CHAPTER 11

Configuring Services

This chapter contains information on the following topics:

Activating and Deactivating Feature Services

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

Cisco Unified Serviceability allows you to activate and deactivate only features services (not network services). 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 get activated before the feature service activates.

Tip *Unified CM only*: Before you activate services in the Service Activation window, review Table 11-1.

To activate or deactivate feature services in Cisco Unified Serviceability, perform the following procedure:

Procedure

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

The Service Activation window displays.

Step 2 From the Server drop-down list box, choose the server where you want to activate the service; then, click **Go**.

For the server that you chose, the window displays the service names and the activation status of the services.

Step 3 To activate all services in the Service Activation window, check the **Check All Services** check box.

Step 4 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. To activate services for a single-server configuration, click the **Set Default** button or activate the services that you want to use.

Step 5 *Unified CM only*: For a cluster configuration, review Table 11-1 for service activation recommendations; then, check the check boxes next to the services that you want to activate.

Step 6 After you check the check boxes for the services that you want to activate, click **Save**.

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

To obtain the latest status of the services, click the **Refresh** button.

Additional Information

See the "Related Topics" section on page 11-6.

Cluster Service Activation Recommendations

This section does not apply to Cisco Unified Communications Manager Business Edition or Cisco Unity Connection.

Before you activate services in a cluster, review Table 11-1, which provides service recommendations for multiserver configurations.

Table 11-1 Service Activation Recommendations

Service/Servlet	Activation Recommendations
CM Services	
Cisco CallManager	This service supports Cisco Unified Communications Manager. In the Control Center—Network Services, ensure that the Cisco RIS Data Collector service and Database Layer Monitor service are running on the node. **Tip** Before you activate this service, verify that the Cisco Unified Communications Manager server displays in the Cisco Unified Communications Manager Find/List window in Cisco Unified Communications Manager Administration. If the server does not display, add the Cisco Unified Communications Manager server before you activate this service. For information on how to add the Cisco Unified Communications Manager server, refer to the *Cisco Unified Communications Manager Administration Guide*.
Cisco TFTP	If you have more than one node in the cluster, activate this service on one node that is dedicated specifically for the Cisco TFTP service. Configure Option 150 if you activate this service on more than one node in the cluster.
Cisco Messaging Interface	Activate on only one node in the cluster. Do not activate this service if you plan to use Cisco Unity voice-messaging system.

Table 11-1 Service Activation Recommendations (continued)

Service/Servlet	Activation Recommendations
Cisco Unified Mobile Voice Access Service	For mobile voice access to work, you must activate this service on the first node in the cluster after you configure the H.323 gateway to point to the first VXML page. In addition, make sure that the Cisco CallManager and the Cisco TFTP services run on one server in the cluster, not necessarily the same server where the Cisco Unified Mobile Voice Access Service runs.
Cisco IP Voice Media Streaming App	If you have more than one node in the cluster, activate on one or two servers per cluster. You may activate on a node that is dedicated specifically for music on hold. This service requires that you activate Cisco TFTP on one node in the cluster. Do not activate this service on the first node or on any nodes that run the Cisco CallManager service.
Cisco CTIManager	Activate on each node to which JTAPI/TAPI applications will connect. CTIManager activation requires the Cisco CallManager service also to be activated on the node. See the "Cisco CallManager" section on page 9-4 for more information on CTIManager and Cisco CallManager services interaction.
Cisco Extension Mobility	Activate on all nodes in the cluster.
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 node in the cluster.
Cisco Dialed Number Analyzer	If you are planning to use Cisco Unified Communications Manager 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 DHCP Monitor Service	When the DHCP Monitor service is enabled, 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 node that has DHCP enabled.
CTI Services	
Cisco CallManager Attendant Console Server	To use Cisco Unified Communications Manager Attendant Console, activate on every node in the cluster that runs the Cisco CallManager service.
Cisco IP Manager Assistant	If you are planning to use Cisco Unified Communications Manager 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 Communications Manager Features and Services Guide* for other recommendations.
Cisco WebDialer Web Service	Activate on one node per cluster.
CDR Services	
Cisco SOAP-CDROnDemand Service	You can activate the Cisco SOAP-CDROnDemand Service only on the first server, and it requires that the Cisco CDR Repository Manager and Cisco CDR Agent services are running on the same server.

Table 11-1 Service Activation Recommendations (continued)

Service/Servlet	Activation Recommendations
Cisco CAR Web Service	You can activate the Cisco CAR Web Service only on the first server, and it requires that the Cisco CAR Scheduler service is activated and running on the same server and that the CDR Repository Manager service 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 Communications Manager 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.
Cisco TAPS Service	Before you can use the Cisco Unified Communications Manager Auto-Register Phone Tool, you must activate this service on the first node. When you create dummy MAC addresses for the Cisco Unified Communications Manager Auto-Register Phone Tool, ensure that the Cisco Bulk Provisioning Service is activated on the same node.
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 CallManager 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.

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

Unified CM only: Control Center in Cisco Unified Serviceability allows you to view status, refresh the status, and to start, stop, and restart feature and network services.

Unified CM only: Starting, stopping, or restarting a service causes all Cisco Unified IP Phones and gateways that are currently registered to that service to fail over to their secondary Cisco CallManager service. Devices and phones need to restart only if they cannot register with another service.

Unified CM and Unified CM BE only: Starting, stopping, or restarting a service causes other installed applications (such as conference bridge or Cisco Messaging Interface) that are homed to the Cisco Unified Communications Manager to start and stop as well.

Note *Unified CM only*: If you are upgrading Cisco Unified Communications Manager, those services that were already started on your system automatically start after the upgrade.

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

Perform the following procedure to start, stop, restart, or view the status of services for a server (or for a server in a cluster in a Cisco Unified Communications Manager cluster configuration). You can start, stop, or refresh only one service at a time. Be aware that when a service is stopping, you cannot start it until after the service is stopped. Likewise, when a service is starting, you cannot stop it until after the service is started.

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 Before you can start/stop/restart a feature service, it must be activated. To activate a service, see the "Activating and Deactivating Feature Services" section on page 11-1.

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

Step 2 From the Server drop-down list box, choose the server; then, click **Go**.

The window displays the following items:

- The service names for the server that you chose.
- The service group.
- The service status; for example, Started, Running, Not Running, and so on. (Status column)
- The exact time that the service started running. (Start Time column)
- The amount of time that the service has been running. (Up Time column)

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 stop and click the **Stop** 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**.
- 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" section on page 11-6.

Using a Command Line Interface to Start and Stop Services

You can start and stop some services through the Command Line Interface (CLI). For a list of services that you can start and stop through the CLI and for information on how to perform these tasks, refer to the *Command Line Interface Reference Guide for Cisco Unified Solutions*.

Tip You must start and stop most services from Control Center in Cisco Unified Serviceability.

Additional Information

See the "Related Topics" section on page 11-6.

Where to Find More Information

Related Topics

- Understanding Services, page 9-1
- Activating and Deactivating Feature Services, page 11-1
- *Unified CM only*: Cluster Service Activation Recommendations, page 11-2
- Starting, Stopping, Restarting, and Refreshing Status of Services in Control Center, page 11-4
- Using a Command Line Interface to Start and Stop Services, page 11-6