



Cisco Unity Services

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_”.

Table A-1 Cisco Unity Services

Service	Function
AvCsGateway	The Gateway service provides a secure interface to the Manager service. It allows external processes to query the state of the Manager, start or stop the Manager, or request internal interfaces to Manager components (if allowed).
AvCsMgr	The Manager service is the core voice messaging system. It runs the CommServer platform components, provides status on the components, and exposes component interfaces to other internal and external components.
AvDirChangeWriter	The Directory Change Writer service gets messages from the change queue (posted by the AvDSDomino service) and writes them to the Cisco Unity SQL database.
AvDSDomino	The Domino 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 service. 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.
AvLic	The Licensing service provides secure licensing information to Cisco Unity and authenticated clients. In addition, it monitors the database and provides dynamic utilization information of per-seat licensing features.
AvMMProxySvr	The Media Master Proxy server provides client authentication and anonymous access to media and resource interfaces. Available to anyone, this service provides application-level authentication of clients running on any platform. After authenticating, it then exposes interfaces for streaming WAV files over the phone or to a client platform.
AvMsgStoreMonitorSvr	The Message Store Monitor service watches subscriber mailboxes on the Cisco Unity server for new or deleted messages. This service then adds an MWI request to the Notifier Queue to turn the subscriber message waiting indicator (MWI) on or off.
AvSqlChangeWriter	The SQL Change Writer service monitors the SQL Server database and requests the applicable directory service to update the directory as needed.
AvTtsSvr	The Text-to-speech service provides a text-to-audio rendering service that is used by the Call Control/Media (MIU) component.

Table A-1 Cisco Unity Services (continued)

Service	Function
AvUMRSyncSvr	The Unity Messaging Repository (UMR) service places the initial voice messages left by unidentified callers—an outside caller or a caller from inside the organization calling from a phone that is not associated with a subscriber account (such as a conference room)—in the UnityMTA directory.
CsBridgeConnector	The Connector service monitors the UOmni mailbox and synchronizes directory information in both directions between Cisco Unity and an Octel Node (the Bridge).

Behavior of Cisco Unity Services in a Configuration with Domino

Services that log on with the account that owns the Cisco Unity directory and message store services are listed as logging on as UnitySvc, the suggested Active Directory user logon name.

Table A-2 Behavior of Cisco Unity Services in a Configuration with Domino

Service	Dependencies	Startup Mode	Logs on as	Comments
AvCsGateway	MSSQLSERVER	Automatic	UnitySvc	Critical; must be restarted if stopped. Starts and stops AvCsMgr.
AvCsMgr	Dialogic System Service, MSSQLSERVER, Telephony	Manual	UnitySvc	Critical; must be stopped if AvCsGateway stops; must use AvCsGateway to start AvCsMgr. Can be started only by AvCsGateway; should be stopped by AvCsGateway.
AvDirChangeWriter	Message Queuing, MSSQLSERVER	Automatic	Local system account (needs access to SQL)	Critical, must be restarted if stopped. If stopped, there is no impact on AvCsMgr.
AvDSDomino	MSSQLSERVER, message queuing	Automatic	UnitySvc	
AvGaenSvr	None	Disabled	UnitySvc	Not critical. If stopped, there is no impact on AvCsMgr.
AvLic	MSSQLSERVER	Automatic	Local system account	
AvMMProxySvr	Remote Procedure Call (RPC)	Automatic	Local system account	Critical; used by web applications and e-mail clients.
AvMsgStoreMonitorSvr	AvCsGateway	Manual	UnitySvc	Critical; used for message notification and MWIs.

Table A-2 Behavior of Cisco Unity Services in a Configuration with Domino (continued)

Service	Dependencies	Startup Mode	Logs on as	Comments
AvSqlChangeWriter	MSSQLSERVER	Automatic	Local system account	Runs during the MSCW bulk synchronization of all SQL and AD data.
AvTtsSvr	None	Manual	Local system account	Not critical.
AvUMRSyncSvr	MSSQLSERVER	Manual	UnitySvc	Critical; must be restarted if stopped; AvCsMgr starts UMR during startup if UMR is not already running. If stopped, there is no impact on AvCsMgr, but cannot store messages if the Exchange server is down; must be restarted if stopped.
CsBridgeConnector <i>(always installed, but started only if the Bridge is licensed)</i>	MSSQLSERVER	Manual	UnitySvc	Not critical; can be disabled if the Bridge is not used; does not start if no Bridge ports are licensed. If stopped, there is no impact on AvCsMgr, but the Bridge does not function.

