

## Calls fail with CTIERR TIMEOUT=0x8ccc0001::Cti request timed out

<b>Problem Summary</b>	Calls fail with CTIERR TIMEOUT=0x8ccc0001::Cti request timed out.
<b>Error Message</b>	CTIERR TIMEOUT=0x8ccc0001::Cti request timed out seen in MIVR logs.
<b>Possible Cause</b>	Multicast is not supported for CTI.
<b>Recommended Action</b>	Configure the MOH (Music on Hold) for CTI Ports defined in the UCCX server's Call Control Group for Unicast instead of Multicast in CUCM.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	CSCdp20407, CSCsa89504