



## Troubleshooting

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### Network Errors During Installation

During the installation process, the installation program verifies that the server can successfully connect to the network by using the network configuration that you enter. If it cannot connect, a message displays, and you get prompted to select one of the following options:

- RETRY - The installation program tries to validate networking again. If validation fails again, the error dialog box displays again.
- REVIEW (Check Install) - This option allows you to review and modify the networking configuration. When detected, the installation program returns to the network configuration windows. Networking gets validated after you complete each networking window, so the message might display multiple times.
- HALT - The installation halts. You can copy the installation log files to a virtual serial port to aid troubleshooting of your network configuration. For details, see <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/116577-technote-UC-00.html>.
- IGNORE - The installation continues. The networking error gets logged. In some cases, the installation program validates networking multiple times, so this error dialog box might display multiple times. If you choose to ignore network errors, the installation may fail.

### Failed Installations

If your installation fails, check the configuration and confirm the following:

- Parse the passwords from the platformconfig.xml file to verify security password.
- Complete a packet capture from Cisco Unified Communications Manager to confirm that the IM and Presence Service IP address is reaching Cisco Unified Communications Manager during the install.
- Verify that NTP is synchronized on Cisco Unified Communications Manager

- If you get a message that install has failed do you want to capture output to a serial dump, you can set up the VM to get this information to a serial port. For details, <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/116577-technote-UC-00.html>.
- Confirm that the version of the IM and Presence Service and Cisco Unified Communications Manager are compatible.
- If you are installing a subscriber, verify that the subscriber node is the same version as the publisher node. The subscriber OVA should be the same OVA that is used for the publisher.

## Unrecoverable IM and Presence Service Node

If a node is in a state that cannot be recovered you must reinstall the node.




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**Note** If you reinstall a node in an intercluster deployment, you must delete and re-add the intercluster peer connections between the reinstalled node and the other nodes in the cluster.

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### IM and Presence Service Database Publisher Node

Complete the following high-level procedure to reinstall an IM and Presence Service database publisher node.




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**Note** If you do not complete all of these steps in the order shown, recovery of the IM and Presence Service database publisher node will fail.

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1. Power down all the IM and Presence Service subscriber nodes.
2. Delete the subscriber nodes as follows:
  1. Unassign all users that are assigned to each of the IM and Presence Service subscriber nodes. (Select **Cisco Unified CM Administration** > **User Management** > **Assign Presence Users**).
  2. Remove the subscriber nodes from their presence redundancy groups. (Select **Cisco Unified CM Administration** > **System** > **Presence Redundancy Groups**).
  3. Delete the subscriber nodes from the Cisco Unified Communications Manager server list. (Select **Cisco Unified CM Administration** > **System** > **Server**).
3. Power down the IM and Presence Service database publisher node.
4. Delete the IM and Presence Service database publisher node as follows:
  1. Unassign the users that are assigned to the IM and Presence Service database publisher node. (Select **Cisco Unified CM Administration** > **User Management** > **Assign Presence Users**).
  2. Remove the node from the presence redundancy group. (Select **Cisco Unified CM Administration** > **System** > **Presence Redundancy Groups**).
  3. Delete the IM and Presence Service database publisher node from the Cisco Unified Communications Manager server list. (Select **Cisco Unified CM Administration** > **System** > **Server**).

5. Re-add the IM and Presence Service database publisher node to the Cisco Unified Communications Manager server list.
6. Perform a fresh install of the IM and Presence Service database publisher node.
7. Re-add the IM and Presence Service subscriber nodes to the Cisco Unified Communications Manager server list.
8. Perform a fresh install of each subscriber node.

### IM and Presence Service Subscriber Node

Complete the following high-level procedure to reinstall an IM and Presence Service subscriber node.



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**Note**

If you do not complete all of these steps in the order shown, recovery of the IM and Presence Service subscriber node will fail.

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1. Power down the IM and Presence Service node.
2. Delete the subscriber node as follows:
  1. Unassign the users that are assigned to the node. (Select **Cisco Unified CM Administration > User Management > Assign Presence Users**).
  2. Remove the node from the presence redundancy group. (Select **Cisco Unified CM Administration > System > Presence Redundancy Groups**).
  3. Delete the node from the Cisco Unified Communications Manager server list. (Select **Cisco Unified CM Administration > System > Server**)
3. Re-add the IM and Presence Service node to the Cisco Unified Communications Manager server list.
4. Perform a fresh install of the node.

