



CHAPTER 2

Accessing Dialed Number Analyzer

Dialed Number Analyzer gets installed as part of the Cisco Unified Communications Manager. Refer to *Cisco Unified Communications Manager Administration Guide* for more information.

Dialed Number Analyzer installs as a feature service on Cisco Unified Communications Manager. This chapter describes how to activate, deactivate, 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 2-1](#)
- [Activating Dialed Number Analyzer Service, page 2-2](#)
- [Starting/Stopping/Restarting Dialed Number Analyzer, page 2-2](#)
- [Deactivating Dialed Number Analyzer, page 2-3](#)

Logging On

This section describes the procedure to log in to Dialed Number Analyzer from a remote server.

Procedure

Step 1 To access DNA, go to Cisco Unified Communications Manager Serviceability and choose Tools > Dial Number Analyzer.

You can also use the following URL:

```
https://<cm-machine>/dna
```

where <cm-machine> 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 Unified CMAAdministrator as the user ID.

Step 3 In the Password field, enter the password that corresponds to the Unified CMAAdministrator login ID for that machine.

Step 4 Click **OK**.

Step 5 You are now logged in to Dialed Number Analyzer.

Additional Information

See the [“Related Topics” section on page 2-4](#).

Activating Dialed Number Analyzer Service

After Dialed Number Analyzer installs as a service, it starts automatically. You can confirm that the service is started by checking the tool status.

You can activate and deactivate Dialed Number Analyzer service by using Cisco Unified Communications Manager Serviceability after you access it by using the appropriate URL. Use the following procedure to activate the service.

Procedure

Step 1 Access Cisco Unified Communications Manager Serviceability.

Step 2 Choose **Tools > Service Activation**.

The Service Activation window displays.

Step 3 Select Cisco Dialed Number Analyzer from the Unified CM Services list and click **Save**.



Note If the service is already activated, the Activation Status will display as Activated.

Step 4 The service gets activated and the Activation Status column displays the status as Activated.



Note The DNA service starts automatically after it is activated. See the [“Starting/Stopping/Restarting Dialed Number Analyzer” section on page 2-2](#) to stop, start, or restart the service.



Note Every time that the service is started, Dialed Number Analyzer synchronizes with Cisco Unified Communications Manager database.

Additional Information

See the [“Related Topics” section on page 2-4](#).

Starting/Stopping/Restarting Dialed Number Analyzer

The Dialed Number Analyzer service starts automatically after it is activated by using Cisco Unified Communications Manager Serviceability. This section describes the procedures to stop or restart the Dialed Number Analyzer service.

Procedure

Step 1 In Cisco Unified Communications Manager Serviceability, choose **Tools > Control Center - Feature Services**.

The Control Center–Feature Services window displays.

Step 2 From the Servers drop-down list box, choose the Cisco Unified Communications Manager server. Dialed Number Analyzer displays in list under Service Name column, in the Unified CM Services.



Note If the Dialed Number Analyzer was activated by using [“Activating Dialed Number Analyzer Service”](#) section on page 2-2, the Status displays as Activated.

Step 3 Check the check box that corresponds to Dial Number Analyzer.

Step 4 If you want to restart the Dialed Number Analyzer service, click **Restart**.

The service restarts, and the message, Service Successfully Restarted, displays.

Step 5 If you want to stop the Dialed Number Analyzer service, click **Stop**.

The service stops, and the message, Service Successfully Stopped, displays.

Step 6 If you want to start a stopped Dialed Number Analyzer service, click **Start**.

The service starts, and the message, Service Successfully Started, displays.

Additional Information

See the [“Related Topics”](#) section on page 2-4.

Deactivating Dialed Number Analyzer

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

Procedure

Step 1 In Cisco Unified Communications Manager Serviceability, choose **Tools > Service Activation**.

The Service Activation window displays.

Step 2 From the Servers drop-down list box, choose the Cisco Unified Communications Manager server.

Dialed Number Analyzer displays in list under Service Name column, in the Unified CM Services. The Status displays as Activated.

Step 3 Uncheck the check box that corresponds to the Dial Number Analyzer and click **Save**.

The service deactivates, and the Status column displays the status as Deactivated.

To exit from Dialed Number Analyzer, after the service is stopped, close the browser window.

Additional Information

See the “Related Topics” section on page 2-4.

Related Topics

- [Logging On, page 2-1](#)
- [Activating Dialed Number Analyzer Service, page 2-2](#)
- [Starting/Stopping/Restarting Dialed Number Analyzer, page 2-2](#)
- [Deactivating Dialed Number Analyzer, page 2-3](#)

Additional Cisco Documentation

- *Installing Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager System Guide*
- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Communications Manager Serviceability System Guide*
- *Cisco Unified Communications Manager Serviceability Administration Guide*