



IM Compliance Serviceability and Troubleshooting

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Restart Cisco XCP Router Service

Procedure

- Step 1** Choose **Cisco Unified IM and Presence Serviceability > Tools > Control Center - Network Services**.
 - Step 2** Choose the server from the Server list box.
 - Step 3** Click **Go**.
 - Step 4** Click the **Cisco XCP Router** radio button in the IM and Presence Services section.
 - Step 5** Click **Restart**.
 - Step 6** Click **OK** when a message indicates that restarting may take a while.
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Restart Cisco XCP Message Archiver Service

Procedure

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- Step 1** Choose **Cisco Unified IM and Presence Serviceability > Tools > Control Center - Feature Services**.
 - Step 2** Choose the server from the Server list box.
 - Step 3** Click **Go**.
 - Step 4** Click the **Cisco XCP Message Archiver** radio button in the IM and Presence Services section.
 - Step 5** Click **Restart**.
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Set Trace Level to Info to Support IM Compliance

The Message Archiver component uses the logging feature of the Cisco XCP Router service which requires that the trace level is set to Info or higher.



Note IM and Presence Service sets the trace level for Cisco XCP Router to Info by default. If you change the trace level to a level below Info, the compliance feature will not function correctly on IM and Presence Service.

Procedure

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- Step 1** Sign in to Cisco Unified CM IM and Presence Administration.
 - Step 2** Choose **Navigation > Cisco Unified IM and Presence Serviceability** from the menu in the upper, right corner of the IM and Presence Service main window.
 - Step 3** Choose **Trace > Configuration**.
 - Step 4** Choose the server that is running the service for which you want to configure trace from the Server list box and click **Go**.
 - Step 5** Choose IM and Presence Services from the Service Group list box and click **Go**.
 - Step 6** Choose the Cisco XCP Router service from the Service list box and click **Go**.
 - Step 7** Check the **Trace On** check box.
 - Step 8** Choose Info as the Debug Trace Level in the **Trace Filter Settings**.
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Configure Alarms for IM Compliance

If IM and Presence Service loses its connection to the external database, users will still be able to send instant messages to each other. However, these messages will not be archived, and you will no longer be satisfying

any regulatory compliance guidelines. To ensure that you are notified if this connection is lost, you should verify that its associated alarm is properly configured.

Procedure

- Step 1** Sign into **Cisco Unified CM IM and Presence Administration**.
 - Step 2** Choose **Navigation > Cisco Unified IM and Presence Serviceability** from the menu in the upper, right corner of the IM and Presence Service main window.
 - Step 3** Choose **Alarm > Configuration**.
 - Step 4** From the Server drop-down list, choose the server for which you want to configure the alarm.
 - Step 5** Click **Go**.
 - Step 6** From the Service Group drop-down list, choose IM and Presence Services.
 - Step 7** Click **Go**.
 - Step 8** From the Service drop-down list, choose Cisco XCP Message Archiver.
 - Step 9** Click **Go**.
 - Step 10** Configure the alarm settings as preferred.
 - Step 11** Click **Save**.
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