



CHAPTER 2

Server Configuration

This chapter contains information on the following topics:

- [Server Configuration Settings, page 2-1](#)
- [Related Topics, page 2-6](#)

Server Configuration Settings

In Cisco Unified Communications Manager Administration, use the **System > Server** menu path to configure a server.

Use the Server Configuration window to specify the address of the server where Cisco Unified Communications Manager is installed.

Tips About Configuring a Server

Before you configure a server, review the following information:

- Make sure that you only add each server once in the Server Configuration window. If you add a server by using the hostname and add the same server again by using the IP address, Cisco Unified Communications Manager cannot accurately determine component versions for the server after a Cisco Unified Communications Manager upgrade. If you have two entries in Cisco Unified Communications Manager Administration for the same server, delete one of the entries before you upgrade (see the [“Tips About Deleting a Server” section on page 2-2](#)).
- When you perform a fresh installation of Cisco Unified Communications Manager, you must define any subsequent servers (nodes) in the Cisco Unified Communications Manager Administration Server Configuration window before you can install Cisco Unified Communications Manager on each subsequent server. To define a subsequent node, click **Add New** and perform the procedure in the [“Tips About Configuring a Server” section on page 2-1](#). After you add the subsequent server, you can then install the Cisco Unified Communications Manager software on that server.
- If you use IPv4 in your network, you must update the DNS server with the appropriate Cisco Unified Communications Manager name and address information before you use that information to configure the Cisco Unified Communications Manager server.

**Caution**

If your network supports IPv6 or IPv4 and IPv6 in dual-stack mode, you can provision your DNS server for IPv6 prior to upgrading from Cisco Unified Communications Manager Release 7.0(x) to Release 8.5(1). However, do not configure the DNS records for Cisco Unified Communications Manager for IPv6 until after you upgrade to Release 8.5(1). Configuring the DNS records for Cisco Unified Communications Manager for IPv6 prior to upgrading to Release 8.5(1) causes the upgrade to fail and causes your system to become nonfunctional after you reboot.

- For DNS, make sure that you map the IP addresses of all servers, including dummy nodes, to the host names on the DNS server. If you do not perform this task, Cisco Unified Communications Manager generates alarms that inform you that the License Manager service is down.
- Cisco Unified Communications Manager Administration does not prevent you from updating the Host Name/IP Address field under any circumstances.
- When you attempt to change the IP address in the Server Configuration window, the following message displays after you save the configuration: “Changing the host name/IP Address of the server may cause problems with Cisco Unified Communications Manager. Are you sure that you want to continue?” Before you click OK, make sure that you understand the implications of updating the Host Name/IP Address field; for example, incorrectly updating this setting may cause Cisco Unified Communications Manager to become inoperable; that is, the database may not work, you may not be able to access Cisco Unified Communications Manager Administration, and so on. In addition, updating this field without performing other related tasks may cause problems for Cisco Unified Communications Manager.
- Changes to the server configuration do not take effect until you restart Cisco Unified Communications Manager. For information about restarting the Cisco CallManager service, see the *Cisco Unified Serviceability Administration Guide*.
- For additional information on changing the IP address or host name, see the document, *Changing the IP Address and Host Name for Cisco Unified Communications Manager Release 8.5(1)*.

Tips About Deleting a Server

This section describes how to delete a server from the Cisco Unified Communications Manager database and how to add a deleted server back to the Cisco Unified Communications Manager cluster.

In Cisco Unified Communications Manager Administration, you cannot delete the first node of the cluster, but you can delete subsequent nodes. Before you delete a subsequent node in the Find and List Servers window, Cisco Unified CM Administration displays the following message: “You are about to permanently delete one or more servers. This action cannot be undone. Continue?”. If you click OK, the server gets deleted from the Cisco Unified CM database and is not available for use.

**Tip**

When you attempt to delete a server from the Server Configuration window, a message that is similar to the one in the preceding paragraph displays. If you click OK, the server gets deleted from the Cisco Unified CM database and is not available for use.

Before you delete a server, consider the following information:

- Cisco Unified Communications Manager Administration does not allow you to delete the first node in the cluster, but you can delete any subsequent node.
- Cisco recommends that you do not delete any node that has Cisco Unified Communications Manager running on it, especially if the node has devices, such as phones, registered with it.

- Although dependency records exist for the subsequent nodes, the records do not prevent you from deleting the node.
- If any call park numbers are configured for Cisco Unified Communications Manager on the node that is being deleted, the deletion fails. Before you can delete the node, you must delete the call park numbers in Cisco Unified Communications Manager Administration.
- If a configuration field in Cisco Unified Communications Manager Administration contains the IP address or host name for a server that you plan to delete, update the configuration before you delete the server. If you do not perform this task, features that rely on the configuration may not work after you delete the server; for example, if you enter the IP address or host name for a service parameter, enterprise parameter, service URL, directory URL, IP phone service, and so on, update this configuration before you delete the server.
- If an application GUI, for example, Cisco Unity, Cisco Unity Connection, and so on, contains the IP address or host name for the server that you plan to delete, update the configuration in the corresponding GUIs before you delete the server. If you do not perform this task, features that rely on the configuration may not work after you delete the server.
- The system may automatically delete some devices, such as MOH servers, when you delete a server.
- Before you delete a node, Cisco recommends that you deactivate the services that are active on the subsequent node. Performing this task ensures that the services work after you delete the node.
- Changes to the server configuration do not take effect until you restart Cisco Unified Communications Manager. For information on restarting the Cisco CallManager service, see the *Cisco Unified Serviceability Administration Guide*.
- To ensure that database files get updated correctly, you must reboot the cluster after you delete a server.
- After you delete the node, access Cisco Unified Reporting to verify that Cisco Unified Communications Manager removed the node from the cluster. In addition, access Cisco Unified Reporting, RTMT, or the CLI to verify that database replication is occurring between existing nodes; if necessary, repair database replication between the nodes by using the CLI.

Procedure for Adding a Deleted Server Back to the Cluster

If you delete a subsequent node (subscriber) from Cisco Unified Communications Manager Administration and you want to add it back to the cluster, perform the following procedure.

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- Step 1** In Cisco Unified Communications Manager Administration, add the server by choosing **System > Server**.
- Step 2** After you add the subsequent node to Cisco Unified Communications Manager Administration, perform an installation on the server by using the disk that Cisco provided in your software kit.



Tip For example, if you have a version 8.5(1) disk, perform a 8.5(1) installation on the node. If you have a disk with a compatible version of 6.1(3) on it, for example, use the disk to install Cisco Unified CM on the subsequent node; during the installation, choose the **Upgrade During Install** option when the installation displays the options.

Make sure that the version that you install on the subsequent node matches the version that runs on the first node (publisher) in the cluster.

If the first node in the cluster runs Cisco Unified Communications Manager 8.5(1) version and a service update (or engineering special), you must choose the **Upgrade During Install** option when the installation displays the installation options; before you choose this option, ensure that you can access the service update (or engineering special) image on DVD or a remote server. For more information on how to perform an installation, see the installation documentation that supports your version of Cisco Unified Communications Manager.

- Step 3** After you install Cisco Unified CM, configure the subsequent node, as described in the installation documentation that supports your version of Cisco Unified CM.
- Step 4** Access the Cisco Unified Reporting, RTMT, or the CLI to verify that database replication is occurring between existing nodes; if necessary, repair database replication between the nodes.

Using the GUI

For instructions on how to use the Cisco Unified Communications Manager Administration Graphical User Interface (GUI) to find, delete, configure, or copy records, see the [“Navigating the Cisco Unified Communications Manager Administration Application”](#) section on page 1-13 and its subsections, which explain how to use the GUI and detail the functions of the buttons and icons.

Configuration Settings Table

Table 2-1 describes the server configuration settings. For related procedures, see the [“Related Topics”](#) section on page 2-6.

Table 2-1 Server Configuration Settings

Field	Description
Server Information	
Host Name/IP Address	<p>If your network uses DNS that can map to IPv4 addresses, you can enter the host name of the Cisco Unified Communications Manager server. Otherwise, you must enter the full IPv4 address of the server.</p> <p>Tip If your network supports IPv6 (or IPv4 and IPv6), configure the IPv6 Name field in addition to the Hostname/IP Address field.</p> <p>Note You must update the DNS server with the appropriate Cisco Unified Communications Manager name and address information before you enter that information in this field.</p>

Table 2-1 Server Configuration Settings (continued)


Field	Description
Server Information	
IPv6 Name	<p>This field supports IPv6. If your network uses DNS that can map to IPv6 addresses, you can enter the host name of the Cisco Unified Communications Manager server. Otherwise, enter the non-link-local IP address of the Cisco Unified Communications Manager server; for information on how to obtain the non-link local IP address, see “Running IPv6 CLI Commands or Configuring IPv6 in the Ethernet IPv6 Window” in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p> <p>This field, which gets included in the TFTP configuration file, gets used by phones that run SCCP to retrieve the IPv6 address of the Cisco Unified Communications Manager server, so phone registration occurs.</p> <p>Tip Remember to update the DNS server with the appropriate Cisco Unified Communications Manager name and address information.</p> <p> Caution If your network supports IPv6 or IPv4 and IPv6 in dual-stack mode, you can provision your DNS server for IPv6 prior to upgrading from Cisco Unified Communications Manager Release 7.0(x) to Release 8.5(1). However, do not configure the DNS records for Cisco Unified Communications Manager for IPv6 until after you upgrade to Release 8.5(1). Configuring the DNS records for Cisco Unified Communications Manager for IPv6 prior to upgrading to Release 8.5(1) causes the upgrade to fail and causes your system to become nonfunctional after you reboot.</p> <p>Tip In addition to configuring the IPv6 Name field, you must configure the IP Address/Hostname field, so Cisco Unified Communications Manager can support features/devices that use IPv4 (or IPv4 and IPv6).</p>
MAC Address	<p>This field is optional. It exists only to give you a place to note the server MAC address. It does not impact the system at all.</p> <p>Enter the media access control (MAC) address of the network interface card (NIC) in the Cisco Unified Communications Manager server. The MAC address specifies the permanent hardware address of the NIC.</p> <p>Tip If you plan to move the server periodically to different locations on the network, you must enter the MAC address, so other devices on the network can always identify the server. If you do not plan to relocate the server, consider entry of the MAC address as optional.</p>

Table 2-1 Server Configuration Settings (continued)

Field	Description
Server Information	
Description	Consider this entry as optional. Enter a description of the server. The description can include up to 50 characters in any language, but it cannot include double-quotes (“”), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).

Additional Information

See the [“Related Topics”](#) section on page 2-6.

Related Topics

- [Server Configuration, page 2-1](#)
- [Server Configuration Settings, page 2-1](#)
- [Cisco Unified Communications Manager Configuration, page 3-1](#)
- [Internet Protocol Version 6 \(IPv6\), Cisco Unified Communications Manager Features and Services Guide](#)
- [Changing the IP Address and Host Name for Cisco Unified Communications Manager Release 8.5\(1\)](#)