



Service parameter setup

This chapter provides information to configure and display different services on selected servers using Cisco Unified Communications Manager. You can view a list of service parameters and their descriptions by clicking the ? icon in the Service Parameter Configuration window.



Note

For information about what happens to service parameter values during an upgrade, see *Upgrading Cisco Unified Communications Manager*.

For more information about Cisco Unified Communications Manager services, see the *Cisco Unified Serviceability Administration Guide*.

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About server service parameter setup

In Cisco Unified Communications Manager Administration, use the **System > Service Parameters** menu path to configure service parameters.

Service parameters for Cisco Unified Communications Manager allow you to configure different services on selected servers. You can view a list of parameters and their descriptions by clicking the ? icon in the Service Parameter Configuration window.

If you deactivate a service by using Cisco Unified Serviceability, Cisco Unified Communications Manager retains any updated service parameter values. If you start the service again, Cisco Unified Communications Manager sets the service parameters to the changed values.

Consider the following information before you configure the service parameters in the Service Parameters Configuration window:

- For information about what happens to service parameter values during an upgrade, see *Upgrading Cisco Unified Communications Manager*.

- To configure service parameters, you must select a single server and a single service on that server. After you make the selection you can configure parameters for the service on that single server and on others that apply to the service on all servers within the cluster; these get marked as clusterwide. Unlike enterprise parameters that apply to all services, each service gets configured with a separate set of service parameters.
- Feature services, which display under Service Activation and Control Center–Feature Services in Cisco Unified Serviceability, can display as active or inactive in the Service Parameters Configuration window. If you activated the feature service in Cisco Unified Serviceability, the service displays as active in the Service Parameters Configuration window; for example, Cisco CallManager (active). If you have not activated the feature service, the service displays as inactive in the Service Parameters Configuration window.
- Network services, which display under Control Center–Network Services in Cisco Unified Serviceability, always display as active in the Service Parameters Configuration window; for example, Cisco DRF Master (active). With network services, you do not need to start the service in Cisco Unified Serviceability because it automatically runs on the server after the Cisco Unified Communications Manager installation/upgrade. In the Service Parameters Configuration window, be aware that network services display as active even for dummy nodes, which are servers that display in the Server Configuration window in Cisco Unified Communications Manager Administration but that do not have Cisco Unified Communications Manager installed on them. For more information about Cisco Unified Communications Manager services, see the Cisco Unified Serviceability Administration Guide.
- In the Server drop-down list box in the Service Parameter Configuration window, all servers, including dummy nodes, display as active; for example, <server name> (active). In this case, active means that you provisioned the server in Cisco Unified Communications Manager Administration.
- If you deactivate a service by using Cisco Unified Serviceability, Cisco Unified Communications Manager retains any updated service parameter values. If you start the service again, Cisco Unified Communications Manager sets the service parameters to the changed values.
- Clicking the Set to Default button updates all parameters to the suggested value, which is the default that displays on the right side of the parameter. If a parameter does not have a suggested value, Cisco Unified Communications Manager does not update the value when you click the Set to Default button; for example, the Mobile Voice Access service parameter for the Cisco CallManager service does not display a suggested value, so clicking the Set to Default button does not change the value that you enter for this parameter.

**Caution**

Some changes to service parameters may cause system failure. Cisco recommends that you do not make any changes to service parameters unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (TAC) specifies the changes.

**Note**

You can configure a SIP trunk to use a DNS SRV port on a Cisco Unified Presence server as a destination. If you use a SIP trunk with a DNS SRV destination to configure the CUP Publish Trunk service parameter and then modify the DNS record, you must restart all devices (phones) that previously published, so they point to the correct Cisco Unified Presence server destination.

Set up server service parameters

You can configure the service parameters for a particular service on a particular server.

Before You Begin

Ensure the following prerequisites are met before proceeding with the steps:

- Make sure that servers are configured.
- Make sure that the service is available on the servers. The Service Parameter Configuration window displays all the available services. For more information on services, see the *Cisco Unified Serviceability Administration Guide* for more information.

Procedure

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- Step 1** Choose **System > Service Parameters**.
- Step 2** From the Server drop-down list box, choose a server.
- Step 3** From the Service drop-down list box, choose the service that contains the parameter that you want to update.
Note The Service Parameter Configuration window displays all services (active or not active).
The Service Parameter Configuration window displays.
- Step 4** Update the appropriate parameter value. To set all service parameters for this instance of the service to the default values, click the Set to Default button.
To view a list of parameters and their descriptions, click the ? icon. To view the list with a particular parameter at the top, click that parameter in the Service Parameter Configuration window.
Note Some services contain service parameters that should rarely be changed. Cisco Unified Communications Manager Administration does not automatically display these parameters when you access the Service Parameter Configuration window. To view all parameters, click Advanced. After all parameters display, you can redisplay the basic parameters by clicking Condensed. If the Advanced button is disabled, all parameters for that service display by default.
- Step 5** Click Save.
The window refreshes, and Cisco Unified Communications Manager updates the service parameter with your changes.
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Related Topics

[About server service parameter setup, on page 1](#)

Display service parameters

You may need to compare all service parameters that belong to a particular service on all servers in a cluster. You may also need to display only out-of-sync parameters (that is, service parameters for which values differ from one server to another) or parameters that have been modified from the suggested value.

Use the following procedure to display the service parameters for a particular service on all servers in a cluster.

Procedure

- Step 1** Choose **System > Service Parameters**.
- Step 2** From the Server drop-down list box, choose a server.
- Step 3** From the Service drop-down list box, choose the service for which you want to display the service parameters on all servers in a cluster.
- Note** The Service Parameter Configuration window displays all services (active or not active).
- Step 4** In the Service Parameter Configuration window that displays, choose Parameters for All Servers in The Related Links Drop-down List Box; then, click Go.
The Parameters for All Servers window displays. For the current service, the list shows all parameters in alphabetical order. For each parameter, the suggested value displays next to the parameter name. Under each parameter name, a list of servers that contain this parameter displays. Next to each server name, the current value for this parameter on this server displays.

For a given parameter, click on the server name or on the current parameter value to link to the corresponding service parameter window to change the value. Click Previous and Next to navigate between Parameters for All Servers windows.
- Step 5** If you need to display out-of-sync service parameters, choose Out of Sync Parameters for All Servers in the Related Links drop-down list box, then click Go.
The Out of Sync Parameters for All Servers window displays. For the current service, service parameters that have different values on different servers display in alphabetical order. For each parameter, the suggested value displays next to the parameter name. Under each parameter name, a list of servers that contain this parameter displays. Next to each server name, the current value for this parameter on this server displays.

For a given parameter, click the server name or the current parameter value to link to the corresponding service parameter window to change the value. Click Previous and Next to navigate between Out of Sync Parameters for All Servers windows.
- Step 6** If you need to display service parameters that have been modified from the suggested value, choose Modified Parameters for All Servers in the Related Links drop-down list box; then, click Go.
The Modified Parameters for All Servers window displays. For the current service, service parameters that have values that differ from the suggested values display in alphabetical order. For each parameter, the suggested value displays next to the parameter name. Under each parameter name, a list of servers that have different values from the suggested values displays. Next to each server name, the current value for this parameter on this server displays.

For a given parameter, click the server name or the current parameter value to link to the corresponding service parameter window to change the value. Click Previous and Next to navigate between Modified Parameters for All Servers windows.
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