



CHAPTER 5

Managing Cisco Unity Connection 9.x Services

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

- [Cisco Unity Connection Services in Version 9.x, page 5-1](#)
- [Managing Services in Control Center in Version 9.x, page 5-4](#)

Cisco Unity Connection Services in Version 9.x

Revised November 27, 2012

Cisco Unity Connection has the services described in [Table 5-1](#).

Table 5-1 *Cisco Unity Connection Services in Version 9.x*

Service	Description
Status Only Services	
Connection DB	This service enables the Connection database and can be deactivated only by using the command-line interface (CLI).
Connection License Manager Server	This service manages license status of the Connection server.
Connection Server Role Manager	This service enables the server status when a Connection cluster is configured and can be deactivated only by using the command-line interface (CLI).
Connection Serviceability	This service enables the Cisco Unity Connection Serviceability Administration interface and can be deactivated only by using the command-line interface (CLI).
Critical Services	
Connection Conversation Manager	This service enables Connection to handle calls. Disabling this service will degrade the ability of Connection to function.
Connection Mailbox Sync	This service synchronizes messages between Connection and Exchange.

Table 5-1 *Cisco Unity Connection Services in Version 9.x (continued)*

Service	Description
Connection Message Transfer Agent	This service enables the delivery of messages to the message store. Disabling this service will degrade the ability of Connection to function.
Connection Mixer	This service enables the audio (media stream) for calls, recorded messages, and Text to Speech (TTS). Disabling this service will degrade the ability of Connection to function.
Connection Notifier	This service enables notification of messages, such as turning message waiting indicators (MWIs) on and off. Disabling this service will degrade the ability of Connection to function.
Base Services	
Connection Administration	This service enables Cisco Unity Connection Administration and the settings that are saved in the interface.
Connection DB Event Publisher	This service enables notifying Connection components of changes to the Connection database.
Connection Exchange Notification Web Service	This service allows single inbox to receive message change notifications from Exchange Web Services-based external services.
Connection License Server	This service enables the Connection licensing by reading the installed license files, tracking the number of seats that are in use, and enabling licensed features.
Connection SNMP Agent	This service enables the Simple Network Management Protocol (SNMP), which uses the Cisco-Unity-MIB.
Optional Services	
Connection Access Layer	This service enables the sharing of user data between Connection and other servers by using Cisco Unity Access Layer (CUAL), a HTTP/SOAP web service. For example, this service can be used by Cisco Unified Communications Manager Business Edition (CMBE) or by Digital Networking with Cisco Unity.
Connection Branch Sync Service	This service enables Survivable Remote Site Voicemail (SRSV) feature.
Connection CM Database Event Listener	This service enables the detection of changes in the Cisco Unified Communications Manager database.

Table 5-1 *Cisco Unity Connection Services in Version 9.x (continued)*

Service	Description
Connection Database Proxy	<p>This service allows tools that are not installed on the Connection server (COBRAS, User Data Dump, Distribution List Builder, and so on) to gain direct access to the Connection database via ODBC from a Windows client on the network.</p> <p>The service is off by default. To use any of these tools, you must enable the service, configure the time out for the service, and create a user that has the remote admin role. For more information, see the help file for the applicable tool.</p>
Connection Diagnostic Portal Service	This service enables access to data on Connection by the Diagnostic Portal in the Real-Time Monitoring Tool (RTMT).
Connection Digital Networking Replication Agent	This service enables the replication of data between Connection servers for Digital Networking.
Connection Directory Feeder	For Intersite Networking, this service checks the local site change-tracking database for directory changes and responds to poll requests from the remote site gateway Reader task.
Connection File Syncer	This service enables the replication of files for Connection clusters.
Connection Groupware Caching Service	This service enables Connection to cache calendar data (from Exchange, MeetingPlace, or MeetingPlace Express servers) and to cache Exchange contacts.
Connection IMAP Server	This service enables access to data on Connection by IMAP clients.
Connection Inbox RSS Feed	This service enables RSS feeds for checking voicemail from RSS clients.
Connection Integrated Mailbox Configuration	This service enables sharing of user data between Connection and Cisco Unified Communications Manager.
Connection Jetty	This service enables Java web clients.
Connection Message Event Service	This service enables access to voice message data on Connection by Cisco Unified Mobility Advantage.
Connection Personal Communication Assistant	This service enables access to data on Connection by the Cisco Personal Communications Assistant (Cisco PCA).
Connection Realtime Monitoring APIs	This service enables access to data on Connection by Real-Time Monitoring Tool (RTMT).
Connection Reports Data Harvester	This service enables conversion of data in log files to entries in the reports database, which is used to generate reports.
Connection REST Service	This service enables Representational State Transfer (REST) API clients.
Connection SMTP Server	This service enables access to data on Connection by an SMTP server.

Table 5-1 *Cisco Unity Connection Services in Version 9.x (continued)*

Service	Description
Connection SpeechView	This service enables the SpeechView feature and communicates with the third-party external transcription service.
Connection System Agent	This service enables schedules system tasks (such as re-synchronizing MWIs) that the administrator can enter in Cisco Unity Connection Administration.
Connection Voicemail Web Service	This service enables access to data on Connection through Voicemail Web Service (VMWS) by Cisco Unified Communications Widgets such as Visual Voicemail.
Connection Voice Recognition Transport	This service enables generation and placement of dynamic grammars that are used by the speech-recognition engine for the voice user interface (VUI).
Connection Voice Recognizer	This service is the speech-recognition engine that enables voice recognition for the voice user interface (VUI).

Managing Services in Control Center in Version 9.x

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 in Version 9.x

- Step 1** In Cisco Unity Connection Serviceability, select **Tools > Service Management**.
- Step 2** From the Server drop-down box, select the applicable Connection or Cisco Unified CMBE server, and select **Go**.

- Step 3** Under Optional Services, locate the service that you want to activate.
- Step 4** In the Change Activate Status column, select **Activate**.
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To Deactivate a Service in Control Center in Version 9.x

- Step 1** In Cisco Unity Connection Serviceability, select **Tools > Service Management**.
- Step 2** From the Server drop-down box, select the applicable Connection or Cisco Unified CMBE server, and select **Go**.
- Step 3** Under Optional Services, locate the service that you want to deactivate.
- Step 4** In the Change Activate Status column, select **Deactivate**.
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To Start a Service in Control Center in Version 9.x

- Step 1** In Cisco Unity Connection Serviceability, select **Tools > Service Management**.
- Step 2** From the Server drop-down box, select the applicable Connection or Cisco Unified CMBE server, and select **Go**.
- Step 3** 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, select **Start**.
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To Stop a Service in Control Center in Version 9.x

- Step 1** In Cisco Unity Connection Serviceability, select **Tools > Service Management**.
- Step 2** From the Server drop-down box, select the applicable Connection or Cisco Unified CMBE server, and select **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, select **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, select **OK**.

To Refresh Service Status in Control Center in Version 9.x

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

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

Step 3 Select **Refresh**.

The status information is updated to reflect the current status.
