

## RmCm subsystem is out of service

<b>Problem Summary</b>	The RmCm subsystem is out of service.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The RM JTAPI user in Cisco Unified CM is not configured properly.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. From the Cisco Unified CCX Administration web page, choose Subsystems &gt; RmCm.</li> <li>2. Click the RM JTAPI Provider hyperlink.</li> <li>3. Make sure that the information in the RM JTAPI User ID and Password fields matches the information for the RM JTAPI user in Cisco Unified CM.</li> </ol>
<b>Release</b>	7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.