

**Main page:** [Cisco Unified Presence, Release 7.x](#)

Use this procedure to change the IP address of a subscriber server if your cluster servers are defined by host name. DNS servers comprise part of the network infrastructure. Cisco Unified Presence servers do not and cannot run DNS services.

## Contents

- [1 Previous Topic](#)
- [2 Procedure](#)
- [3 Troubleshooting Tips](#)
- [4 Related Topics](#)
- [5 What To Do Next](#)

**Previous Topic**

- [How to Change the Cluster IP Addresses for Servers That Are Defined by Host Names](#)

### Procedure

1. Perform the following actions:
  1. Change the DNS record of the subscriber server to point to the new IP address.
  2. Ensure that you correctly update both the forward (A) and reverse (PTR) records.
  3. Refresh your DNS cache to ensure that the records are correctly updated.
2. Verify that the DNS change propagates to other nodes by using the **utils network host** and **show tech network hosts** CLI commands on all the cluster nodes:

```
admin:utils network host lg-sub-4
Hostname lg-sub-4 resolves to 14.86.13.11
admin:show tech network hosts
----- show platform network -----
/etc/hosts File:
#This file was generated by the /etc/hosts cluster manager.
#It is automatically updated as nodes are added, changed, removed
from the cluster.
127.0.0.1 localhost
14.87.10.10 lg-pub-1.lindermangroup.cisco.com lg-pub-1
14.87.10.11 lg-tftp-1.lindermangroup.cisco.com lg-tftp-1
14.87.10.12 lg-tftp-2.lindermangroup.cisco.com lg-tftp-2
14.87.11.10 lg-sub-1.lindermangroup.cisco.com lg-sub-1
14.87.11.11 lg-sub-3.lindermangroup.cisco.com lg-sub-3
14.86.13.10 lg-sub-2.lindermangroup.cisco.com lg-sub-2
14.86.13.11 lg-sub-4.lindermangroup.cisco.com lg-sub-4
14.87.11.12 lg-sub-5.lindermangroup.cisco.com lg-sub-5
14.87.11.13 lg-sub-7.lindermangroup.cisco.com lg-sub-7
14.86.13.12 lg-tftp-3.lindermangroup.cisco.com lg-tftp-3
14.87.20.20 lg-cups1.heroes.com lg-cups1
```

```
14.86.13.13 lg-sub-6.lindermangroup.cisco.com lg-sub-6
admin:
```

3. If you are moving the server to a different subnet that requires a new default gateway address, change the default gateway by using the **set network gateway** CLI command, as shown in the following example:

```
admin:set network gateway 10.3.90.2
*** W A R N I N G ***
This will cause the system to temporarily lose network connectivity
Do you want to continue ?
Enter "yes" to continue or any other key to abort
yes
executing...
admin:
```

4. Change the IP address of the subscriber server, and if necessary, the default gateway to the new address, by performing the following tasks:

If you want to use:	Action	Troubleshooting Tips
Cisco Unified Communications Operating System	From Cisco Unified Communications Operating System Administration, choose <b>Settings &gt; IP &gt; Ethernet</b> .	
CLI command	<p>1. Enter the CLI command <b>set network ip eth0</b> <i>ip_address</i> <i>netmask</i> where <i>ip_address</i> specifies the new server IP address and <i>netmask</i> specifies the new server network mask.</p> <p>The following output displays:</p> <pre>admin: <b>set network ip eth0 10.3.90.21 255.255.254.0</b> *** W A R N I N G *** If there are IP addresses (not hostnames) configured in CallManager Administration under System -&gt; Servers then you must change the IP address there BEFORE changing it here or call processing will fail. This will cause the system to restart ===== Note: To recognize the new IP address all nodes within the cluster will have to be manually rebooted. ===== Do you want to continue? Enter "yes" to continue and restart or any other key to abort</pre> <p>2. Enter <b>yes</b> and press <b>Enter</b>.</p>	<p>When changing the hostname or IP address of more than one subscriber server, we recommend that you:</p> <ol style="list-style-type: none"> <li>1. Change the hostname of the hostnames or IP addresses for all subscriber servers a time.</li> <li>2. Restart all subscriber servers in the cluster (including the public servers) to update the</li> </ol>

		<p>nan res file suc hos rho sql and ser</p> <p><b>Caution!</b> D change the hostname o address of r than one se at the same because it c cause .rhos sqlhosts fil be out of sy the cluster.</p>
--	--	---

5. Verify that the DNS change propagates to other nodes by using the **utils network host** and **show tech network hosts** CLI commands on all the cluster nodes:

```
admin:utils network host lg-sub-4
Hostname lg-sub-4 resolves to 14.86.13.11
admin:show tech network hosts
----- show platform network -----
/etc/hosts File:
#This file was generated by the /etc/hosts cluster manager.
#It is automatically updated as nodes are added, changed, removed
from the cluster. /tt>
<tt> 127.0.0.1 localhost
14.87.10.10 lg-pub-1.lindermangroup.cisco.com lg-pub-1
14.87.10.11 lg-tftp-1.lindermangroup.cisco.com lg-tftp-1
14.87.10.12 lg-tftp-2.lindermangroup.cisco.com lg-tftp-2
14.87.11.10 lg-sub-1.lindermangroup.cisco.com lg-sub-1
14.87.11.11 lg-sub-3.lindermangroup.cisco.com lg-sub-3
14.86.13.10 lg-sub-2.lindermangroup.cisco.com lg-sub-2
14.86.13.11 lg-sub-4.lindermangroup.cisco.com lg-sub-4
14.87.11.12 lg-sub-5.lindermangroup.cisco.com lg-sub-5
14.87.11.13 lg-sub-7.lindermangroup.cisco.com lg-sub-7
14.86.13.12 lg-tftp-3.lindermangroup.cisco.com lg-tftp-3
14.87.20.20 lg-cups1.heroes.com lg-cups1
14.86.13.13 lg-sub-6.lindermangroup.cisco.com lg-sub-6
admin:
```

6.

Database Replication Status	Action
-----------------------------	--------

<p>If the changed hostname or IP address propagates correctly cluster-wide:</p>	<p>Return to Step 4 and complete the procedure on the next subscriber server.</p>
<p>If the changed hostname or IP address does not propagate to the other servers in the cluster:</p>	<p>Sign in to the CLI for each server in the cluster and complete these steps:</p> <ol style="list-style-type: none"> <li>1. Run the command <b>utils dbreplication stop</b> on the subscriber servers one at a time. Wait for the command to complete successfully.</li> <li>2. Run the command <b>utils dbreplication stop</b> on the publisher server. Wait for the command to complete successfully.</li> <li>3. Run the command <b>utils dbreplication dropadmindb</b> on the subscriber servers one at a time. Wait for the command to complete successfully.</li> <li>4. Run the command <b>utils dbreplication dropadmindb</b> on the publisher server. Wait for the command to complete successfully.</li> <li>5. On the publisher server <i>ONLY</i>, run the command <b>utils dbreplication clusterreset</b>. Wait for the command to complete successfully.</li> <li>6. Restart the subscriber servers.</li> <li>7. If publisher hostname or IP address changed, reboot the publisher server.</li> <li>8. Login to the publisher server CLI again and run the command <b>utils dbreplication runtimestate</b> on the publisher server to monitor the results of database replication. All servers should be in RTMT State 2.</li> </ol>

**Troubleshooting Tips**

- If you changed switches in addition to changing the gateway and IP address for the Cisco Unified Presence server, complete these steps while the server is automatically rebooting. Otherwise, some of the CUP scripts may fail network connectivity checks upon startup.
  - ◆ watch the reboot screen
  - ◆ enter `ping -t' on the old IP address
  - ◆ when the pings are no longer successful, disconnect from the old switch and connect to the new switch
- The local name resolution files, such as hosts, rhosts, sqlhosts, and services are only updated during system startup. You need to restart core network services, such as Cisco DB and Cisco Tomcat, after the files are updated. Restarting the servers ensures that the proper update and service-restart sequence for the IP address changes take effect.

**Related Topics**

- [Changing the Cluster IP Addresses for Publisher Servers That Are Defined by Host Name](#)
- [Getting More Information](#)

**What To Do Next**

Post-Change Task List