



Troubleshooting an XMPP Federation Integration

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Checking the System Troubleshooter

If you deploy multiple Cisco Unified Presence clusters and you configure XMPP federation, you must turn on XMPP federation on at least one node per cluster. You must configure the same XMPP federation settings and policy on each cluster; Cisco Unified Presence does not replicate the XMPP federation configuration across cluster. The System Troubleshooter reports if XMPP federation settings across clusters are not synchronized. The System Troubleshooter performs the following checks:

- XMPP federation is enabled consistently across intercluster peers.
- The SSL Mode is configured consistently across intercluster peers.
- The 'Required Valid client-side certificates' is configured consistently across intercluster peers.
- The SASL settings are configured consistently across intercluster peers.
- The dialback secret is configured consistently across intercluster peers.
- The default Admin Policy for XMPP Federation is configured consistently across inter-cluster peers.
- The Policy hosts are configured consistently across inter-cluster peers.

Procedure

Step 1 Select **Cisco Unified Presence Administration > Diagnostics > System Troubleshooter**.

Step 2 Ensure there are green checks beside the following checks:

- Verify the XMPP Federation settings match on all interclustered peers.
- Verify that SASL settings have been correctly configured for all intercluster peers.
- Verify that XMPP has been uniformly disabled or enabled on at least one node in each all clusters.
- Verify that the default Admin Policy is consistent across all intercluster peers.
- Verify that the Host Policy is consistent across all intercluster peers.

The System Troubleshooter provides recommended actions if it reports a problem with any of these checks.

Related Topics

[Location of Log Files for XMPP Federation, page 13-1](#)