

CTIERR TIMEOUT=0x8ccc0001 on Call Redirect

Problem Summary	CTIERR TIMEOUT=0x8ccc0001 on Call Redirect.
Error Message	The following message appears in the MIVR log: CTIERR_TIMEOUT=0x8ccc0001::Cti
Possible Cause	The issue being experienced has to do with the order and timing of event messages sent to the CTI port from CUCM, which causes a delay in the RTP stream being set up. Until the events get processed by UCCX then the RTP stream cannot be set up, and by the time the RTP stream does get set up the CUCM server has timed out the request.
Recommended Action	1) Try and remove the multicast Music on Hold feature from the CTI Ports. 2) Introduce a 2 second Delay step between the Start and Accept nodes in all of the scripts
Release	Release 7.0(1)
Associated CDETS #	CSCsh20355.