

Independent study lab

This is an independent, free, learning-only student project. It respects every company and vendor. Trademarks belong to their owners. It is not affiliated with or endorsed by Amazon Web Services, Cisco, Genesys, Salesforce, Twilio, or any other company. If you have a concern, the page will be removed or corrected promptly through the contact form. Nothing here is sold. There are no ads. The author is happy to volunteer for any organization.

Contact: <https://cyphermonkeylabs.com/#contact>

Troubleshooting habit

Confirm before relying. Quotas, prices, and names change.

Leg, id, counter, capture

Which hop failed: carrier, flow, Lambda, queue, or softphone? Which ContactId joins the logs? Which counter moved: queue depth, concurrent calls, Lambda errors, or UDP failures? Which capture proves it: flow log, CTR, endpoint test, or a recording?

Change one thing. Retest that ContactId's scenario. Then stop.

- A flow log error with no Lambda log is a permission or a payload rejection.
- A CCP error that names TurnNlb is the network, even if the flow is perfect.
- A fast busy on a campaign is the zero quota until proven otherwise.
- A missing recording is the block, the bucket, or the key.

Source: re:Post, flow errors

Faults worth memorizing

Softphone text that names TurnNlb is UDP 3478 or DNS. Lambda AccessDenied is the resource policy or the association. A 10-second function with an 8-second block is a timeout even when Lambda 'succeeded'. Campaign fast busy is the zero quota. The first phone-number claim can fail at quota zero-looking errors that need Support.

Voice ID faults after 20 May 2026 are expected. Remove the blocks. Email threads split at 90 days. Idle chats fill the 500.

- SAML users with no routing profile signed in and cannot take work.

- Global Resiliency numbers missing from the replica were never in a distribution group.
- A recording missing from S3 is policy, key, or the block.
- CTR delay under five minutes is buffering. Past that, check Firehose errors.

Source: CCP issues

Sources and go deeper

- [Troubleshoot contact flow errors in Amazon Connect](#) | [AWS re:Post](#) community. last checked 2026-10
- [Troubleshoot Lambda function failures in Amazon Connect](#) | [AWS re:Post](#) community. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\)](#) | [RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10
- [Contact Control Panel \(CCP\) Issues - Amazon Connect Customer](#) AWS docs. last checked 2026-10

[sources.json \(ts-method\)](#) [sources.json \(ts-faults\)](#)

Independent study lab

This is an independent, free, learning-only student project. It respects every company and vendor. Trademarks belong to their owners. It is not affiliated with or endorsed by Amazon Web Services, Cisco, Genesys, Salesforce, Twilio, or any other company. If you have a concern, the page will be removed or corrected promptly through the contact form. Nothing here is sold. There are no ads. The author is happy to volunteer for any organization.

Contact: <https://cyphermonkeylabs.com/#contact>

CypherMonkey Labs



