



## 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 USB disk to aid troubleshooting of your network configuration.
- 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.

## Log Files

If you encounter problems with the installation, you may be able to examine the install log files by entering the following commands in Command Line Interface.

To obtain a list of install log files from the command line, enter

**file list install \***

To view the log file from the command line, enter

**file view install *log\_file***

where *log\_file* is the log file name.

You can also view logs by using the Real Time Monitoring Tool. For more information on using and installing the Real Time Monitoring Tool, refer to the *Cisco Unified Real Time Monitoring Tool Administration Guide*.

You can get more information about installation events by viewing or downloading the System History log. Refer to the following for more information:

- *Cisco Unified Real Time Monitoring Tool Administration Guide*
- *Troubleshooting Guide*

## Unrecoverable IM and Presence Service Node

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

**Note**

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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.

- 1 Perform a fresh install of the IM and Presence Service database publisher node.
- 2 Perform a fresh install of each subscriber node.

### IM and Presence Service Subscriber Node

If an IM and Presence Service subscriber node is in an unrecoverable state, reinstall the node.