

# CallManager Move to a New Location

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## Introduction

This document describes how to move Cisco CallManager to a new location. It contains two scenarios:

- How to move Cisco CallManager without the IP address change
- How to move Cisco CallManager with the IP address change

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco CallManager

### Components Used

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

- Cisco CallManager

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.

## How to Move Cisco CallManager Without the IP Address Change

When you move Cisco CallManager, move the publisher first, then the subscriber.

Complete these steps:

1. Verify that the publisher and the subscriber run the same version of the operating system and Cisco CallManager.
2. Use the latest version of the Cisco IP Telephony Backup and Restore System (BARS) utility to perform a backup of the publisher.
3. Verify both the publisher and the subscriber are fully functional. For example, add a phone to the publisher and check to see if it appears in the subscriber.

This action verifies the replication between the publisher and the subscriber.

4. Shut down the publisher.
5. Verify that all phones successfully fail over to the subscriber.
6. Test all functions of the subscriber when the publisher is down.
7. Move the publisher to the new location.

**Note:** It is assumed that infrastructure such as the switch and its configuration are in place and functional.

8. Start the publisher.
9. Verify that all phones successfully fail over to the publisher.
10. Test all functions of the publisher and the subscriber.
11. Apply steps 2 through 8 to the subscriber.
12. Test all functions of the publisher and the subscriber.

## How to Move Cisco CallManager with the IP Address Change

When you move Cisco CallManager, move the publisher first, then the subscriber.

Complete these steps:

1. Verify that the publisher and the subscriber run the same version of the operating system and Cisco CallManager.
2. Use the latest version of the IP Telephony BARS utility to perform a backup of the publisher.
3. Verify both the publisher and the subscriber are fully functional. For example, add a phone on the publisher and check to see if it appears in the subscriber.

This action verifies the replication between the publisher and the subscriber.

4. Shut down the publisher.
5. Verify that all phones successfully fail over to the subscriber.
6. Test all functions of the subscriber when the publisher is down.
7. Move the publisher to the new location.

**Note:** It is assumed that infrastructure such as the switch and its configuration are in place and functional.

8. Change the IP address of the publisher.

Refer to Changing the IP Address for Cisco CallManager.

9. Start the publisher.
  10. Reset all the phones to force the download of the new IP address change.
  11. Verify that all phones successfully fail over to the publisher.
  12. Test all functions of the publisher and the subscriber.
  13. Apply steps 2 through 10 to the subscriber.
  14. Test all functions of the publisher and the subscriber.
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## Related Information

- **Changing the IP Address for Cisco CallManager**
  - **Voice Technology Support**
  - **Voice and IP Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation – Cisco Systems**
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