Cisco Prime Collaboration Deployment Configuration and Administration

Services

After the installation of the Cisco Prime Collaboration Deployment platform, most services start automatically. You can configure services by setting service parameters for each service. If necessary, for example, for troubleshooting purposes, you may need to stop, start, or restart a service. You can perform these tasks by using the CLI on the Cisco Prime Collaboration Deployment platform.

Cisco Prime Collaboration Deployment Service

This service supports the Cisco Prime Collaboration Deployment application interface. This service must be active for the Cisco Prime Collaboration Deployment application to work correctly. It is active by default.

Performance and Monitoring Services

Cisco Log Partition Monitoring Tool

The Cisco Log Partition Monitoring Tool service supports the Log Partition Monitoring feature, which monitors the disk usage of the log partition on the Cisco Prime Collaboration Deployment platform by using configured thresholds and a polling interval.

Cisco RIS Data Collector

The Real-Time Information Server (RIS) maintains real-time information, such as critical alarms generated.

Cisco AMC Service

The Alert Manager and Collector (AMC) service allows you to retrieve real-time information that exists on the server.

Cisco Audit Event Service

The Cisco Audit Event Service monitors and logs any configuration change to the Cisco Prime Collaboration Deployment platform by a user or as a result of the user action.

SOAP-Log Collection APIs Service

The Cisco SOAP-Log Collection APIs service allows you to collect log files and to schedule collection of log files on a remote SFTP server. Examples of log files that you can collect include syslog, core dump files, Cisco application trace files.

SOAP-Performance Monitoring APIs Service

The Cisco SOAP-Performance Monitoring APIs service allows you to use performance monitoring counters for various applications through SOAP APIs; for example, you can monitor memory information per service and CPU usage.

Backup and Restore Services

Cisco DRF Master

The Cisco Disaster Recovery Framework (DRF) Master Agent service supports the DRF Master Agent, which works with the CLI to schedule backups, perform restorations, view dependencies, check status of jobs, and cancel jobs, if necessary. The Cisco DRF Master Agent also provides the storage medium for the backup and restoration process.

Cisco DRF Local

The Cisco DRF Local service supports the Cisco DRF Local Agent, which performs the work for the DRF Master Agent. Components register with the Cisco DRF Local Agent to use the disaster recovery framework. The Cisco DRF Local Agent runs commands that it receives from the Cisco DRF Master Agent. Cisco DRF Local Agent sends the status, logs, and command results to the Cisco DRF Master Agent.

SFTP

Cisco Prime Collaboration Deployment runs a Secure File Transfer Protocol (SFTP) server locally.

System Services

CDP

Cisco Delivery Protocol (CDP) advertises the voice application to other network management applications, so the network management application can perform network management tasks for the voice application.

Cisco Trace Collection Servlet

The Cisco Trace Collection Servlet, along with the Cisco Trace Collection Service, supports trace collection and allows users to view traces. If you stop this service, you cannot collect or view traces on the Cisco Prime Collaboration Deployment platform.

For SysLog Viewer and trace and log collection, the Cisco Trace Collection Servlet and the Cisco Trace Collection Service must run on the server.

Cisco Trace Collection Service

The Cisco Trace Collection Service, along with the Cisco Trace Collection Servlet, supports trace collection and allows users to view traces. If you stop this service, you cannot collect or view traces on the Cisco Prime Collaboration Deployment platform.

For SysLog Viewer and trace and log collection, the Cisco Trace Collection Servlet and the Cisco Trace Collection Service must run on the server.

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Tip   If necessary, to reduce the initialization time, we recommend that you restart the Cisco Trace Collection Service before restarting the Cisco Trace Collection Servlet.

Platform Services

Cisco Tomcat

The Cisco Tomcat service supports the web server.

Cisco Tomcat Stats Servlet

The Cisco Tomcat Stats servlet collects the Tomcat statistics.

Platform Administrative Web Service

The Platform Administrative Web service is a SOAP API that can be activated on Cisco Unified Communications Manager, Cisco Unified Presence, IM and Presence Service, Cisco Unified Contact Center Express, Cisco Unity Connection, or systems, to allow the Cisco Prime Collaboration Deployment server to upgrade the system.

SNMP Master Agent

This service, which acts as the agent protocol engine, provides authentication, authorization, access control, and privacy functions that relate to Simple Network Management Protocol (SNMP) requests.

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Tip   After you complete SNMP configuration in the CLI, you must restart the SNMP Master Agent service.

MIB2 Agent

The Management Information Base (MIB2) Agent service provides SNMP access to variables, which are defined in RFC 1213, that read and write variables; for example, system and interfaces.

Host Resources Agent

This service provides SNMP access to host information, such as storage resources, process tables, and installed software base. This service implements the HOST-RESOURCES-MIB.

System Application Agent

This service provides SNMP access to the applications that are installed and running on the system. This service implements the SYSAPPL-MIB.

Cisco CDP Agent

This service uses the Cisco Discovery Protocol to provide SNMP access to network connectivity information on the Cisco Prime Collaboration Deployment platform. This service implements the CISCO-CDP-MIB.

Cisco Syslog Agent

This service supports gathering of syslog messages that various components generate. This service implements the CISCO-SYSLOG-MIB.

Cisco Certificate Expiry Monitor

This service periodically checks the expiration status of certificates that the system generates and sends notification when a certificate gets close to its expiration date.

Working with Services

To start, stop, activate, or restart services or to configure service parameters for services on the Cisco Prime Collaboration Deployment platform, you must use the CLI. You can start, stop, activate, or refresh only one service at a time.

Note When a service is stopping, you cannot start it until after the service is stopped. Also, when a service is starting, you cannot stop it until after the service is started.

The following services are activated by default after you install the Cisco Prime Collaboration Deployment platform.

- Cisco AMC Service
- Cisco Audit Event Service
- Cisco CDP
- Cisco CDP Agent
- Cisco Certificate Expiry Monitor
- Cisco DRF Local
- Cisco DRF Master
- Cisco Log Partition Monitoring Tool
- Cisco Platform Manager Service
- Cisco RIS Data Collector
- Cisco Syslog Agent
- Cisco Tomcat
- Cisco Tomcat Stats Servlet
- Cisco Trace Collection Servlet
- Host Resources Agent
- MIB2 Agent
- SNMP Master Agent
- System Application Agent

The following services are stopped by default after you install the Cisco Prime Collaboration Deployment platform.

- Cisco Trace Collection Service

• SOAP-Log Collection APIs

• SOAP-Performance Monitoring APIs

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Caution   Some changes to service parameters may cause system failure. We recommend that you do not make any changes to service parameters unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (TAC) specifies the changes.

The following table shows the commands that you need to work with services on the Cisco Prime Collaboration Deployment platform.

Table 1: Service CLI Commands

Task	Command
Display a list of services and service status	**utils service list**
Activate a service	**utils service activate**
Stop a service	**utils service stop** *servicename*
Start a service	**utils service start** *servicename*
Restart a service	**utils service restart** *servicename*

Limitations and Restrictions

• Cisco Prime Collaboration Deployment is not a diagnostic tool. An error message appears on the task list page if a task fails; however, you should use your usual set of tools and procedures to diagnose and correct the problem.

• The SOAP services do not replace the existing OS Administration and CLI upgrade processes. You can still upgrade your servers by using the application GUIs or CLI commands. Cisco Prime Collaboration Deployment is another way to upgrade, restart, or switch versions on the application servers.

• No localization is available for Cisco Prime Collaboration Deployment. The localization is available in English only (including time and date formats).