

## Call rejected due to SETUP TIMEOUT

<b>Problem Summary</b>	Call rejected due to SETUP TIMEOUT
<b>Error Message</b>	Call.rejected(SETUP_TIMEOUT)
<b>Possible Cause</b>	If Unified CCX does not accept the call within 4 seconds, the call will be rejected due to SETUP_TIMEOUT
<b>Recommended Action</b>	<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><b>An Example:</b>  1755996: Oct 14 12:38:16.742 IST %MIVR-SS_TEL-7-UNK:Route  Connection=[23003::1/(P1-jtapi_188_2) GCID=(1,990449)-&gt;ACTIVE]-&gt;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>
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA