Unified Communications Manager 6.x/7.x Error: Configuration Validation with 'Publisher Hostname' or Configured First Node

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Introduction

This document describes how to troubleshoot an issue that occurs when an install or upgrade fails when a user tries to install or upgrade the Cisco Unified Communications Manager subscriber server with one of these error messages:

   Configuration validation with 'publisher hostname' ('publisher ip address') failed.

   Configured first node 'publisher hostname' is not a First Node.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager versions 6.x, 7.x, and 8.x.

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.
**Problem 1**

When the user tries to install or upgrade the Cisco Unified Communication Manager subscriber, the upgrade fails and one of these error messages appears:

```
Configuration validation with 'publisher hostname' ('publisher ip address') failed, configured first node.
Configured first node 'publisher hostname' is not a First Node.
```

**Solution 1**

This issue occurs due to the mismatch of the administrator passwords or security passwords between the publisher and subscriber. The security password on all nodes in a cluster must match with that of the publisher. Maintain the same security password on all machines, or the cluster nodes are not able to communicate.

Refer to Recovering Administrator and Security Passwords for further information on how to troubleshoot this issue.

**Note:** Once you insert the CD or DVD and press Enter, the name of the administrator account appears. This is the name that you entered at the time of installation. Next, you are prompted for a new password.

**Problem 2**

When the user tries to upgrade the Cisco Emergency Responder (CER) to a higher version on the Cisco Unified Communications Manager subscriber, the upgrade fails, and this error message appears:

```
Configuration validation with 'publisher hostname' ('publisher ip address') failed.
This node is not found in 'publisher hostname' server configuration.
```

**Solution 2**

Ensure that the security password of this subscriber is the same as that of the publisher before you proceed with these steps. Refer to the **Problem 1** section of this document for more information.

Complete these steps in order to resolve this issue:

1. Remove all particular subscriber information from the publisher.
   a. Choose **System > Server**.
      
      The Find and List Servers window displays.
   b. Click **Find** in order to locate all records in the database, or you can set the filter options to find the servers.
   c. Choose the subscriber that you want to delete from the publisher, and click **Delete Selected**.
2. Add the same subscriber to the cluster.
a. In order to add a server, choose **System > Server**, and click **Add New**.

b. Enter the IP address or host name of the server in the Host Name/IP Address field, and click **Save**.

Note: If your network uses the DNS services, you can enter the host name of the server. Otherwise, you must enter the full IP address of the server.

3. Restart the Cisco Unified Communications Manager.

Note: The issues described in this document occurs in the Cisco Unified Communications Manager (subscriber installation error connecting to publisher during Cisco ER 1.3 to 2.0 upgrade). For more information, refer to Cisco bug ID CSCso35554 (registered customers only).

### Problem 3

You receive this error message when you try to install Cisco Unified Communication Manager subscriber to a cluster:

"Error" "Configuration validation with 'publisher hostname' ('publisher ip address') failed. Could not send/receive UDP packets to publisher on port 8500"

### Solution 3

Complete these steps in order to resolve this issue:

1. Ensure connectivity to the publisher is up.
2. Ensure the MTU size is correct for this network.
3. Ensure the network allows packet fragments.
4. Disable the DNS service, and use the IP address instead of the hostname resolve method.

### Related Information

- Release Notes for Cisco Unified Communications Manager
- Voice Technology Support