

RmCm subsystem stuck in INITIALIZING state

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| Problem Summary | RmCm subsystem stuck in INITIALIZING state. |
| Error Message | None. |
| Possible Cause | <ol style="list-style-type: none"> 1. Jtapi Subsystem also in partial/out of service - CTI ports, RP's not properly initialized. 2. RM-CM subsystem is unable to read any configuration information. |
| Recommended Action | <p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. Restart "CTI Manager" service in Call manager if JTAPI Subsystem is also in partial/out of service 2. Goto Unified CCX Serviceability > Tools > Control Center - Network Services. Under DB Services, check whether "Cisco Unified CCX Database" is In-Service or not. If Out of Service then start it. |
| Release | Release 8.0(1) |
| Associated CDETS # | None. |