

# How To Stop and Start Services Remotely Using ICM Service Control

Document ID: 20537

---

## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Background Information

#### How to Stop and Start Services Remotely

Access ICM Service Control

Select a Remote Computer

Examine, Start, and Stop Services

### Conclusion

### Related Information

---

## Introduction

This document explains how to start and stop services through the Cisco Intelligent Contact Management (ICM) Service Control.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Basic Microsoft NT and Windows 2000 service administration

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.2 and later
- Microsoft Windows NT or Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Background Information

If you know how to stop and start services through the ICM Service Control, you can examine, start, and stop

the Cisco ICM services remotely. You can do so on any Microsoft Windows NT 4.0 or Windows 2000 server that is on the same Windows NT domain on which the Cisco ICM system runs.

This can come in handy when you cannot use Telnet or PCAnywhere to access a Windows NT workstation or server. With Cisco ICM Service Control, you can select the remote computer, and start these services remotely.

**Note:** In order to start services remotely on computers that are not within the same domain as the computer on which you run the Cisco ICM Service Control utility, you must use Windows NT Server Manager.

## How to Stop and Start Services Remotely

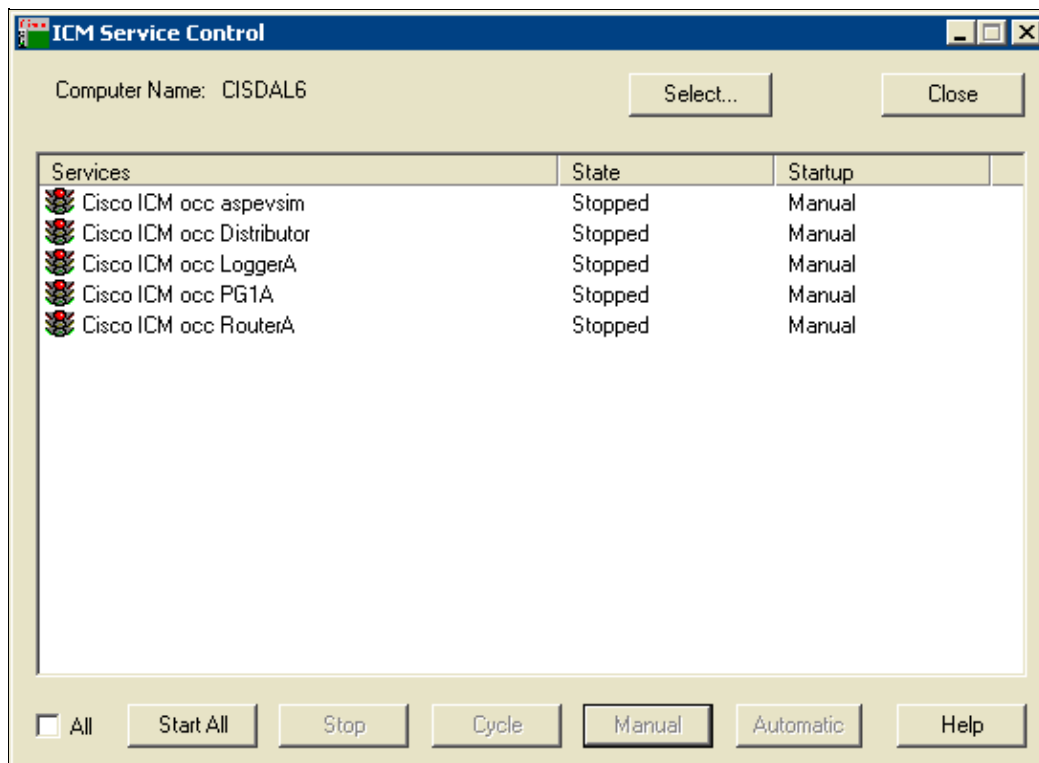
This section describes the steps you need to complete in order to stop and start services remotely.

### Access ICM Service Control

Complete these steps in order to access the ICM Service Control:

1. Click **Start > Programs**.
2. Select **GeoTel Admin Workstation** or **ICM Administration Workstation (AW)**, based on your ICM version.
3. Click **Service Control**.

The ICM Service Control dialog box appears:

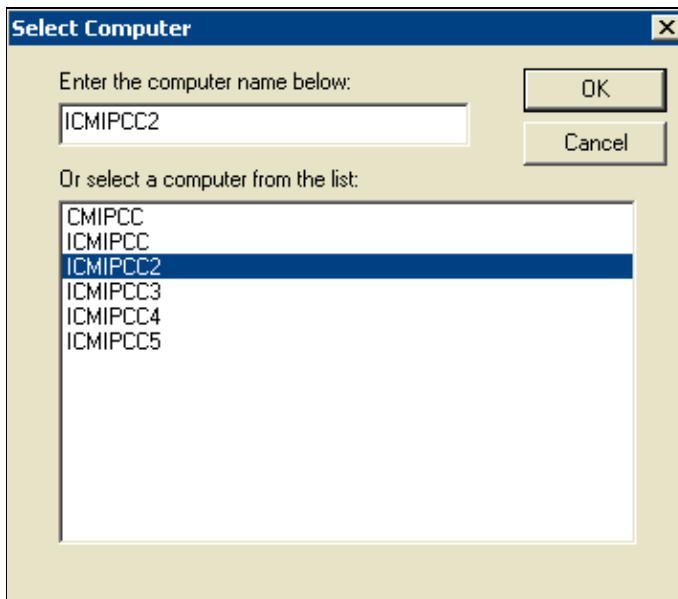


### Select a Remote Computer

Complete these steps in order to select a remote computer:

1. Click **Select** on the right side of the ICM Service Control dialog box.

The **Select Computer** dialog box appears:



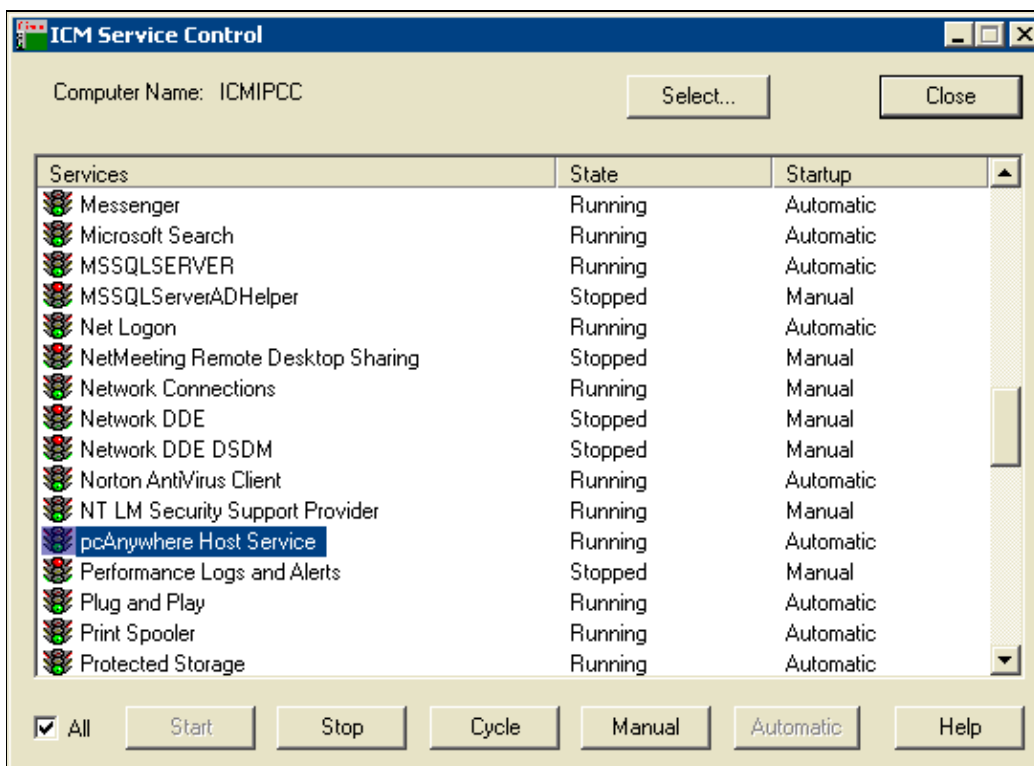
2. Select the required computer from the list.
3. Click **OK**.

The name of the computer you selected appears in the upper left hand side of the ICM Service Control dialog box.

## Examine, Start, and Stop Services

Complete these steps in order to examine, start, and stop services:

1. Select the **All** check box to view all services for the selected computer.



2. Select the required service.

3. Click **Stop** to stop the selected service.
4. Click **Start** to start the selected service.
5. Click **Cycle** to stop and restart the selected service.
6. Click **Close** to exit the ICM Service Control dialog box.

## Conclusion

You can now start and stop services remotely. Here are the most important services that run on a computer:

- **Ataman Telnetd Server Service** This service in Windows NT (or the Telnet Server service in Windows 2000) enables you to use Telnet.
- **pcANYWHERE Host Server Service** This service allows you to start a remote pcANYWHERE client session on the computer of interest

The **Automatic** and **Manual** buttons on the bottom right side of the ICM Service Control dialog box change the manner in which a service starts when the computer powers up. Do *not* click these buttons.

---

## Related Information

- **Technical Support & Documentation – Cisco Systems**
- 

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Mar 29, 2005

Document ID: 20537

---