

REMOTE TIMEOUT - No idle channels

Problem Summary	Call Rejected due to REMOTE TIMEOUT - No idle channels.
Error Message	12182114: Jan 07 08:07:07.226 CST %MIVR-SS_TEL-5-EXCEPTION:com.cisco.lang.InterruptedException: No idle channels available in group 'Cisco Media Channel Group #0'; nested exception is:
Possible Cause	Not enough dialog channels to handle the call load
Recommended Action	<p>Ensure that sufficient dialog channels are created and present to handle the incoming call load.</p> <p>An Example: 802667: Jan 20 14:05:42.772 IST %MIVR-SS_TEL-7-UNK:Route Connection=[5758::1/(P1-jtapi_srib42_dec_1) GCID=(1,4345)->ACTIVE]->OFFERED, reason=1, Event=(P1-jtapi_srib42_dec_1) 4345/1 CallCtlConnOfferedEv 5758::1 [#142] Cause:100 802685: Jan 20 14:05:42.774 IST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=2,type=Cisco JTAPI 802706: Jan 20 14:05:46.783 IST %MIVR-SS_TEL-7-UNK:RouteConn disconnected or CTI accept timer expired, interrupting 802707: Jan 20 14:05:46.783 IST %MIVR-SS_TEL-5-CTIPG_ROUTE_EVENT:CTI Port Group route event: Route Session=[5758::1/(P1-jtapi_srib42_dec_1) GCID=(1,4345)->INVALID]->DISCONNECTED,Route Address=5758,Failure reason=CTI accept timer expires after 4011 ms, end route connection,Exception=com.cisco.lang.InterruptedException: No idle channels available in group 'Cisco Media Channel Group #1'; nested exception is: com.cisco.lang.sync.AttemptInterruptedException: interrupted while allocating from [(('Cisco Media Channel Group #1' & 'Cisco Unified CCX Ports')) & 'Cisco CTI Port Group #0']; nested exception is: 802708: Jan 20 14:05:46.784 IST %MIVR-SS_TEL-5-EXCEPTION:com.cisco.lang.InterruptedException: No idle channels available in group 'Cisco Media Channel Group #1'; nested exception is:</p> <p>802842: Jan 20 14:05:46.794 IST %MIVR-SS_TEL-7-UNK:Call.rejected(REMOTE_TIMEOUT) JTAPICallContact[id=2,type=Cisco JTAPI</p>
Release	Release 7.0(1)onwards
Associated CDETS #	NA