



CHAPTER 12

Changing the IP Addresses of Cisco Unity Connection 9.x Servers

This chapter contains the following sections:

- [Determining Whether a Unity Connection 9.x Server is Defined by a Hostname or an IP Address, page 12-1](#)
- [Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed, page 12-2](#)
- [Changing the IP Address of a Single 9.x Server that is Defined by a Hostname \(No Unity Connection Cluster\), page 12-3](#)
- [Changing the IP Address of a Single 9.x Server that is Defined by an IP Address \(No Unity Connection Cluster\), page 12-5](#)
- [Changing the IP Address of a Unity Connection 9.x Publisher Server that is Defined by a Hostname, page 12-7](#)
- [Changing the IP Address of a Unity Connection 9.x Publisher Server That Is Defined by an IP Address, page 12-10](#)
- [Changing the IP Address of a Unity Connection 9.x Subscriber Server that is Defined by a Hostname, page 12-13](#)
- [Changing the IP Address of a Unity Connection 9.x Subscriber Server that is Defined by an IP Address, page 12-15](#)
- [Changing the IP Address of a Unity Connection 9.x Site Gateway in a Cisco Voicemail Organization, page 12-17](#)

Determining Whether a Unity Connection 9.x Server is Defined by a Hostname or an IP Address

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

To Determine Whether a Unity Connection 9.x Server Is Defined by a Hostname or an IP Address

-
- Step 1** On the server whose IP address you want to change, sign in to Cisco Unity Connection Administration.
- Step 2** Expand System Settings, and select **Cluster**.

You go to the Cluster page even when no cluster is configured.

Step 3 Select **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 Hostname/IP Address column is a hostname, the server is defined by a hostname.

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

Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed

When you change the IP address of the Unity Connection server, you must also make the same change on all associated components that reference the Unity 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 email clients that access Unity 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 Unity Connection is integrated via VPIM, including:
 - Cisco Unity
 - Cisco Unity Express

Changing the IP Address of a Single 9.x Server that is Defined by a Hostname (No Unity Connection Cluster)

**Caution**

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

If the Unity Connection server is configured to get an IP address from a DHCP server, you cannot manually change the IP address of the server using Unity Connection processes. Instead, you must do one of the following:

- Change DHCP/DNS settings, and restart the Unity Connection server by running the CLI command **utils system restart**.
- Disable DHCP on the Unity Connection server by running the CLI command **set network dhcp**, and then manually change the IP address by doing the following procedure.

For more information on the CLI commands, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

To Change the IP Address of a Single 9.x Server That Is Defined by a Hostname (No Unity Connection Cluster)

- Step 1** Review the list of associated components on which you also need to change the IP address of the Unity Connection server if those components reference Unity Connection by IP address. See the “[Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.

**Caution**

If associated components reference the Unity 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 Unity Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT) confirm that the server is running and available:
- a. Using the RTMT, sign in to the server.
 - b. In the left pane, under Tools, select **Alert Central**.
 - c. In the right pane, on the System tab, if ServerDown is black, skip to [Step 3](#).
If ServerDown is red, right-click **ServerDown**, and select **Alert Details**. Resolve the problem before continuing.
- Step 3** Sign in to Cisco Unified Serviceability, and check the status of the server:
- a. From the Tools menu, select **Cluster Management**.
 - b. 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 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.g.html.
- Step 6** If intrasite networking is configured, remove the server from the Unity Connection site. For instructions, see the “[Making Changes to the Networking Configuration in Cisco Unity Connection 9.x](#)” chapter of the *Networking Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.



Caution

Readding a server to a Unity Connection site can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a site 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:
- a. Sign in to Cisco Unified Operating System Administration.
 - b. From the Settings menu, select **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 server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
 - e. Select **Save**, and the system restarts.
- Step 9** In the RTMT, confirm that the server is running and available:
- a. Using the RTMT, sign in to the server.
 - b. In the left pane, under Tools, select **Alert Central**.
 - c. In the right pane, on the System tab, if ServerDown is black, skip to [Step 10](#).
If ServerDown is red, right-click **ServerDown**, and select **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 Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.
- Step 12** If the server was part of a Unity Connection site before you changed the IP address, readd the server to the site. For instructions, see the “[Making Changes to the Networking Configuration in Cisco Unity Connection 9.x](#)” chapter of the *Networking Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- Step 13** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.html.

Changing the IP Address of a Single 9.x Server that is Defined by an IP Address (No Unity Connection Cluster)



Caution

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

If the Unity Connection server is configured to get an IP address from a DHCP server, you cannot manually change the IP address of the server using Unity Connection processes. Instead, you must do one of the following:

- Change DHCP/DNS settings, and restart the Unity Connection server by running the CLI command **utils system restart**.
- Disable DHCP on the Unity Connection server by running the CLI command **set network dhcp**, and then manually change the IP address by doing the following procedure.

For more information on the CLI commands, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

To Change the IP Address of a Single 9.x Server That Is Defined by an IP Address (No Unity Connection Cluster)

- Step 1** Review the list of associated components on which you also need to change the IP address of the Unity Connection server if those components reference Unity Connection by IP address. See the “[Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.



Caution

If associated components reference the Unity 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 Unity Connection server.

- Step 2** In the Real-Time Monitoring Tool (RTMT) confirm that the server is running and available:
- Using the RTMT, sign in to the server.
 - In the left pane, under Tools, select **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 select **Alert Details**. Resolve the problem before continuing.
- Step 3** Sign in to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, select **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 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.html.
- Step 6** If intrasite networking is configured, remove the server from the Unity Connection site. For instructions, see the “[Making Changes to the Networking Configuration in Cisco Unity Connection 9.x](#)” chapter of the *Networking Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.



Caution Readding a server to a Unity Connection site can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a site 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:
- Sign in to Cisco Unity Connection Administration.
 - Expand System Settings, and select **Cluster**.
 - Select **Find** to display a list of servers in the cluster.
 - Select the name of the server.
 - Change the value of the Hostname/IP Address field to the new IP address.

- f. Select **Save**.
- Step 9** Change the IP address of the server and, if applicable, the default gateway:
- a. Sign in to Cisco Unified Operating System Administration.
 - b. From the Settings menu, select **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 server to a different subnet that requires a new default gateway address, under Gateway Information, change the value of the Default Gateway field.
 - e. Select **Save**, and the system restarts.
- Step 10** In the RTMT, confirm that the server is running and available:
- a. Using the RTMT, sign in to the server.
 - b. In the left pane, under Tools, select **Alert Central**.
 - c. In the right pane, on the System tab, if ServerDown is black, skip to [Step 10](#).
If ServerDown is red, right-click **ServerDown**, and select **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 Unity Connection 9.x Server Must Be Changed”](#) section on page 12-2.
- Step 13** If the server was part of a Unity Connection site before you changed the IP address, readd the server to the site. For instructions, see the http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa_g.html.
- Step 14** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa_g.html.

Changing the IP Address of a Unity Connection 9.x Publisher Server that is Defined by a Hostname



Caution

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

If the Unity Connection server is configured to get an IP address from a DHCP server, you cannot manually change the IP address of the server using Unity Connection processes. Instead, you must do one of the following:

- Change DHCP/DNS settings, and restart the Unity Connection server by running the CLI command **utils system restart**.
- Disable DHCP on the Unity Connection server by running the CLI command **set network dhcp**, and then manually change the IP address by doing the following procedure.

For more information on the CLI commands, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

To Change the IP Address of a Unity Connection 9.x Publisher Server That Is Defined by a Hostname

- Step 1** Review the list of associated components on which you also need to change the IP address of the Unity Connection server if those components reference Unity Connection by IP address. See the “[Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.



Caution If associated components reference the Unity 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 Unity 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, sign in to the publisher server.
 - In the left pane, under Tools, select **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 select **Alert Details**. Resolve the problem before continuing.
 - Repeat Step a. through Step c. on the subscriber server.
- Step 3** On the publisher server, sign in to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, select **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 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.html.
- Step 6** If intrasite networking is configured, remove the publisher server from the Unity Connection site. For instructions, see the “Making Changes to the Networking Configuration in Cisco Unity Connection 9.x” chapter of the *Networking Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.



Caution

Readding a server to a Unity Connection site can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a site 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:
- Sign in to Cisco Unified Operating System Administration.
 - From the Settings menu, select **IP > Publisher**.
 - Change the IP address of the publisher server.
 - Select **Save**.
- Step 9** On the publisher server, change the IP address of the publisher server and, if applicable, the default gateway:
- Sign in to Cisco Unified Operating System Administration.
 - From the Settings menu, select **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.
 - Select **Save**, and the system restarts.
- Step 10** Sign in 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, sign in to the publisher server.

- b. In the left pane, under Tools, select **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 select **Alert Details**. Resolve the problem before continuing.
- d. 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 Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.

Step 14 If the publisher server was part of a Unity Connection site before you changed the IP address of this server, readd the server to the site. For instructions, see the “[Making Changes to the Networking Configuration in Cisco Unity Connection 9.x](#)” chapter of the *Networking Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.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 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.html.

Changing the IP Address of a Unity Connection 9.x Publisher Server That Is Defined by an IP Address



Caution

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

If the Unity Connection server is configured to get an IP address from a DHCP server, you cannot manually change the IP address of the server using Unity Connection processes. Instead, you must do one of the following:

- Change DHCP/DNS settings, and restart the Unity Connection server by running the CLI command **utils system restart**.
- Disable DHCP on the Unity Connection server by running the CLI command **set network dhcp**, and then manually change the IP address by doing the following procedure.

For more information on the CLI commands, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

To Change the IP Address of a Unity Connection 9.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 Unity Connection server if those components reference Unity Connection by IP address. See the “[Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.



Caution If associated components reference the Unity 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 Unity 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, sign in to the publisher server.
 - In the left pane, under Tools, select **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 select **Alert Details**. Resolve the problem before continuing.
 - Repeat Step a. through Step c. on the subscriber server.

- Step 3** On the publisher server, sign in to Cisco Unified Serviceability, and check the status of the server:

- From the Tools menu, select **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 intrasite networking is configured, remove the publisher server from the Unity Connection site. For instructions, see the “[Making Changes to the Networking Configuration in Cisco Unity Connection 9.x](#)” chapter of the *Networking Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.



Caution Readding a server to a Unity Connection site can be a time-consuming process. Ensure that you thoroughly understand the work required to readd a server to a site 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 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.html.
- Step 7** On the publisher server, change the IP addresses of the publisher server in Connection Administration:
- Sign in to Cisco Unity Connection Administration.
 - Expand System Settings, and select **Cluster**.
 - Select **Find** to display a list of servers in the cluster.
 - Select the name of the publisher server.
 - Change the value of the Hostname/IP Address field to the new IP address.
 - Select **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:
- Sign in to Cisco Unified Operating System Administration.
 - From the Settings menu, select **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.
 - Select **Save**, and the system restarts.
- Step 9** On the subscriber server, change the IP address of the publisher server:
- Sign in to Cisco Unified Operating System Administration.
 - From the Settings menu, select **IP > Publisher**.
 - Change the IP address of the publisher server.
 - Select **Save**.
- Step 10** Sign in 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, sign in to the publisher server.
 - In the left pane, under Tools, select **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 select **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 Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.
- Step 14** If the publisher server was part of a Unity Connection site before you changed the IP address of this server, reread the server to the site. For instructions, see the “[Making Changes to the Networking Configuration in Cisco Unity Connection 9.x](#)” chapter of the *Networking Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.
- Step 15** Back up the server using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.html.

Changing the IP Address of a Unity Connection 9.x Subscriber Server that is Defined by a Hostname



Caution

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

If the Unity Connection server is configured to get an IP address from a DHCP server, you cannot manually change the IP address of the server using Unity Connection processes. Instead, you must do one of the following:

- Change DHCP/DNS settings, and restart the Unity Connection server by running the CLI command **utils system restart**.
- Disable DHCP on the Unity Connection server by running the CLI command **set network dhcp**, and then manually change the IP address by doing the following procedure.

For more information on the CLI commands, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

To Change the IP Address of a Unity Connection 9.x Subscriber Server That Is Defined by a Hostname

- Step 1** Review the list of associated components on which you also need to change the IP address of the Unity Connection server if those components reference Unity Connection by IP address. See the “[Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.



Caution

If associated components reference the Unity 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 Unity 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, sign in to the publisher server.
 - In the left pane, under Tools, select **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 select **Alert Details**. Resolve the problem before continuing.
 - Repeat Step a. through Step c. on the subscriber server.
- Step 3** On the subscriber server, sign in to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, select **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 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/drs\\_administration/guide/9xcucdrsa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.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:
- Sign in to Cisco Unified Operating System Administration.
 - From the Settings menu, select **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.
 - Select **Save**, and the system restarts.

- Step 9** Sign in 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, sign in to the publisher server.
 - In the left pane, under Tools, select **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 select **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 Unity Connection 9.x Server Must Be Changed” section on page 12-2.
- Step 13** Back up the publisher server using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa_g.html.

Changing the IP Address of a Unity Connection 9.x Subscriber Server that is Defined by an IP Address



Caution

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

If the Unity Connection server is configured to get an IP address from a DHCP server, you cannot manually change the IP address of the server using Unity Connection processes. Instead, you must do one of the following:

- Change DHCP/DNS settings, and restart the Unity Connection server by running the CLI command **utils system restart**.
- Disable DHCP on the Unity Connection server by running the CLI command **set network dhcp**, and then manually change the IP address by doing the following procedure.

For more information on the CLI commands, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

To Change the IP Address of a Unity Connection 9.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 Unity Connection server if those components reference Unity Connection by IP address. See the “[Associated Components on Which the IP Address of a Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.



Caution If associated components reference the Unity 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 Unity 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, sign in to the publisher server.
 - In the left pane, under Tools, select **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 select **Alert Details**. Resolve the problem before continuing.
 - Repeat Step a. through Step c. on the subscriber server.

- Step 3** On the subscriber server, sign in to Cisco Unified Serviceability, and check the status of the server:
- From the Tools menu, select **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 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa.html.

- Step 6** On the publisher server, change the IP addresses of the subscriber server:
- Sign in to Cisco Unity Connection Administration.
 - Expand System Settings, and select **Cluster**.
 - Select **Find** to display a list of servers in the cluster.

- d. Select the name of the subscriber server.
 - e. Change the value of the Hostname/IP Address field to the new IP address.
 - f. Select **Save**.
- Step 7** On the subscriber server, change the IP address of the subscriber server and, if applicable, the default gateway:
- a. Sign in to Cisco Unified Operating System Administration.
 - b. From the Settings menu, select **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. Select **Save**, and the system restarts.
- Step 8** Sign in 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:
- a. Using the RTMT, sign in to the publisher server.
 - b. In the left pane, under Tools, select **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 select **Alert Details**. Resolve the problem before continuing.
 - d. 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 Unity Connection 9.x Server Must Be Changed](#)” section on page 12-2.
- Step 12** Back up the server by using the Disaster Recovery System. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/drs_administration/guide/9xcucdrsa_g.html.

Changing the IP Address of a Unity Connection 9.x Site Gateway in a Cisco Voicemail Organization

For information on replacing a Unity Connection site gateway when Connection networking is configured, see the “Making Changes to a Unity Connection Site Gateway” section in the “[Managing Licenses in Cisco Unity Connection 9.x](#)” chapter in the *System Administration Guide for Cisco Unity*

Connection Release 9.x at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.
