

# CMS Control Does Not Appear on the ICM AW

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## **Introduction**

This document describes one of the reasons why the Configuration Management Service (CMS) control icon does not exist on the Cisco Intelligent Contact Management (ICM) Admin Workstation (AW) in an ICM environment.

## **Prerequisites**

## **Requirements**

Readers of this document should have knowledge of these topics:

- Cisco ICM

## **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco ICM version 5.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## **Conventions**

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

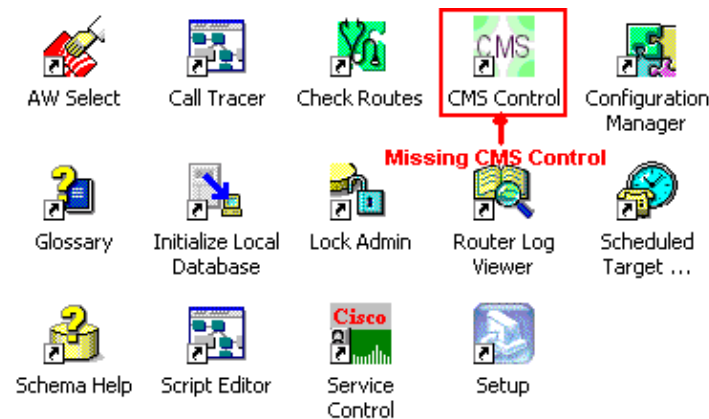
## **Background**

The CMS node is added in the Distributor AW in Cisco ICM version 5.0. It provides a Remote Procedure Call (RPC)-type Java API for non-ICM applications like Cisco Collaboration Server, Cisco E-Mail Manager, or third-party applications to query or change ICM configuration.

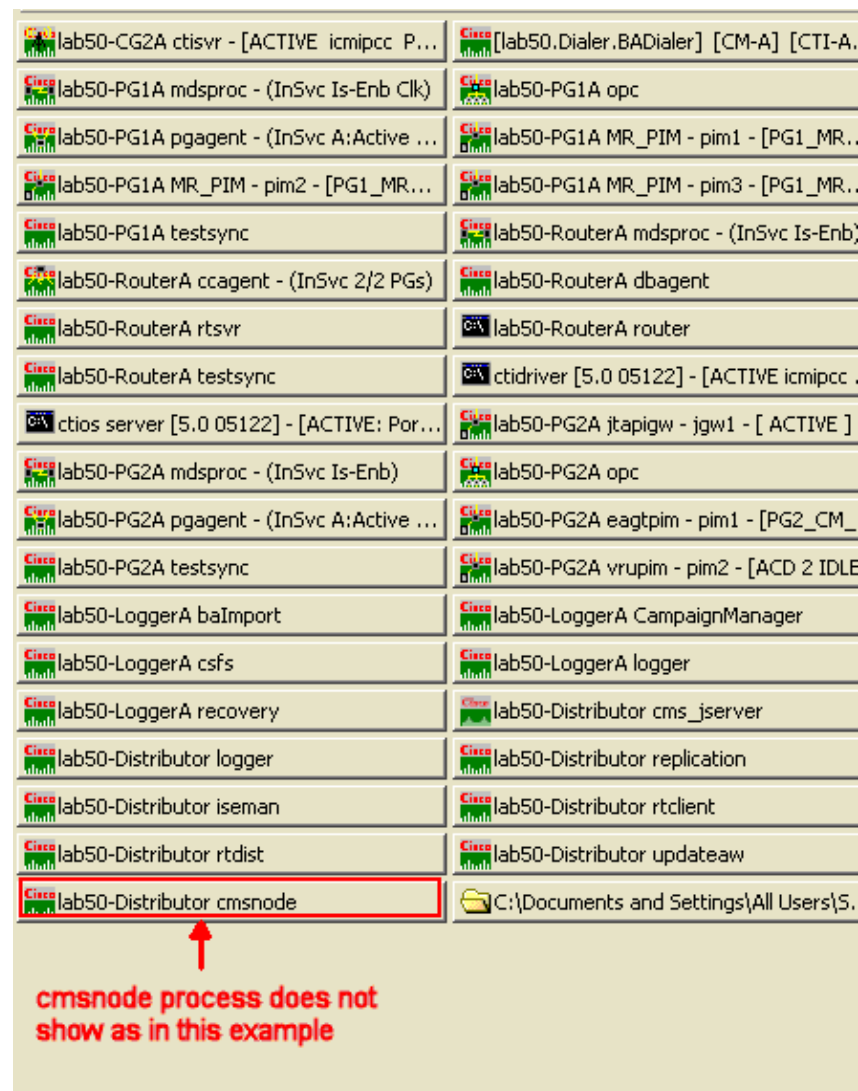
To configure CMS, run the CMS control tool on the ICM AW.

## Problem

The CMS control executable shortcut is missing on the ICM AW, as shown below.

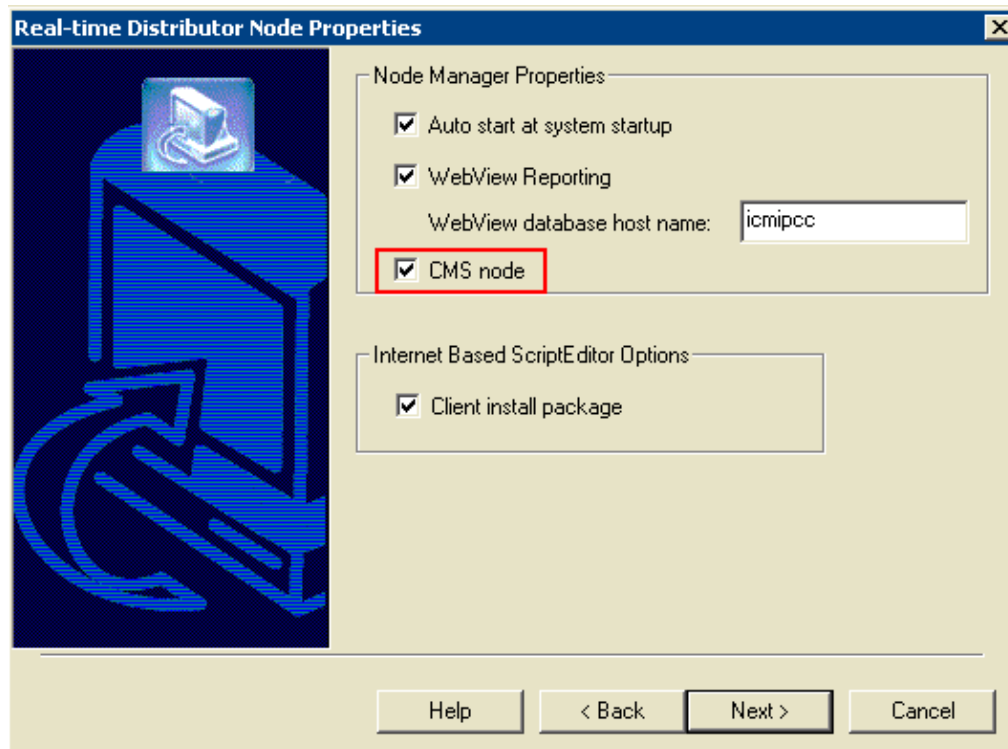


The other symptom is the **cmsnode** process does not appear, as shown below.



## Solution

This is a configuration issue. Run setup on the AW to verify the CMS node box is checked, as shown below.



Running the setup and checking the CMS node check box solves the problem.

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## Related Information

- [Technical Support – Cisco Systems](#)

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