Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- Cisco Unified Serviceability Administration for Cisco Unified Presence

- Services Configuration Checklist

- How To Activate and Deactivate Feature Services

- How To Start and Stop Services in the Control Center or the Command Line Interface

Services Configuration Checklist

Table 1: Services Configuration Checklist lists the steps for working with services.

Table 1: Services Configuration Checklist

Configuration Steps		Procedures and Related Topics
1	Activate the feature services that you want to run.	

		• About Feature and Network Services in Cisco Unified Serviceability. • Activating and Deactivating Feature Services
2	Configure the appropriate service parameters.	• All service parameters for the services in Cisco Unified Serviceability display in Cisco Unified Presence Administration. • See the *Configuration and Maintenance Guide for Cisco Unified Presence*
3	If necessary, troubleshoot problems by using the Cisco Unified Serviceability trace tools.	• How to Configure Trace in Cisco Unified Serviceability.

Related Topics

- Getting More Information

How To Activate and Deactivate Feature Services

You can activate or deactivate multiple feature services or select default services to activate from the Service Activation window in Cisco Unified Serviceability. Cisco Unified Serviceability activates feature services in automatic mode and checks for service dependencies based on a single-node configuration. When you select to activate a feature service, Cisco Unified 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 click the Set Default button, Cisco Unified Serviceability selects those services that are required to run Cisco Unified Presence based on a single-node configuration. Activating a service automatically starts the service. You start and stop services from Control Center.

- Cluster Service Activation Recommendations
- Activating and Deactivating Feature Services

Cluster Service Activation Recommendations

Before you activate services in a cluster, review Table 2: Service Activation Recommendations, which provides service recommendations for multiserver configurations.

Table 2: Service Activation Recommendations

Service/Servlet	Activation Recommendations
Database and Admin Services	
Cisco AXL Web	Activate on the first node only. Failing to activate this service causes the inability to

Service	update Cisco Unified Presence from client-based applications that use AXL.
Cisco Bulk Provisioning Service	You can activate the Cisco Bulk Provisioning Service only on the first node. If you use the Bulk Administration Tool (BAT) to administer phones and users, you must activate this service.
Performance and Monitoring Services	
Cisco Serviceability Reporter	Activate on only the first node. **Note:** The service only generates reports on the first node even if you activate the service on other nodes.
Cisco Unified Presence Services	
Cisco UP SIP Proxy	Activate on all servers in the cluster.
Cisco UP Presence Engine	Activate on all servers in the cluster.
Cisco UP Sync Agent	Activate on all servers in the cluster.

Related Topics

- Getting More Information

What To Do Next

- Activating and Deactivating Feature Services

Activating and Deactivating Feature Services

You can activate and deactivate feature services in Cisco Unified Presence Serviceability, and as many services as you want at the same time. Some feature services depend on other services, and the dependent services are always activated first.

Note: Cisco Unified Serviceability allows you to activate and deactivate only features services (not network services).

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

Before You Begin

Before you activate services in the Service Activation window, review the service activation recommendations.

Procedure

1. Select **Tools > Service Activation**.
2. Select the server from the Server list box.
3. Click **Go**.
4. Perform one of the following actions to activate or deactivate services:

If you want to:	Action
Activate the default services required to run on a single server	Click **Set to Default.** **Note:** This option selects default services based on the configuration of a single server, and checks for service dependencies.
Activate all services	Check **Check All Services.**
Activate a specific service	Check the service that you want to activate.
Deactivate a service	Uncheck the services that you want to deactivate.

5. Click **Save** after you finish making the appropriate changes.

Troubleshooting Tips

To obtain the latest status of services, click **Refresh**.

Related Topics

- Getting More Information

How To Start and Stop Services in the Control Center or the Command Line Interface

You can start and stop services from Control Center in Cisco Unified Serviceability for any node in the cluster. To perform these tasks, Cisco Unified 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.

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

- Starting, Stopping, Restarting, and Refreshing Status of Services in Control Center
- Starting and Stopping Services Using the Command Line Interface

Starting, Stopping, Restarting, and Refreshing Status of Services in Control Center

Control Center in Cisco Unified Serviceability allows you to:

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

Procedure

1. Depending on the service type that you want to start, stop, restart or refresh, perform one of the following actions:
   - Select **Tools > Control Center > Feature Services**.
   - Select **Tools > Control Center > Network Services**.
2. Select the server from the Server list box.
3. Click **Go**.
4. Perform one of the following actions:

If you want to:	Action
Start a service	1. Select the radio button next to the service that you want to start. 2. Click **Start**. The Status changes to reflect the updated status.
Restart a service	1. Select the radio button next to the service that you want to restart. 2. Click **Restart.** 3. Click **OK** when a message indicates that restarting may take a while.
Stop a service	1. Select the radio button next to the service that you want to stop. 2. Click **Stop**. The Status changes to reflect the updated status.
Get the latest status of the services	Click **Refresh**.
Go to the Service Activation window or to the other Control Center window	1. Select the option from the Related Links list box. 2. Click **Go**.

Troubleshooting Tips

- You can only start, stop or restart feature services that are activated.
- If you are upgrading Cisco Unified Presence, those services that were already started on your system will start after the upgrade.

Related Topics

- Getting More Information

Starting and Stopping Services Using the Command Line Interface

You can start and stop the following services by issuing a command in the command line interface (CLI):

- System NTP
- System SSH
- Service Manager
- A Cisco DB
- Cisco Tomcat
- Cisco Database Layer Monitor

Procedure

1. Perform one of the following actions in the CLI:
    1. To start a service, enter **utils service start <service name>**, where service name equals the entire name of the service.
    2. To stop a service, enter **utils service stop <service name>**, where service name equals the entire name of the service

Troubleshooting Tips

You must start and stop all other services from Control Center in Cisco Unified Serviceability.

Related Topics

- Getting More Information