IP Address and Hostname Changes

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Change IP Address and Hostname Task List

The following table lists the tasks to perform to change the IP address and hostname for Unified Communications Manager and IM and Presence Service nodes.

Note

- Cisco recommends changing the IP address of node(s) only during the maintenance window.
- From Release 12.5(1)SU7 and 14SU3 and onwards, changing the IP address/hostname on a single node will trigger the restart of Service Manager and all services on all nodes.

Table 1: Change IP Address and Hostname Task List

Item	Task
1	Perform the pre-change tasks and system health checks.

Item	Task
2	Change the IP address or hostname for the node using either the Command Line Interface (CLI) or the Unified Operating System GUI. For IM and Presence Service nodes, observe the following conditions: • Change the IP address and hostname for the database publisher node before you change any subscriber nodes. • You can change the IP address and hostname for all subscriber nodes simultaneously or one at a time. **Note** After you change the IP address or hostname of an IM and Presence Service node, you must change the Destination Address value for the SIP publish trunk on Unified Communications Manager. See the post-change task list.
3	Perform the post-change tasks.

Change IP Address or Hostname Through OS Admin GUI

You can use Cisco Unified Operating System Administration to change the IP address or hostname for publisher and subscriber nodes that are defined by a hostname in your deployment. Unless otherwise stated, each step in this procedure applies to both publisher and subscriber nodes on Unified Communications Manager and IM and Presence Service clusters.

Changing the hostname through **set network hostname** command triggers an automatically self-signed certificate regeneration. This causes all devices in the cluster to reset so that they can download an updated ITL file. If your cluster is using CA-signed certificates, you need to have them re-signed.

Changing only the IP address using the **set network hostname** command causes all devices in the cluster to reset so that they can download an updated ITL file. Certificates are not updated.

Note Changing the hostname does not trigger the ITL recovery certificates regeneration.

Caution

- Through Cisco Unified Operating System Administration, we recommend that you change only one of these settings at a time. To change both the IP address and hostname at the same time, use the CLI command **set network hostname**.
- If the Unified Communications Manager cluster security is operating in mixed mode, secure connections to this node will fail after changing the hostname, or IP address until you run the CTL client and update the CTL file or run **utils ctl update CTLFile** if you used the tokenless CTL feature.

Before you begin

Perform the pre-change tasks and system health checks on your deployment.

Note In case you must change the vNIC from vcenter, use the CLI command **set network hostname**.

Procedure

Step 1 From Cisco Unified Operating System Administration, select **Settings** > **IP** > **Ethernet**

Step 2 Change the hostname, IP address, and if necessary, the default gateway.

Step 3 Click **Save**.

Node services automatically restart with the new changes. Restarting services ensures the proper update and service-restart sequence for the changes to take effect.

Changing the hostname triggers an automatically self-signed certificate regeneration and causes all devices in the cluster to reset so they can download an updated ITL file. Changing the hostname does not trigger the ITL recovery certificates regeneration.

What to do next

Perform all applicable post-change tasks to ensure that your changes are properly implemented in your deployment.

Note Do not proceed if the new hostname does not resolve to the correct IP address.

If your cluster is using CA-signed certificates, you need to have them re-signed.

Run the CTL Client to update the CTL file if you used that process to put your cluster into mixed mode. If you used the tokenless CTL feature, then run the CLI command **utils ctl update CTLFile**

Change IP Address or Hostname Through Unified CM Administration GUI

You can use Cisco Unified CM Administration to change the IP address or hostname, which is defined in the database, for the publisher and subscriber nodes. Doing this ensures that the hostname entries are uniform with the system-defined hostname or IP values.

Changing the IP address or hostname triggers an automatically self-signed certificate regeneration. This causes all devices in the cluster to reset so that they can download an updated ITL file. If your cluster is using CA-signed certificates, you must have them re-signed.

Caution

- A change of the hostname or IP address requires the system services to be restarted. Hence, refrain from making this change during normal operating hours.
- Through Cisco Unified CM Administration, we recommend that you change only one of these settings at a time. To change both the IP address and hostname at the same time, use the CLI command **set network hostname**.
- If the Unified Communications Manager cluster security is operating in mixed mode, secure connections to this node will fail after changing the hostname, or IP address until you run the CTL client and update the CTL file or run **utils ctl update CTLFile** if you used the tokenless CTL feature.
- If the hostname or IP address that is defined on the Cisco Unified OS Administration and Cisco Unified CM Administration pages do not match, the applications are unable to fetch the correct phone status. Also, due to certificate mismatch, TLS handshake fails. Hence, ensure that the IP address and hostname entries in both the Cisco Unified OS Administration and the Cisco Unified CM Administration pages are alike.

Before you begin

Perform the prechange tasks and system health checks on your deployment.

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Server**.

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

Step 2 To get a list of all servers, click **Find**.

Step 3 From the list, click the server for which you want to modify the hostname.

Step 4 In the **Host Name/IP Address*** field, enter the new host name or the IP address and click **Save**.

Step 5 Using the Admin CLI GUI, reboot the node using the **utils system restart** CLI command.

Change IP Address or Hostname Through CLI

You can use the CLI to change the IP address or hostname for publisher and subscriber nodes that are defined by a hostname in your deployment. Unless otherwise stated, each step in this procedure applies to both publisher and subscriber nodes on Cisco Unified Communication Manager and IM and Presence Service clusters.

Changing the hostname triggers an automatically self-signed certificate regeneration. This causes all devices in the cluster to reset so that they can download an updated ITL file. If your cluster is using CA-signed certificates, you must have them re-signed. Changing the hostname does not trigger the ITL recovery certificates regeneration.

Caution If the Cisco Unified Communications Manager cluster security is operating in mixed mode, secure connections to this node will fail after changing the hostname, or IP address until you run the CTL client and update the CTL file or run **utils ctl update CTLFile** if you used the tokenless CTL feature.

Before you begin

Perform the pre-change tasks and system health checks on your deployment.

Procedure

Step 1 Log in to the CLI of the node that you want to change.

Step 2 Enter **set network hostname**.

Step 3 Follow the prompts to change the hostname, IP address, or default gateway.

a) Enter the new hostname and press **Enter**.
b) Enter **yes** if you also want to change the IP address; otherwise, go to Step 4.
c) Enter the new IP address.
d) Enter the subnet mask.
e) Enter the address of the gateway.

Step 4 Verify that all your input is correct and enter **yes** to start the process.

What to do next

Perform all applicable post-change tasks to ensure that your changes are properly implemented in your deployment.

Note Do not proceed if the new hostname does not resolve to the correct IP address.

If your cluster is using CA-signed certificates, you must have them re-signed.

Run the CTL Client to update the CTL file if you used that process to put your cluster into mixed mode. If you used the tokenless CTL feature, then run the CLI command **utils ctl update CTLFile**

Example CLI Output for Set Network Hostname

Note In case you need to change the vNIC from vcenter, update the vNIC after the step `calling 4 of 5 component notification script: regenerate_all_certs.sh` as displayed in the following output.

```
admin:set network hostname
```

```
ctrl-c: To quit the input.

         ***   W A R N I N G   ***
Do not close this window without first canceling the command.

This command will automatically restart system services.
The command should not be issued during normal operating
hours.

=====================================================
 Note: Please verify that the new hostname is a unique
       name across the cluster and, if DNS services are
       utilized, any DNS configuration is completed
       before proceeding.
=====================================================

Security Warning : This operation will regenerate
       all CUCM Certificates including any third party
       signed Certificates that have been uploaded.

Enter the hostname:: newHostname

Would you like to change the network ip address at this time [yes]::


Warning: Do not close this window until command finishes.



ctrl-c: To quit the input.



           ***   W A R N I N G   ***
=====================================================
 Note: Please verify that the new ip address is unique
       across the cluster.
=====================================================

Enter the ip address:: 10.10.10.28
Enter the ip subnet mask:: 255.255.255.0
Enter the ip address of the gateway:: 10.10.10.1
Hostname:       newHostname
IP Address:     10.10.10.28
IP Subnet Mask: 255.255.255.0
Gateway:        10.10.10.1

Do you want to continue [yes/no]? yes



calling 1 of 5 component notification script: ahostname_callback.sh
Info(0): Processnode query returned =
name
==========
bldr-vcm18
updating server table from:'oldHostname', to: 'newHostname'
Rows: 1
updating database, please wait 90 seconds
updating database, please wait 60 seconds
updating database, please wait 30 seconds
Going to trigger /usr/local/cm/bin/dbl updatefiles --remote=newHostname,oldHostname

calling 2 of 5 component notification script: clm_notify_hostname.sh  notification
```

```
Verifying update across cluster nodes...
platformConfig.xml is up-to-date: bldr-vcm21

cluster update successfull
calling 3 of 5 component notification script: drf_notify_hostname_change.py
calling 4 of 5 component notification script: regenerate_all_certs.sh
calling 5 of 5 component notification script: update_idsenv.sh
calling 1 of 2 component notification script: ahostname_callback.sh
Info(0): Processnode query returned =
name
====
Going to trigger /usr/local/cm/bin/dbl updatefiles
--remote=10.10.10.28,10.67.142.24
calling 2 of 2 component notification script: clm_notify_hostname.sh
Verifying update across cluster nodes...
Shutting down interface eth0:
```

Change IP Address Only

You can change the IP address of a node by using the CLI.

If the node is defined by hostname or FQDN, you must update only the DNS before you make the change (if DNS is used).

Note For IM and Presence Service:

- Change and verify the IM and Presence database publisher node first.
- You can change the IM and Presence Service subscriber nodes simultaneously or one at a time.

Before you begin

Perform the pre-change tasks and system health checks on your deployment.

Procedure

Step 1 Log in to the CLI of the node that you want to change.

Step 2 Enter **set network ip eth0** ***new-ip_address new_netmask new_gateway*** to change the IP address of the node.

Note
Changing IP address only with the **set network ip eth0** command does not trigger Certificate Regeneration.

where *new_ip_address* specifies the new server IP address, *new_netmask* specifies the new server network mask and *new_gateway* specifies the gateway address.

The following output displays:

```
admin:set network ip eth0 10.53.57.101 255.255.255.224 10.53.56.1
```

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

Continue (y/n)?
```

Step 3 Verify the output of the CLI command. Enter **yes**, and then press **Enter** to start the process.

What to do next

Perform all applicable post-change tasks to ensure that your changes are properly implemented in your deployment.

Example Output for Set Network IP Address

Note In case you need to change the vNIC from vcenter, update the vNIC after the step `calling 3 of 6 component notification script: aetc_hosts_verify.sh` as displayed in the following output.

```
admin:set network ip eth0 10.77.30.34 255.255.255.0 10.77.30.1

           ***   W A R N I N G   ***

This command will restart system services
======================================================
 Note: Please verify that the new ip address is unique
       across the cluster and, if DNS services are
       utilized, any DNS configuration is completed
       before proceeding.
======================================================


Continue (y/n)?y
calling 1 of 6 component notification script: acluster_healthcheck.sh
calling 2 of 6 component notification script: adns_verify.sh
No Primary DNS server defined
No Secondary DNS server defined
calling 3 of 6 component notification script: aetc_hosts_verify.sh
calling 4 of 6 component notification script: afupdateip.sh
calling 5 of 6 component notification script: ahostname_callback.sh
Info(0): Processnode query returned using 10.77.30.33:
name
====
calling 6 of 6 component notification script: clm_notify_hostname.sh
```

Change DNS IP Address Using CLI

You can use CLI to change the DNS IP Address for publisher and subscriber nodes in your deployment. This procedure applies to both publisher and subscriber nodes on Unified Communications Manager and IM and Presence Service clusters.

Before you begin

Perform the pre-change tasks and system health checks on your deployment.

Procedure

Step 1 Log in to the CLI of the node that you want to change.

Step 2 Enter `set network dns primary/secondary <new IP address of the DNS>`

Note
If you change the IP address for the DNS servers, you must reboot the server through the **utils system restart** CLI command.

The following ouput displays:

```
admin:set network dns primary/secondary <new IP address of DNS>
*** W A R N I N G ***
This will cause the system to temporarily lose network connectivity
```

Step 3 Verify the output of the CLI command. Enter **Yes** and then press **Enter** to start the process.