



CHAPTER 19

Managing Cisco Unity Connection SRSV Services

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

- [Cisco Unity Connection SRSV Services, page 19-1](#)
- [Managing Services in Control Center, page 19-3](#)

Cisco Unity Connection SRSV Services

Cisco Unity Connection has the services described in [Table 19-1](#).

Table 19-1 Cisco Unity Connection SRSV Services

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 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.

Table 19-1 *Cisco Unity Connection SRSV Services (continued)*

Service	Description
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.
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.
Connection SRSV Administration	This service enables Cisco Unity Connection SRSV Administration and the settings that are saved in the interface.
Optional Services	
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.
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 SRSV by the Diagnostic Portal in the Real-Time Monitoring Tool (RTMT).
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 Realtime Monitoring APIs	This service enables access to data on Connection SRSV by Real-Time Monitoring Tool (RTMT).

Table 19-1 Cisco Unity Connection SRSV Services (continued)

Service	Description
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.
Connection System Agent	This service enables schedules system tasks (such as re-synchronizing MWIs) that the administrator can enter in Cisco Unity Connection Administration.

Managing Services in Control Center

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

- Activate and deactivate Connection SRSV services in the Optional Services section.
- Start and stop all Connection SRSV services except the services in the Status Only Services section.
Stopping Connection SRSV services in the Critical Services section may cause calls in progress to be dropped and degrades the normal function of the Connection SRSV.
- View the status the status of Connection SRSV services.
- Refresh the status of Connection SRSV 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 SRSV 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, select **Tools > Service Management**.
- Step 2** From the Server drop-down box, select the applicable Connection SRSV 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**.

To Deactivate a Service in Control Center



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

- Step 2** From the Server drop-down box, select the applicable Connection SRSV 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

- 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.
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- Step 4** In the Change Service Status column, select **Start**.
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To Stop a Service in Control Center

- Step 1** In Cisco Unity Connection Serviceability, select **Tools > Service Management**.
- Step 2** From the Server drop-down box, select the applicable Connection SRSV 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.
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- Step 4** In the Change Service Status column, select **Stop**.
-  **Note** Stopping Connection SRSV services in the Critical Services section may cause calls in progress to be dropped and degrades the normal function of the Connection SRSV.
- A service that is not activated cannot be started or stopped.
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To Refresh Service Status in Control Center

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

Step 3 Select **Refresh**.

The status information is updated to reflect the current status.
