Services in Cisco Unity Connection SRSV

Introduction

This chapter provides information on the various critical, base, and optional services in Cisco Unity Connection Survivable Remote Site Voicemail and a way to manage the services.

Unity Connection SRSV Services

The Table 1: Cisco Unity Connection SRSV Services describes the services in Unity Connection SRSV:

Table 1: Cisco Unity Connection SRSV Services

Service	Description
Status Only Services	
Connection DB	This service activates the Cisco Unity Connection database and can be deactivated only using the Command Line Interface (CLI).
	Caution This service should always be in the Started state for the Unity Connection SRSV server to be functional. Stopping or restarting this service impacts other critical services.
Connection Server Role Manager	This service enables the server status when a Unity Connection cluster is configured and can be deactivated only using the CLI.
Connection Serviceability	This service enables the Cisco Unity Connection Serviceability Administration interface and can be deactivated only using the command-line interface (CLI).
Critical Services	

Service	Description
Connection Conversation Manager	This service enables Unity Connection to handle the calls. Disabling this service degrades the ability of Unity Connection to function.
Connection Message Transfer Agent	This service enables the delivery of messages to the message store. Disabling this service degrades the ability of Unity Connection to function.
Connection Mixer	This service enables the audio (media stream) for calls, recorded messages, and Text-to-Speech (TTS). Disabling this service degrades the ability of Unity Connection to function.
Connection Notifier	This service enables notification of messages, such as turning message waiting indicators (MWIs) on and off. Disabling this service degrades the ability of Unity Connection to function
Base Services	
Connection DB Event Publisher	This service enables Unity Connection components to receive notifications for any changes made to the Unity Connection database.
Connection SRSV Administration	This service enables Cisco Unity Connection SRSV Administration and the settings that are saved in the interface.
Optional Services	
Connection Branch Sync Service	This service enables the Survivable Remote Site Voicemail (SRSV) feature.
Connection CM Database Event Listener	This service enables the detection of changes in the Cisco Unified Communications Manager database.
Connection Database Proxy	This service allows tools that are not installed on the Unity Connection server (COBRAS, User Data Dump, Distribution List Builder, and so on) to gain direct access to the Unity Connection database via ODBC from a Windows client on the network.

The service is off by default. To use any of these tools, you must enable the service, configure the time out for the service, and create a user that has the remote admin role. For more information, see the help file for the applicable tool. |
| Connection Diagnostic Portal Service | This service enables access to data on Unity Connection SRSV by the Diagnostic Portal in the Real-Time Monitoring Tool (RTMT). |

Service	Description
Connection Realtime Monitoring APIs	This service enables access to data on Unity Connection SRSV by Real-Time Monitoring Tool (RTMT).
Connection Reports Data Harvester	This service enables conversion of data in log files to entries in the reports database used to generate reports.
Connection REST Service	This service enables Representational State Transfer (REST) API clients.
Connection System Agent	This service schedules system tasks, for example, re-synchronizing MWIs that the administrator can enter in Cisco Unity Connection Administration.

Configuring Services in Control Center

The control center in Cisco Unity Connection Serviceability allows you to perform the following tasks:

- Activate and deactivate Unity Connection SRSV services in the Optional Services section.

- Start and stop all Unity Connection SRSV services except the services in the Status Only Services section.

Note Stopping Unity Connection SRSV services in the Critical Services section may cause calls in progress to be dropped and degrades the normal function of the Unity Connection SRSV.

- View the status of Unity Connection SRSV services.

- Refresh the status of Unity Connection SRSV services.

Tip You may need to manage services in both Cisco Unity Connection Serviceability and Cisco Unified Serviceability to troubleshoot a problem.

Step 1 In Cisco Unity Connection Serviceability, expand **Tools** > **and select** > **Service Management**.

Step 2 From the Server drop-down box, select the applicable Unity Connection SRSV server and select **Go**.

Step 3 Configure services in control center (For information on each field, see Help> This Page):

- To activate a service in control center:

  a. Under Optional Services, locate the service that you want to activate.

  b. In the Change Activate Status column, select **Activate**.

- To deactivate a service in control center:

    a. Under Optional Services, locate the service that you want to deactivate.

    b. In the Change Activate Status column, select **Deactivate**.

• To start a service in control center:

    a. Locate the service that you want to start.

        Note   Services that are deactivated must be activated before they can be started.

    b. In the Change Service Status column, select **Start**.

• To stop a service in control center:

    a. Locate the service that you want to stop.

        Note   Services in the Status Only Services section cannot be started or stopped in Cisco Unity Connection Serviceability. You must use the command line interface (CLI) to start or stop these services.

    b. In the Change Service Status column, select **Stop**.

        Note   Stopping Unity Connection SRSV services in the Critical Services section may cause calls in progress to be dropped and degrades the normal function of the Unity Connection SRSV.A service that is not activated cannot be started or stopped.

• To refresh service status in control center:

    a. Select **Refresh**.

    b. The status information is updated to reflect the current status.

        Note   You can activate, deactivate, start, and stop only one service at a time.