



IM Compliance Configuration

- [Configure IM Compliance, page 1](#)
- [Turning on Cisco XCP Message Archiver Service, page 2](#)
- [Configure Alarms for IM Compliance, page 3](#)

Configure IM Compliance

We recommend that you perform this configuration on the IM and Presence publisher node in your cluster.

Before You Begin

- Install and configure one or more supported external databases. Refer to the *Database Setup for IM and Presence Service on Cisco Unified Communications Manager*.
- Configure the external databases on IM and Presence Service. Choose **Cisco Unified CM IM and Presence Administration > Messaging > External Databases**.

Procedure

- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Messaging > Compliance > Compliance Settings**.
- Step 2** Choose Message Archiver from the Compliance Server Selection.
- Step 3** (Optional) Check the **Enable Outbound Message Logging** checkbox.
Turning on this option can degrade IM performance. Because all inbound messages are already logged, do not enable this setting unless you are using IM compliance in intercluster or federated networks.
- Step 4** Check or uncheck the **Block message delivery if unable to record in compliance database** check box. If the compliance database goes down, the following happens:
 - Checked—Users are blocked from sending and receiving messages. When attempting to send a message, the sender will be notified with the message, "Message to <user ID | group chat room> could not be delivered".

- Unchecked—Users can send and receive messages with no interruption or awareness that messages are not being archived.

Step 5 For each node, assign a database from the External Database option.
If you are using one external database for your cluster, assign all nodes to the same external database. If you are using more than one external database for your cluster, assign the nodes to the external databases based on your capacity requirements.

Step 6 Click **Save**.

Step 7 Start the Cisco Message Archiver service (if this service is not already started).

Step 8 Restart the Cisco XCP Router service.
Troubleshooting Tips

- If you make any subsequent changes to the Message Archiver configuration, restart the Cisco XCP Router service.
- (All releases) If you switch between IM compliance deployment options (for example, switch from the Third-Party Compliance Server option to the Message Archiver option), you must restart the Cisco XCP Router service.

What to Do Next

[Turning on Cisco XCP Message Archiver Service, on page 2](#)

Related Topics

[Restart Cisco XCP Router Service](#)

[Restart Cisco XCP Message Archiver Service](#)

[Sample Topologies and Message Flow for IM Compliance](#)

Turning on Cisco XCP Message Archiver Service

The Cisco XCP Message Archiver service must be running for the compliance feature to operate correctly on IM and Presence Service.



Note If you do not assign an external database to a node for the compliance feature, IM and Presence Service does not permit you to turn on the Cisco XCP Message Archiver service.

Procedure

Step 1 Choose **Cisco Unified IM and Presence Serviceability > Tools > Service Activation**.

Step 2 Choose the server from the Server list box.

Step 3 Click **Go**.

Step 4 Click the radio button next to the Cisco XCP Message Archiver service in the IM and Presence Services section.

Step 5 Click **Save**.

Troubleshooting Tips

If the Cisco XCP Message Archiver service fails to start, but the System Troubleshooter (**Cisco Unified CM IM and Presence Administration > Diagnostics > System Troubleshooter**) shows that the status of the external database connection is ok, we recommend that you unassign the external database from the node, and reassign it again.

Related Topics

[Configure IM Compliance, on page 1](#)

Configure Alarms for IM Compliance

If IM and Presence Service loses its connection to the external database, users will still be able to send instant messages to each other. However, these messages will not be archived, and you will no longer be satisfying any regulatory compliance guidelines. To ensure that you are notified if this connection is lost, you should verify that its associated alarm is properly configured.

Procedure

- Step 1** Sign into **Cisco Unified CM IM and Presence Administration**.
 - Step 2** Choose **Navigation > Cisco Unified IM and Presence Serviceability** from the menu in the upper, right corner of the IM and Presence Service main window.
 - Step 3** Choose **Alarm > Configuration**.
 - Step 4** From the Server drop-down list, choose the server for which you want to configure the alarm.
 - Step 5** Click **Go**.
 - Step 6** From the Service Group drop-down list, choose IM and Presence Services.
 - Step 7** Click **Go**.
 - Step 8** From the Service drop-down list, choose Cisco XCP Message Archiver.
 - Step 9** Click **Go**.
 - Step 10** Configure the alarm settings as preferred.
 - Step 11** Click **Save**.
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