

Solve Persistent Chat Rooms Not Showing Up for Jabber Users Assigned to Specific IM&P Node

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Introduction

This document describes how to solve the issue when the persistent chat rooms disappear from the Jabber.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Instant Messaging and Presence Service (IM&P)
- Cisco Jabber
- Command Line Interface (CLI)
- SQL language

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

Scenario and conditions go as follows:

- All users assigned to IM&P node A (which can be Database Publisher or Subscriber node within High Availability (HA) pair) can see all Persistent Chat rooms.
- All users assigned to IM&P node B (which can be Database Publisher or Subscriber node within HA pair) cannot see most or some of the Persistent Chat rooms.
- If you unassign any user from IM&P node B and assign it to node A instead, once they sign out and sign back in to Jabber, they are able to see all Persistent Chat rooms.
- If you issue **show perf query class "Cisco XCP TC Room Counters"** CLI command on IM&P node

A, you are able to see all Persistent Chat rooms being listed.

- If you issue **show perf query class "Cisco XCP TC Room Counters"** CLI command on IM&P node B, you are not able to see all Persistent Chat rooms being listed.

Troubleshoot

Reproduce the issue and collect **Debug Level** traces for these services:

- Cisco XCP Text Conference Manager
- Cisco XCP Router
- Cisco XCP Connection Manager

From the logs, when user is assigned to node B, you are able to see how the **Cisco XCP Text Conference Manager** service replies with **404 Not Found** error back to user:

```
Line 3807: 16:12:44.634 |046f1b70| debug| DiscoGear.cpp:240 Handling disco#info query: <iq from='pchatr
```

Also, look for any errors or mismatches in the "**tcaliases**" table between these nodes. You can list the content of "tcaliases" table by issuing **run sql select * from tcaliases** CLI command on each IM&P node.

The output looks something like this, and must be the same on both nodes:

```
admin:run sql select * from tcaliases
pkid                                tcalias                                isprimary fkpr
=====
043d4cad-2a9d-4295-b371-46641ae034f4 conference-2-StandAloneCluster64ba2.cisco.com t b7b69c1f-b
88ac04fc-c619-4541-a526-e6ee6934e4bf conference-3-StandAloneCluster64ba2.cisco.com t ce4a26a8-8
3c2d12d6-7e98-6d2b-3dc4-70016a4597b9 alias.cisco.com f b7b69c1f-b
```

Solution 1

Once you have identified this error signature and behavior, you can try to re-sync the rooms by restarting Cisco XCP Text Conference manager service on both IM&P nodes

Run the CLI command on both nodes: **utils service restart Cisco XCP Text Conference Manager**

While restarting Cisco XCP Text Conference Manager:

```
admin:utils service restart Cisco XCP Text Conference Manager
Do not press Ctrl+C while the service is restarting. If the service has not restarted properly, execute
Service Manager is running
Cisco XCP Text Conference Manager[STARTING]
Cisco XCP Text Conference Manager[STARTING]
Cisco XCP Text Conference Manager[STARTED]
```



Note: The restart of the Cisco XCP Text Conference Manager service, temporarily brings down the ad-hoc group chats and Persistent Chat Rooms for Jabber users.

After that, have the Jabber users assigned to node B to sign out and sign back in. This must allow them to rediscover all of the missing rooms.

Solution 2

In case the issue persists after the application of the Workaround 1, the issue occurs due to the **tc-1.xml** file (Text Conference configuration file) in the node B, which is not aligned to the one in node A.

These are the steps to solve the issue:

Step 1. Enable "High Availability" in **CM Administration > System > Presence Redundancy Groups**.

High Availability



Enable High Availability

Step 2. Initiate a manual failover of node B to node A. At this point, **tcaliases** table and **tc-1.xml** file must be updated with the current High Availability state.

High Availability							
<input checked="" type="checkbox"/> Enable High Availability							
Monitored Server	Assigned Users	Active Users	Server State	Reason	ServerAction		
10.3.74.13	3	0	Normal	Normal	Failover		
10.3.74.14	4	4	Normal	Normal	Failover		

Step 3. Initiate a fallback so that the Presence Redundancy Group goes back to Normal/Normal state. The **tcaliases** table and **tc-1.xml** file now are updated.

High Availability							
<input checked="" type="checkbox"/> Enable High Availability							
Monitored Server	Assigned Users	Active Users	Server State	Reason	ServerAction		
10.3.74.13	3	0	Idle	On Admin Request	Fallback		
10.3.74.14	4	7	Running in Backup Mode	On Admin Request			



Note: The actions applied on the Workaround 2 temporarily cause disconnection from IM and Presence services for Jabber users while they get moved from one node to another.

After that, have the Jabber users assigned to node B to sign out and sign back in. This process now allow them to rediscover all of the missing rooms.

Verify

There is currently no verification procedure available for this configuration.