Network and System Services Used for Cisco Finesse

To view the platform TCP/IP services, UDP services, and Unix domain sockets that are used by Cisco Finesse, access the CLI using the Administrator User credentials and enter the following command:

show network all detail

To view the system services that are used by Cisco Finesse, access the CLI using the Administrator User credentials and enter the following command:

utils service list

The following services are enabled by default when Cisco Finesse starts. These services are essential for product operation and must not be disabled.

- A Cisco DB[STARTED]

- A Cisco DB Replicator[STARTED]

- Cisco AMC Service[STARTED]

- Cisco Audit Event Service[STARTED]

- Cisco CDP[STARTED]

- Cisco CDP Agent[STARTED]

- Cisco Certificate Change Notification[STARTED]

- Cisco Certificate Expiry Monitor[STARTED]

- Cisco DRF Local[STARTED]

- Cisco DRF Primary[STARTED]

Note Cisco DRF Primary should be started only on the Finesse primary (A Side) server.

Status on the Finesse primary (A Side) server should be "STARTED". Status on the Finesse secondary (B Side) server should be "STOPPED" Command Out of Service.

- Cisco Database Layer Monitor[STARTED]

- Cisco Finesse Notification Service[STARTED]

- Cisco Finesse Tomcat[STARTED]

- Cisco Log Partition Monitoring Tool[STARTED]

- Cisco RIS Data Collector[STARTED]

- Cisco RTMT Reporter Servlet[STARTED]

- Cisco Syslog Agent[STARTED]

- Cisco Tomcat[STARTED]

- Cisco Tomcat Stats Servlet[STARTED]

- Cisco Trace Collection Service[STARTED]

- Cisco Trace Collection Servlet[STARTED]

- Cisco Web Proxy Service[STARTED]

- Host Resources Agent[STARTED]

- MIB2 Agent[STARTED]

- Platform Administrative Web Service[STARTED]

- SNMP Primary Agent[STARTED]

- SOAP -Log Collection APIs[STARTED]

- SOAP -Performance Monitoring APIs[STARTED]

- SOAP -Real-Time Service APIs[STARTED]

- System Application Agent[STARTED]