



Starting and Stopping Services Using the Control Center

Control Center for the Cisco CallManager (release 3.0 and later) is the web page used for viewing status and starting and stopping the Cisco CallManager and other services.

You can view service status or start and stop any of the configured services for a particular Cisco CallManager server. An All Servers option is provided so that you can view service status or start and stop selected services for all Cisco CallManagers in a cluster.

Starting and stopping a Cisco CallManager causes all Cisco IP Phones and gateways currently registered to that Cisco CallManager to fail over to their secondary Cisco CallManager. Devices and phones will only need to restart if they can not register with another Cisco CallManager. Starting and stopping Cisco CallManager also causes all other installed applications that are homed to that Cisco CallManager, such as Conference Bridge and Cisco Messaging Interface, to start or stop as well.



Note

Stopping Cisco CallManager also stops call processing for all devices controlled by that Cisco CallManager. When a Cisco CallManager is stopped, calls from an IP phone to another IP phone will stay up; calls in progress from an IP phone to an MGCP gateway will also stay up; and any other type of calls will be dropped.

Related Topics

- Starting and Stopping Services on a Single Server, page 38-2
- Selecting Services to Start and Stop for All Servers, page 38-3

Starting and Stopping Services on a Single Server

Use the following procedure to view service status or start and stop services on a particular Cisco CallManager server.

Procedure



Note In order for this procedure to work on all servers in a network, you must be logged in with Administration privileges. The User ID and password you use to log in must be identical on all servers, and the User ID must also have Administration privileges on all servers.

Step 1 Open Cisco CallManager Administration.

Step 2 Click **Service > Control Center**.

Step 3 Select a server from the server list on the left side of the page.

The page updates to display Service Status and Service Control buttons for all services that are configured on the selected server. The Service Status icons have the following meaning:

- Square—Stopped.
- Arrow—Running.
- Question mark—Unknown status.

Step 4 In the Service Control column, click the **Start** or **Stop** button next to the service you want to start or stop.

Step 5 Repeat Steps 1 through 4 to start or stop services on other servers.

Related Topics

- Selecting Services to Start and Stop for All Servers, page 38-3
- Starting and Stopping Services Using the Control Center, page 38-1

Selecting Services to Start and Stop for All Servers

Use the following procedure to select services you want to start or stop from a list of all Cisco CallManagers in a cluster.

Procedure



Note In order for this procedure to work on all servers in a network, you must be logged in with Administration privileges. The User ID and password you use to log in must be identical on all servers, and the User ID must also have Administration privileges on all servers.

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Click **Service > Control Center**.
- Step 3** Select **All Servers** from the server list on the left side of the page (it is the first item in the list).

The page refreshes and displays a list of all Cisco CallManagers in the cluster.

- Step 4** Select the services for which you want to start, stop, or view status:
- To select all services, click **Select All and Refresh the List**.
 - To select a particular services or group of services, check only the services you want to display, then click **Refresh the List**.

The page updates to display Service Status and Service Control buttons for the selected services for each Cisco CallManager in the list. The Service Status icons have the following meaning:

- Square—Stopped.
- Arrow—Running.
- Question mark—Unknown status.

- Step 5** Click the **Start** or **Stop** button next to the services you wish to start or stop for each server in the list.
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Related Topics

- Starting and Stopping Services on a Single Server, page 38-2
- Starting and Stopping Services Using the Control Center, page 38-1