



Control Center

This chapter provides general and procedural information on the Serviceability Control Center tool.

This chapter contains the following topics:

- [Understanding Control Center, page 6-1](#)
- [Stop or Start a Service, page 6-3](#)
- [Where to Find More Information, page 6-3](#)

Understanding Control Center

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

**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 be dropped.

Figure 6-1 shows a services status example for a particular server in a Cisco CallManager cluster. Table 6-1 provides a description of the service status icons.

Figure 6-1 Status of Services Using Control Center

Control Center [Service Activation](#)

Servers

Server: DLS2-CM102-CM4
 Status: Service stopped

Start Stop Restart

Service Name	Status	Activation Status
NT Service		
<input checked="" 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 6-1 Service Status Icons

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

**Note**

You can activate or deactivate multiple services and choose default services to activate from the Service Activation tool in Cisco CallManager Serviceability. You can access the Service Activation web pages by clicking a link on the Control Center web pages. See the [“Service Activation”](#) chapter for more detailed information about Service Activation.

Stop or Start a Service

Use the Control Center tool to stop or start a service for a particular server in a cluster.

**Caution**

Cisco recommends that you do not use Window Service Control Manager (SCM) to start and stop services for the Cisco CallManager because the services may not perform as expected. Use the Control Center to start and stop services.

Where to Find More Information

Related Topics

- [Chapter 3, “Cisco CallManager Services”](#)
- [Chapter 5, “Service Activation”](#)
- [Viewing Status of Services, page 11-4, Cisco CallManager Serviceability Administration Guide](#)

- [Stopping a Service, page 11-5](#), *Cisco CallManager Serviceability Administration Guide*
- [Starting a Service, page 11-6](#), *Cisco CallManager Serviceability Administration Guide*

Additional Cisco Documentation

- *Troubleshooting Guide for Cisco CallManager*