](#)

Introduction

This document describes how to troubleshoot the **CCM_CALLMANAGER-CALLMANAGER-4-RouteListExhausted** alarm message on the Cisco Unified Communications Manager (CUCM).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the CUCM Versions 7.X, 8.X, 9.X, and 10.X.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

The RouteListExhausted alarm message appears when the available members in the route list are unavailable or if the member is down (out of service), not registered, or busy. The Reason Code is the indicator in this message.

Here is a sample trace format:

```
RouteListName : Route List Name, Reason=XX, RouteGroups(XXX:XXX)AppID : Cisco
CallManagerClusterID : StandAloneClusterNodeID : XXXXX TimeStamp : Day Month
Day XX:XX:XX Timezone Year
```

Tip: For more information, refer to the [Cause Values](#) section of **Appendix B** in the **Cisco IOS Debug Command Reference, Release 12.2** Cisco document.

Problem

You receive the RouteListExhausted alarm message with Cause Value 41 when calls are made via gateways or trunks.

Here is an example of a detailed CUCM logs snip:

```
01501966.011 |11:12:28.116 |AppInfo |RouteListCdrc::whichAction -- DOWN
(Current Group) = 1
01501966.012 |11:12:28.116 |AppInfo |RouteListCdrc::routeAction -- current
device name=9f63e2c3-ffc4-920d-8f22-31310d13361e, down

01501967.001 |11:12:28.116 |AppInfo |RouteListCdrc::null0_CcSetupReq check
vipr call mViprReroute=0 mViprAlreadyAttempt=0 CI=78412874 BRANCH=0
01501967.002 |11:12:28.116 |AppInfo |RouteListCdrc::null0_CcSetupReq - Terminating
a call after the RouteListCdrc cannot find any more device.
01501967.003 |11:12:28.116 |AppInfo |RouteListCdrc::terminateCall - No more Routes
in RouteListName = TEST-RL. Rejecting the call
01501967.004 |11:12:28.116 |AppInfo |RouteListCdrc::terminateCall - Sending CcRejInd,
with the cause code (41), to RouteListControl because all devices are busy/stopped.
01501967.005 |11:12:28.116 |AppInfo |GenAlarm: AlarmName = RouteListExhausted,
subFac = CALLMANAGERKeyParam = , severity = 4, AlarmMsg = RouteListName : TEST-RL,
Reason=41, RouteGroups(TEST-RG)
AppID : Cisco CallManager
ClusterID : StandAloneCluster
NodeID : CL1-PUB
```

Solution

Complete these steps in order to resolve this issue:

1. Delete and reconfigure the devices (gateways and trunks).
2. Reset the Media Gateway Control Protocol (MGCP) gateway from the Gateway configuration page.
3. Restart the Cisco Call Manager (CUCM) service or reboot the server to which the device is registered.

This issue is documented in these Cisco bug IDs:

- Cisco bug ID [CSCtg10477](#): *Route Group Members being skipped and reporting as device down*

- Cisco bug ID [CSCum85086](#): *Outbound calls through RL failing, RG members reported as down*
- Cisco bug ID [CSCul71689](#): *Route Group Members being skipped and reporting as device down-8.x/9.x*