



## Service Activation

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

- [Activating Cisco Unified CallManager Services, page 10-2](#)
- [Deactivating Cisco Unified CallManager Services, page 10-4](#)
- [Service Considerations, page 10-5](#)
- [Deleting Services, page 10-10](#)

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



### Note

If you deactivate the Cisco CallManager and CTIManager services in Service Activation, the Cisco Unified CallManager where you deactivated the service no longer exists in the database. This means that you cannot choose the Cisco Unified CallManager for configuration operations in Cisco Unified CallManager Administration because it will not display in the graphical user interface (GUI).

If you then reactivate the services on the same Cisco Unified CallManager, the database creates the Cisco Unified CallManager again and adds a “CM\_” prefix to the server name or IP address; for example, if you reactivate the Cisco CallManager or CTIManager service on a server with an IP address of 172.19.140.180, then CM\_172.19.140.180 displays in Cisco Unified CallManager Administration. You can now choose the Cisco Unified CallManager, with the new “CM\_” prefix, in Cisco Unified CallManager Administration.

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**Note**

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You can access the Service Activation web pages from the Start Menu on the Cisco Unified CallManager server. Choose **Start > Cisco Unified CallManager X.X > Cisco Service Configuration**.

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## Activating Cisco Unified CallManager Services

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

**Caution**

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Activate/deactivate services only from the Service Activation windows. 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 Unified CallManager database.

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**Note**

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

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### Procedure

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- Step 1** From the Cisco Unified CallManager Administration window, choose **Application > Cisco Unified CallManager Serviceability**.  
The Cisco Unified 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 Service information.



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

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

**Step 5** After you choose all 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 choose all the services that are required to run Cisco Unified CallManager by clicking the **Set Default** button. This action not only chooses all required services, but also checks for service dependencies. The **SetDefault** button chooses default services that are to be activated based on single-server configuration. For multiserver cluster configuration, see [Table 10-1](#) for service considerations.

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**Note** 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 [Service Activation, page 10-1](#), for more information about Control Center.

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### Related Topics

- [Deactivating Cisco Unified CallManager Services, page 10-4](#)
- [Service Considerations, page 10-5](#)
- [Deleting Services, page 10-10](#)
- [Service Activation, page 10-1](#)
- [Service Activation, page 10-1, Cisco Unified CallManager Serviceability System Guide](#)

- [Service Activation, page 10-1](#), *Cisco Unified CallManager Serviceability System Guide*

## Deactivating Cisco Unified CallManager Services

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



### Caution

Activate/deactivate services only from the Service Activation windows. 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 and may be out of sync with the Cisco Unified CallManager database.

### Procedure

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

The Cisco Unified 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 Service information.



**Note** Cisco Tomcat designates an NT service that is started at Cisco Unified CallManager installation. Cisco Tomcat loads the Cisco IP Manager Assistant service when the first occurrence of the desktop or IP phone interfaces tries to connect to it to get service. Refer to the [“Understanding Cisco Unified CallManager Assistant”](#) section on page 18-14 for more information about the Cisco IP Manager Assistant service.

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

- Step 5** When you have chosen each service that you want to deactivate, click **Update**. An activation status of Deactivated displays for the services that you chose.

**Tip**

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

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**Note**

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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 [Service Activation, page 10-1](#), for more information about Control Center.

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**Related Topics**

- [Activating Cisco Unified CallManager Services, page 10-2](#)
- [Service Considerations, page 10-5](#)
- [Deleting Services, page 10-10](#)
- [Service Activation, page 10-1](#)
- [Service Activation, page 10-1, Cisco Unified CallManager Serviceability System Guide](#)
- [Service Activation, page 10-1, Cisco Unified CallManager Serviceability System Guide](#)

## Service Considerations

[Table 10-1](#) shows all Cisco Unified CallManager services and considerations for configuring services. When you activate a service in Service Activation, all dependent services that are required on the node for that service also activate. For more information on services, refer to the *Cisco Unified CallManager System Guide*.

**Table 10-1 Service Considerations**

Service	Description	Server Concerns	Considerations
Cisco CallManager	Allows call processing	Activate the Cisco Database Layer Monitor and the Cisco RIS Data Collector services on servers that run the Cisco CallManager service.	Several services rely on the Cisco CallManager service. Before you activate any services, review <a href="#">Table 10-1</a> .
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-messaging 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 system.
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 that is dedicated specifically for Music On Hold.	Do not activate this service on the publisher database server or any servers that are 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 Unified CallManager Attendant Console	Activate on every server in the cluster that runs the Cisco CallManager service.	See the “ <a href="#">Server Concerns</a> ” cell.

Table 10-1 Service Considerations (continued)

Service	Description	Server Concerns	Considerations
Cisco Database Layer Monitor	Manages failover, fallback for the database; removes CDRs; provides change notification; and logs out phones by using Cisco Extension Mobility	Activate on all servers in the cluster.	All services rely on the Cisco Database Layer Monitor service.
Cisco CTIManager	Used for hunt groups and the Cisco Unified CallManager Attendant Console	Activate the Cisco RIS Data Collector and Cisco CallManager services on the server where you activate the Cisco CTIManager service.	See the “ <a href="#">Server Concerns</a> ” cell.
Cisco CTL Provider	Works with the Cisco CTL Client to change the clusterwide security mode from nonsecure to secure	Activate on all servers where the Cisco Unified CallManager and Cisco TFTP services run.	After you activate the service, the Cisco CTL Provider service reverts to the default CTL port, which is 2444. If you want to change the port, refer to the Cisco Unified CallManager security documentation for more information. You must install and configure the Cisco CTL Client and activate this service for the clusterwide security mode to change from nonsecure to secure.

Table 10-1 Service Considerations (continued)

Service	Description	Server Concerns	Considerations
Cisco MOH Audio Translator	Converts wave files or other audio source files for Music On Hold; for example, 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 that are 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.	See the “ <a href="#">Server Concerns</a> ” cell.
Cisco Extension Mobility	Allows you to define login settings such as duration limits on phone configuration for the Cisco Unified CallManager Extension Mobility feature	Activate on each server that the Cisco Unified CallManager Extension Mobility application accesses.	See the “ <a href="#">Server Concerns</a> ” cell.
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 place the CDR database on the publisher database server.

Table 10-1 Service Considerations (continued)

Service	Description	Server Concerns	Considerations
Cisco IP Manager Assistant	Supporting Cisco Unified CallManager Assistant, enables managers and their assistants to work together more effectively	Refer to the <i>Cisco Unified CallManager Features and Services Guide</i> for recommendations.	Refer to the <i>Cisco Unified CallManager Features and Services Guide</i> for recommendations.
Cisco Extended Functions	Provides support for Cisco Unified CallManager features, such as Quality Report Tool (QRT)	Activate on one or more servers that run the Cisco RIS Data Collector.	Make sure that you activate the Cisco CTI Manager service on a server in the cluster.
Cisco Serviceability Reporter	Generates reports once a day based on logged information. Each summary report comprises different charts that display the statistics for that particular report.	Activate on the Cisco Unified CallManager publisher node.	To reduce any impact to call processing, run non-real-time reports during non-production hours.
Cisco WebDialer	Allows Cisco Unified IP Phone users to make calls from web and desktop-based applications	You should typically activate on one server per cluster.	Ensure that Cisco CTI Manager service is running on a server (not necessarily the same as Cisco WebDialer) in the cluster.
Cisco Certificate Authority Proxy Function (CAPF)	Issues locally significant certificates to supported Cisco Unified IP Phones	Activate on the publisher database server.  Be aware that the Database Layer Monitor service is also required on the publisher node.	You can deactivate the CAPF service after the certificates are issued, but you must activate it again if you need to use CAPF for any reason (for example, deleting certificates, troubleshooting, and so on).

**Related Topics**

- [Activating Cisco Unified CallManager Services, page 10-2](#)
- [Deactivating Cisco Unified CallManager Services, page 10-4](#)
- [Deleting Services, page 10-10](#)
- [Service Activation, page 10-1](#)
- [Service Activation, page 10-1, Cisco Unified CallManager Serviceability System Guide](#)
- [Service Activation, page 10-1, Cisco Unified CallManager Serviceability System Guide](#)

## Deleting Services

When you activate services for a server, database entries get made for each activated service. When a server gets permanently removed from a Cisco Unified CallManager cluster, the database entries for the services that are already activated in that particular server still exist and continue to show up in the list of servers in the Cisco Unified CallManager Serviceability and administration windows. 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** In Cisco Unified CallManager Administration, choose **Application > Cisco Unified CallManager Serviceability**.

The Cisco Unified 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 Unified CallManager cluster.

The following message displays: “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.”



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**Note** Use the Delete Services utility only when the server has been permanently removed from the network and to clean up the database entries.

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

The Delete Services window displays the services that contain remaining database entries.

**Step 5** Check the check box beside each service that you want to delete.

**Step 6** Click **Delete**.



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

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The following warning message displays: “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 use the Delete Services windows to delete the Cisco CallManager service. You must use the Cisco Unified CallManager windows to delete this service.

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**Step 7** Click **OK** to delete the services or **Cancel** to cancel the operation.

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### Related Topics

- [Activating Cisco Unified CallManager Services, page 10-2](#)
- [Deactivating Cisco Unified CallManager Services, page 10-4](#)
- [Service Considerations, page 10-5](#)
- [Service Activation, page 10-1, Cisco Unified CallManager Serviceability System Guide](#)

