

Verify_status_and_start_ICM_services

During the configuration process, some services are shut down and some services may not get enabled. For the Comprehensive exercise, the following services must be Up:

- Cisco ICM icm Distributer
- Cisco ICM icm LoggerA
- Cisco ICM icm RouterA

where icm refers to the Unified ICM instance you are using for the Comprehensive exercise. Use this procedure to verify the status of these services and, if necessary, to start any services that are stopped.
Procedure

1. Sign into the Unified ICM server using VNC viewer or a similar program. The workstation folder opens with a set of functions listed on its desktop.
2. Double-click Service Control and verify that the ICM services are running.
3. Select any service that is Stopped and click Start.

Back: [Quick troubleshooting checks for comprehensive call flow exercise](#)