

# How to Configure the Cisco Collaboration Server to Use Network Address Translation

Document ID: 17923

---

## **Introduction**

### **Prerequisites**

Requirements

Components Used

Conventions

### **When Translation is Used**

### **How to Configure Collaboration Server for NAT**

### **Restart the Web Services on the Collaboration Server**

### **Related Information**

---

## **Introduction**

This document explains how to configure a Cisco Collaboration Server for callers or agents that connect with Network Address Translation (NAT). NAT is typically used between the caller and the Collaboration Server, but NAT can also be used with the agent connection. NAT is also needed if the Collaboration Server has multiple network cards or in any situation where the IP address of the server needs to be manually specified.

## **Prerequisites**

### **Requirements**

Cisco recommends that you have knowledge of these topics:

- Cisco Collaboration Server 3.0, 3.01, or 3.02

### **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco Collaboration Server 3.0, 3.01, and 3.02

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### **Conventions**

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## **When Translation is Used**

IP address translation is usually set up at the interface of the Internet and the demilitarized zone (DMZ) where the Collaboration Server resides. This interface is typically a firewall used to filter requests from the public Internet by port and IP addresses. NAT likely takes place at the interface between the DMZ and the corporate

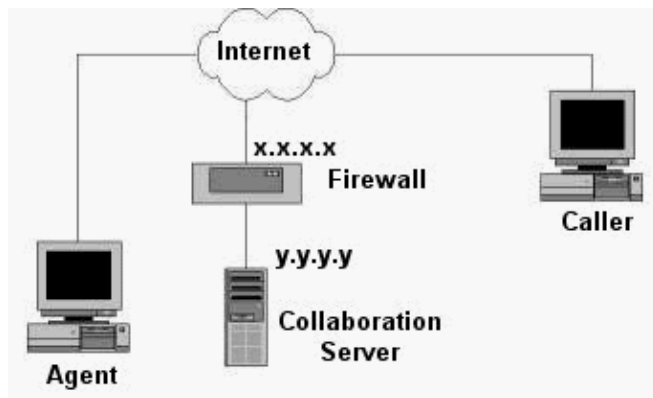
network if it is set up for the agent connection.

## How to Configure Collaboration Server for NAT

An agent or caller can view standard web pages without a problem if they connect to the Collaboration Server. An internal mechanism discovers the IP address of the server and gives it to the client when a file needs to be downloaded. However, this internal lookup might not provide the proper address to the user if NAT is used. Set the IP address with the `wlserver.properties` file located under `<CCS root>/servlet/properties` to override the internal process. This property is added in this file if you use Cisco Collaboration Server 3.0:

```
wlServer.wcServer.SERVER_IP=<IP address>
```

Use the IP address that the agents and callers use to connect to the Collaboration Server:

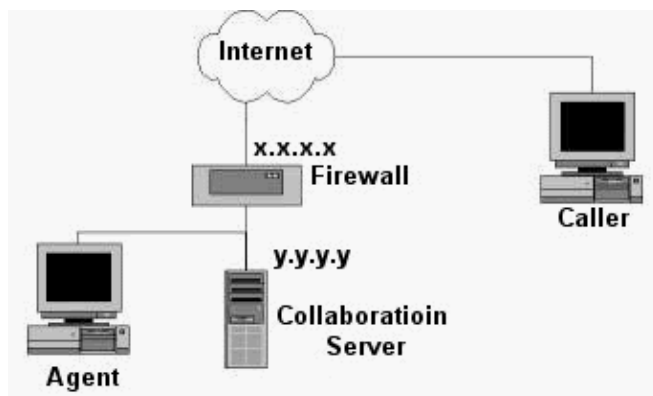


Cisco Collaboration Server 3.01 or later needs to be installed if the caller and agent use different IP addresses to connect to the Collaboration Server. Two new properties are included in the `wlserver.properties` file in Cisco Collaboration Server 3.01. Add these properties if you use Cisco Collaboration Server 3.01 or 3.02:

```
wlServer.wcServer.CALLER_IP=<IP Address>
```

```
wlServer.wcServer.AGENT_IP=<IP Address>
```

Substitute the address that callers and agents use to connect to the Collaboration Server for `<IP Address>`.



You can use only one of these methods at a time. Make sure to comment `wlServer.wcServer.SERVER_IP` out of the property file if `wlServer.wcServer.CALLER_IP` and `wlServer.wcServer.AGENT_IP` are used.

# Restart the Web Services on the Collaboration Server

You must shut down and restart the web services on the Collaboration Server when you make changes to the `wlserver.properties` file. You must do this to ensure that the property changes take effect.

---

## Related Information

- [Network Address Translation \(NAT\) – Cisco Systems](#)
  - [Technical Support & Documentation – Cisco Systems](#)
- 

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jan 05, 2006

Document ID: 17923

---