

Call rejected due to SETUP TIMEOUT

Problem Summary	Call rejected due to SETUP TIMEOUT
Error Message	Call.rejected(SETUP_TIMEOUT)
Possible Cause	If Unified CCX does not accept the call within 4 seconds, the call will be rejected due to SETUP_TIMEOUT
Recommended Action	<p>The issue here could lie on the JTAPI side or the Unified CCX side. If Unified CCX has sent an accept request but there is a JTAPI exception or any delay in processing the accept request or any other delay in event on JTAPI end then this issue has to be escalated to IPCBU JTAPI team.</p> <p>If however, JTAPI offers the call on the CTI port but there is a delay on Unified CCX end to send the accept request to JTAPI then this would be a Unified CCX issue and has to be escalated to Unified CCX Telephony team.</p> <p>An Example: 1755996: Oct 14 12:38:16.742 IST %MIVR-SS_TEL-7-UNK:Route Connection=[23003::1/(P1-jtapi_188_2) GCID=(1,990449)->ACTIVE]->OFFERED, reason=1, Event= (P1-jtapi_188_2) 990449/1 CallCtlConnOfferedEv 23003: 1756008: Oct 14 12:38:16.743 IST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=3275,type=Cisco JTAPI Call,implId=990449/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale 1757409: Oct 14 12:38:27.063 IST %MIVR-SS_TEL-7-UNK:CallID: 3275, MediaID: 990449/1 CallCtlConnOfferedEv received for CTI Port: 22454, lastRedirectedAddress: 23003 1758666: Oct 14 12:38:27.171 IST %MIVR-SS_TEL-3-CALL_CONTROL_INVALID_STATE:Invalid state for Call Control operation: All Call ids=CallID:3275 MediaId:990449/1,Failure type for the CallControl error=ACCEPT 1758667: Oct 14 12:38:27.171 IST %MIVR-SS_TEL-7-UNK:CallID: 3275, MediaID: 990449/1 Accepting call for CTI Route Point: 1759232: Oct 14 12:38:36.963 IST %MIVR-SS_TEL-7-UNK:Call accept timer expired, JTAPICallContact[id=3275,type=Cisco JTAPI 1774102: Oct 14 12:38:36.985 IST %MIVR-SS_TEL-3-REJECT_CALL:Rejecting a call for reason: Call id=3275,Media id=990449/1,Failure reason=accept timer expired 1774106: Oct 14 12:38:36.986 IST %MIVR-SS_TEL-7-UNK:Call.rejected(SETUP_TIMEOUT) JTAPICallContact[id=3275,type=Cisco JTAPI</p>
Release	Release 7.0(1) onwards
Associated CDETS #	NA