



## Cisco Unity Services

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Cisco Unity Services are the top level components for the diagnostic traces that are used in troubleshooting. When a diagnostic trace is viewed by using the Cisco Unity Diagnostic Tool, the file always contains the Service in the file name immediately following the “diag\_”. For example, the diagnostic log for the Reports Group will be `diag_AvRepDirSvrSvc_YYYYMMDD_HHMMSS_.txt`.

**Table A-1** Cisco Unity Services

Service	Function
AvCsGateway	The Gateway provides a secure interface to the Manager. It allows external processes to query the state of the Manager, start or stop the Manager, or request internal interfaces to Manager components.
AvCsMgr	The Manager runs the CommServer platform components, provides status on the state of the components, and exposes component interfaces to other internal and external components.
AvDirChangeWriter	The Directory Change Writer gets messages from the change queue (posted by the AvDSEx55, AvDSAD, and AvDSGlobalCatalog services) and writes them to the Cisco Unity SQL database.
AvDSAD <i>(Exchange 2000 systems only)</i>	The Active Directory Datastore service monitors the AD for changes in Cisco Unity objects (users, locations, distribution lists, contacts) on domain controllers and sends notification of the changes to the Change Writer. This keeps Cisco Unity synchronized with directory changes made in the Cisco Unity Administrator.

**Table A-1 Cisco Unity Services (continued)**

<b>Service</b>	<b>Function</b>
AvDSEx55 <i>(Exchange 5.5 systems only)</i>	The Exchange 5.5 Datastore service monitors the database for changes in Cisco Unity objects (users, locations, distribution lists, contacts) and sends notification of the changes to the Change Writer. This keeps Cisco Unity synchronized with directory changes made in the Cisco Unity Administrator.
AvDSGlobalCatalog <i>(Exchange 2000 systems only)</i>	The Global Catalog Datastore service monitors the AD global catalog for changes in Cisco Unity objects (users, locations, distribution lists, contacts) and sends notification of the changes to the Change Writer. This keeps Cisco Unity synchronized with directory changes made in the Cisco Unity Administrator.
AvGaenSvr	The Event Notification utility service polls the Event log and sends e-mail and/or voice mail notifications according to the Event Properties set in the Event Notification Utility Administrator.
AvRepDirSvrSvc	The Reports service accepts report requests from the Cisco Unity Administrator, extracts data from log files, and obtains dynamic information from Cisco Unity components such as the Doh and Miu. The Reports service also handles report queuing and canceling.
AvUMRSyncSvr	The Message Repository service delivers messages from temporary storage locations in the file system to the backend datastore.