IM Compliance Serviceability and Troubleshooting

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Restart Cisco XCP Router Service

Procedure

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<tr>
<th>Step</th>
<th>Description</th>
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<tr>
<td>Step 1</td>
<td>Choose Cisco Unified IM and Presence Serviceability &gt; Tools &gt; Control Center - Network Services.</td>
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<tr>
<td>Step 2</td>
<td>Choose the server from the Server list box.</td>
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<td>Step 3</td>
<td>Click Go.</td>
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<tr>
<td>Step 4</td>
<td>Click the Cisco XCP Router radio button in the IM and Presence Services section.</td>
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<tr>
<td>Step 5</td>
<td>Click Restart.</td>
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<tr>
<td>Step 6</td>
<td>Click OK when a message indicates that restarting may take a while.</td>
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</tbody>
</table>
Restart Cisco XCP Message Archiver Service

Procedure

Step 1 Choose Cisco Unified IM and Presence Serviceability > Tools > Control Center - Feature Services.
Step 2 Choose the server from the Server list box.
Step 3 Click Go.
Step 4 Click the Cisco XCP Message Archiver radio button in the IM and Presence Services section.
Step 5 Click Restart.

Set Trace Level to Info to Support IM Compliance

The Message Archiver component uses the logging feature of the Cisco XCP Router service which requires that the trace level is set to Info or higher.

Note
IM and Presence Service sets the trace level for Cisco XCP Router to Info by default. If you change the trace level to a level below Info, the compliance feature will not function correctly on IM and Presence Service.

Procedure

Step 1 Sign in to Cisco Unified CM IM and Presence Administration.
Step 2 Choose Navigation > Cisco Unified IM and Presence Serviceability from the menu in the upper, right corner of the IM and Presence Service main window.
Step 3 Choose Trace > Configuration.
Step 4 Choose the server that is running the service for which you want to configure trace from the Server list box and click Go.
Step 5 Choose IM and Presence Services from the Service Group list box and click Go.
Step 6 Choose the Cisco XCP Router service from the Service list box and click Go.
Step 7 Check the Trace On check box.
Step 8 Choose Info as the Debug Trace Level in the Trace Filter Settings.