



CHAPTER 5

Managing Cisco Unity Connection Services

This chapter provides information on managing services in Cisco Unity Connection Serviceability and contains the following sections:

- [Cisco Unity Connection Services, page 5-1](#)
- [Managing Services in Control Center, page 5-2](#)

Cisco Unity Connection Services

Revised October 22, 2010

Cisco Unity Connection has the following services:

Status Only Services

- Connection DB
- Connection Server Role Manager
- Connection Serviceability

Critical Services

- Connection Conversation Manager
- Connection Message Transfer Agent
- Connection Mixer
- Connection Notifier

Base Services

- Connection Administration
- Connection DB Event Publisher
- Connection IMAP Server
- Connection License Server
- Connection SNMP Agent

Optional Services

- Connection Access Layer
- Connection CM Database Event Listener

- Connection Database Proxy
- Connection Digital Networking Replication Agent
- Connection File Syncer
- Connection Groupware Caching Service
- Connection Inbox RSS Feed
- Connection Integrated Mailbox Configuration
- Connection Message Event Service
- Connection Personal Communication Assistant
- Connection Realtime Monitoring APIs
- Connection Reports Data Harvester
- Connection SMTP Server
- Connection System Agent
- Connection Voice Mail Web Service
- Connection Voice Recognition Transport
- Connection Voice Recognizer

Managing Services in Control Center

Control Center in Cisco Unity Connection Serviceability lets you do the following tasks:

- Activate and deactivate Connection services in the Optional Services section.
- Start and stop all Connection services except the services in the Status Only Services section.

Stopping Connection services in the Critical Services section may cause calls in progress to be dropped and degrades the normal function of the Connection or Cisco Unified CMBE server.

When a Cisco Unity Connection cluster is configured, stopping a service in the Critical Services section for the server with Primary status causes the status for the servers in the cluster to change.

- View the status the status of Connection services.
- Refresh the status of Connection services.

**Tip**

You may need to manage services in both Cisco Unity Connection Serviceability and Cisco Unified Serviceability to troubleshoot a problem.

The Cisco Unified Serviceability services are described in the *Cisco Unified Serviceability Administration Guide*.

This section contains five procedures; do the applicable procedure to activate, deactivate, start, or stop Connection services, or to refresh the status of services. You can activate, deactivate, start, and stop only one service at a time.

To Activate a Service in Control Center

Step 1 In Cisco Unity Connection Serviceability, choose **Tools > Service Management**.

- Step 2** From the Server drop-down box, choose the applicable Connection or Cisco Unified CMBE server, and click **Go**.
- Step 3** Under Optional Services, locate the service that you want to activate.
- Step 4** In the Change Activate Status column, click **Activate**.
-

To Deactivate a Service in Control Center

- Step 1** In Cisco Unity Connection Serviceability, choose **Tools > Service Management**.
- Step 2** From the Server drop-down box, choose the applicable Connection or Cisco Unified CMBE server, and click **Go**.
- Step 3** Under Optional Services, locate the service that you want to deactivate.
- Step 4** In the Change Activate Status column, click **Deactivate**.
-

To Start a Service in Control Center

- Step 1** In Cisco Unity Connection Serviceability, choose **Tools > Service Management**.
- Step 2** From the Server drop-down box, choose the applicable Connection or Cisco Unified CMBE server, and click **Go**.
- Step 3** Under Optional Services, locate the service that you want to start.



Note Services that are deactivated must be activated before they can be started.

- Step 4** In the Change Service Status column, click **Start**.
-

To Stop a Service in Control Center

- Step 1** In Cisco Unity Connection Serviceability, choose **Tools > Service Management**.
- Step 2** From the Server drop-down box, choose the applicable Connection or Cisco Unified CMBE server, and click **Go**.
- Step 3** Locate the service that you want to stop.



Note Services in the Status Only Services section cannot be started or stopped in Cisco Unity Connection Serviceability. You must use the command line interface (CLI) to start or stop these services.

When a Connection cluster is configured, stopping a service in the Critical Services section for the server with Primary status will cause the status for the servers in the cluster to change. To prevent the status change when the service is stopped, in Cisco Unity Connection Administration, you must uncheck the Automatically Change Server Status When the Publisher Server Fails check box on the System Settings > Advanced > Cluster Configuration page.

Step 4 In the Change Service Status column, click **Stop**.

**Note**

Stopping Connection services in the Critical Services section may cause calls in progress to be dropped and degrades the normal function of the Connection or Cisco Unified CMBE server.

A service that is not activated cannot be started or stopped.

Step 5 If you are prompted that the cluster server status will change, click **OK**.

To Refresh Service Status in Control Center

Step 1 In Cisco Unity Connection Serviceability, choose **Tools > Service Management**.

Step 2 From the Server drop-down box, choose the applicable Connection or Cisco Unified CMBE server, and click **Go**.

Step 3 Click **Refresh**.

The status information is updated to reflect the current status.
