



## CHAPTER 9

# Changing the IP Addresses of Cisco Unity Connection 7.x Servers

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## Determining Whether a Connection 7.x Server Is Defined by a Host Name or an IP Address

**Revised June 5, 2009**

The procedure you use to change the IP address of a Connection server depends on whether the server is defined by a host name or by an IP address.

### To Determine Whether a Connection 7.x Server Is Defined by a Host Name or an IP Address

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- Step 1** On the server whose IP address you want to change, log onto Cisco Unity Connection Administration.
- Step 2** Expand System Settings, and click **Cluster**.  
You go to the Cluster page even when no cluster is configured.
- Step 3** Click **Find** to display a list of servers in the cluster.
- Step 4** For the server whose IP address you want to change, if the value of the Host Name/IP Address column is a host name, the server is defined by a host name.

If the value of the Host Name/IP Address column is an IP address, the server is defined by an IP address.

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## Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed

When you change the IP address of the Connection server, you must also make the same change on all associated components that reference the Connection server by IP address:

- Bookmarks on client computers to the following web applications:
  - Cisco Personal Communications Assistant
  - Cisco Unity Connection Administration
  - Real-Time Monitoring Tool
- Cisco Fax Server
- Cisco Unified Application Environment
- Cisco Unified Mobile Advantage
- Cisco Unified Presence
- Cisco Unified Personal Communicator
- Cisco Unity Connection ViewMail for Microsoft Outlook
- IMAP e-mail clients that access Connection
- Phone systems and related components:
  - Cisco EGW 2200
  - Cisco ISR voice gateway
  - Cisco SIP Proxy Server
  - Cisco Unified Communications Manager
  - Cisco Unified Communications Manager Express
  - PIMG/TIMG units
- RSS readers
- SMTP smart host
- Voice-messaging systems with which Connection is integrated via VPIM, including:
  - Cisco Unity
  - Cisco Unity Express

## Changing the IP Address of a Single 7.x Server That Is Defined by a Hostname (No Connection Cluster)

Revised June 5, 2009

**Caution**

Do not change the IP address of a Connection server during business hours. The server must be restarted for changes to take effect.

### To Change the IP Address of a Single 7.x Server That Is Defined by a Hostname (No Connection Cluster)

- Step 1** Review the list of associated components on which you also need to change the IP address of the Connection server if those components reference Connection by IP address. See the [“Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed”](#) section on page 9-2.

**Caution**

If associated components reference the Connection server by IP address and if you do not change the IP address as applicable, the components will no longer be able to access the Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT) confirm that the server is running and available:
- Using the RTMT, log onto the server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to [Step 3](#).  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.

- Step 3** Log on to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, click **Cluster Management**.
  - In the Server Status column, confirm that the value for the current server is Primary. If the Server Status column has any other value, resolve the problem before continuing.

- Step 4** Check network connectivity and DNS server configuration by running the following CLI command:

**admin: utils diagnose module validate\_network**

**Log file: /var/log/active/platform/log/diag1.log**

**Starting diagnostic test(s)**

=====

**test - validate\_network : Passed**

**Diagnostics Completed**

**admin:**

- Step 5** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).
- Step 6** If Digital Networking is configured, remove the server from the digital network. See the [“Using Digital Networking”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).

**Caution**

Readding a server to a digital network can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a digital network before you continue with this procedure.

- Step 7** On a DNS server, change the DNS record of the server to the new IP address. Update both the forward (A) and reverse (PTR) records.
- Step 8** Change the IP address of the server and, if applicable, the default gateway:
- Log on to Cisco Unified Operating System Administration.
  - From the Settings menu, click **IP > Ethernet**.
  - Under Port Information, change the value of the IP Address field and, if applicable, the Subnet Mask field.
  - If you are moving the server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
  - Click **Save**, and the system restarts.
- Step 9** In the RTMT, confirm that the server is running and available:
- Using the RTMT, log on to the server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to [Step 10](#).  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
- Step 10** Update RTMT custom alerts and saved profiles.
- RTMT custom alerts that are derived from performance counters include the hard-coded server IP address. You must delete and reconfigure the custom alerts.
  - RTMT saved profiles that have performance counters include the hard-coded server IP address. You must delete and readd the counters and then save the profiles to update them to the new IP address.
- Step 11** Check associated components and change configurations as required. (Consult documentation for the affected products to determine how to make the required changes.) See the [“Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed”](#) section on page 9-2.
- Step 12** If the server was part of a digital network before you changed the IP address, readd the server to the digital network. See the [“Using Digital Networking”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).
- Step 13** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

# Changing the IP Address of a Single 7.x Server That Is Defined by an IP Address (No Connection Cluster)

Added June 5, 2009



## Caution

Do not change the IP address of a Connection server during business hours. The server must be restarted for changes to take effect.

## To Change the IP Address of a Single 7.x Server That Is Defined by an IP Address (No Connection Cluster)

- Step 1** Review the list of associated components on which you also need to change the IP address of the Connection server if those components reference Connection by IP address. See the [“Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed”](#) section on page 9-2.



## Caution

If associated components reference the Connection server by IP address and if you do not change the IP address as applicable, the components will no longer be able to access the Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT) confirm that the server is running and available:
- Using the RTMT, log onto the server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to [Step 3](#).  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
- Step 3** Log on to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, click **Cluster Management**.
  - In the Server Status column, confirm that the value for the current server is Primary. If the Server Status column has any other value, resolve the problem before continuing.
- Step 4** Check network connectivity and DNS server configuration by running the following CLI command:

**admin: utils diagnose module validate\_network**

**Log file: /var/log/active/platform/log/diag1.log**

**Starting diagnostic test(s)**

=====

**test - validate\_network : Passed**

**Diagnostics Completed**

**admin:**

- Step 5** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).
- Step 6** If Digital Networking is configured, remove the server from the digital network. See the “Using Digital Networking” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).

**Caution**

Readding a server to a digital network can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a digital network before you continue with this procedure.

- Step 7** On a DNS server, change the DNS record of the server to the new IP address. Update both the forward (A) and reverse (PTR) records.
- Step 8** Change the IP addresses of the server in Connection Administration:
- Log on to Cisco Unity Connection Administration.
  - Expand System Settings, and click **Cluster**.
  - Click **Find** to display a list of servers in the cluster.
  - Click the name of the server.
  - Change the value of the Host Name/IP Address field to the new IP address.
  - Click **Save**.
- Step 9** Change the IP address of the server and, if applicable, the default gateway:
- Log on to Cisco Unified Operating System Administration.
  - From the Settings menu, click **IP > Ethernet**.
  - Under Port Information, change the value of the IP Address field and, if applicable, the Subnet Mask field.
  - If you are moving the server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
  - Click **Save**, and the system restarts.
- Step 10** In the RTMT, confirm that the server is running and available:
- Using the RTMT, log on to the server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to [Step 10](#).  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
- Step 11** Update RTMT custom alerts and saved profiles.
- RTMT custom alerts that are derived from performance counters include the hard-coded server IP address. You must delete and reconfigure the custom alerts.
  - RTMT saved profiles that have performance counters include the hard-coded server IP address. You must delete and readd the counters and then save the profiles to update them to the new IP address.

- Step 12** Check associated components and change configurations as required. (Consult documentation for the affected products to determine how to make the required changes.) See the “[Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed](#)” section on page 9-2.
- Step 13** If the server was part of a digital network before you changed the IP address, readd the server to the digital network. See the “[Using Digital Networking](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).
- Step 14** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

## Changing the IP Address of a 7.x Publisher Server That Is Defined by a Host Name



### Caution

Do not change the IP address of a Connection server during business hours. When a Connection cluster is configured, both servers must be restarted for changes to take effect.

### To Change the IP Address of a 7.x Publisher Server that Is Defined by a Host Name

- Step 1** Review the list of associated components on which you also need to change the IP address of the Connection server if those components reference Connection by IP address. See the “[Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed](#)” section on page 9-2.



### Caution

If associated components reference the Connection server by IP address and if you do not change the IP address as applicable, the components will no longer be able to access the Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT), confirm that the publisher and subscriber servers are running and available:
- Using the RTMT, log on to the publisher server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to Step d.  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - Repeat Step a. through Step c. on the subscriber server.
- Step 3** On the publisher server, log on to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, click **Cluster Management**.

- b. In the Server Status column, confirm that the value for the current server is either Primary or Secondary. If the Server Status column has any other value, resolve the problem before continuing.

**Step 4** Check network connectivity and DNS server configuration by running the following CLI command:

**admin: utils diagnose module validate\_network**

**Log file: /var/log/active/platform/log/diag1.log**

**Starting diagnostic test(s)**

=====

**test - validate\_network : Passed**

**Diagnostics Completed**

**admin:**

**Step 5** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

**Step 6** If Digital Networking is configured, remove the publisher server from the digital network. See the “Using Digital Networking” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).



**Caution**

Readding a server to a digital network can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a digital network before you continue with this procedure.

**Step 7** On a DNS server, change the DNS record of the publisher server to the new IP address. Update both the forward (A) and reverse (PTR) records.

**Step 8** On the subscriber server, change the IP address of the publisher server:

- a. Log on to Cisco Unified Operating System Administration.
- b. From the Settings menu, click **IP > Publisher**.
- c. Change the IP address of the publisher server.
- d. Click **Save**.

**Step 9** On the publisher server, change the IP address of the publisher server and, if applicable, the default gateway:

- a. Log on to Cisco Unified Operating System Administration.
- b. From the Settings menu, click **IP > Ethernet**.
- c. Under Port Information, change the value of the IP Address field and, if applicable, the Subnet Mask field.
- d. If you are moving the publisher server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
- e. Click **Save**, and the system restarts.



- Step 10** Log on to the subscriber server by using an SSH application, and run the CLI command **utils system restart** to restart the server, which updates the local name resolution files.
- Step 11** In the RTMT, confirm that the publisher and subscriber servers are running and available:
- Using the RTMT, log on to the publisher server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to Step **d**.  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - Repeat Step **a**. through Step **c**. on the subscriber server.
- Step 12** Update RTMT custom alerts and saved profiles.
- RTMT custom alerts that are derived from performance counters include the hard-coded server IP address. You must delete and reconfigure the custom alerts.
  - RTMT saved profiles that have performance counters include the hard-coded server IP address. You must delete and readd the counters and then save the profile to update them to the new IP address.
- Step 13** Check associated components and change configurations as required. (Consult documentation for the affected products to determine how to make the required changes.) See the “[Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed](#)” section on page 9-2.
- Step 14** If the publisher server was part of a digital network before you changed the IP address of this server, readd the server to the digital network. See the “[Using Digital Networking](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).
- Step 15** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

## Changing the IP Address of a 7.x Publisher Server That Is Defined by an IP Address



### Caution

Do not change the IP address of a Connection server during business hours. When a Connection cluster is configured, both servers must be restarted for changes to take effect.

### To Change the IP Address of a 7.x Publisher Server that Is Defined by an IP Address

- Step 1** Review the list of associated components on which you also need to change the IP address of the Connection server if those components reference Connection by IP address. See the “[Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed](#)” section on page 9-2.

**Caution**

If associated components reference the Connection server by IP address and if you do not change the IP address as applicable, the components will no longer be able to access the Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT), confirm that the publisher and subscriber servers are running and available:
- Using the RTMT, log on to the publisher server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to Step d.  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - Repeat Step a. through Step c. on the subscriber server.
- Step 3** On the publisher server, log on to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, click **Cluster Management**.
  - In the Server Status column, confirm that the value for the current server is either Primary or Secondary. If the Server Status column has any other value, resolve the problem before continuing.
- Step 4** Check network connectivity and DNS server configuration by running the following CLI command:

**admin: utils diagnose module validate\_network**

**Log file: /var/log/active/platform/log/diag1.log**

**Starting diagnostic test(s)**

=====

**test - validate\_network : Passed**

**Diagnostics Completed**

**admin:**

- Step 5** If Digital Networking is configured, remove the publisher server from the digital network. See the “Using Digital Networking” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).

**Caution**

Readding a server to a digital network can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a digital network before you continue with this procedure.

- Step 6** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

- Step 7** On the publisher server, change the IP addresses of the publisher server in Connection Administration:
- Log on to Cisco Unity Connection Administration.
  - Expand System Settings, and click **Cluster**.
  - Click **Find** to display a list of servers in the cluster.
  - Click the name of the publisher server.
  - Change the value of the Host Name/IP Address field to the new IP address.
  - Click **Save**.
- Step 8** On the publisher server, change the IP address of the publisher server and, if applicable, the default gateway in Cisco Unified Operating System Administration:
- Log on to Cisco Unified Operating System Administration.
  - From the Settings menu, click **IP > Ethernet**.
  - Under Port Information, change the value of the IP Address field and, if applicable, the Subnet Mask field.
  - If you are moving the publisher server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
  - Click **Save**, and the system restarts.
- Step 9** On the subscriber server, change the IP address of the publisher server:
- Log on to Cisco Unified Operating System Administration.
  - From the Settings menu, click **IP > Publisher**.
  - Change the IP address of the publisher server.
  - Click **Save**.
- Step 10** Log on to the subscriber server by using an SSH application, and run the CLI command **utils system restart** to restart the server, which updates the local name resolution files.
- Step 11** In the RTMT, confirm that the publisher and subscriber servers are running and available:
- Using the RTMT, log on to the publisher server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to Step [d](#).  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - Repeat Step [a](#). through Step [c](#). on the subscriber server.
- Step 12** Update RTMT custom alerts and saved profiles.
- RTMT custom alerts that are derived from performance counters include the hard-coded server IP address. You must delete and reconfigure the custom alerts.
  - RTMT saved profiles that have performance counters include the hard-coded server IP address. You must delete and readd the counters and then save the profiles to update them to the new IP address.
- Step 13** Check associated components and change configurations as required. (Consult documentation for the affected products to determine how to make the required changes.) See the [“Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed”](#) section on page 9-2.

- Step 14** If the publisher server was part of a digital network before you changed the IP address of this server, readd the server to the digital network. See the “Using Digital Networking” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).
- Step 15** Back up the server using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

## Changing the IP Address of a 7.x Subscriber Server That Is Defined by a Host Name



### Caution

Do not change the IP address of a Connection server during business hours. When a Connection cluster is configured, both servers must be restarted for changes to take effect.

### To Change the IP Address of a 7.x Subscriber Server that Is Defined by a Host Name

- Step 1** Review the list of associated components on which you also need to change the IP address of the Connection server if those components reference Connection by IP address. See the “Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed” section on page 9-2.



### Caution

If associated components reference the Connection server by IP address and if you do not change the IP address as applicable, the components will no longer be able to access the Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT), confirm that the publisher and subscriber servers are running and available:
- Using the RTMT, log on to the publisher server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to Step d.  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - Repeat Step a. through Step c. on the subscriber server.
- Step 3** On the subscriber server, log on to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, click **Cluster Management**.
  - In the Server Status column, confirm that the value for the current server is either Primary or Secondary. If the Server Status column has any other value, resolve the problem before continuing.
- Step 4** Check network connectivity and DNS server configuration by running the following CLI command:

```
admin: utils diagnose module validate_network
```

```
Log file: /var/log/active/platform/log/diag1.log
```

```
Starting diagnostic test(s)
```

```
=====
```

```
test - validate_network : Passed
```

```
Diagnostics Completed
```

```
admin:
```

- Step 5** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).
- Step 6** On a DNS server, change the DNS record of the subscriber server to the new IP address. Update both the forward (A) and reverse (PTR) records.
- Step 7** Confirm that the DNS change propagates to the publisher server by using the following two CLI commands on the subscriber server and the publisher server:
- ```
utils network host
show tech network hosts
```
- Step 8** On the subscriber server, change the IP address of the subscriber server and, if applicable, the default gateway:
- Log on to Cisco Unified Operating System Administration.
  - From the Settings menu, click **IP > Ethernet**.
  - Under Port Information, change the value of the IP Address field and, if applicable, the Subnet Mask field.
  - If you are moving the publisher server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
  - Click **Save**, and the system restarts.
- Step 9** Log on to the publisher server by using an SSH application, and run the CLI command **utils system restart** to restart the server, which updates the local name resolution files.
- Step 10** In the RTMT, confirm that the publisher and subscriber servers are running and available:
- Using the RTMT, log on to the publisher server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to Step d. If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - Repeat Step a. through Step c. on the subscriber server.
- Step 11** Update RTMT custom alerts and saved profiles.
- RTMT custom alerts that are derived from performance counters include the hard-coded server IP address. You must delete and reconfigure the custom alerts.

- RTMT saved profiles that have performance counters include the hard-coded server IP address. You must delete and readd the counters and then save the profiles to update them to the new IP address.
- Step 12** Check associated components and change configurations as required. (Consult documentation for the affected products to determine how to make the required changes.) See the “[Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed](#)” section on page 9-2.
- Step 13** Back up the publisher server using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

## Changing the IP Address of a 7.x Subscriber Server That Is Defined by an IP Address



### Caution

Do not change the IP address of a Connection server during business hours. When a Connection cluster is configured, both servers must be restarted for changes to take effect.

### To Change the IP Address of a 7.x Subscriber Server that Is Defined by an IP Address

- Step 1** Review the list of associated components on which you also need to change the IP address of the Connection server if those components reference Connection by IP address. See the “[Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed](#)” section on page 9-2.



### Caution

If associated components reference the Connection server by IP address and if you do not change the IP address as applicable, the components will no longer be able to access the Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT), confirm that the publisher and subscriber servers are running and available:
- a. Using the RTMT, log on to the publisher server.
  - b. In the left pane, under Tools, click **Alert Central**.
  - c. In the right pane, on the System tab, if ServerDown is black, skip to Step d.  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - d. Repeat Step a. through Step c. on the subscriber server.
- Step 3** On the subscriber server, log on to Cisco Unified Serviceability, and check the status of the server:
- a. From the Tools menu, click **Cluster Management**.
  - b. In the Server Status column, confirm that the value for the current server is either Primary or Secondary. If the Server Status column has any other value, resolve the problem before continuing.
- Step 4** Check network connectivity and DNS server configuration by running the following CLI command:

```
admin: utils diagnose module validate_network
```

```
Log file: /var/log/active/platform/log/diag1.log
```

```
Starting diagnostic test(s)
```

```
=====
```

```
test - validate_network : Passed
```

```
Diagnostics Completed
```

```
admin:
```

- Step 5** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).
- Step 6** On the publisher server, change the IP addresses of the subscriber server:
- Log on to Cisco Unity Connection Administration.
  - Expand System Settings, and click **Cluster**.
  - Click **Find** to display a list of servers in the cluster.
  - Click the name of the subscriber server.
  - Change the value of the Host Name/IP Address field to the new IP address.
  - Click **Save**.
- Step 7** On the subscriber server, change the IP address of the subscriber server and, if applicable, the default gateway:
- Log on to Cisco Unified Operating System Administration.
  - From the Settings menu, click **IP > Ethernet**.
  - Under Port Information, change the value of the IP Address field and, if applicable, the Subnet Mask field.
  - If you are moving the publisher server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
  - Click **Save**, and the system restarts.
- Step 8** Log on to the publisher server by using an SSH application, and run the CLI command **utils system restart** to restart the server, which updates the local name resolution files.
- Step 9** In the RTMT, confirm that the publisher and subscriber servers are running and available:
- Using the RTMT, log on to the publisher server.
  - In the left pane, under Tools, click **Alert Central**.
  - In the right pane, on the System tab, if ServerDown is black, skip to Step **d**.  
If ServerDown is red, right-click **ServerDown**, and click **Alert Details**. Resolve the problem before continuing.
  - Repeat Step **a**. through Step **c**. on the subscriber server.
- Step 10** Update RTMT custom alerts and saved profiles.

- RTMT custom alerts that are derived from performance counters include the hard-coded server IP address. You must delete and reconfigure the custom alerts.
- RTMT saved profiles that have performance counters include the hard-coded server IP address. You must delete and readd the counters and then save the profiles to update them to the new IP address.

**Step 11** Check associated components and change configurations as required. (Consult documentation for the affected products to determine how to make the required changes.) See the [“Associated Components on Which the IP Address of a Connection 7.x Server Must Be Changed”](#) section on page 9-2.

**Step 12** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/drs\\_administration/guide/7xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html).

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