

# CER IP Address Change



Document ID: 116293

Contributed by William Ryan Bennett and Heidi Dejbakhsh, Cisco TAC Engineers.

Jul 02, 2013

## Contents

### Introduction

### CER IP Changes

## Introduction

This document describes how to change the IP address of Cisco Emergency Response (CER).

## CER IP Changes

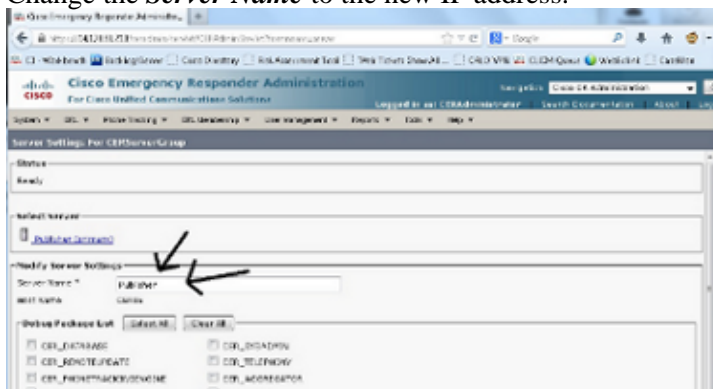
*Note:* In this example, CER Release 8.6.1 is installed, no Domain Name System (DNS) configuration is present (the IPs are not registered in DNS), and the CER IP address is changed from 14.128.60.213 to 14.128.60.212.

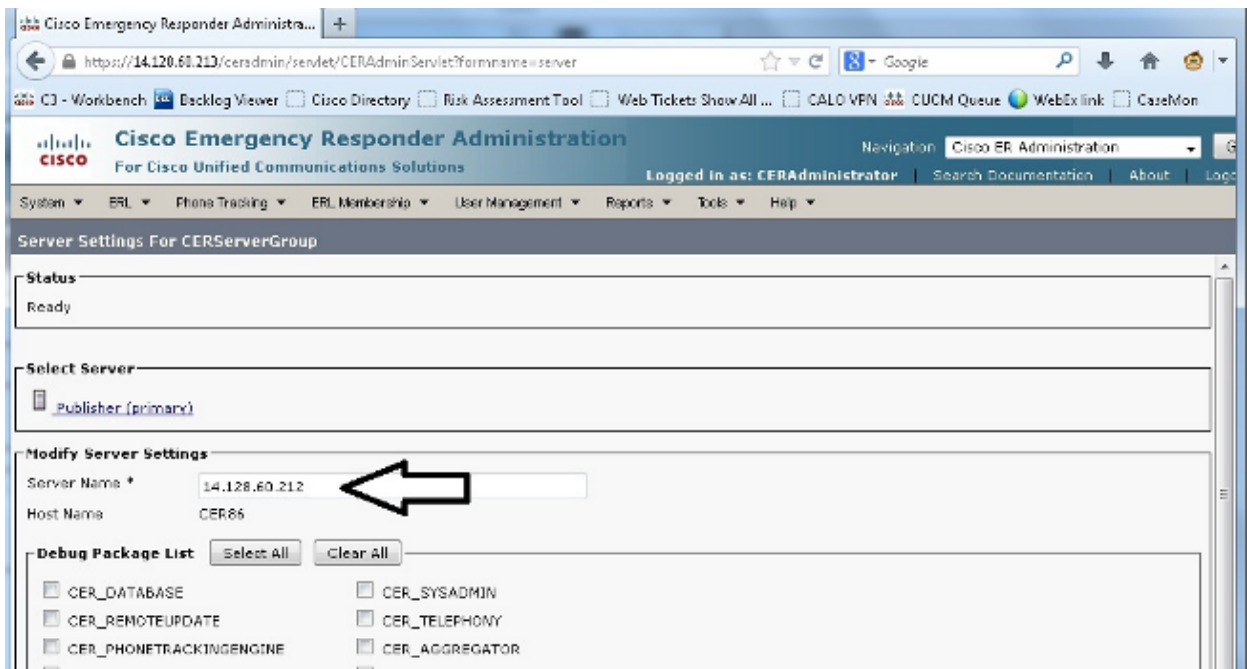
In order to change the CER IP address, complete these steps:

1. Use the CER Administration GUI, and navigate to **System > Server Settings**.

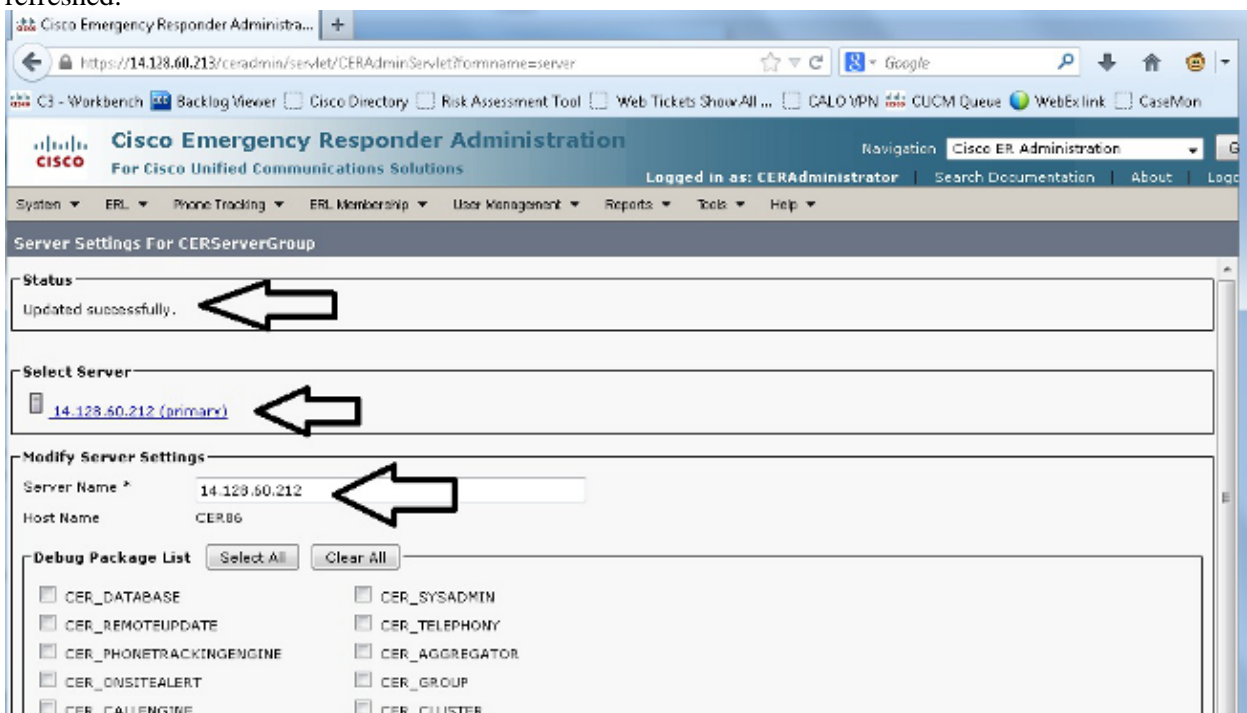


2. Change the **Server Name** to the new IP address.





3. The new IP address is shown in three places once the server name is updated and the page is refreshed:



4. Secure Shell (SSH) to CER as *admin:* and make changes to the gateway with use of the CLI.

```
14.128.60.213 - PuTTY
login as: CERAdministrator
CERAdministrator@14.128.60.213's password:
Command Line Interface is starting up, please wait ...

Welcome to the Platform Command Line Interface

VMware Installation:
  2 vCPU: Intel(R) Xeon(R) CPU E7- 2870 @ 2.40GHz
  Disk 1: 80GB
  4096 Mbytes RAM

admin:set network gateway 14.128.60.1

WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.

Continue (y/n)?y
***  W A R N I N G  ***
This will cause the system to temporarily lose network connectivity

Continue (y/n)?y

trying to restart network...

█
```

Wait for the *admin:* prompt to return before you proceed.

5. Change the IP address and subnet information:

```
14.128.60.213 - PuTTY
admin:
admin:
admin:
admin:
admin:
admin:set network ip eth0 14.128.60.212 255.255.255.0

WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.

Continue (y/n)?y
          ***  W A R N I N G  ***
If there are IP addresses (not hostnames)
configured in Cisco Unified CM Administration
under System -> Servers
then you must change the IP address there BEFORE
changing it here or call processing will fail.

This will cause the system to restart

=====
Note: To recognize the new IP address all nodes within
      the cluster will have to be manually rebooted.
=====

Continue (y/n)?y

trying to restart system...

Warning: Restart could take up to 5 minutes...

Shutting down Service Manager. Please wait...
Service Manager shutting down services... Please Wait
```

After the reboot process is complete, it takes 15 to 20 minutes for all of the services to come online and work properly.