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Component Does Not Start After Adding Cisco External Command Interface Component

Problem: The Cisco External Command Interface component does not start after adding it to the Jabber XCP Controller.

Solution: This problem can occur if an incorrect version of Java is installed on the Jabber XCP 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 Jabber, see the [Jabber integration system requirements](#).

Before You Begin

Log on to the Jabber XCP Controller web interface.

Procedure

1. Locate the Cisco External Command Interface component.
2. Click **Edit**.
The system displays the Cisco External Command Interface Configuration window.
3. Choose **Intermediate** from the Configuration View list box.
4. Ensure that the value for **Command** in the Router Connection Information area is correct.
5. Ensure that the value for the Java path is correct. The value appears after "exec" in the command.
6. Ensure that the value for the meetingplace.jar file is correct. The value appears after "-jar" in the path.
7. (Optional) Copy the text from this field.
8. (Optional) Paste the text into a console to attempt to run the component.
9. Click **Submit**.

Clients Response is Slow When Attempting to Join a Meeting

Problem: Jabber Messenger clients experience slow response time when attempting to join a meeting, or when inviting users to a meeting.

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

Before You Begin

Log on to the Jabber XCP Controller web interface.

Procedure

1. Locate the Cisco External Command Interface component.
2. Click **Edit**.
The system displays the Cisco External Command Interface Configuration window.
3. Choose **Intermediate** from the Configuration View list box.
4. Enter a new value in seconds for the **Command time-out (secs)** field in the External Command Integration Configuration area.
5. Click **Submit**.

Collecting Log Files

You can collect console information from the Jabber Messenger client and logs from the Jabber XCP server to help diagnose problems. If you report a problem to Cisco TAC, you might need to send the logs to them.

In the Jabber Messenger client, the Console tab lists the XML messages that pass between the client and the Jabber XCP server. To access the message list from the Jabber Messenger menu, click **View > Console** to enable the console.

On the Jabber XCP server, you can enable diagnostic logs from the Jabber XCP Controller web interface.

Before You Begin

Log on to the Jabber XCP Controller web interface.

Procedure

1. Locate the Cisco External Command Interface component.
2. Click **Edit** in the Actions column.
The system displays the Cisco External Command Interface Configuration window.
3. Choose **Intermediate** from the Configuration View list box.
4. Locate the External Command Configuration area.
5. Locate the Cisco Unified MeetingPlace Command area.
6. Choose **Verbose** from the **MeetingPlace Level Filter** list box.
7. Make a note of the value of the file name parameter under Java component logging. This is the location where log will be written.
8. Click **Submit**.