



Control Center

This chapter provides information on the Serviceability Control Center tool and contains the following topics:

- [Viewing Status of Services, page 11-4](#)
- [Stopping a Service, page 11-5](#)
- [Starting a Service, page 11-6](#)

Cisco CallManager Serviceability provides a web-based Control Center tool that is used to view status and to start and stop Cisco CallManager services for a particular server in a cluster.

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



Note

If you are upgrading Cisco CallManager, those services that were already started on your system will start after the upgrade.

**Caution**

Stopping a Cisco CallManager service also stops call processing for all devices that are controlled by that service. When a Cisco CallManager service is stopped, calls from an IP phone to another IP phone will stay up; calls in progress from an IP phone to a Media Gateway Control Protocol (MGCP) gateway will also stay up, and other types of calls will get dropped.

**Note**

You can activate or deactivate services from the Service Activation web pages. To access Service Activation, click the link from the Control Center web page. Refer to [Chapter 10, “Service Activation”](#) for more information about Service Activation.

[Figure 11-1](#) shows a services status example for a particular server in a Cisco CallManager cluster. [Table 11-1](#) provides a description of the service status icons.

Figure 11-1 Status of Services that are Using Control Center

Control Center [Service Activation](#)

Servers Server: DLS2-CM102-CM4
 Status: Ready

Start Stop Restart

Service Name	Status	Activation Status
NT Service		
<input type="radio"/> Cisco CallManager	▶	Activated
<input type="radio"/> Cisco Tftp	▶	Activated
<input type="radio"/> Cisco Messaging Interface	▶	Activated
<input type="radio"/> Cisco IP Voice Media Streaming App	▶	Activated
<input type="radio"/> Cisco CTIManager	▶	Activated
<input type="radio"/> Cisco Telephony Call Dispatcher	▶	Activated
<input type="radio"/> Cisco MOH Audio Translator	▶	Activated
<input type="radio"/> Cisco RIS Data Collector	▶	Activated
<input type="radio"/> Cisco Database Layer Monitor	▶	Activated
<input type="radio"/> Cisco CDR Insert	▶	Activated
<input type="radio"/> Cisco CTL Provider	▶	Activated
<input type="radio"/> Cisco Extended Functions	▶	Activated
<input type="radio"/> Cisco Serviceability Reporter	▶	Activated
Tomcat Web Service		
<input type="radio"/> Cisco WebDialer	N/A	Activated
<input type="radio"/> Cisco IP Manager Assistant	N/A	Activated
<input type="radio"/> Cisco Extension Mobility	N/A	Activated

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Table 11-1 Service Status Icons

Icon Symbol	Description
Square	Service is stopped.
Arrow	Service is running.
Question Mark	Service is in an unknown status.

Viewing Status of Services

Use the Control Center tool to view the status of Cisco CallManager services for a particular server in a cluster. This section describes how to view the status of services on a particular server.

Procedure

- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Tools > Control Center**.
The Control Center window displays the list of servers in the Cisco CallManager cluster.
- Step 3** From the Servers column, choose the server.
The window displays the service names for the server that you chose, the activation status of the services, and a service control panel to stop or start a service.
- Step 4** To start a service, see the [“Starting a Service” section on page 11-6](#).
- Step 5** To stop a service, see the [“Stopping a Service” section on page 11-5](#).
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Related Topics

- [Stopping a Service, page 11-5](#)
- [Starting a Service, page 11-6](#)

Stopping a Service

Use the Control Center tool to stop a service for a particular server in a cluster. This section describes how to stop a service on a particular server.

Procedure

- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Tools > Control Center**.
The Control Center window displays the list of servers in the Cisco CallManager cluster.
- Step 3** From the Servers column, choose the server.
The window displays the services for the server that you chose, the status of the services, and a service control panel to stop or start a service.
- Step 4** Click the radio button next to the service that you want to stop.
-  **Note** You can only start/stop services that are listed under NT Services. For Cisco Tomcat services, the services do not get started/stopped, and the start/stop/restart buttons are disabled for the Cisco Tomcat web service.
- Step 5** Click the **Stop** button.
The Service Status symbol changes from an arrow to a square.
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Related Topics

- [Viewing Status of Services, page 11-4](#)
- [Starting a Service, page 11-6](#)

Starting a Service

Use the Control Center tool to start a service for a particular server in a cluster. This section describes how to start a service on a particular server.

Procedure

- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.
- The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Tools > Control Center**.
- The Control Center window displays the list of servers in the Cisco CallManager cluster.
- Step 3** From the Servers column, choose the server.
- The window displays the services for the server that you chose, the status of the services, and a service control panel to stop or start a service.
- Step 4** Click the radio button next to the service that you want to start.



Note You can only start/stop services that are listed under NT Services. For Cisco Tomcat services, the services do not get started/stopped and the start/stop/restart buttons are disabled for the Cisco Tomcat web service.

- Step 5** Click the **Start** button.
- The Service Status symbol changes from a square to an arrow.
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Related Topics

- [Viewing Status of Services, page 11-4](#)
- [Stopping a Service, page 11-5](#)

