

Validate IM and Presence after Ungraceful Shutdown

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Introduction

This document describes the validation process to perform when ungraceful shutdown warnings are experienced on Cisco IM and Presence (IM&P)

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco IM and Presence (IM&P).

Components Used

The information in this document is based on Cisco IM and Presence 14.0.1 SU2a

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

What is an Ungraceful Shutdown?


Ungraceful Shutdowns occur when the IM&P server is shutdown or restarted in a unsupported manner. This includes:

- Power outages
- VMware Power Off
- VMware Reset
- VMware Hard Stop

The proper method of to shutdown or restart IM&P is to execute the **utils system shutdown** or **utils system restart** command from the CLI of IM&P.

For information about the listed utils commands please refer to Cisco [Command Line Interface Reference](#)

[Guide.](#)

 **Note:** For information on rebooting a IM&P Cluster please refer to this [Video](#).

Confirm Ungraceful Shutdown Occurrence

When a ungraceful shutdown has occurred a warning message is display on the Cisco IM and Presence Administration admin website.



Cisco Unified CM IM and Presence Administration
System version: 14.0.1.12901-1
VMware Installation: 2 vCPU Intel(R) Xeon(R) CPU E7-4850 v3 @ 2.20GHz, disk 1: 80Gbytes, disk 2: 80Gbytes, 4096Mbytes RAM, Partitions aligned
 **WARNING: Ungraceful shutdown detected - A rebuild or upgrade of this node may be required to ensure no negative impact (such as configuration or file system corruption). For instructions, see the installation guide and upgrade guide for this version.**

IM&P Administration Warning

This warning also displays if you log in via SSH or VMWare Console.

```
Command Line Interface is starting up, please wait ...

Welcome to the Platform Command Line Interface

VMware Installation:
 2 vCPU: Intel(R) Xeon(R) CPU E7-4850 v3 @ 2.20GHz
 Disk 1: 80GB, Partitions aligned
 Disk 2: 80GB, Partitions aligned
 4096 Mbytes RAM
WARNING: Ungraceful shutdown detected - A rebuild or upgrade of this node may be required
to ensure no negative impact(such as configuration or file system corruption). For
instructions, see the installation guide and upgrade guide for this version.
```

CLI Ungraceful Shutdown

To confirm that a ungraceful shut down occurred, log into the IM&P CLI and execute **file view install system-history.log**.

Review the output of the system-history.log. If you see two **Boot** events consecutively without a proceeding shutdown or restart event then a ungraceful shutdown has occurred.

```
admin:file view install system-history.log
```

```
04/06/2023 13:04:36 | root: Install 14.0.1.12901-1 Success
```

```
04/06/2023 13:42:21 | root: Shutdown 14.0.1.12901-1 Start
```

```
04/07/2023 04:51:49 | root: Boot 14.0.1.12901-1 Start
```

```
--- Example of a Good System Restart ---
```

```
07/20/2023 10:22:48 | root: Restart 14.0.1.12901-1 Start
```

```
07/20/2023 10:24:35 | root: Boot 14.0.1.12901-1 Start
```

```
07/20/2023 10:50:50 | root: Restart 14.0.1.12901-1 Start
```


--- Example of a Ungraceful Shutdown ---

07/20/2023 10:52:43 | root: Boot 14.0.1.12901-1 Start


07/20/2023 11:06:50 | root: Boot 14.0.1.12901-1 Start

Validate IM&P System Health


To determine the integrity of the effected server perform the listed steps.

 **Note:** Cisco recommends these steps are performed during a outage window

- Start by downloading the recovery ISO for your IM&P version and [performing a file system check](#).

 **Note:** The recovery ISO can be found at software.cisco.com The recovery ISO Is listed under the CUCM version that is compatible with your IM&P.


- Once the file system has been verified log into the effected IM&P CLI and execute the listed commands. Verify that all command output is clear of errors or failures.
 - `utils service list`
 - `utils imdb_replication status`
 - `utils diagnose test`
 - `show network cluster`
 - `show tech dbintegrity`
 - `utils ntp status`
 - `utils ha status`
- Next, log into the IM&P Publisher CLI and execute the listed commands. Verify the database replication is clear of errors and mismatches.
 - `utils dbreplication status`
 - `utils dbreplication runtimestate`

 **Warning:** During ungraceful shutdown events it is possible that the server can be corrupted, resulting in the server needing to be rebuilt. This is why the ungraceful shutdown warning is displayed anytime a node is unexpectedly rebooted or shutdown.

Disable the Ungraceful Shutdown Warning

Once all the system health checks have been performed proceed with disabling the ungraceful shutdown warning by executing the listed command on the effected node.

- `utils ungraceful warn disable`

 **Note:** If your IM&P is running a version less than 12.5.1 SU6 and 14.0.1 SU2 please refer to Cisco bug ID [CSCvy68211](#) as a COP file is needed to enable the **utils ungraceful warn disable** command.
