CHAPTER 1

Readiness Checklist

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This document provides the steps to change the IP address or hostname on an IM and Presence server. You may want to change these values for a variety of reasons, including moving the server from one cluster to another or resolving a duplicate IP address problem.

Warning **You must perform these procedures during a scheduled maintenance window.**

Perform the following tasks to ensure that your system is prepared for a successful IP address or hostname change.

Caution If you do not receive the results that you expect when you perform these tasks, do not continue with this procedure until after you resolve any problems that you find.

Procedure

Step 1 List all servers in the cluster and note whether the nodes are defined by using IP addresses or hostnames.

- From Cisco Unified CM IM and Presence Administration on the first node, navigate to **System > Cluster Topology**.
- Check the list of available servers in the left frame of the Cluster Topology Details window.
- Capture the list of available servers for later reference.

Step 2 Ensure that you have saved a list of both the hostname and IP address of each node in your cluster.

Step 3 Ensure that all servers in the cluster are running and available by checking for any active ServerDown alerts. You can do this by entering the following command on the publisher node:

```
file search activelog syslog/CiscoSyslog ServerDown
```

Step 4 Check the DB replication status to ensure that all servers are replicating database changes successfully. Enter the following CLI command on the publisher node.

```
utils dbreplication runtimestate
```

Sample output is as follows:

```
DB and Replication Services: ALL RUNNING

Cluster Replication State: Replication status command started at: 2012-02-26-09-40
     Replication status command COMPLETED 269 tables checked out of 269
     No Errors or Mismatches found.

     Use 'file view activelog cm/trace/dbl/sdi/ReplicationStatus.2012_02_26_09_40_34.out'
to see the details

DB Version: ccm8_6_3_10000_23
Number of replicated tables: 269

Cluster Detailed View from PUB (2 Servers):

                                PING            REPLICATION     REPL.   DBver&  REPL.   REPLICATION SETUP
SERVER-NAME     IP ADDRESS      (msec)  RPC?    STATUS          QUEUE   TABLES  LOOP?   (RTMT) & details
-----------     ------------    ------  ----    -----------     -----   -------  -----   -----------------
gwydla020218    10.53.46.130    0.038   Yes     Connected       0       match   Yes     (2) PUB Setup Completed
gwydla020220    10.53.46.133    0.248   Yes     Connected       128     match   Yes     (2) Setup Completed
```

Note It is important to verify that `REPLICATION SETUP (RTMT) & details` all report a state of 2. Anything other than 2 means that there is a problem with database replication.

Step 5 Check network connectivity and DNS server configuration. To do this, enter the CLI command that is shown in the following example:

```
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 6 If you are changing the IP address of a server and you use Domain Name System (DNS) in your network, ensure the following before you change the IP address:

- There is a forward and reverse lookup zone configured.
- The DNS is reachable and working.

Step 7 Run a manual DRS backup and ensure that all nodes and active services are backed up successfully.

Step 8 If High Availability (HA) was enabled before the hostname and IP address change, disable HA on all subclusters. Select **System > Cluster Topology** in Cisco Unified CM IM and Presence Administration. For more information on how to disable HA, see the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager.*

Step 9 For each cluster where the publisher/subscriber node being changed is an intercluster peer, remove the publisher's/subscriber's cluster from the list of intercluster peers.

For example, ClusterA, ClusterB and ClusterC are all intercluster peers. You want to change the hostname on the publisher node of ClusterA. You must first remove the ClusterA publisher node from the list of intercluster peers on both ClusterB and ClusterC.

Step 10 Restart the Cisco Intercluster Sync Agent on the publisher and subscriber nodes of the first subcluster in each cluster.

Step 11 If the notifications in the Cisco Unified CM IM and Presence Administration GUI indicate that a restart is needed, restart the Cisco XCP Router on all nodes in the clusters.

Step 12 In IM and Presence Release 9.0 and later, the Single Sign-On (SSO) feature is available for IM and Presence interfaces, including the Real-Time Monitoring Tool (RTMT). The IM and Presence server hostname is a critical piece of information for SSO to function correctly. Cisco recommends that you disable SSO prior to changing the IM and Presence server hostname. After you change the hostname, you can re-enable SSO using the new hostname. For more information about SSO, see the "Single Sign-On Configuration" section of the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager.*

Note Keep in mind that after you disable SSO, you will need to enter login credentials to access IM and Presence. Ensure that you remember your login credentials before disabling SSO, otherwise you may be locked out of IM and Presence applications.

Step 13 Run the following CLI commands on all nodes in the cluster to stop the following IM and Presence services:

- utils service stop Cisco Config Agent
- utils service stop Cisco Intercluster Sync Agent
- utils service stop Cisco Client Profile Agent
- utils service stop Cisco Presence Engine
- utils service stop Cisco OAM Agent
- utils service stop Cisco SIP Proxy
- utils service stop Cisco Sync Agent
- utils service stop Cisco XCP Router
- utils service stop Cisco Presence Datastore
- utils service stop Cisco SIP Registration Datastore
- utils service stop Cisco Login Datastore
- utils service stop Cisco Route Datastore
- utils service stop Cisco XCP Config Manager

Troubleshooting Tip

Failure to properly shut down these services prior to changing the IP address or hostname could potentially trigger erroneous alerts and core dumps during the renaming process. If you inadvertently skip this step, and an alarm or core is generated as a result, you must manually clear it and remove the core with the following CLI command: **file delete activelog core**

Related Topic

Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager

Disaster Recovery System Guide