



## Services setup and viewing services

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### Set up services

Perform the following tasks when working with services.

#### Procedure

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- Step 1** Turn on the feature services that you want to run.
- Step 2** Configure the appropriate service parameters.  
All service parameters for the services in Cisco Unified IM and Presence Serviceability display in Cisco Unified CM IM and Presence Administration.
- Step 3** If necessary, troubleshoot problems by using the Cisco Unified IM and Presence Serviceability trace tools.
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#### Related Topics

- [Activate and deactivate feature services, on page 5](#)
- [Configuration of Trace in Cisco Unified Serviceability](#)
- [Feature and network services in Cisco Unified Serviceability](#)

### Feature services activation and deactivation

You can turn on (activate) or turn off (deactivate) multiple feature services or select default services to turn on from the Service Activation window in Cisco Unified IM and Presence Serviceability. Cisco Unified IM and Presence Serviceability turns on feature services in automatic mode and checks for service dependencies based on a single-node configuration. When you select to turn on a feature service, Cisco Unified IM and Presence Serviceability prompts you to select all the other services, if any, that depend on that service to run based on a single-node configuration. When you select the **Set Default** button, Cisco Unified IM and Presence

Serviceability selects those services that are required to run IM and Presence based on a single-node configuration. Turning on a service automatically starts the service. You start and stop services from Control Center.

## Recommendations for activation of services in a cluster



### Caution

Before you turn on any services for a feature, you must complete all the required configuration on IM and Presence for that feature. See the relevant documentation for each IM and Presence feature.

Before you turn on services in a cluster, review the table below, which provides service recommendations for multi-node configurations.

**Table 1: Service Activation Recommendations**

Service/Servlet	Recommendations
<b>Database and Admin Services</b>	
Cisco AXL Web Service	<ul style="list-style-type: none"> <li>• Turn on this service on the first node only.</li> <li>• Failing to turn on this service causes the inability to update IM and Presence from client-based applications that use AXL.</li> </ul>
Cisco Bulk Provisioning Service	<ul style="list-style-type: none"> <li>• You turn on the Cisco Bulk Provisioning Service only on the first node.</li> <li>• If you use the Bulk Administration Tool (BAT) to administer users, you must turn on this service.</li> </ul>
<b>Performance and Monitoring Services</b>	
Cisco Serviceability Reporter	Turn on this service on the publisher node only. <b>Note</b> The service only generates reports on the publisher node even if you turn on the service on other nodes.
<b>IM and Presence Services</b>	
Cisco SIP Proxy	Turn on this service on all nodes in the cluster.
Cisco Presence Engine	Turn on this service on all nodes in the cluster.
Cisco Sync Agent	Turn on this service on all nodes in the cluster.

Service/Servlet	Recommendations
Cisco XCP Text Conference Manager	<ul style="list-style-type: none"> <li>• Turn on this service if you deploy the Chat feature on IM and Presence.</li> <li>• Turn on this service on each node that runs the Chat feature.</li> </ul> <p><b>Note</b> The permanent chat feature requires an external database. If you enable the permanent chat feature, you must also configure an external database before starting the Text Conference Manager service. The Text Conference Manager service will not start if the permanent chat feature is enabled and an external database is not configured. See the <i>Database Setup Guide for IM and Presence on Cisco Unified Communications Manager</i>.</p>
Cisco XCP Web Connection Manager	<ul style="list-style-type: none"> <li>• Turn on this service if you integrate web clients with IM and Presence.</li> <li>• Turn on this service on all nodes in the cluster.</li> </ul>
Cisco XCP Connection Manager	<ul style="list-style-type: none"> <li>• Turn on this service if you integrate XMPP clients with IM and Presence.</li> <li>• Turn on this service on all nodes in the cluster.</li> </ul>
Cisco XCP SIP Federation Connection Manager	<p>Turn on this service if you deploy any of the following configurations:</p> <ul style="list-style-type: none"> <li>• Interdomain federation over the SIP protocol on IM and Presence. Turn on this service on each node that runs SIP federation.</li> <li>• Intercluster deployment between a IM and Presence Release 9.0 cluster and a Cisco Unified Presence Release 8.6 cluster. Turn on this service on all nodes in the Release 9.0 cluster.</li> </ul>

Service/Servlet	Recommendations
Cisco XCP XMPP Federation Connection Manager	<ul style="list-style-type: none"> <li>• Turn on this service only if you deploy interdomain federation over the XMPP protocol on IM and Presence.</li> <li>• Turn on this service on each node that runs XMPP federation.</li> </ul> <p><b>Note</b> Before you turn on the XMPP Federation Connection Manager service on a node, you must turn on XMPP Federation in Cisco Unified CM IM and Presence Administration on that node. See <i>Interdomain Federation for IM and Presence on Cisco Unified Communications Manager</i>.</p>
Cisco XCP Message Archiver	<ul style="list-style-type: none"> <li>• Turn on this service if you deploy the Compliance feature on IM and Presence.</li> <li>• Turn on this service on any node that runs the IM Compliance feature.</li> </ul> <p><b>Note</b> If you turn on the Message Archiver before you configure an external database, the service will not start. Also, if the external database is not reachable, the service will not start. See the <i>Database Setup Guide for IM and Presence on Cisco Unified Communications Manager</i>.</p>
Cisco XCP Directory Service	<ul style="list-style-type: none"> <li>• Turn on this service if you integrate XMPP clients on IM and Presence with an LDAP directory.</li> <li>• Turn on this service on all nodes in the cluster.</li> </ul> <p><b>Note</b> If you turn on the Directory Service before you configure the LDAP contact search settings for third-party XMPP clients, the service will start, and then stop again. See the <i>Deployment Guide for IM and Presence on Cisco Unified Communications Manager</i>.</p>
Cisco XCP Authentication Service	<ul style="list-style-type: none"> <li>• Turn on this service if you integrate XMPP clients with IM and Presence.</li> <li>• Turn on this service on all nodes in the cluster.</li> </ul>

## Activate and deactivate feature services

You can turn on and turn off feature services in Cisco Unified IM and Presence Serviceability. Some feature services depend on other services, and you always turn on the non-dependent services first.



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**Note** Cisco Unified IM and Presence Serviceability allows you to turn on and turn off only features services (not network services).

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### Before You Begin

The service names for the server that you select and the status of the services are displayed in the **Service Activation** window. Services do not start until you turn them on.

### Procedure

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**Step 1** Select **Tools > Service Activation**.

**Step 2** Select the server from the **Server** list box, and then select **Go**.

**Step 3** Perform one of the following actions to turn on or turn off services:

a) To turn on the default services required to run on a single server, select **Set to Default**

**Note** This option selects default services based on the configuration of a single server, and checks for service dependencies.

b) To turn on all services, check **Check All Services**.

c) To turn on a specific service, check the service that you want to turn on

d) To turn off a service, uncheck the services that you want to turn off.

**Step 4** Select **Save** after you finish making the appropriate changes.

**Tip** To obtain the latest status of services, select **Refresh**.

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### Related Topics

[Recommendations for activation of services in a cluster, on page 2](#)

## Start, stop, and restart services in Control Center or CLI

To perform these tasks, Cisco Unified IM and Presence Serviceability provides two Control Center windows. To start, stop, and restart network services, access the **Control Center—Network Services** window. To start, stop, and restart feature services, access the **Control Center—Feature Services** window.



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**Tip** Use the **Related Links** list box and the **Go** button to navigate to Control Center and Service Activation windows.

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## Start, stop, restart, and refresh services status in Control Center

Control Center in Cisco Unified IM and Presence Serviceability allows you to:

- view status
- refresh status
- start, stop, and restart IM and Presence services for a particular server in a cluster

You can only start, stop or restart feature services that you have turned on.

If you are upgrading IM and Presence, those services that were already started on your system will start after the upgrade.

### Procedure

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- Step 1** Depending on the service type that you want to start, stop, restart or refresh, perform one of the following actions:
- a) Select **Tools > Control Center - Feature Services**.
  - b) Select **Tools > Control Center - Network Services**.
- Step 2** Select the server from the **Server** list box, and then select **Go**.
- Step 3** Perform one of the following actions:
- a) To start a service, select the radio button next to the service that you want to start, and then select **Start**. The Status changes to reflect the updated status.
  - b) To restart a service, do the following:
    - 1 Select the radio button next to the service that you want to restart, and then select **Restart**.
    - 2 Select **OK** when a message indicates that restarting may take a while.
  - c) To stop a service, select the radio button next to the service that you want to stop, and then select **Stop**. The Status changes to reflect the updated status.
  - d) To get the latest status of the services, select **Refresh**.
  - e) To go to the **Service Activation** window or to the other **Control Center** window, select the option from the Related Links list box, and select **Go**.
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### Related Topics

[Feature services activation and deactivation, on page 1](#)

## Start, stop, and restart services with Command Line Interface

You can start and stop the following services by issuing a command in the command line interface (CLI). You must start and stop all other services from Control Center in Cisco Unified IM and Presence Serviceability.

## Procedure

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- Step 1** To start a service, enter **utils service start** *<service name>*, where *<service name>* equals the entire name of the service.
- Step 2** To stop a service, enter **utils service stop** *<service name>*, where *<service name>* equals the entire name of the service.
- Step 3** To restart a service, enter **utils service restart** *<service name>*, where *<service name>* equals the entire name of the service.
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## Related Topics

[Start, stop, and restart services in Control Center or CLI, on page 5](#)

