

**RmCm remains in Initializing state**

|                           |  |
|---------------------------|--|
| <b>Problem Summary</b>    | The RmCm subsystem remains in the Initializing state after the Cisco Unified CCX Engine starts.  |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | The RmCm subsystem is unable to read any configuration information.  |
| <b>Recommended Action</b> | Make sure there is at least one "Cisco Unified CCX SQL Server - Config" service running in the cluster. If the service is stopped, start it. |
| <b>Release</b>            | Release 7.0(1)   |
| <b>Associated CDETS #</b> | None.  |