

# Configure Timeout Setting for Rest Client Element in Call Studio

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## Introduction

This document describes the timeout settings added for Rest Client element in Call Studio.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Customer Voice Portal (CVP)
- Call Studio

## Components Used

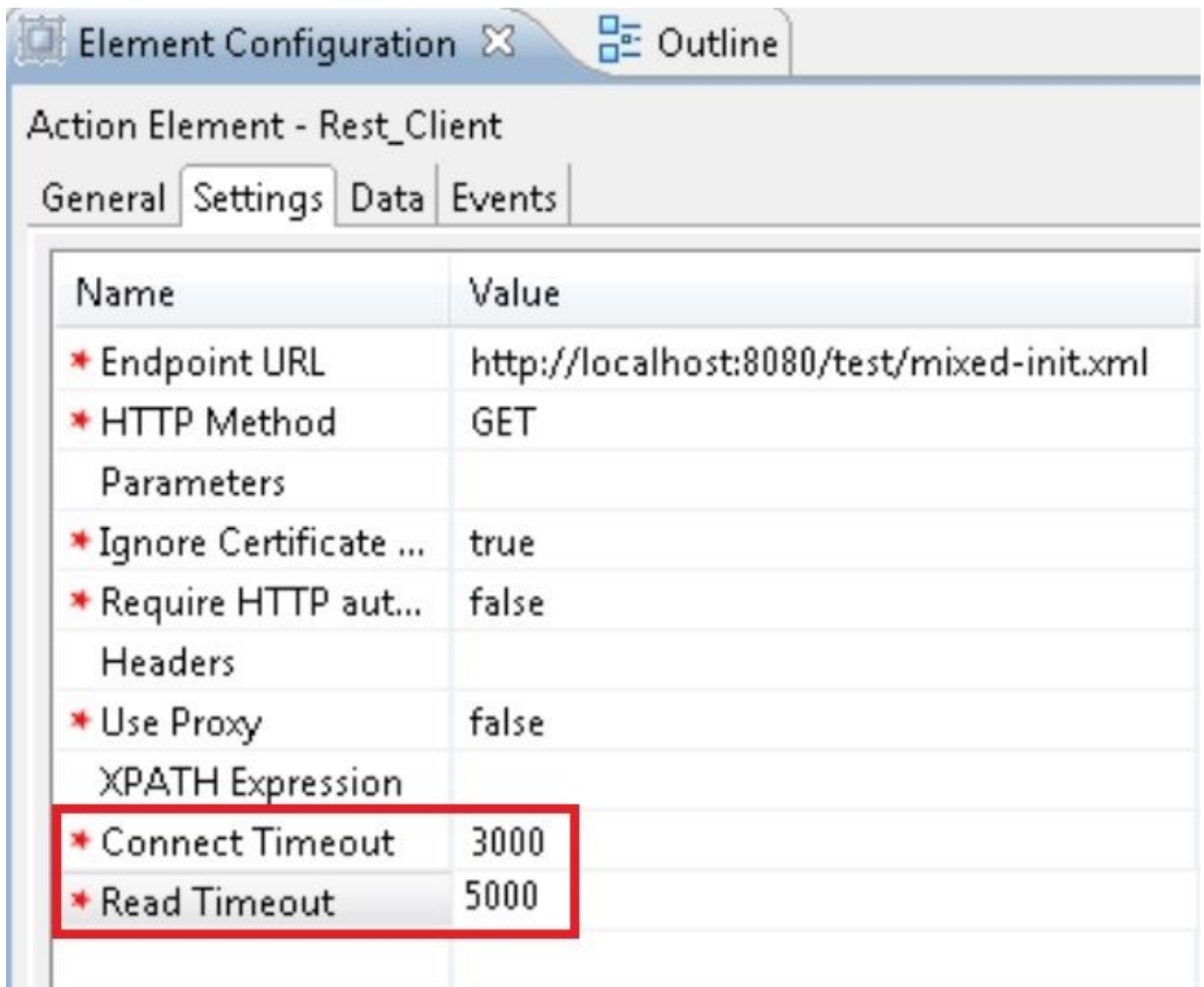
This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Configure

There are two timeout settings added for **Rest Client** element:

1. **Connect Timeout** – The connect timeout interval, in milliseconds. If 0 then an interval of infinity is declared. Default value is 3000 ms.
2. **Read Timeout** – The read timeout interval, in milliseconds. If 0 then an interval of infinity is declared. Default value is 5000 ms.



## Validation error scenarios

1. If empty or non-integer value is specified for Connect Tmeout, Validation error is shown indicating that only integer value is allowed for "Connect Timeout".
2. If empty or non-integer value is specified for Read Tmeout, Validation error is shown indicating that only integer value is allowed for "Read Timeout".

## Timeout Exception scenarios

1. If the connection timeout occurs, an exception with cause "java.net.SocketTimeoutException: connect timed out" is displayed.
2. If the connection timeout occurs, an exception with cause "java.net.SocketTimeoutException: Read timed out" is displayed.

## Troubleshoot

This section provides information you can use in order to troubleshoot your configuration.

You can verify the configuration making some test calls and review the VXML Activity log for that VXML Application.

The VXML Activity logs are located at **C:\Cisco\CVP\VXMLServer\applications\(**Application Name**)\logs\ActivityLog**