



IM Compliance Serviceability and Troubleshooting

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Restart Cisco XCP Router Service

Procedure

- Step 1** Choose **Cisco Unified IM and Presence Serviceability > Tools > Control Center - Network Services**.
 - Step 2** Choose the server from the Server list box.
 - Step 3** Click **Go**.
 - Step 4** Click the **Cisco XCP Router** radio button in the IM and Presence Services section.
 - Step 5** Click **Restart**.
 - Step 6** Click **OK** when a message indicates that restarting may take a while.
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Restart Cisco XCP Message Archiver Service

Procedure

- Step 1** Choose **Cisco Unified IM and Presence Serviceability > Tools > Control Center - Feature Services**.
 - Step 2** Choose the server from the Server list box.
 - Step 3** Click **Go**.
 - Step 4** Click the **Cisco XCP Message Archiver** radio button in the IM and Presence Services section.
 - Step 5** Click **Restart**.
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