Managing Services

This chapter contains information on the following topics:

Activating and Deactivating Feature Services

You activate and deactivate services in the Service Activation window in Cisco Unified CallManager Serviceability. Services that display in Service Activation window do not start until you activate them.

Cisco Unified CallManager allows you to activate and deactivate features services only. You may activate or deactivate as many services as you want at the same time. Some feature services depend on other services and the dependent services gets activated before the feature service activates.

Tip Before you activate services in the Service Activation window, review Table 2-1.

Perform the following procedure to activate or deactivate Cisco Unified CallManager services in Cisco Unified CallManager Serviceability.

Procedure

Step 1 Choose **Tools > Service Activation**.

The Service Activation window displays.

Step 2 From the Server drop-down list box, choose the server.

The window displays the service names for the server that you chose and the activation status of the services.

Step 3 Perform one of the following tasks:

- To activate services for a single server configuration, click the **Set Default** button or activate the services that you want to use.

  You can choose all services that are required to run on a single server by clicking the Set Default button. This action not only chooses all required services but also checks for service dependencies.

- For a multiserver configuration, review Table 2-1 for service activation recommendations; then, check the check boxes next to the services that you want to activate.

Table 2-1 Service Activation Recommendation

Service/Servlet	Activation Recommendations
CM Services	
Cisco CallManager	This service supports Cisco Unified CallManager. In the Control Center—Network Services, ensure that the Cisco RIS Data Collector service and Database Layer Monitor service is running on the server. **Tip** Before you activate this service, verify that the Cisco Unified CallManager displays in the Cisco Unified CallManager Find/List window in Cisco Unified CallManager Administration. If the server does not display, add the Cisco Unified CallManager before you activate this service. For information on how to add the Cisco Unified CallManager, refer to the *Cisco Unified CallManager Administration Guide*.
Cisco TFTP	If you have more than one server in the cluster, activate this service on one server that is dedicated specifically for the Cisco TFTP service. Configure Option 150 if you activate this service on more than one server in the cluster.
Cisco Messaging Interface	Activate on only one server in the cluster. Do not activate this service if you plan to use Cisco Unity voice-messaging system.
Cisco IP Voice Media Streaming App	If you have more than one server in the cluster, activate on one or two servers per cluster. You may activate on a server that is dedicated specifically for music on hold. This service requires that you activate Cisco TFTP on one server in the cluster. Do not activate this service on the first node or on any servers that run the Cisco CallManager service.
Cisco CTIManager	Activate on each server to which JTAPI/TAPI applications will connect. CTIManager activation requires the Cisco CallManager services also to be activated on the server. See the "Cisco CallManager"service in the *Cisco CallManager Serviceability Administration Guide* for more information on CTIManager and Cisco CallManager services interaction.
Cisco CallManager Attendant Console Server	If you are planning to use Cisco Unified CallManager Attendant Console, activate on every server in the cluster that runs the Cisco CallManager service.
Cisco Extension Mobility	Activate on each server that the Cisco Extension Mobility application accesses.

Table 2-1 Service Activation Recommendation (continued)

Service/Servlet	Activation Recommendations
Cisco Extended Functions	Activate this service, which supports the Quality Report Tool (QRT), on one or more servers that run the Cisco RIS Data Collector. Make sure that you activate the Cisco CTIManager service on a server in the cluster.
Cisco IP Phone Services	Activate this service only on one server (any server) in the cluster.
Cisco Dialed Number Analyzer	If you are planning to use Cisco Unified CallManager Dialed Number Analyzer, activate this service. This service may consume a lot of resources, so only activate this service on the node with the least amount of call-processing activity or during off-peak hours.
Cisco Extension Mobility Application	The application automatically activates when Cisco Extension Mobility is activated.
Cisco DHCP Monitor Service	When the DHCP Monitor service is enable, it detects changes in the database that affect IP addresses for the IP phones, modifies the /etc/dhcpd.conf file, and stops and restarts the DHCPD daemon with the updated configuration file. Activate this service on the server that has DHCP enabled.
CTI Services	
Cisco IP Manager Assistant	If you are planning to use Cisco Unified CallManager Assistant, activate this service on any two servers (Primary and Backup) in the cluster. Ensure that Cisco CTI Manager service is activated in the cluster. Refer to *Cisco Unified CallManager Features and Services Guide* for other recommendations.
Cisco WebDialer Web Service	Activate on one server per cluster.
CDR Services	
Cisco Soap-CDROnDemand Service	You can activate the Cisco Soap-CDROnDemand Service only on the first node, and it requires that the Cisco CDR Repository Manager and Cisco CDR Agent services are running on the same server.
Cisco CAR Scheduler	You can activate the Cisco CAR Scheduler service only on the first node, and it requires that the Cisco CDR Repository and Cisco CDR Agent services are running on the same server.
Cisco CAR Web Service	You can activate the Cisco CAR Web Service only on the first node, and it requires that the Cisco CAR Scheduler services is activated and running on the server, and that the Cisco CallManager CDR Repository Manager also is running on the same server.
Database and Admin Services	
Cisco AXL Web Service	Activate on the first node only. Failing to activate this service causes the inability to update Cisco Unified CallManager from client-based applications that use AXL.
Cisco Bulk Provisioning Service	You can activate the Cisco Bulk Provisioning Service only on the first node. If you use the Bulk Administration Tool (BAT) to administer phones and users, you must activate this service.

Table 2-1 Service Activation Recommendation (continued)

Service/Servlet	Activation Recommendations
Performance and Monitoring Services	
Cisco Serviceability Reporter	Activate on only the first node. **Note** The service only generates reports on the first node even if you activate the service on other nodes.
Cisco CCM SNMP Service	If you use SNMP, activate this service on all servers in the cluster.
Security Services	
Cisco CTL Provider	Activate on all servers in the cluster.
Cisco Certificate Authority Proxy Function (CAPF)	Activate on only the first node.
Directory Services	
Cisco DirSync	Activate only on the first node.
Backup and Restore Services	
Cisco DRF Master	Activate on only one server (any server) in the cluster.

Step 4 After you finish making the appropriate changes, click **Update**.

Tip To deactivate services that you activated, uncheck the check boxes next to the services that you want to deactivate; click **Update**.

Additional Information

See the Related Topics, page 2-6.

Starting, Stopping, Restarting, and Refreshing Status of Services in Control Center

Control Center in Cisco Unified CallManager Serviceability allows you to view status, refresh the status, and to start, stop, and restart Cisco Unified CallManager services for a particular server in a cluster. Starting, stopping, or restarting a Cisco CallManager service causes all Cisco Unified IP Phones and gateways that are currently registered to that Cisco CallManager service to fail over to their secondary Cisco CallManager service. Devices and phones need to restart only if they cannot register with another Cisco CallManager service. Starting, stopping, or restarting a Cisco CallManager service causes other installed applications (such as Conference Bridge or Cisco Messaging Interface) that are homed to that Cisco Unified CallManager to start and stop as well.

Note If you are upgrading Cisco Unified CallManager, those services that were already started on your system will start after the upgrade.

Caution Stopping a Cisco CallManager service also stops call processing for all devices that the service controls. When a Cisco CallManager service is stopped, calls from an IP phone to another IP phone will stay up; calls in progress from an IP phone to a Media Gateway Control Protocol (MGCP) gateway will also stay up, and other types of calls will get dropped.

Perform the following procedure to start, stop, restart, or view the status of services for a particular server in a cluster. You can start, stop, or refresh only one service at a time.

Procedure

Step 1 Depending on the service type that you want to start/stop/restart/refresh, perform one of the following tasks:

- Choose **Tools > Control Center—Feature Services**.

Tip You can only start/stop/restart feature services that are activated. To activate a service, see the "Activating and Deactivating Feature Services" section on page 2-1.

- Choose **Tools > Control Center—Network Services**.

Step 2 From the Server drop-down list box, choose the server.

The window displays the service names for the server that you chose, the service type, and service status. The window also displays the status of the services (Started, Running or Stopped)

Step 3 Perform one of the following tasks:

- Click the radio button next to the service that you want to start and click the **Start** button.

  The Status changes to reflect the updated status.
- Click the radio button next to the service that you want to restart and click the **Restart** button.

  A message indicates that restarting may take a while. Click **OK**.
- Click the radio button next to the service that you want to stop and click the **Stop** button.

  The Status changes to reflect the updated status.
- To get the latest status of the services, click the **Refresh** button.
- To go to the Service Activation window or to the other Control Center window, choose an option from the Related Links drop-down list box and click **Go**.

Additional Information

See the Related Topics, page 2-6.

Using a Command Line Interface to Start and Stop Services

You can start and stop the following services by issuing a command in the command line interface (CLI):

- System NTP
- System SSH
- Service Manager
- A Cisco DB
- Cisco Tomcat
- Cisco Database Layer Monitor
- Cisco Unified CallManager Serviceability

To start a service, enter **utils service start <service name>**, where service name equals the entire name of the service.

To stop a service, enter **utils service stop <service name>**, where service name equals the entire name of the service.

Tip You must start and stop all other services from Control Center in Cisco Unified CallManager Serviceability.

Additional Information

See the Related Topics, page 2-6.

Related Topics

- Starting, Stopping, Restarting, and Refreshing Status of Services in Control Center, page 2-4
- Activating and Deactivating Feature Services, page 2-1
- Service Management, *Cisco Unified CallManager Serviceability System Guide*