

**RmCm subsystem stuck in INITIALIZING state**

<b>Problem Summary</b>	RmCm subsystem stuck in INITIALIZING state.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. Jtapi Subsystem also in partial/out of service - CTI ports, RP's not properly initialized.</li> <li>2. RM-CM subsystem is unable to read any configuration information.</li> </ol>
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Restart "CTI Manager" service in Call manager if JTAPI Subsystem is also in partial/out of service</li> <li>2. Goto Unified CCX Serviceability &gt; Tools &gt; 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.</li> </ol>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None.