

**RmCm subsystem remains INITIALIZING**

<b>Problem Summary</b>	The RmCm subsystem remains in INITIALIZING state.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Could not load the default scripts CM.aef and RM.aef.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Check the RM JTAPI provider configuration and then stop and restart the Cisco Unified CCX engine.</li> <li>2. Check to be sure the workflow scripts CM.aef and RM.aef are present on the Script Management page on Cisco Unified CCX Administration. They are needed for the RmCm subsystem to be in service. If either of these scripts are deleted, missing, or corrupted, the RmCm subsystem will not go IN SERVICE.</li> </ol> <p>To recover, upload new copies of these scripts from C:\Program Files\wfvavvid\scripts\system\default\rmcm, and restart the Cisco Unified CCX Engine</p>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.