Main page: Cisco Unified Presence, Release 7.x

Use the following procedure to change the host name of subscriber servers in a cluster. DNS servers comprise part of the network infrastructure. Cisco Unified Presence servers do not and cannot run DNS services.

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Previous Topic

- How to Change the Host Name for Servers in a Cluster

Before You Begin

You must shut down some Cisco Unified Presence services prior to configuring an IP or host name change. Run the following CLI commands:

- `utils service stop Cisco UP Config Agent`
- `utils service stop Cisco UP Intercluster Sync Agent`
- `utils service stop Cisco UP OAM Agent`
- `utils service stop Cisco UP Presence Engine`
- `utils service stop Cisco UP SIP Proxy`
- `utils service stop Cisco UP Sync Agent`

Failure to properly shut down these services prior to changing the IP/hostname could potentially trigger erroneous alerts and core dumps during the renaming process. If you inadvertently skip this step, and an alarm or core is generated as a result, you will need to manually clear it and remove the core by using the following CLI command: `file delete activelog core/*`

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.
2. Verify that the DNS change propagates to other nodes by using the following CLI commands on all the cluster nodes:

Command Line	Output / Result

utils network host
 	
show tech network hosts
	`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:`
	Note: Do not proceed if the change has not propagated to all nodes.

utils diagnose module validate_network	This diagnostics module checks that you configured DNS client services correctly, the server can connect to the DNS server, and Forward (A) and Reverse (PTR) records are present and match the server IP address and host name. **Note:** Do not proceed if the change has not propagated to all nodes.

3. Perform one of the following tasks:

- If the servers are defined by IP address and you are only changing the host name of the server, skip to Step 8.
- If you are changing the IP address or the server is defined by hostname, continue with Step 5.

4. From Cisco Unified Presence Administration, perform the following tasks on the publisher server:

1. Navigate to **System > Topology**.
2. Change the hostname of the Cisco Unified Presence server under Node Detail Configuration.

5. You need only complete this step for one server in the Cisco Unified Presence cluster. From Cisco Unified Communications Manager Administration, perform the following tasks when you are changing either the subscriber or publisher:

1. Navigate to **System > Application Server**.
2. Change the host name of the Cisco Unified Presence server under Application Server Configuration.

   Note: In Release 7.03 and later, Cisco Unified Presence attempts to change the hostname automatically. However, you must still verify the entry, and change it if the correct value is not automatically populated.

6. Ensure that the host name or IP address change is replicated to all the nodes in the cluster as follows:

1. via the Node Detail window in Cisco Unified Presence Administration (**System > Topology**).
2. by entering the CLI command **run sql select name,nodeid from ProcessNode**.

7. Repeat on all nodes in the cluster.

8. Change the host name of the server by performing one or more of the following tasks:

If you want to:	Action
Change the IP, hostname, or subnet gateway from Cisco Unified Communications Operating System Administration	1. Navigate to **Settings > IP > Ethernet**. 2. Change IP address and, if necessary, the default gateway to the new address. 3. Click **Save**, which automatically reboots this server with the changes. **Note:** Changing the host name triggers an automatic, self-signed Certificate Regeneration. After the server reboots automatically, secure connections to this server will fail until the CTL client is rerun and the CTL file is updated.
Change the hostname via a CLI command	1. Enter the CLI command **`set network hostname`** *hostname.* 2. Enter **Yes** and press **Enter**. This will automatically reboot this server with the new host name. **Note:** Changing the host name triggers an automatic, self-signed Certificate Regeneration. After the server reboots automatically, secure connections to this server will fail until the CTL client is rerun and the CTL file is updated.
Change the IP address and subnet via a CLI command	1. Change the server Default Gateway to the new address by using the **`set network gateway`** *ipaddress* CLI command. 2. When the default gateway is changing, ensure (prior to the next step) that the server is moved to the new subnet and has access to the default gateway prior to the next step. 3. If you also want to also change the IP address of the server, perform the following tasks: ◊ Enter the CLI command **`set network ip eth0`** *ip_address netmask* where *ip_address*

	specifies the new server IP address and *netmask* specifies the new server network mask. ◊ Enter **Yes** and press **Enter**. This will automatically reboot this server with the new IP address.

9. Reboot all other servers in the cluster, including the publisher, to update the local name resolutions files such as hosts/rhosts/sqlhosts/service.

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 a `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
- During Cisco Unified Communications Manager server startup, the Verify Network script checks whether the server can access the default gateway. If the server cannot communicate with the default gateway at the time of startup, the Verify Network script will fail, and startup may be delayed. If you are using Manual DHCP configuration and the DHCP server is not reachable or not giving out an IP address to the server, the system will not boot and will instead continuously wait at the Verify Network startup phase.
- The local name resolutions files such as hosts/rhosts/sqlhosts/service only update during startup time, and core network services such as Cisco DB and Cisco Tomcat need to be restarted after the files are updated. A restart of the servers ensures the proper update and service restart sequence for the IP address changes to take effect.

Related Topics

- Changing the Host Name for the Publisher Server
- Getting More Information

What To Do Next

Post-Change Task List