



# Troubleshooting an XMPP Federation Integration

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This section provides information on the ways to Troubleshoot an XMPP Federation Integration.

- [Check System Troubleshooter, on page 1](#)

## Check System Troubleshooter

If you deploy multiple IM and Presence Service clusters and you configure XMPP federation, you must turn on XMPP federation on at least one node per cluster. You must configure the same XMPP federation settings and policy on each cluster; the IM and Presence Service does not replicate the XMPP federation configuration across cluster. The System Troubleshooter reports if XMPP federation settings across clusters are not synchronized. The System Troubleshooter performs the following checks:

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- Step 1**
- a) XMPP federation is enabled consistently across intercluster peers.
  - b) The SSL Mode is configured consistently across intercluster peers.
  - c) The "Required Valid client-side certificates" is configured consistently across intercluster peers.
  - d) The SASL settings are configured consistently across intercluster peers.
  - e) The dialback secret is configured consistently across intercluster peers.
  - f) The default Admin Policy for XMPP Federation is configured consistently across inter-cluster peers.
  - g) The Policy hosts are configured consistently across inter-cluster peers.
- Step 2** Log in to the **Cisco Unified CM IM and Presence Administration** user interface. Choose **Diagnostics > System Troubleshooter**.
- Step 3** Ensure there are green check marks beside the following:
- Verify the XMPP Federation settings match on all interclustered peers.
  - Verify that SASL settings have been correctly configured for all intercluster peers.
  - Verify that XMPP has been uniformly disabled or enabled on at least one node in each all clusters.
  - Verify that the default Admin Policy is consistent across all intercluster peers.
  - Verify that the Host Policy is consistent across all intercluster peers.

The System Troubleshooter provides recommended actions if it reports a problem with any of these checks.

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**Note**

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- If all tests in System Troubleshooter are passed and problems with exchanging IM and availability still persist, check if the **Enable use of Email Address when Federating** setting, on the **Presence Settings** page is configured consistently across intercluster peers.
  - If all tests in System Troubleshooter are passed and problems with exchanging IM and availability still persist, check if the **Enable use of Email Address for Inter-domain Federation** setting, on the **Presence Settings** page is configured consistently across intercluster peers.
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**What to do next**

[Location of Log File for XMPP Federation](#)