


## Outbound System Service is not in service

<b>Problem Summary</b>	The Outbound System Service is not in service.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Outbound license has not been uploaded, not all Config Data Stores are running and the two MSSQL services are not running, and/or the RmCm subsystem is not in service.
<b>Recommended Action</b>	<p>Check that:</p> <ul style="list-style-type: none"> <li>• The Outbound Subsystem in Control Center is IN SERVICE and if the number of Outbound seats is greater than zero (0) in the System Parameters Configuration page.</li> </ul> <p> <b>Note:</b> By default, the Outbound seats are set to a number based on the type of MCS hardware.</p> <ul style="list-style-type: none"> <li>• All Config Data Stores are up and the 2 MSSQL services are running.</li> <li>• The RmCm subsystem is in service.</li> </ul>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.