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Solutions to Specific Problems

Problem: After adding the Cisco External Command Interface component to the Jabber XCP Controller, the component does not start.

Solution: This problem can occur if an incorrect version of Java is installed on the Jabber server, or if an incorrect path is specified for the Java executable or the meetingplace.jar file in the Cisco External Command Interface configuration.

For information about the version of Java required for Cisco Unified MeetingPlace for Jabber, see the System Requirements.

To check the Java and Jar paths, do the following procedure.

To Check the Java and Jar Paths

1. Log on to the Jabber XCP Controller web interface.
2. From the Jabber XCP Controller home page, in the Components section, locate the **Cisco External Command Interface** component.
3. In the Actions column, click **Edit**.
4. On the Cisco External Command Interface Configuration page, from the Configuration View drop-down list, choose **Intermediate**.
5. In the Router Connection Information section, verify the value for **Command**. Check the value for the Java path, which appears after "exec" in the command. Also check the value for the meetingplace.jar file, which appears after "-jar" in the path. You can also copy the text from this field and paste it into a console to attempt to run the component.
6. Click **Submit** to save any changes.

Problem: Jabber Messenger clients appear to hang when attempting to invite users to or join meetings.

Solution: If the response time between the Jabber Messenger client and Cisco Unified MeetingPlace for Jabber is too long, users may think their Jabber client has hung while it is waiting for a response from the server. The default time period is 300 seconds (5 minutes). You can adjust this time period by doing the following procedure.

To Change the Command Time-Out

1. Log on to the Jabber XCP Controller web interface.
2. From the Jabber XCP Controller home page, in the Components section, locate the **Cisco External Command Interface** component.
3. In the Actions column, click **Edit**.
4. On the Cisco External Command Interface Configuration page, from the Configuration View drop-down list, choose **Intermediate**.
5. In the External Command Integration Configuration section, enter a new value in seconds for the **Command time-out (secs)** field.
6. Click **Submit** to save any changes.

Collecting Logs

You can collect console information from the Jabber Messenger client and logs from the Jabber server to help diagnose problems, or to send when you report a problem to Cisco TAC.

In the Jabber Messenger client, the Console tab lists the XML messages passing between the client and the Jabber server; from the Jabber Messenger menu, click **View > Console** to enable the console.

On the Jabber server, you can enable diagnostic logs from the XCP Controller web interface. To do so, do the following procedure.

To Enable Logging on the Jabber Server

1. Log on to the Jabber XCP Controller web interface.
2. From the Jabber XCP Controller home page, in the Components section, locate the **Cisco External Command Interface** component.
3. In the Actions column, click **Edit**.
4. On the Cisco External Command Interface Configuration page, from the Configuration View drop-down list, choose **Intermediate**.
5. In the External Command Configuration section, under Cisco Unified MeetingPlace Command, from the **MeetingPlace Level Filter** drop-down list, choose **Verbose**.
6. Under Java Component Logging, note the value of the File Name parameter. This is the location to which the log will be written.
7. Click **Submit** to save any changes.