



## Service Activation

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This chapter provides information on the Serviceability Service Activation tool and contains the following topics:

- [Activating Cisco CallManager Services, page 9-3](#)
- [Deactivating Cisco CallManager Services, page 9-5](#)
- [Service Considerations, page 9-6](#)
- [Deleting Services, page 9-9](#)

Cisco CallManager Serviceability provides a web-based Service Activation tool that is used to activate and deactivate Cisco CallManager services for servers.

[Figure 9-1](#) shows a services activation status example for a particular server.

Figure 9-1 Activation Status of Services Using Service Activation

Alarm Trace Tools Application Help

Cisco CallManager Serviceability  
For Cisco IP Telephony Solutions

CISCO SYSTEMS

## Service Activation

[Control Center](#)

**Servers**

- ▣ NODE20
- ▣ NODE21
- ▣ NODE22

**Server: NODE20**  
Status: Ready

Update Set Default

Service Name	Activation Status
<b>NT Service</b>	
<input checked="" type="checkbox"/> Cisco CallManager	Activated
<input checked="" type="checkbox"/> Cisco Tftp	Activated
<input checked="" type="checkbox"/> Cisco Messaging Interface	Activated
<input checked="" type="checkbox"/> Cisco IP Voice Media Streaming App	Activated
<input checked="" type="checkbox"/> Cisco CTIManager	Activated
<input checked="" type="checkbox"/> Cisco Telephony Call Dispatcher	Activated
<input checked="" type="checkbox"/> Cisco MOH Audio Translator	Activated
<input checked="" type="checkbox"/> Cisco RIS Data Collector	Activated
<input checked="" type="checkbox"/> Cisco Extension Mobility Logout	Activated
<input checked="" type="checkbox"/> Cisco Database Layer Monitor	Activated
<input checked="" type="checkbox"/> Cisco CDR Insert	Activated
<input checked="" type="checkbox"/> Cisco Extended Functions	Activated
<b>Tomcat Web Service</b>	
<input type="checkbox"/> Cisco IP Manager Assistant	Deactivated

Note: While deactivating a service, make sure to deactivate all of the services that are dependent on this service. Please refer to on-line help for service dependencies for single-server and multi-server configuration.

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**Note**

You can get to the Service Activation web pages from the Start Menu if you are currently in the Cisco CallManager server. The path is **Start > Cisco CallManager X.X > Cisco Service Configuration**.

# Activating Cisco CallManager Services

Use the Service Activation tool to activate Cisco CallManager services for a particular server.

**Caution**

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

**Note**

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

**Procedure**

**Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.

The Cisco CallManager Serviceability window displays.

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

The Service Activation window displays the list of servers.

**Step 3** From the Servers pane, choose the server.

The window displays the service names for the server that you chose, the activation status of the services, and the Tomcat Web Server information.

**Note**

Cisco Tomcat designates an NT service that is started at Cisco CallManager installation. Cisco Tomcat loads the Cisco IP Manager Assistant service when the first occurrence of the desktop or IP phone interfaces try to connect to it to get service.

**Step 4** Check the check boxes next to the services that you want to activate.

**Step 5** When you have chosen each of the services that you want to activate, click **Update**.

The window displays the services that you chose with an activation status of Activated.

**Tip**

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You can select all the services that are required to run Cisco CallManager by clicking the **Set Default** button. This action not only selects all required services, but also checks for service dependencies. The **SetDefault** button selects default services to be activated based on single-server configuration. For multi-server cluster configuration, see [Table 9-1](#) for service considerations.

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**Note**

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You can start or stop activated services from the Control Center. To access the Control Center web pages, click the Control Center link. Refer to [Chapter 10, “Control Center”](#) for more information about Control Center.

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**Related Topics**

- [Deactivating Cisco CallManager Services, page 9-5](#)
- [Service Considerations, page 9-6](#)
- [Deleting Services, page 9-9](#)
- [Chapter 10, “Control Center”](#)
- [Chapter 5, “Service Activation”](#),  
*Cisco CallManager Serviceability System Guide*
- [Chapter 6, “Control Center”](#),  
*Cisco CallManager Serviceability System Guide*

# Deactivating Cisco CallManager Services

Use the Service Activation tool to deactivate Cisco CallManager services for a particular server.

**Caution**

Only activate/deactivate services from the Service Activation pages. If you activate/deactivate services from the Windows Service Control Manager instead of from Service Activation, entries are not added/removed from the database table; therefore services will not be properly configured and will be out of sync with the Cisco CallManager database.

**Procedure**

**Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.

The Cisco CallManager Serviceability window displays.

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

The Service Activation window displays the list of servers.

**Step 3** From the Servers pane, choose the server.

The window displays the service names for the server that you chose, the activation status of the services, and the Tomcat Web Server information.

**Note**

Cisco Tomcat designates an NT service that is started at Cisco CallManager installation. Cisco Tomcat loads the Cisco IP Manager Assistant service when the first occurrence of the desktop or IP phone interfaces try to connect to it to get service. Refer to the [“Understanding Cisco IP Manager Assistant \(IPMA\)”](#) section on [page 16-14](#) for more information about the Cisco IP Manager Assistant service.

**Step 4** Deselect the check boxes next to the services that you want to deactivate.

**Note**

You can only deactivate one service at a time.

**Step 5** When you have chosen each of the services that you want to deactivate, click **Update**.

The window displays the services that you chose with an activation status of Deactivated.



**Tip**

You can activate all the services that are required to run Cisco CallManager by clicking the **Set Default** button. This action not only activates all required services, but also checks for service dependencies.



**Note**

You can now start or stop activated services from the Control Center. To access the Control Center web pages, click the Control Center link. Refer to [Chapter 10, “Control Center”](#) for more information about Control Center.

**Related Topics**

- [Activating Cisco CallManager Services, page 9-3](#)
- [Service Considerations, page 9-6](#)
- [Deleting Services, page 9-9](#)
- [Chapter 10, “Control Center”](#)
- [Chapter 5, “Service Activation”,  
\*Cisco CallManager Serviceability System Guide\*](#)
- [Chapter 6, “Control Center”,  
\*Cisco CallManager Serviceability System Guide\*](#)

## Service Considerations

[Table 9-1](#) shows all the Cisco CallManager services and some useful information and considerations for configuring services. When you activate a service in Service Activation, all the dependent services required on the node for that service are also activated. For more information on services, refer to the *Cisco CallManager System Guide*.

**Table 9-1 Service Considerations**

<b>Service</b>	<b>Description</b>	<b>Server Concerns</b>	<b>Considerations</b>
Cisco CallManager	Allows call processing		Make sure that you activate the Cisco Database Layer Monitor and the Cisco RIS Data Collector on servers that run this service.
Cisco TFTP	Builds and serves files for devices	Activate on one server in the cluster that is dedicated specifically to the Cisco TFTP service.	Configure Option 150 if you activate this service on more than one server in the cluster.
Cisco Messaging Interface	Used for voice mail systems that use the SMDI interface	Activate on one server in the cluster.	Do not activate this service if you plan to use Cisco Unity.
Cisco IP Voice Media Streaming App	Allows conferences, Music On Hold, and Media Termination Point (MTP)	Activate on one or two servers per cluster. You may activate on a server dedicated specifically for Music On Hold.	Do not activate this service on the publisher database server or any servers running the Cisco CallManager service. This service requires that you activate Cisco TFTP on one server in the cluster.
Cisco Telephony Call Dispatcher (TCD)	Used for hunt groups and the Cisco CallManager Attendant Console	Activate on every server in the cluster that runs the Cisco CallManager service.	No considerations exist.
Cisco Database Layer Monitor	Manages failback for the database; removes CDRs; provides change notification; and logs out phones using Cisco Extension Mobility	Activate on all servers in the cluster.	All services rely on the Cisco Database Layer Monitor.

**Table 9-1 Service Considerations**

<b>Service</b>	<b>Description</b>	<b>Server Concerns</b>	<b>Considerations</b>
Cisco CTIManager	Used for hunt groups and the Cisco CallManager Attendant Console	Activate on one server in the cluster that runs the Cisco RIS Data Collector.	No considerations exist.
Cisco MOH Audio Translator	Converts wave files or other audio source files for Music On Hold; i.e., if you want to use personalized messages with Music On Hold.	To minimize security issues, activate on the server that runs the Cisco TFTP service.	<p>If you activate this service on a server that does not run the Cisco TFTP service, you must manually configure write privileges.</p> <p>This service requires that you activate Cisco TFTP on one server in the cluster.</p> <p>To minimize CPU usage, do not activate this service on the publisher database server or any servers running the Cisco CallManager service.</p>
Cisco RIS Data Collector	Collects and distributes real-time information, such as the IP addresses of the phones	Activate on all servers in the cluster.	No considerations exist.
Cisco Extension Mobility Logout	Logs out Cisco Extension Mobility Logout users		
Cisco CDR Insert	Reads transferred files, places contents into CDR database, removes old files	Activate on the server that contains the CDR database.	Cisco recommends that you house the CDR database on the publisher database server.

**Table 9-1 Service Considerations**

Service	Description	Server Concerns	Considerations
Cisco IP Manager Assistant			
Cisco Extended Functions	Provides support for Cisco CallManager features, such as Cisco Call Back and Quality Report Tool (QRT)	Activate on one or more servers that run the Cisco RIS Data Collector.	Make sure that you activate the Cisco CTIManager service on a server in the cluster.

**Related Topics**

- [Activating Cisco CallManager Services, page 9-3](#)
- [Deactivating Cisco CallManager Services, page 9-5](#)
- [Deleting Services, page 9-9](#)
- [Chapter 10, “Control Center”](#)
- [Chapter 5, “Service Activation”](#),  
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## Deleting Services

When you activate services for a server, database entries are made for each of the activated services. When a server gets permanently removed from a Cisco CallManager cluster, the database entries for the services already activated in that particular server still exist, and continue to show up in the list of servers in the Cisco CallManager Serviceability and administration web pages. You must use the Delete Services utility to permanently remove the database entries. The following procedure describes how to delete services from a removed server.

### Procedure

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- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
- The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Tools > Service Activation**.
- The Service Activation window displays the list of servers.
- Step 3** From the Servers pane, choose the server that has been permanently removed from the Cisco CallManager cluster.
- The following message appears: “Status: Connection to the server could not be established. Note: If this server has been permanently removed from the network, use Delete Services utility to remove the database entries.” [Figure 9-2](#) shows an example of this link.

Figure 9-2 Delete Services Link

The screenshot shows the Cisco CallManager Serviceability Administration Guide interface. At the top, there is a navigation bar with links for Alarm, Trace, Tools, Application, and Help. Below this is the Cisco CallManager Serviceability logo and the Cisco Systems logo. The main heading is "Service Activation" in red, with a "Control Center" link to the right. On the left, there is a "Servers" sidebar with a list of servers: CISCART7, Dummy, karlatest, and SampleTest. The "SampleTest" server is selected. The main content area displays the status for "Server: SampleTest" as "Status: Connection to the server could not be established" and a note: "Note: If this server has been permanently removed from the network, use [Delete Services](#) utility to remove the database entries." The number 79880 is visible in the bottom right corner of the screenshot.

**Note**

The Delete Services utility should only be used when the server has been permanently removed from the network and to clean up the database entries.

**Step 4** Click the Delete Services link.

The Delete Services window displays as shown in [Figure 9-3](#).

**Figure 9-3** Delete Services Window



- Step 5** From the Servers list, choose the server that has been removed from the cluster. This is the server from which you want to delete services.

The Delete Services window displays the services that contain remaining database entries as shown in [Figure 9-4](#).

Figure 9-4 Delete Services Window With Services

The screenshot shows the Cisco CallManager Serviceability interface. At the top, there are navigation tabs: Alarm, Trace, Tools, Application, and Help. The main header reads 'Cisco CallManager Serviceability For Cisco IP Telephony Solutions' with the Cisco Systems logo. The page title is 'Delete Services' with a breadcrumb trail: [Control Center](#) > [Service Activation](#).

On the left, a 'Servers' sidebar lists: CISCART7, Dummy, karlatest, and **SampleTest** (selected). The main content area shows 'Server: SampleTest' with 'Status: Ready' and two buttons: 'Delete' and 'Delete All'. Below this is a table of services to be deleted:

Service Name
<input type="checkbox"/> Cisco TFTP
<input type="checkbox"/> Cisco Messaging Interface
<input type="checkbox"/> Cisco IP Voice Media Streaming App
<input type="checkbox"/> Cisco CTIManager
<input type="checkbox"/> Cisco CallManager

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**Step 6** Check the check box beside each service you want to delete.

**Step 7** Click **Delete**.



**Note** You can delete all services at once by clicking **Delete All**.

The following warning message appears: “Deleting services from this page will remove the database entries for the services. Use this option only if the server has already been permanently removed from the network. Click OK to remove the database entries for these service(s) -or- Cancel to keep the database entries.”



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**Note** You cannot delete the Cisco CallManager service from the Delete Services web pages. You must use the Cisco CallManager web page to delete this service.

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**Step 8** Click **OK** to delete the services, or **Cancel** to cancel the operation.

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#### Related Topics

- [Activating Cisco CallManager Services, page 9-3](#)
- [Deactivating Cisco CallManager Services, page 9-5](#)
- [Service Considerations, page 9-6](#)
- [Chapter 5, “Service Activation”,  
\*Cisco CallManager Serviceability System Guide\*](#)