Troubleshoot Jabber login failure after Unified IM and Presence (IM&P) domain change or IM Address Scheme.

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Introduction

This document describesa problem encountered where Jabber is unable to login after a server reboot or XCP router service stop/start.

Problem

If there is a requirement to reboot IM&P nodes following a domain name change, or to stop/start the XCP router service due to a change of IM address scheme, Jabber clients login may fail with "cannot communicate with server" error.

Troubleshooting Steps

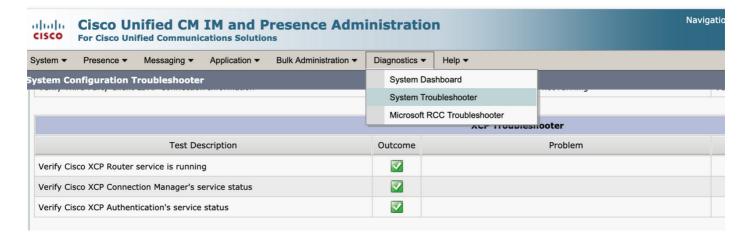In order to troubleshoot this problem, verify these points:

1.   If there are multiple IM&P nodes in the cluster, check the dbreplication on the IM&P primary node CLI mode and ensure the status is showing "(2) Setup Completed":

```
admin:utils dbreplication runtimestate

Cluster Detailed View from IMP01 (2 Servers):
PING            DB/RPC/      REPL.        Replication    REPLICATION SETUP
SERVER-NAME        IP ADDRESS             (msec)        DbMon?       QUEUE          Group
ID      (RTMT) & Details
-----------        ----------       ------       -------      -----        --------
---     -----------------
IMP01              x.x.x.1              0.032        Y/Y/Y          0
(g_3)          (2) Setup Completed
IMP02              x.x.x.2              0.340        Y/Y/Y          0
(g_5)          (2) Setup Completed
```

2.   Ensure that on IM&P node(s), both **XCP connection manger service** and **XCP authentication service** are in started state.

Choose **Diagnostics > System Troubleshooter >XCP Troubleshooter** and verify that all are ticked.

3.   Start the **Cisco XCP connection manger service** and **Cisco XCP authentication service** manually in CLI if the services are not already started.

```
admin:utils service start Cisco XCP Authentication Service
admin:utils service start Cisco XCP Connection Manager
```

Note: When you stop the Cisco XCP Router, all XCP feature services are automatically stopped.

For a basic IM and Presence Service deployment, the following services have to be turned on:

• Cisco SIP Proxy

• Cisco Presence Engine

• Cisco XCP Connection Manager

• Cisco XCP Authentication Service

Reference link:

Configuration and Administration of the IM and Presence Service on Cisco Unified Communications Manager, Release 10.5(2)