

Reinstall Procedure for IM & Presence Cluster Nodes Version 10.0 and Later

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Introduction

This document describes the options available when required to restore Cisco Unified IM and Presence (IM&P) Publisher and Subscriber nodes.

If you have a Disaster Recovery System (DRS) backup or Contact List backup, you can rebuild the IM&P nodes without the need to restore the entire cluster.

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Problem

If there is a requirement to restore IM&P Publisher and Subscriber following a rebuild, there are steps to avoid the need to restore the full Cisco Unified Communications Manager (CUCM) and IM&P cluster.

Otherwise, the Cisco Sync Agent service won't start due to known defect [CSCuo02154](#).

This solution outlines the steps required to avoid the known problem where Cisco Sync Agent service fails to start.

Solution

Note: It is recommended to maintain a DRS backup of the cluster and a copy of exported Contact List from the IM&P server separate.

Option 1. If you do not have Contact List backup or if you need to restore DRS backup, follow the below methods based on your IM&P system version

a) If your IM&P version is 10.5.2.22900 or later:

- DO NOT delete IM&P server entries on CUCM (**System > Server**) page
- Rebuild IM&P Publisher and Subscriber nodes
- Restore DRS backup of IM&P nodes only

b) If your IM&P version is earlier than 10.5.2.22900, which does not include the fix

for [CSCuo02154](#):

- DO NOT delete IM&P server entries on CUCM (**System > Server**) page
- Open a TAC Service Request to perform the workaround on CUCM (via root access) for [CSCuo02154](#)
- Rebuild IM&P Publisher and Subscriber nodes
- Restore DRS backup of the IM&P nodes only

Option 2. If you have the Contact List backup and you do not have a good DRS backup to restore, then perform these steps:

- Delete IM&P server entries on CUCM (**System > Server**) page
- Re-add IM&P server entries on CUCM (**System > Server**) page
- Rebuild IM&P Publisher and Subscriber nodes
- Perform basic integration steps such as activate services, add Presence Gateway, etc.
- Import the Contact List

Caution: If you remove CUCM IM and Presence server entries from CUCM **System > Server** page and perform a fresh install of IM&P nodes, you must restore DRS backup of entire cluster (all CUCM and IM&P nodes). If you only restore IM&P nodes after the fresh install, the database primary keys won't match on CUCM and IM&P processnode tables and the Cisco Sync Agent service won't start.