

Troubleshoot Jabber Log in Problems - Non MRA

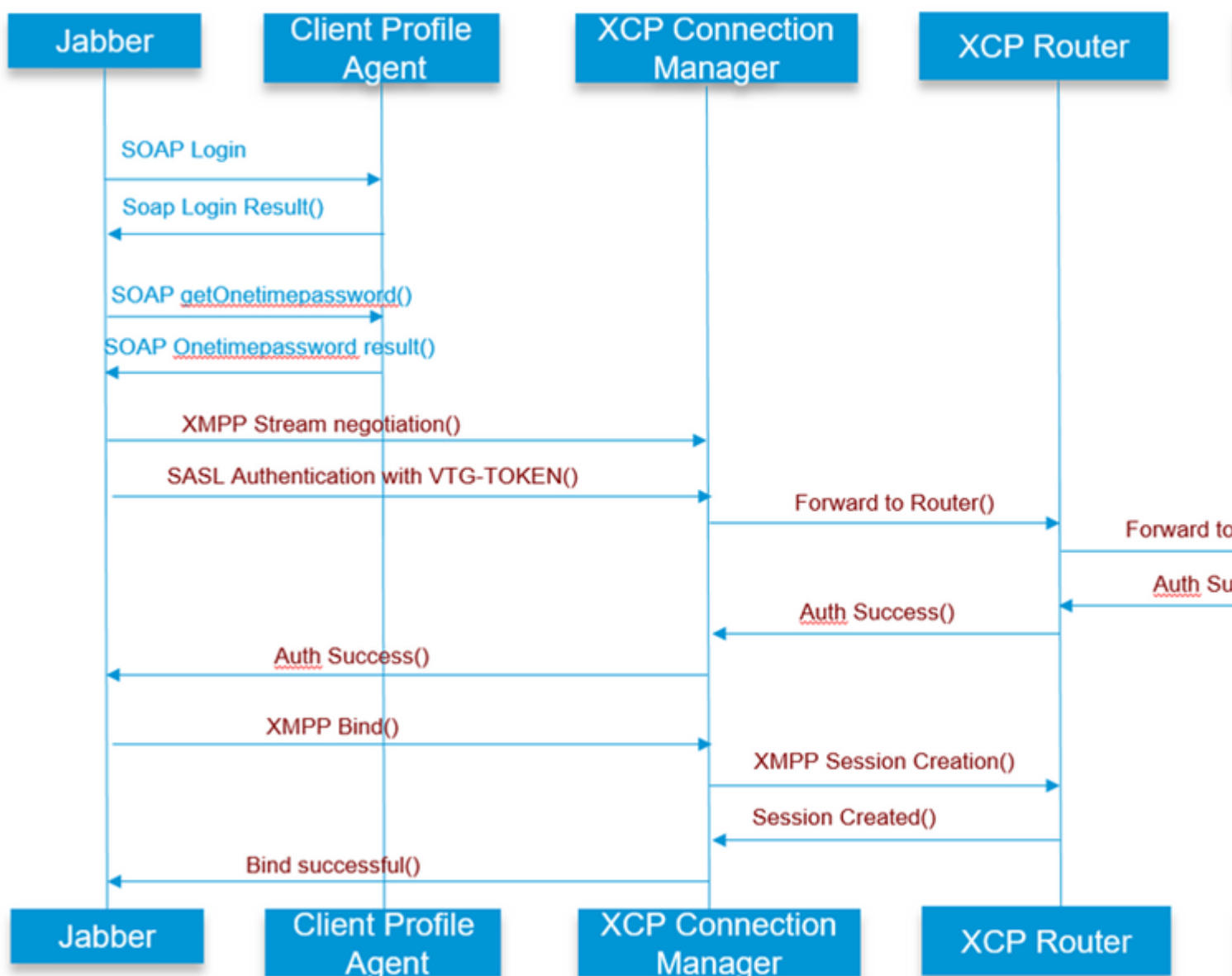
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[STAGE 1 : Login \(IM and Presence Login \)UI Error : Your username or password is not correctError code : "LERR_CUP_AUTH"](#)

Introduction

This document describes the required corrective action when the Jabber login fails at the IM and Presence Login stages.



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Refer for

STAGE 1 : Login (IM and Presence Login)

UI Error : Your username or password is not correct Error code : "LERR_CUP_AUTH"

Usually this error is caused due to user Authentication failure

Steps to Resolve

=====

1. Check if user is assigned to a Presence Node and there are no duplicates for the user (check system troubleshooter)
2. Make sure the credentials are valid
 - a. In case of LDAP user , verify if user is able to login to ccmenduser page
 - b. If ccmenduser page login fails , check the LDAP Authentication settings in CUCM and also verify the same settings are replicated to IMP

```
run sql select * from ldapauthentication
run sql select * from ldapauthenticationhost
```

- c. Check if the account is not locked in LDAP
3. Check if the server has a high TOMCAT CPU consumption

```
show process load
```

```
utils diagnose test
```

4. Collect the logs for these services in DEBUG Mode

Client Profile Agent
Cisco Tomcat

UI Error : Cannot communicate with the server
Jabber Error code : "LERR_CUP_UNREACHABLE" , "LERR_CUP_TIMEOUT"

Usually this error is caused due to Issues with IMDB or TCP connectivity to IMP.

Steps to Resolve

=====

1. Check if IMP FQDN/Hostnames are resolvable
There is a known issue on the Android OS where the OS cannot resolve hostname only addresses.

IP Addresses and FQDNs can be accessed, but hostnames only cannot.

Also, this problem would only be present for the Android devices, MAC, iOS, and Windows devices would not be effected by this problem.

Check under CUCM administration > System > Presence Redundancy Groups > DefaultCUPSubcluster (This name could have been changed) if Servers are defined with Hostname ,

if yes workaround for this would be to change the server names to either FQDN or IP Address in the Cluster Topology page.

2. Verify that firewall/VPN does not block the connectivity to IMP server (Port 8443,5222)
3. Check if user is assigned to a Presence Node and there are no duplicates for the user (check system troubleshooter)
4. If this error is also seen , check what is the Minimum version set in IMP and compare it with Jabber version .

[CLoginCup::OnLoginFailed] - @LoginMgr: #0, CLoginCup::OnLoginFailed err-code: -1, err-string: The client does not meet the minimal version requirement. request-token:0

Configuration in IMP

<https://<IMP>/cupadmin/soapClientTypeEdit.do?key=a80b3d69-4541-454a-8d6e-62f3986a5bc2>

3. Verify if these services run in IMP server

Cisco XCP Router

Cisco XCP connection Manager

Cisco XCP Authentication Service

4. Check High Availability Replication status

a.utils dbreplication runtimestate

b.run pe sql ttlogin select count(*) from typesysreplication

or

utils imdb_replication status (10.5.2 SU2a and higher)

5. Collect the logs for these services if the problem is not resolved.

Cisco XCP Router

Cisco XCP connection Manager

Cisco XCP Authentication Service

Client Profile Agent

TIP: If the problem persists for only one user , you can try to unassign and re-assign the user for presence in CUCM . If its a systemwide problem , collect the logs or check the services status

UI Error : Cannot communicate with the server

Jabber Error code : "LERR_CUP_INTERNAL_ERROR"

Usually this error is caused due to Issues with IMDB , Check "Presence Datastore Login" logs first.

Steps to Resolve

=====

1. Verify if these services run in IMP server

Cisco XCP Router

Cisco XCP connection Manager

Cisco XCP Authentication Service

Cisco Presence Login Datastore

4. Check High Availability Replication status

a. `utils dbreplication runtimestate`

b. `run pe sql ttlogin select count(*) from typesysreplication`

or

`utils imdb_replication status (10.5.2 SU2a and higher)`

5. Collect the logs for these services if the problem is not resolved.

Cisco XCP Router

Cisco XCP connection Manager

Cisco XCP Authentication Service

Client Profile Agent

Cisco Presence Login Datastore

TIP: If the problem persists for only one user , you can try to unassign and re-assign the user for presence in CUCM . If its a systemwide problem , collect the logs or check the services status

STAGE 2 : XMPP Login (IM and Presence Login)

UI Error : Cannot communicate with the server

Jabber Error code : "LERR_JABBER_AUTH <17>: Authentication error with server, for example, resource bind, TLS, create session or SASL error"

Steps to Resolve

=====

1. Check if user is assigned to a Presence Node and there are no duplicates for the user (check system troubleshooter)

2. If High Availability is enabled ,Go to CUCM Administration->Server-> Presence Redundancy Group and check if they are in Normal state

3. Check High Availability Replication status

a. `utils dbreplication runtimestate`

b. `run pe sql ttlogin select count(*) from typesysreplication`

or

utils imdb_replication status (10.5.2 SU2a and higher)

4. Check if the cup-xmpp Certificates are valid.

5. Check if the Port 5222 is open.

6. Reboot the server.

7. Collect the logs for these services before step 6 if Root cause to be identified as Reboot of the server is the only fix known so far.

Cisco XCP Router
Cisco XCP connection Manager
Cisco XCP Authentication Service
Client Profile Agent

UI Error : Cannot communicate with the server

Jabber Error code : "LERR_JABBER_UNREACHABLE <16>" , "LERR_CUP_UNREACHABLE <9>"

Steps to Resolve

1. Check if IMP FQDN/Hostnames are resolvable

There is a known issue on the Android OS where the OS cannot resolve hostname only addresses. IP Addresses and FQDNs can be accessed, but hostnames only cannot. Also, this problem would only be present for the Android devices, MAC, iOS, and Windows devices would not be effected by this problem. Check under CUCM administration > System > Presence Redundancy Groups > DefaultCUPSubcluster (This name could have been changed) if Servers are defined with Hostname, if yes workaround for this would be to change the server names to either FQDN or IP Address in the Cluster Topology page.

2. Verify that firewall/VPN does not block the connectivity to IMP server (Port 8443,5222)

3. Verify if these services run in IMP server

Cisco XCP Router
Cisco XCP connection Manager
Cisco XCP Authentication Service

4. Check High Availability Replication status

a.utils dbreplication runtimestate

b.run pe sql ttlogin select count(*) from typesysreplication

or

utils imdb_replication status (10.5.2 SU2a and higher)

5. Collect the logs for these services if the problem is not resolved.

Cisco XCP Router
Cisco XCP connection Manager
Cisco XCP Authentication Service
Client Profile Agent

6. In case of all users experience the same error, a server Reboot can be done for quick recovery.

Logs to Collect

RTMT	Admin CLI
Cisco Client Profile Agent	file get activelog tomcat/logs/epassoap/log4j/*
Cisco Login Datastore	file get activelog epas/trace/imdb/sdi/ttlogin/
Cisco Tomcat Security Logs	file get activelog tomcat/logs/security/log4j/*
Cisco XCP Authentication Service	file get activelog epas/trace/xcp/log/auth*
Cisco XCP Connection Manager	file get activelog epas/trace/xcp/log/client-cm-1_*.log
Cisco XCP Router	file get activelog epas/trace/xcp/log/rtr-jsm-1

How to Set logs to DEBUG

Trace Configuration

Save Set Default

Status: Ready

Select Server, Service Group and Service

Server* 192.168.100.85--CUCM IM and Presence Go

Service Group* IM and Presence Services Go

Service* Cisco XCP Authentication Service (Active) Go

Apply to All Nodes

Trace On

Trace Filter Settings

Debug Trace Level Debug

Enable All Trace

Trace Output Settings

Maximum No. of Files* 250

Maximum File Size (MB)* 2

Trace Configuration

Save Set Default

Status: Ready

Select Server, Service Group and Service

Server* 192.168.100.85--CUCM IM and Presence Go

Service Group* IM and Presence Services Go

Service* Cisco XCP Connection Manager (Active) Go

Apply to All Nodes

Trace On

Trace Filter Settings

Debug Trace Level Debug

Enable All Trace

Trace Output Settings

Maximum No. of Files* 250

Maximum File Size (MB)* 2

Trace Configuration

Save Set Default

Status: Ready

Select Server, Service Group and Service

Server* 192.168.100.85--CUCM IM and Presence Go

Service Group* IM and Presence Services Go

Service* Cisco Login Go

Apply to All Nodes

Trace On

Trace Filter Settings

Debug Trace Level Debug

Enable All Trace

Trace Output Settings

Maximum No. of Files* 250

Maximum File Size (MB)* 2

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Collect Logs from RTMT

System

- System Summary
 - System Summary
- Server
 - CPU and Memory
 - Process
 - Disk Usage
 - Critical Services
- Performance
 - Performance
 - Performance Log Viewer
- Tools
 - Alert Central
 - Trace & Log Central**
 - Job Status
 - SysLog Viewer
 - VLT
 - AuditLog Viewer

Voice/Video

AnalysisManager

IM and Presence

Trace & Log Central

- Trace & Log Central
 - Remote Browse
 - Collect Files**
 - Query Wizard
 - Schedule Collection
 - Local Browse
 - Real Time Trace
 - Collect Crash Dump
 - Collect Install Logs
 - Audit Logs

Collect Files

Select IM_AND_PRESENCE Services/Applications

Select all Services on all Servers

Name	All Servers
Cisco AXL Web Service	<input type="checkbox"/>
Cisco Bulk Provisioning Service	<input type="checkbox"/>
Cisco Client Profile Agent	<input checked="" type="checkbox"/>
Cisco Config Agent	<input type="checkbox"/>
Cisco IM and Presence Admin	<input type="checkbox"/>
Cisco IM and Presence Data Monitor	<input type="checkbox"/>
Cisco Intercluster Sync Agent	<input type="checkbox"/>
Cisco Login Datastore	<input checked="" type="checkbox"/>
Cisco OAM Agent	<input type="checkbox"/>
Cisco Presence Datastore	<input type="checkbox"/>
Cisco Presence Engine	<input type="checkbox"/>
Cisco RCC Device Selection Service	<input type="checkbox"/>
Cisco Route Datastore	<input type="checkbox"/>
Cisco SIP Proxy	<input type="checkbox"/>
Cisco SIP Registration Datastore	<input type="checkbox"/>
Cisco Server Recovery Manager	<input type="checkbox"/>
Cisco Sync Agent	<input type="checkbox"/>
Cisco XCP Authentication Service	<input checked="" type="checkbox"/>
Cisco XCP Config Manager	<input type="checkbox"/>
Cisco XCP Connection Manager	<input checked="" type="checkbox"/>
Cisco XCP Directory Service	<input type="checkbox"/>
Cisco XCP File Transfer Manager	<input type="checkbox"/>
Cisco XCP Message Archiver	<input type="checkbox"/>
Cisco XCP Router	<input checked="" type="checkbox"/>
Cisco XCP SIP Federation Connection Man...	<input type="checkbox"/>
Cisco XCP Text Conference Manager	<input type="checkbox"/>

< Back **Next >** Finish C

Trace&LogCentral

Real Time Monitoring Tool For Cisco Unified Communications Solutions

The screenshot shows the 'Real Time Monitoring Tool' interface. On the left, the 'Tools' section has 'Trace & Log Central' highlighted with a red box. In the main menu, 'Collect Files' is also highlighted with a red box. The 'Collect Files' dialog box is open, showing a list of system services. The 'Cisco Tomcat Security Logs' entry is selected and highlighted with a red box, and its 'All Servers' checkbox is checked. Other services listed include Cisco Role-based Security, Cisco Row Information Spooling, Cisco SOAP Web Service, Cisco SOAPMessage Service, Cisco SSO, Cisco Serviceability Reporter, and various Event Viewer logs.

Name	All Servers	<input type="checkbox"/>
Cisco Role-based Security	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Row Information Spooling	<input type="checkbox"/>	<input type="checkbox"/>
Cisco SOAP Web Service	<input type="checkbox"/>	<input type="checkbox"/>
Cisco SOAPMessage Service	<input type="checkbox"/>	<input type="checkbox"/>
Cisco SSO	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Serviceability Reporter	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Serviceability Reporter AlertReport	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Serviceability Reporter CallActivitiesR...	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Serviceability Reporter DeviceReport	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Serviceability Reporter PPRReport	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Serviceability Reporter ServerReport	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Serviceability Reporter ServiceReport	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Stored Procedure Trace	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Syslog Agent	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Tomcat	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Tomcat Security Logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cisco Tomcat Stats Service	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Trace Collection Service	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Unified OS Admin Web Service	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Unified OS Platform API	<input type="checkbox"/>	<input type="checkbox"/>
Cisco Unified Reporting Web Service	<input type="checkbox"/>	<input type="checkbox"/>
Cisco WebDialerRedirector Web Service	<input type="checkbox"/>	<input type="checkbox"/>
Cron Logs	<input type="checkbox"/>	<input type="checkbox"/>
Event Viewer-Application Log	<input type="checkbox"/>	<input type="checkbox"/>
Event Viewer-System Log	<input type="checkbox"/>	<input type="checkbox"/>
FIPS Logs	<input type="checkbox"/>	<input type="checkbox"/>

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General Checks

utils diagnose test

utils service list

utils dbreplication runtimestate

```
admin:utils dbreplication runtimestate
```

```
Server Time: Tue Mar 28 09:24:30 IST 2017
```

```
Cluster Replication State: Only available on the PUB
```

```
DB Version: ccm10_5_1_13900_2
```

```
Repltimeout set to: 300s
```

```
PROCESS option set to: 1
```

```
Cluster Detailed View from IMPSUB-1051SU3 (2 Servers):
```

SERVER-NAME	IP ADDRESS	PING (msec)	DB/RPC/ DbMon?	REPL. QUEUE	Replication Group ID
IMPPUB-1051SU3	192.168.100.85	6.163	Y/Y/Y	0	(g_4)
IMPSUB-1051SU3	192.168.100.86	0.025	Y/Y/Y	0	(g_5)

```
admin:run pe sql ttlogin select count(*) from type
```

```
sqlRv(t) sqlstmt(select count(*) from typesysrepl
```

```
***result set start***
```

```
count(0), success(t)
```

```
***result set end***
```

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utils status ha

Presence Redundancy Group Configuration

Related Links: [Back To Fr](#)

Presence Topology

- DefaultCUPSsubcluster
- All Unassigned Users (0)
- All Assigned Users (0)

Save Delete Add New

Status

Update successful

Presence Redundancy Group Configuration

Name* DefaultCUPSsubcluster

Description Default subcluster

Presence Redundancy Group Configuration

Presence Server* 192.168.100.85

Presence Server 192.168.100.86

High Availability

Enable High Availability

Monitored Server	Assigned Users	Active Users	Server State	Reason	Server
192.168.100.85	0	0	Normal	Normal	Failover
192.168.100.86	0	0	Normal	Normal	Failover

Presence Topol

Status

Node stat

Presence

Indicates

Indicates

DefaultCU

[View](#)

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192. [View](#)