



Accessing Dialed Number Analyzer

When Dialed Number Analyzer is installed, it installs as a service called Cisco Dialed Number Analyzer. This chapter describes how to start and stop the service, and how to log in to Dialed Number Analyzer.

Use the following topics to access Dialed Number Analyzer and control the service:

- [Logging On, page 3-1](#)
- [Starting Dialed Number Analyzer Service, page 3-3](#)
- [Stopping and Logging Out of Dialed Number Analyzer, page 3-5](#)

Logging On

You can start and log in to Dialed Number Analyzer from the server on which it is installed or from a remote PC by using a web browser (Internet Explorer 6.0 or later versions).

This section describes the procedure to log in to Dialed Number Analyzer from the server on which it was installed.

Procedure

- Step 1** Choose **Start > Programs > Cisco Dialed Number Analyzer > Cisco Dialed Number Analyzer**.

The Enter Network Password dialog displays.

- Step 2** In the User Name field, enter a valid user ID.
Use the user name that you use to access Cisco CallManager Administration.
- Step 3** In the Password field, enter a valid password for the user ID.
Use the password that you use to access Cisco CallManager Administration.
- Step 4** Click **OK**.
- Step 5** You are now logged in to Dialed Number Analyzer.
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This section describes the procedure to log in to Dialed Number Analyzer from a remote PC.

Procedure

- Step 1** Access Dialed Number Analyzer by using the following URL:
`http://<cmaddress>/dna/main.asp`
where *<cmaddress>* specifies the node name or IP address on which Dialed Number Analyzer is installed.
The Enter Network Password dialog displays.
- Step 2** In the User Name field, enter a valid user ID.
Use the user name that you use to access Cisco CallManager Administration.
- Step 3** In the Password field, enter a valid password for the user ID.
Use the password that you use to access Cisco CallManager Administration.
- Step 4** Click **OK**.
- Step 5** You are now logged in to Dialed Number Analyzer.
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Related Topics

- [Starting Dialed Number Analyzer Service, page 3-3](#)
- [Stopping and Logging Out of Dialed Number Analyzer, page 3-5](#)

Starting Dialed Number Analyzer Service

After you have logged in, you need to start the Dialed Number Analyzer service to use the tool for analysis. You can start and stop the service from Dialed Number Analyzer or from Cisco CallManager Serviceability. This section describes the two procedures to start the Dialed Number Analyzer service.

Starting the Service from Dialed Number Analyzer

You can start the Dialed Number Analyzer service from within the tool, after you have accessed it using the appropriate URL. Use the following procedure to start the service.

Procedure

Step 1 Access Dialed Number Analyzer by using the following URL:

`http://<cm-machine>/dna/main.asp`

where *<cm-machine>* specifies the IP address or name of the Cisco CallManager server on which Dialed Number Analyzer is installed.

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

The Control Center window displays. Dialed Number Analyzer displays under the Service Name-NT Service column.



Note If the Services dialog has already been used to start the service, the status will display as Started.

Step 3 In the corresponding Action column, click **Start**.

Step 4 The service starts and the Status column displays the status as Started.



Note Each time the service is started, Dialed Number Analyzer is synchronized with Cisco CallManager database.

**Caution**

The Dialed Number Analyzer service runs in low priority after it is started. Changing the priority to Normal or above Normal may affect Cisco CallManager performance.

Related Topics

- [Logging On, page 3-1](#)
- [Stopping and Logging Out of Dialed Number Analyzer, page 3-5](#)

Starting the Service from Cisco CallManager Serviceability

Cisco CallManager Serviceability provides a web-based Service Activation tool that is used to activate and deactivate Cisco CallManager services for servers. This section describes the procedure to start the Dialed Number Analyzer service from Cisco CallManager Serviceability. You must have installed Dialed Number Analyzer on the Cisco CallManager server.

Procedure

- Step 1** Access Cisco CallManager Administration on the server where you have installed Dialed Number Analyzer.
- Step 2** Choose **Application > Cisco CallManager Serviceability**.
The Cisco CallManager Serviceability window displays.
- Step 3** Choose **Tools > Control Center**.
The Control Center window displays the list of configured Cisco CallManager servers in the left pane.
- Step 4** Choose the server where you have installed Dialed Number Analyzer.
The window displays the service names for the server that you choose, the current activation status of the services, and the Tomcat Web Server Information.
- Step 5** Check the check box next to the Dialed Number Analyzer service.
- Step 6** Click **Update**. The window displays the services that you chose with an activation status of Activated.

**Caution**

Activate/deactivate services only from the Service Activation pages. If you activate/deactivate services from the Windows Service Control Manager instead of from Service Activation, entries do not get added to/removed from the database table; therefore, services do not get properly configured or started and may be out of sync with the Cisco CallManager database.

**Note**

The Cisco CallManager services will not start until you activate them by using Service Activation.

Stopping and Logging Out of Dialed Number Analyzer

You can stop the Dialed Number Analyzer service when you do not require it. This section describes the procedures to stop the Dialed Number Analyzer service and log out of the tool.

Procedure

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- Step 1** In Dialed Number Analyzer, choose **Service > Control Center**.
The Control Center window displays. Dialed Number Analyzer displays under the Service Name-NT Service column. The Status displays as Started.
- Step 2** In the corresponding Action column, click **Stop**.
The service stops and the Status column displays the status as Stopped.
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To exit from Dialed Number Analyzer, after the service is stopped, close the browser window.

Related Topics

- [Logging On, page 3-1](#)
- [Starting Dialed Number Analyzer Service, page 3-3](#)

■ Stopping and Logging Out of Dialed Number Analyzer