



CHAPTER 10

Understanding Feature and Network Services in Cisco Unified Serviceability

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Cisco Unified Serviceability service management includes working with feature and network services and servlets, which are associated with the Tomcat Java Webserver. Feature services allow you to use application features, while network services are required for your system to function.

If something is wrong with a service or servlet, an alarm is written to an alarm monitor. After viewing the alarm information, you can run a trace on the service. Be aware that services and servlets display different trace levels in the Trace Configuration window.

If you are upgrading Cisco Unified Presence, those services that you activated on the system prior to the upgrade automatically activate and start after the upgrade.

- [About Feature Services, page 10-1](#)
- [About Network Services, page 10-3](#)

About Feature Services

In Cisco Unified Serviceability, you can activate, start, and stop feature services. Activation turns on and starts the service. After you activate a service in the Service Activation window, you do not need to start it in the Control Center—Feature Services window. If the service does not start for any reason, you must start it in the Control Center—Features Services window.

After the Cisco Unified Presence installation, the system does not automatically activate feature services, which are related services that are required if you want to use Cisco Unified Presence features. After you activate feature services, you can modify associated service parameters in Cisco Unified Presence Administration.

Cisco Unified Serviceability categorizes feature services into the following groups:

- [Database and Admin Services, page 10-2](#)
- [Performance and Monitoring Services, page 10-2](#)
- [Cisco Unified Presence Services, page 10-2](#)

In the Control Center—Feature Services window, Cisco Unified Serviceability categorizes services into the same groups that display in the Service Activation window.

Related Topics

- [How To Activate and Deactivate Feature Services, page 11-2](#)

Database and Admin Services

Cisco AXL Web Service

The Cisco AXL Web Service allows you to modify database entries and execute stored procedures from client-based applications that use AXL.

This service supports Cisco Unified Communications Manager and Cisco Unity Connection.

Cisco Bulk Provisioning Service

You can activate the Cisco Bulk Provisioning Service only on the first node. If you use the Cisco Unified Presence Bulk Administration Tool (BAT) to administer users, you must activate this service.

Performance and Monitoring Services

Cisco Serviceability Reporter

The Cisco Serviceability Reporter service generates daily reports.

This service is installed on all the Cisco Unified Presence nodes in the cluster. Reporter generates reports once a day based on logged information. You can access the reports that Reporter generates in Cisco Unified Serviceability from the Tools menu. Each summary report comprises different charts that display the statistics for that particular report. After you activate the service, report generation may take up to 24 hours.

Cisco Unified Presence Services

Cisco UP SIP Proxy

The Cisco Unified Presence SIP Proxy service is responsible for providing the SIP registrar and proxy functionality. This includes request routing, requestor identification, and transport interconnection.

Cisco UP Presence Engine

The Cisco Unified Presence Engine collects, aggregates, and distributes user capabilities and attributes using the standards-based SIP and SIMPLE interface. It collects information regarding the availability status and communications capabilities of a user.

Cisco UP Sync Agent

The Cisco Unified Presence Sync Agent keeps Cisco Unified Presence data synchronized with Cisco Unified Communications Manager data. It sends SOAP requests to the Cisco Unified Communications Manager for data of interest to Cisco Unified Presence and subscribes to change notifications from Cisco Unified Communications Manager and updates the Cisco Unified Presence IDS database.

About Network Services

Installed automatically, network services include services that the Cisco Unified Presence system requires to function, for example, database and platform services. Because these services are required for basic functionality, you cannot activate them in the Service Activation window. If necessary, for example, for troubleshooting purposes, you may need to stop and start (or restart) a network service in the Control Center—Network Services window.

After the Cisco Unified Presence installation, network services start automatically. In the Control Center—Network Services window, Cisco Unified Serviceability categorizes network services into the following groups:

- [Performance and Monitoring Services, page 10-3](#)
- [Backup and Restore Services, page 10-4](#)
- [System Services, page 10-4](#)
- [Platform Services, page 10-5](#)
- [SOAP Services, page 10-6](#)

Performance and Monitoring Services

Cisco CallManager Serviceability RTMT

The Cisco CallManager Serviceability RTMT servlet supports the Cisco Unified Presence Real-Time Monitoring Tool (RTMT), which allows you to collect and view traces, view performance monitoring objects, work with alerts, and monitor system performance, performance counters, and so on.

Cisco RTMT Reporter Servlet

The Cisco RTMT Reporter servlet allows you to publish reports for RTMT.

Cisco Log Partition Monitoring Tool

The Cisco Log Partition Monitoring Tool service supports the Log Partition Monitoring feature, which monitors the disk usage of the log partition on a node (or all nodes in the cluster) by using configured thresholds and a polling interval.

Cisco Tomcat Stats Servlet

The Cisco Tomcat Stats Servlet allows you to monitor the Tomcat perfmon counters by using RTMT or the Command Line Interface. Do not stop this service unless you suspect that this service is using too many resources, such as CPU time.

Cisco RIS Data Collector

The Real-time Information Server (RIS) maintains real-time information such as device registration status, performance counter statistics, critical alarms generated, and so on. The Cisco RIS Data Collector service provides an interface for applications, such as the Cisco Unified Presence Real-Time Monitoring Tool (RTMT), SOAP applications, and so on, to retrieve the information that is stored in all RIS nodes in the cluster.

Cisco AMC Service

Used for the Cisco Unified Presence Real-Time Monitoring Tool (RTMT), this service, Alert Manager and Collector service, allows RTMT to retrieve real-time information that exists on nodes in the cluster.

Backup and Restore Services

Cisco DRF Master

The CiscoDRF Master Agent service supports the DRF Master Agent, which works with the Disaster Recovery System graphical user interface (GUI) or command line interface (CLI) to schedule backups, perform restorations, view dependencies, check status of jobs, and cancel jobs, if necessary. The Cisco DRF Master Agent also provides the storage medium for the backup and restoration process.

Cisco DRF Local

The Cisco DRF Local service supports the Cisco DRF Local Agent, which acts as the workhorse for the DRF Master Agent. Components register with the Cisco DRF Local Agent to use the disaster recovery framework. The Cisco DRF Local Agent executes commands that it receives from the Cisco DRF Master Agent. Cisco DRF Local Agent sends the status, logs, and command results to the Cisco DRF Master Agent.

System Services

Cisco CallManager Serviceability

The Cisco CallManager Serviceability service supports Cisco Unified Serviceability, the web application/interface that you use to troubleshoot issues and manage services. This service, which is installed automatically, allows you access to the Cisco Unified Serviceability graphical user interface (GUI). If you stop this service, you cannot access the Cisco Unified Serviceability GUI when you browse into that server.

Cisco CDP

Cisco CDP advertises the voice application to other network management applications, so the network management application, for example, SNMP or CiscoWorks2000, can perform network management tasks for the voice application.

Cisco Trace Collection Servlet

The Cisco Trace Collection Servlet, along with the Cisco Trace Collection Service, supports trace collection and allows users to view traces by using RTMT. If you stop this service on a server, you cannot collect or view traces on that server.

For SysLog Viewer and Trace and Log Central to work in RTMT, the Cisco Trace Collection Servlet and the Cisco Trace Collection Service must run on the server.

Cisco Trace Collection Service

The Cisco Trace Collection Service, along with the Cisco Trace Collection Servlet, supports trace collection and allows users to view traces by using the RTMT client. If you stop this service on a server, you cannot collect or view traces on that server.

For SysLog Viewer and Trace and Log Central to work in RTMT, the Cisco Trace Collection Servlet and the Cisco Trace Collection Service must run on the server.

**Tip**

If necessary, Cisco recommends that, to reduce the initialization time, you restart the Cisco Trace Collection Service before restarting Cisco Trace Collection Servlet.

Platform Services

A Cisco DB

A Cisco DB service supports the Progres database engine.

A Cisco DB Replicator

The A Cisco DB Replicator service ensures database configuration and data synchronization between the first and subsequent nodes in the cluster.

Cisco Tomcat

The Cisco Tomcat service supports the web server.

SNMP Master Agent

This service, which acts as the agent protocol engine, provides authentication, authorization, access control, and privacy functions that relate to SNMP requests.

**Tip**

After you complete SNMP configuration in Cisco Unified Serviceability, you must restart the SNMP Master Agent service in the Control Center—Network Features window.

MIB2 Agent

This service provides SNMP access to variables, which are defined in RFC 1213, that read and write variables; for example, system, interfaces, IP, and so on.

Host Resources Agent

This service provides SNMP access to host information, such as storage resources, process tables, device information, and installed software base. This service implements the HOST-RESOURCES-MIB.

Native Agent Adaptor

This service, which supports vendor MIBs, allows you to forward SNMP requests to another SNMP agent that runs on the system.

System Application Agent

This service provides SNMP access to the applications that are installed and executing on the system. This implements the SYSAPPL-MIB.

Cisco CDP Agent

This service uses the Cisco Discovery Protocol to provide SNMP access to network connectivity information on the Cisco Unified Presence node. This service implements the CISCO-CDP-MIB.

Cisco Syslog Agent

This service supports gathering of syslog messages that various Cisco Unified Communications Manager components generate. This service implements the CISCO-SYSLOG-MIB.

**Caution**

Stopping any SNMP service may result in loss of data because the network management system no longer monitors the Cisco Unified Presence network. Do not stop the services unless the your technical support team tells you to do so.

Cisco Electronic Notification

This service works with Cisco Unified Operating System Administration, so you can send emails about software updates.

Cisco Certificate Expiry Monitor

This service periodically checks the expiration status of certificates that the system generates and sends notification when a certificate is close to its expiration date. You manage the certificates that use this service in Cisco Unified Operating System Administration.

Cisco License Manager

Cisco License Manager keeps track of the Cisco Unified Presence-related licenses that a customer purchases and uses. It controls license checkins and checkouts, and it takes responsibility for issuing and reclaiming Cisco Unified Presence-related licenses. For Cisco Unified Presence, Cisco License Manager manages the Cisco Unified Presence application and the number of device licenses. When the number of devices exceeds the number of licenses, it issues alarms. This service runs on all the

DB Services

Cisco Database Layer Monitor

The Cisco Database Layer Monitor service monitors aspects of the database layer. This service takes responsibility for change notification and monitoring.

SOAP Services

Cisco SOAP-Real-Time Service APIs

The Cisco SOAP-Real-Time Service APIs supports client login and third-party APIs for presence data.

Cisco SOAP-Performance Monitoring APIs

The Cisco SOAP-Performance Monitoring APIs service allows you to use performance monitoring counters for various applications through SOAP APIs; for example, you can monitor memory information per service, CPU usage, performance monitoring counters, and so on.

Cisco SOAP-Log Collection APIs

The Cisco SOAP-Log Collection APIs service allows you to collect log files and to schedule collection of log files on a remote SFTP server. Examples of log files that you can collect include syslog, core dump files, Cisco application trace files, and so on.

Admin Services

Cisco CallManager Admin

The Cisco CallManager Admin service supports Cisco Unified Presence Administration, the web application/interface that you use to configure Cisco Unified Presence settings. After the Cisco Unified Presence installation, this service starts automatically and allows you to access the graphical user interface (GUI). If you stop this service, you cannot access the Cisco Unified Presence Administration graphical user interface when you browse into that server.

Cisco Unified Presence Services

Cisco UP Config Agent

The Cisco Unified Presence Configuration Agent is a change notification service which notifies the Cisco Unified Presence SIP Proxy of configuration changes in the Cisco Unified Presence IDS database.

Cisco UP OAM Agent

The Cisco Unified Presence OAM Agent service monitors configuration parameters in the Cisco Unified Presence IDS database that are of interest to the Presence Engine. When there are changes in the database, the OAM Agent writes a configuration file and sends an RPC notification to the Presence Engine.

Cisco UP Client Profile Agent

The Cisco Unified Presence Client Profile Agent service provides a secure SOAP interface to or from external clients using HTTPS.

Cisco UP Presence Engine Database

The Cisco Unified Presence Engine collects, aggregates, and distributes user capabilities and attributes using the standards-based SIP and SIMPLE interface. It collects information regarding the availability status and communications capabilities of a user.

Cisco UP Intercluster Sync Agent

The Cisco Unified Presence Intercluster Sync Agent service provides the following: DND propagation to Cisco Unified Communications Manager and syncs end user information between Cisco Unified Presence clusters for intercluster SIP routing.

