Manage the Server

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Manage the Server Overview

This chapter contains information on how to edit server details for a deployed system. This includes assigning a new node to a cluster, removing a node from a cluster, viewing the presence status and changing server address details.

Changing the Server Address

If you have an up and running system, and you need to make any of the following changes to the server addressing, refer to the procedures in the document *Changing the IP Address and Hostname for Cisco Unified Communications Manager and the IM and Presence Service* at https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

This applies to the following types of address changes:

- Changing the server IP Address
- Changing the server hostname
- Changing the node name (for example, if you are using an IP address to define the node name and you want to use a hostname instead).
- Changing the default domain for the IM and Presence Service

Delete IM and Presence Node From Cluster

Follow this procedure if you need to safely remove an IM and Presence Service node from its presence redundancy group and cluster.

Caution Removing a node will cause a service interruption to users on the remaining node(s) in the presence redundancy group. This procedure should only be performed during a maintenance window.

Procedure

Step 1 On the **Cisco Unified CM Administration > System > Presence Redundancy Groups** page, disable High Availability if it is enabled.

Step 2 On the **Cisco Unified CM Administration > User Management > Assign Presence Users** page, unassign or move all the users off the node that you want to remove.

Step 3 To remove the node from its presence redundancy group, choose **Not-Selected** from the Presence Server drop down list on the presence redundancy group's **Presence Redundancy Group Configuration** page. Select **OK** when a warning dialog box indicates that services in the presence redundancy group will be restarted as a result of unassigning the node.

Note
You cannot delete the publisher node directly from a presence redundancy group. To delete a publisher node, first unassign users from the publisher node and delete the presence redundancy group completely.

However, you can add the deleted IM and Presence node back into the cluster. For more information on how to add the deleted nodes, see Add Deleted Server Back in to Cluster, on page 2. In this scenario, the **DefaultCUPSubcluster** is created automatically when the deleted publisher node is added back to the server in the **System > Server** screen in the Cisco Unified CM Administration console.

Step 4 In Cisco Unified CM Administration, delete the unassigned node from the **System** > **Server**. Click **OK** when a warning dialog box indicates that this action cannot be undone.

Step 5 Shut down the host VM or server for the node you have unassigned.

Step 6 Restart the **Cisco XCP Router** on all nodes.

Add Deleted Server Back in to 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.

Procedure

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 the software kit for your version.

Tip
Make sure that the version that you install matches the version that runs on the publisher node. If the version that is running on the publisher does not match your installation file, choose the Upgrade During Install option during the installation process. For details, see the *Installation Guide for Cisco Unified Communications Manager and the IM and Presence Service*.

Step 3 After you install Cisco UnifiedCM, configure the subsequent node, as described in the installation documentation that supports your version of Cisco UnifiedCM.

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.

Add Node to Cluster Before Install

Use Cisco Unified Communications Manager Administration to add a new node to a cluster before installing the node. The server type you select when adding the node must match the server type you install.

You must configure a new node on the first node using Cisco Unified Communications Manager Administration before you install the new node. To install a node on a cluster, see the *Cisco Unified Communications Manager Installation Guide*.

For Cisco Unified Communications Manager Video/Voice servers, the first server you add during an initial installation of the Cisco Unified Communications Manager software is designated the publisher node. All subsequent server installations or additions are designated as subscriber nodes. The first Cisco Unified Communications Manager IM and Presence node you add to the cluster is designated the IM and Presence Service database publisher node.

Note You cannot use Cisco Unified Communications Manager Administration to change the server type after the server has been added. You must delete the existing server instance, and then add the new server again and choose the correct server type setting.

Procedure

Step 1 Select **System** > **Server**.

The **Find and List Servers** window displays.

Step 2 Click **Add New**.

The **Server Configuration - Add a Server** window displays.

Step 3 From the **Server Type** drop-down list box, choose the server type that you want to add, and then click **Next**.

- CUCM Video/Voice

- CUCM IM and Presence

Step 4 In the **Server Configuration** window, enter the appropriate server settings.

For server configuration field descriptions, see Server Settings.

Step 5 Click **Save**.

View Presence Server Status

Use Cisco Unified Communications Manager Administration to view the status of critical services and self-diagnostic test results for the IM and Presence Service node.

Procedure

Step 1 Select **System** > **Server**.

The **Find and List Servers** window appears.

Step 2 Select the server search parameters, and then click **Find**.

Matching records appear.

Step 3 Select the IM and Presence server that is listed in the **Find and List Servers** window.

The **Server Configuration** window appears.

Step 4 Click on the Presence Server Status link in the IM and Presence Server Information section of the **Server Configuration** window.

The **Node Details** window for the server appears.

Restarting Services with High Availability

If you make any system configuration changes, or system upgrades, that require you to disable High Availability and then restart either the Cisco XCP router, Cisco Presence Engine, or the server itself, you must allow sufficient time for Cisco Jabber sessions to be recreated before you enable High Availability. Otherwise, Presence won't work for Jabber clients whose sessions aren't created.

Make sure to follow this process:

Procedure

Step 1 Before you make any changes, check the **Presence Topology** window in Cisco Unified CM IM and Presence Administration window (**System** > **Presence Topology**). Take a record of the number of assigned users to each node in each Presence Redundancy Group.

Step 2 Disable High Availability in each Presence Redundancy Group and wait at least two minutes for the new HA settings to synchronize.

Step 3 Do whichever of the following is required for your update:

- Restart the Cisco XCP Router
- Restart the Cisco Presence Engine
- Restart the server

Step 4 After the restart, monitor the number of active sessions on all nodes.

Step 5 For each node, run the `show perf query counter "Cisco Presence Engine" ActiveJsmSessions` CLI command on each node to confirm the number of active sessions on each node. The number of active sessions should match the number that you recorded in step 1 for assigned users. It should take no more than 15 minutes for all sessions to resume.

Step 6 Once all of your sessions are created, you can enable High Availability within the Presence Redundancy Group.

Note
If 30 minutes passes and the active sessions haven't yet been created, restart the Cisco Presence Engine. If that doesn't work, there is a larger system issue for you to fix.

Note
It is not recommended to do back-to-back restarts of the Cisco XCP Router and/or Cisco Presence Engine. However, if you do need to do a restart: restart the first service, wait for all of the JSM sessions to be recreated. After all of the JSM sessions are created, then do the second restart.

Hostname Configuration

The following table lists the locations where you can configure a host name for the Unified Communications Manager server, the allowed number of characters for the host name, and the recommended first and last characters for the host name. Be aware that, if you do not configure the host name correctly, some components in Unified Communications Manager, such as the operating system, database, installation, and so on, may not work as expected.

Table 1: Host Name Configuration in Cisco Unified Communications Manager

Host Name Location	Allowed Configuration	Allowed Number of Characters	Recommended First Character for Host Name	Recommended Last Character for Host Name
Host Name/ IP Address field **System** > **Server** in Cisco Unified Communications Manager Administration	You can add or change the host name for a server in the cluster.	2-63	alphabetic	alphanumeric
Hostname field Cisco Unified Communications Manager installation wizard	You can add the host name for a server in the cluster.	1-63	alphabetic	alphanumeric
Hostname field **Settings** > **IP** > **Ethernet** in Cisco Unified Communications Operating System	You can change, not add, the host name for a server in the cluster.	1-63	alphabetic	alphanumeric
set network hostname hostname Command Line Interface	You can change, not add, the host name for a server in the cluster.	1-63	alphabetic	alphanumeric

Tip The host name must follow the rules for ARPANET host names. Between the first and last character of the host name, you can enter alphanumeric characters and hyphens.

Before you configure the host name in any location, review the following information:

- The Host Name/IP Address field in the Server Configuration window, which supports device-to-server, application-to-server, and server-to-server communication, allows you to enter an IPv4 address in dotted decimal format or a host name.

  After you install the Unified Communications Manager publisher node, the host name for the publisher automatically displays in this field. Before you install a Unified Communications Manager subscriber node, enter either the IP address or the host name for the subscriber node in this field on the Unified Communications Manager publisher node.

  In this field, configure a host name only if Unified Communications Manager can access the DNS server to resolve host names to IP addresses; make sure that you configure the Cisco Unified Communications Manager name and address information on the DNS server.

Tip In addition to configuring Unified Communications Manager information on the DNS server, you enter DNS information during the Cisco Unified Communications Manager installation.

- During the installation of the Unified Communications Manager publisher node, you enter the host name, which is mandatory, and IP address of the publisher node to configure network information; that is, if you want to use static networking.

During the installation of a Unified Communications Manager subscriber node, you enter the hostname and IP address of the Unified Communications Manager publisher node, so that Unified Communications Manager can verify network connectivity and publisher-subscriber validation. Additionally, you must enter the host name and the IP address for the subscriber node. When the Unified Communications Manager installation prompts you for the host name of the subscriber server, enter the value that displays in the Server Configuration window in Cisco Unified Communications Manager Administration; that is, if you configured a host name for the subscriber server in the Host Name/IP Address field.