

Configuration Troubleshooter

Use the Configuration Troubleshooter to diagnose Cisco Unified Presence Server configuration issues after the initial configuration or whenever you make configuration changes. The Troubleshooter performs a set of tests on both the Cisco Unified Presence Server cluster and on the Cisco Unified CallManager cluster to validate the Cisco Unified Presence Server configuration.

After the Troubleshooter finishes testing, it reports one of three possible states for each test:

- Test passed
- Test failed
- Test warning, which indicates a possible configuration issue

For each test that fails or that results in a warning, the Troubleshooter provides a description of the problem and a possible solution.

Using the Troubleshooter

Follow this procedure to access the Configuration Troubleshooter:

Procedure

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- Step 1** From the Cisco Unified Presence Server Administration window, choose **System > Troubleshooter**. The Configuration Troubleshooter window displays. See [Table 7-1](#) for a list of tests that the Troubleshooter performs.
- Step 2** Examine the Results table for any tests that failed or that generated a warning. The Results table displays a description of the problem and the suggested solution.
- Step 3** For any test failures or test warnings, click the **fix** link in the solution column to go to the Cisco Unified Presence Server Administration window where the Troubleshooter found the problem.
- Step 4** Correct any configuration errors you find and rerun the Troubleshooter.
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Table 7-1 Configuration Troubleshooter Tests

Test Group	Test Description
Sync Agent	Verify that an AXL settings entry exists.
	Verify that the AXL user-id is valid.
	Verify that the publisher address is reachable; then, log in and execute a basic query.
	Verify that the Sync Agent synchronized the relevant data (for example, devices, users, and licensing information).
	Verify that the Sync Agent service is running.
Presence Engine	Verify that the Cisco Unified CallManager Presence Gateway entry exists.
	Verify that the Presence Engine service is running.
	Verify that the Presence Engine OAM Agent service is running.
	Verify that the Presence Engine Database service is running.
	Verify that the Cisco Unified CallManager Presence Gateway is valid (check reachability).
Proxy Server	Verify that a valid SIP trunk exists on the Cisco Unified CallManager server.
	Verify that the SIP Proxy service Proxy Domain service parameter value is valid.
	Verify that the method/event routes exist.
	Verify that the SIP Proxy service is running.
IPPM	Verify that the Config Agent service is running.
	Verify that an IPPM settings entry exists.
	Note The Troubleshooter only tests IPPM when you enable it in Cisco Unified Presence Server Administration. To enable IPPM, choose Application > IP Phone Messenger > Settings .
	Verify that the IPPM application usernames is valid.
	Verify that the IPPM application password is valid.
	Verify that the Cisco Unified Presence Server IPPM application username and password match the configured Cisco Unified CallManager application username and password.
CTI Gateway	Verify that the IPPM service is active.
	Verify that the IPPM service is running.
	Verify that the CTI Gateway Settings entry exists.
	Note The Troubleshooter only tests CTI Gateway when you enable it in Cisco Unified Presence Server Administration. To enable CTI Gateway, choose Application > CTI Gateway > Settings .

Table 7-1 Configuration Troubleshooter Tests

Test Group	Test Description
	Verify that the CTI Gateway service is active.
	Verify that the Cisco Unified Presence Server application username and password match the currently configured Cisco Unified CallManager application username and password.
	Verify that the Cisco Unified Presence Server application username and password match the currently configured Cisco Unified CallManager application username and password.
	Verify that the CTI Gateway service is running.
	Verify whether any users currently have Microsoft Office Communicator (MOC) assigned.

