



Unified CCX System Management

Unified CCX administration provides options to configure, control, and monitor Unified CCX component activities and information across a cluster.



Note Support for High Availability and remote servers is available only in multiple-server deployments.

See the *Cisco Unified Contact Center Express Install and Upgrade Guide* for instructions about tasks that significantly change your Unified CCX deployment, such as:

- Changing from a single-server deployment to a multiple-server deployment.
- Removing a Unified CCX Software component from a server.
- Moving a Unified CCX Software component to another server.
- Changes to a Unified CCX cluster (adding, removing, or replacing a server).

The following sections describe the day-to-day management of Unified CCX components.

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Basic Terminology

This section provides information about different Unified CCX terminology.

- **Cluster.** A Unified CCX cluster (often referred to as cluster in this manual) consists of one or more servers (nodes) that are running Unified CCX components in your Unified CCX deployment. If you deploy Unified CCX components on a single server, the Unified CCX cluster consists of that server. If you deploy Unified CCX on multiple servers, the cluster includes the Unified CCX server and standby server on which you installed Unified CCX. The Unified CCX cluster supports up to two Unified CCX servers, one designated as the *active Unified CCX server* and the other designated as the *standby Unified CCX server* for high availability purposes.



Note Support for High Availability and remote servers is available only in multiple-server deployments.

- **Cluster profile.** The Unified CCX Administration web page (home page) displays information about the cluster profile. A cluster profile includes data relating to the Unified CCX servers, components, and licenses installed in a cluster.
- **Node (server).** A server that is part of the Unified CCX cluster.
- **Active Server.** The active server provides all system services and resources. You can deploy one active server in each Unified CCX subsystem. If the active server fails, the Unified CCX subsystem automatically fails over to the standby server.
- **Standby Server.** You can deploy up to two servers in each Unified CCX system for high availability—one active server (master) and one standby (not active) server. With high availability, if an active server becomes unavailable, the standby server automatically becomes the active server.
- **Component.** The software units in the Unified CCX system. The main software components of the Unified CCX server are the Engine, datastores, monitoring, recording, and the Cluster View Daemon (CVD). See the *Cisco Unified Contact Center Express Install and Upgrade Guide* for more information on setup and installation procedures.
- **Service.** An executable unit. A service may have other services as its children. (For example, subsystems and managers are children of the engine service).
- **Feature.** A logical representation of the functional unit.
- **Master service.** A specially-elected service. Only one service from the Engine service, or database services set can be the master within the Unified CCX Engine component.
- **Standby service.** An active service that can take over the master functionality in case the master service becomes unavailable within the Unified CCX Engine component. You cannot configure the standby service. The Cluster View Daemon (CVD) dynamically elects the services on the active node to be the master.

High Availability and Automatic Failover



Note Support for High Availability (HA) and remote servers is available only in multiple-server deployments. Unified CCX does not support more than two nodes in a HA setup. Expansion servers where the Database, Monitoring, or Recording components are running on separate servers are not supported.

Unified CCX provides high availability and automatic failover capability through the use of two servers, the *active server* and the *standby server*.

The active server provides all system services and resources; no services or resources are available from the standby server. When you make administrative changes on the active server, both the servers are synchronized.

If the active server fails, there is automatic failover to the standby server. For detailed information on HA over WAN deployment, see *Cisco Unified Contact Center Express Design Guide*.



Note After a Unified CCX failover or failback the agent state changes to Not Ready state.

Network Partitions

Network malfunction or misconfiguration can create network partitions and split the network into separate *islands*. If a node enters this state, the node is referred to as being in the island mode. Nodes in the island mode are hard to detect. While these nodes can communicate within a partitioned island, they cannot communicate between partitioned islands. If the islands do not communicate, then each island will select its own active server.

Generally, you can connect to the Unified CCX administration on any node, and see a consistent cluster view. If a node is in the island mode, you will see different cluster views when you connect to nodes in each island.



Note Support for High Availability and remote servers is available only in multiple-server deployments.

If your node enters the island mode, it should recover from the island mode as soon as the underlying network issue is resolved. If the island mode persists, check the network connectivity/reachability between the two CCX servers and take action accordingly.

Unified CCX CDS Information Management

The Unified CCX system stores configuration information in the Cisco Configuration Datastore Server (CDS). The Unified CCX Administration configurations are stored in the CDS.



Note Support for High Availability and remote servers is available only in multiple-server deployments.

The Unified CCX server can receive directory information from one Cisco Unified Communications directory and application configuration and script logic from a repository on another server.

Manage System Parameters

The parameters in the System Parameters Configuration page are grouped logically into sections with headings. Each parameter has a corresponding suggested or default value on the right side of the page. Where applicable, radio buttons are used to toggle between the parameter options.

In this web page, you can configure the port settings, default session timeout, and codec.



Note Changing some system parameters like IP address, Network Time Protocol (NTP) and so on can result in a different License MAC. You need to get rehosted license files (with new License MAC) in such cases within 30-day grace period beyond which the system will stop working.

Procedure

Step 1 Choose **System** > **System Parameters** from the Unified CCX Administration menu bar.

The System Parameters Configuration web page appears.

Step 2 Click the **Update** icon that displays in the tool bar in the upper, left corner of the window or the **Update** button that displays at the bottom of the window.

The system notifies all nodes in the cluster about the changes.

Note If Cluster View Daemon is in Shutdown state during this operation, then the changes just made are synchronized on that node when Cluster View Daemon is started again.

System Parameters Configuration Web Page

The System Parameters Configuration web page displays the following fields.

Table 1: System Parameters Configuration

Field	Description
Generic System Parameters	
System Time Zone	The system or primary time zone will be the same as local time zone of the primary Unified CCX node configured during installation. Display only. Unified CCX Administration uses this primary time zone to display time-related data. Note If you have changed the primary time zone, you need to reboot both the nodes in the Unified CCX cluster.
Network Deployment Parameters (displayed only in a HA over WAN deployment)	
Network Deployment Type	Displays the network deployment type as LAN or WAN only if we have more than one node. Display only.
Internationalization Parameters	
Customizable Locales	Use to specify a unique locale. Default: (blank)

Field	Description
Default Currency	<p>Default currency, such as American dollars (USD), Euros, and so on. This is a mandatory field.</p> <p>The system uses the default currency for converting currency amounts in a playable format when no currency designator is specified.</p> <p>Default: American Dollar [USD]</p>
Media Parameters	
Codec	<p>The codec chosen during installation for this Unified CCX server.</p> <p>Unified CCX supports packetization intervals of 20 ms, 30 ms, or 60 ms only.</p> <p>Default: 30 ms</p>
Default TTS Provider	<p>Default TTS (Text-to-Speech) provider.</p> <p>Default: By default, no TTS provider is configured. Select a provider from the drop-down list to configure it as the default. The system uses the default TTS provider to determine which provider to use if the TTS request does not explicitly specify the provider to use.</p>
User Prompts override System Prompts	<p>When enabled, custom recorded prompt files can be uploaded to the appropriate language directory under Prompt Management to override the system default prompt files for that language. By default, this is disabled.</p>
Application Parameters	
Supervisor Access	<p>The Administrator uses this option to allow certain privileges to supervisors (all supervisors have the same privilege). The options are:</p> <ul style="list-style-type: none"> • No access to teams—The supervisor logs into the Supervisor page, but will not be able to see any team information (No RmCm info). • Access to all teams—The supervisor logs into the Supervisor page, and will be able to see all the teams (RmCm information). • Access to supervisor teams only—The supervisor logs into the Supervisor page, and will be able to see the teams they supervise. When this option is selected, only the Primary Supervisor can see the team specific information. The secondary supervisor will not be able to see the team specific information. <p>Default: No access to teams</p> <p>Note A supervisor who does not have administrator privileges can add, modify, or remove skills from an agent.</p>
Max Number of Executed Steps	<p>The maximum number of steps an application can execute before the Unified CCX Engine terminates the script or application. This is a mandatory field.</p> <p>This limitation is intended to prevent a script from running indefinitely.</p> <p>Default: 1000</p> <p>Note Do not change the default value.</p>

Field	Description
Additional Tasks	<p>This field allows you to control the creation of additional threads that the Unified CCX server internally initializes based on licensed Unified IP IVR ports. This is a mandatory field.</p> <p>Default: 0</p>
Default Session Timeout	<p>Maximum amount of time (in minutes) a user-defined mapping ID remains in the session object memory after the session is moved to the idle state. During this duration, the session continues to be accessible even if you have terminated that session. Use this setting to configure the time required to perform your after-call work (for example, writing variables to a database before clearing the session). This is a mandatory field.</p> <p>The default is 30 minutes (recommended). If you reduce this number, you also reduce the system memory usage comparatively.</p> <p>You can add a user-defined mapping ID to a session using the Session Mapping step in the script editor. Once assigned, you can use this mapping ID to get the session object from another application instance. By doing so, other applications obtain access to the session context. See the <i>Cisco Unified Contact Center Express Getting Started with Scripts</i> for more information.</p>
Enterprise Call Info Parameter Separator	<p>A character used Get/Set Enterprise Call Info steps in the Unified CCX Editor to act as a delimiter for call data. This is a mandatory field.</p> <p>Default: (bar)</p>
Agent State after Ring No Answer	<p>Radio button determining how agent state should be set after a Ring No Answer event. This is a mandatory field. The options are:</p> <ul style="list-style-type: none"> • Ready. If an agent does not answer a Unified CCX call, the Agent State is set to Ready. • Not Ready (default). If an agent does not answer a Unified CCX call, the Agent State is set to Not Ready.
Live Data - Short Term Reporting Duration	<p>This parameter applies to Live Data reports that are available to agents and supervisors on Finesse desktops.</p> <p>For certain fields in the live data reports, you can set the short term value to 5, 10 or 15 minutes.</p> <p>Long term value is always set to 30 minutes.</p>
Number of Direct Preview Outbound seats	<p>The maximum number of Direct Preview Outbound seats. The configuration of Outbound seats is done during the initial configuration or setup phase, after the installation.</p> <p>Note This is a mandatory field. This field is displayed only if you have a Premium license.</p> <p>The maximum number of direct preview outbound seats that can be configured is limited by the Premium Seat Count. If there is an invalid entry during configuration, an error message is displayed.</p>

Field	Description
Persistent Connection	Radio button that determines whether to establish persistent connection to a remote device. The options are: <ul style="list-style-type: none"> • Enable (default)—Establishes persistent connection. • Disable—Does not establish persistent connection.
System Ports Parameters	
RMI Port	The port number used by the Unified CCX CVD to serve RMI requests. This is a mandatory field. Default: 6999
RmCm TCP Port	TCP port number on which the CTI server component of the RmCm subsystem opens the server socket and listens to the clients. All CTI server clients, such as Sync Server, and IP Phone Agent Server, use this port number. This is a read-only field and cannot be modified. Default: 12028

Unified CCX IP Address/hostname Management

This section provides the steps you need to follow whenever there is a change in IP address/hostname for the following Unified CCX deployments:

- Unified CCX Cluster with Single-node
- Unified CCX Cluster with High Availability (HA)

You may want to change the IP address/hostname for a variety of reasons, including moving the server from one segment to another or resolving a duplicate IP address/hostname problem.



Note Hostname change is supported in Cisco Unified CCX.

The character limit for Host Name is 24 characters and must be in lower case .

Prepare System for IP Address/host name Change

Perform the following tasks to ensure that your system is prepared for a successful IP address/host name change.



Note 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. DB replication across the entire cluster is essential for this process. Also, if the DNS check fails then the IP Address/host name change will not happen.

Procedure

- Step 1** List all servers in the cluster and note whether the nodes are defined by using IP addresses or host names.
- From **Cisco Unified CCX Administration** menu bar on the first node, navigate to **System > Server**. A list of all servers in the cluster displays.
 - See whether the servers are defined using IP addresses or host names and capture this list of servers for later reference. Ensure that you have saved an inventory of both the host name and IP address of each node in your cluster.

- Step 2** Ensure that all servers in the cluster are up and available by checking for any active ServerDown alerts. You can check by using either the Real Time Monitoring Tool (RTMT) or the Command Line Interface (CLI) on the first node.
- To check by using RTMT, access Alert Central and check for ServerDown alerts.
 - To check by using the CLI on the first node, enter the following command and inspect the application event log:

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

- Step 3** Check the DB replication status on all the Cisco CRS nodes and Cisco Unified Communications nodes in the cluster to ensure that all servers are replicating database changes successfully using the following substeps:
- For Unified CCX:** In a High Availability deployment of Unified CCX, you can check the DB replication status for the datastores across all servers in the cluster using Unified CCX Serviceability Administration. Choose **Tools > Datastore Control Center > Replication Servers** from the Unified CCX Serviceability menu bar to view the replication status. The value in State field for both the servers in this web page should display ACTIVE/ CONNECTED.
 - For Cisco Unified Communications Platform:** You can check the DB replication status on all the Cisco Unified Communications nodes in the cluster by using either RTMT or a CLI command.
 - To check by using RTMT, access the Database Summary and inspect the replication status.
 - To check by using the CLI, enter the command that is shown in the following example:

```
admin: show perf query class "Number of Replicates Created and
State of Replication"
==>query class :

- Perf class (Number of Replicates Created and State of
Replication)
has instances and values:
ReplicateCount -> Number of Replicates Created    = 344
ReplicateCount -> Replicate_State                  = 2
```

Be aware that the Replicate_State object shows a value of 2 in this case. The following list shows the possible values for Replicate_State:

- 0—Replication Not Started. Either no subscribers exist, or the Database Layer Monitor service is not running and has not been running since the subscriber was installed.
- 1—Replicates have been created, but their count is incorrect.

- 2—Replication is good.
- 3—Replication is bad in the cluster.
- 4—Replication setup did not succeed.

Step 4 Run a manual DRS backup and ensure that all nodes and active services are backed up successfully.

Step 5 Run the CLI command `utils diagnose module validate_network` through Platform CLI on all nodes in the cluster to ensure network connectivity and DNS server configuration are intact.

IP Address Modification

This section describes how to change the IP address.



Caution Changing the IP address on any node in a Cisco CRS cluster can interrupt call processing and other system functions. Also, changing the IP address can cause the system to generate certain alarms and alerts such as ServerDown and automatic failover to a backup server may not operate. Because of this potential impact to the system, you must perform IP address changes during a planned maintenance window.



Note When there is a change in the Unified CCX server subnet, you must change the default gateway IP address. Ensure the following:

- The new default gateway IP address is configured on the Unified CCX server.
 - The DNS is reachable and the DNS record exists for the Unified CCX server.
-

Change IP Address for Server in Single-Node Deployment

Use this procedure to change the IP address of the server in a single-node deployment.



Caution Ensure that the server on the same subnet or that is moved to the new subnet has access to the configured default gateway before proceeding to change the IP address of the server.

Procedure

- Step 1** Change the DNS record of the server to point to the new IP address. Ensure that you correctly update both the forward (A) and reverse (PTR) records, and there are no duplicate PTR records.
- Step 2** If you want to change the IP address of the server on the same subnet or a different subnet that requires a new default gateway address, use either of the following methods:
- CLI commands

- Cisco Unified Communications Operating System Administration interface

Using CLI commands:

- a) To change the default gateway, enter the following CLI command:

```
set network gateway <IP Address>
```

The following sample output displays:

```
admin:set network gateway 10.3.90.2
```

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

```
Continue (y/n):
```

```
Continue (y/n)?y
```

- b) To change the IP address of the server, enter the following CLI command:

set network ip eth0 <ip_address> <netmask> <default gateway> where *ip_address* specifies the new server IP address and *netmask* specifies the new server network mask and *default gateway* specifies the default gateway of the new server.

The following sample output displays:

```
admin: set network ip eth0 10.3.90.21 255.255.254.0 10.3.90.1
```

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

```
If there are IP addresses (not hostnames)
configured in UCCX Administration
under System -> Servers then you must change
the IP address there BEFORE changing it here
or call processing will fail. This will cause the
system to restart
```

```
=====
Note: To recognize the new IP address all nodes within
the cluster will have to be manually rebooted.
=====
```

```
Do you want to continue?
```

```
Enter "yes" to continue and restart or any other key
to abort
```

Enter **y** and press **Enter**. This will automatically reboot this server with the new IP address.

Using Cisco Unified Communications Operating System Administration interface:

Alternatively, you can change the IP address and default gateway of the server from **Cisco Unified Communications Operating System Administration** interface as follows:

- Choose **Settings > IP > Ethernet**.
- Change the IP address, default gateway, and netmask, and click **Save**. The server restarts automatically with the new IP address.

If you change the IP address, License MAC of the server will also change. Rehost the new license. Old license enters its grace period.

IP Address Modification in High-Availability (HA) Deployment



Note Ensure that the IP Address is sequentially changed first in the Publisher and then the Subscriber node of the Unified CCX servers.

Change IP Address for Publisher Server in HA Deployment

Use this procedure to change the IP address of publisher server in a HA deployment.



Caution Ensure that the server on the same subnet or that is moved to the new subnet has access to the configured default gateway before proceeding to change the IP address of the server.

Procedure

- Step 1** Change the DNS record of the publisher server to point to the new IP address. Ensure that you correctly update both the forward (A) and reverse (PTR) records, and there are no duplicate PTR records.
- Step 2** Verify that the DNS change propagates to other nodes by using the `utils network host <IP Address>` CLI command on all the cluster nodes.
- Step 3** From the Cisco Unified Operating System Administration page of the subscriber server in the cluster, perform the following tasks:
- Navigate to **Settings > IP > Publisher**.
 - Change the IP address of the publisher server.
- Step 4** To update new IP of the publisher server in subscriber, enter the following CLI command on the subscriber server:

```
utils uccx modify remote_IPAddress <Old_IP_of_Publisher>
<New_IP_of_Publisher>
```

The following output displays:

```
admin:utils uccx modify remote_IPAddress 10.3.90.21 10.3.90.28
```

```
Old Remote IP Address: 10.3.90.21
New Remote IP Address: 10.3.90.28
```

```
This command should be executed only in case you are changing IP Address of remote server.
Are you sure you want to run this command?
Continue (y/n)?
```

Enter **y** and press **Enter**.

- Step 5** If you want to change the IP address of the server on the same subnet or a different subnet that requires a new default gateway address, use either of the following methods:
- CLI commands
 - Cisco Unified Communications Operating System Administration interface

Using CLI commands:

- a) To change the default gateway, enter the following CLI command:

```
set network gateway <IP Address>
```

The following sample output displays:

```
admin:set network gateway 10.3.90.2

WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.
Continue (y/n):
Continue (y/n)?y
```

Caution Ensure that the server is moved to the new subnet and has access to the default gateway before proceeding to the following sub-step.

- b) To change the IP address of the server, enter the following CLI command:

```
set network ip eth0 <ip_address> <netmask> <default gateway> where ip_address specifies the
new server IP address, netmask specifies the new server network mask and default gateway specifies
the default gateway of the new server.
```

The following sample output displays:

```
admin:set network ip eth0 10.78.92.55 255.255.255.0 10.78.92.1

WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.
Continue (y/n)?y
***  W A R N I N G  ***
This command will cause the system to restart
=====
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.
      To recognize the new ip address all nodes within
      the cluster will have to be manually rebooted.
=====
Continue (y/n)?y
```

Enter **y** and press **Enter**. This will automatically reboot this server with the new IP address.

Using Cisco Unified Communications Operating System Administration interface:

Alternatively, you can change the IP address and default gateway of the server from **Cisco Unified Communications Operating System Administration** interface as follows:

- Choose **Settings > IP > Ethernet**.
- Change the IP address, default gateway, and netmask, and click **Save**. The server restarts automatically with the new IP address.

Step 6 Reboot all the servers in the cluster including the publisher using the CLI command `utils system restart`.

Note If you do not reboot the subscriber after the IP address change, all the services on the publisher may not start properly.

If you change the IP address, License MAC will also change. Rehost the new license for the new LicenseMAC. Old license enters its grace period.

Change IP Address for Subscriber Server in HA Deployment

Use this procedure to change the IP address of a subscriber server in a HA deployment.



Caution Ensure that the server on the same subnet or that is moved to the new subnet has access to the configured default gateway before proceeding to change the IP address of the server.

Procedure

- Step 1** Change the DNS record of the subscriber server to point to the new IP address. Ensure that you correctly update both the forward (A) and reverse (PTR) records, and there are no duplicate PTR records.
- Step 2** Verify that the DNS change propagates to other nodes by using the `utils network host <IP Address>` CLI command on all the cluster nodes.

Caution Skip Step 3 if the server is defined by host name and you are changing only the IP address.

- Step 3** From **Cisco Unified CCX Administration** page, perform the following tasks:
- Navigate to **System > Server**. From the List Servers web page, click the IP address of the subscriber server.

The Server Configuration page for the subscriber server opens.

- Enter the new IP address in the **Host Name/IP Address** field and click **Save**.

Note You can use the CLI command `run sql select name,nodeid from ProcessNode` to check whether the new IP address has been replicated on all the servers.

- Step 4** To update new IP of the subscriber in publisher, enter the following CLI command on the publisher server:
- utils uccx modify remote_IPAddress <Old_IP_of_Subscriber> <New_IP_of_Subscriber>**

The following output displays:

```
admin:utils uccx modify remote_IPAddress 10.3.90.21 10.3.90.28

Old Remote IP Address: 10.3.90.21
New Remote IP Address: 10.3.90.28
```

This command should be executed only in case you are changing IP Address of remote server.

```
Are you sure you want to run this command?
Continue (y/n)?
```

Enter **y** and press **Enter**.

- Step 5** If you want to change the IP address of the server on the same subnet or a different subnet that requires a new default gateway address, use either of the following methods:

- CLI commands
- Cisco Unified Communications Operating System Administration interface

Using CLI commands:

- a) To change the default gateway, enter the following CLI command:

```
set network gateway <IP Address>
```

The following sample output displays:

```
admin:set network gateway 10.3.90.2

WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.
Continue (y/n):
Continue (y/n)?y
```

Caution Ensure that the server is moved to the new subnet and has access to the default gateway before proceeding to the following sub-step.

- b) To change the IP address of the server, enter the following CLI command:

```
set network ip eth0 <ip_address> <netmask> <default gateway> where ip_address specifies the
new server IP address, netmask specifies the new server network mask and default gateway specifies
the default gateway of the new server.
```

The following sample output displays:

```
admin:set network ip eth0 10.78.92.55 255.255.255.0 10.78.92.1

WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.
Continue (y/n)?y
***  W A R N I N G  ***
This command will cause the system to restart
=====
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.
      To recognize the new ip address all nodes within
      the cluster will have to be manually rebooted.
=====
Continue (y/n)?y
```

Enter **y** and press **Enter**. This will automatically reboot this server with the new IP address.

Using Cisco Unified Communications Operating System Administration interface:

Alternatively, you can change the IP address and default gateway of the server from **Cisco Unified Communications Operating System Administration** interface as follows:

- Choose **Settings > IP > Ethernet**.
- Change the IP address, default gateway, and netmask, and click **Save**. The server restarts automatically with the new IP address.

Step 6 Reboot all the servers in the cluster including the publisher using the CLI command `utils system restart`.

Note If you do not reboot the subscriber after the IP address change, all the services on the publisher may not start properly.

Host Name Modification

This section describes how to change the host name.



Caution Changing the host name on any node in a Cisco CRS cluster can interrupt call processing and other system functions. Also, changing the host name can cause the system to generate certain alarms and alerts such as ServerDown and automatic failover to a backup server may not operate. Because of this potential impact to the system, you must perform host name changes during a planned maintenance window.



Note As a prerequisite ensure that the DNS is reachable and the DNS record exists for the server.

Change Host Name for Server in a Single-Node Deployment

Use this procedure to change the host name of the server in a single-node deployment.



Note The character limit for Host Name is 24 characters and must be in lower case .

Procedure

- Step 1** Change the DNS record of the server to point to the new host name. Ensure that you correctly update both the forward (A) and reverse (PTR) records, and there are no duplicate PTR records.
- Step 2** You can change the host name of the server either using the CLI (command line interface) command or using **Cisco Unified Communications Operating System Administration** interface. To change the host name using CLI command, go to step 3 or to change the host name using **Cisco Unified Communications Operating System Administration** interface go to step 4.
- Step 3** At the CLI prompt, perform the following tasks:
- a) Enter the CLI command `set network hostname` and press **Enter**.

The following sample output displays:

```
admin:set network hostname
```

```
WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.
Continue(y/n):
Continue (y/n)?y
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 UCCX Certificates including any third party
                  signed Certificates that have been uploaded.

```

```

Continue (y/n)?y
Enter the hostname:

```

b) Enter **y** twice to continue and enter the hostname and press **Enter**.

Step 4 From **Cisco Unified Communications Operating System Administration** interface, perform the following task:

- a) Choose **Settings > IP > Ethernet**.
- b) Change the host name.
- c) Click **Save**. The server automatically reboots with the new host name.

Step 5 On changing the host name/IP address, License MAC of the server changes. Rehost the new license. Old license enters its grace period.

Step 6 Verify the status of SocialMiner:

- a) Choose **Subsystems > Chat and Email > SocialMiner Configuration**.
- b) Click **Save** and verify that the **SocialMiner Status** displays green for all the components.

Host Name Modification in High-Availability (HA) Deployment

The character limit for Host Name is 24 characters and must be in lower case .

Change Host Name for Publisher Server in HA Deployment

Use this procedure to change the host name of publisher server in a HA deployment.

Procedure

Step 1 Change the DNS record of the publisher server to point to the new host name. Ensure that you correctly update both the forward (A) and reverse (PTR) records, and there are no duplicate PTR records.

Step 2 Verify that the DNS change propagates to other nodes by using the `utils network host <IP Address>` and `show tech network hosts` CLI commands on all the cluster nodes.

Step 3 To change the host name of the publisher on the subscriber node, use either of the following methods:

- CLI commands
- Cisco Unified Communications Operating System Administration interface

Using CLI commands:

- a) Run the following CLI command on the subscriber node:


```
set network cluster publisher hostname <hostname>
```


where `hostname` is the new publisher.

The following output displays:

```
admin:set network cluster publisher hostname hijk-lmn-n1

New Remote hostname: hijk-lmn-n1
```

Using Cisco Unified Communications Operating System Administration interface:

From **Cisco Unified Communications Operating System Administration** interface of the subscriber server, perform the following tasks:

- a) Navigate to **Setting > IP > Publisher**.
- b) The Server Configuration page for the publisher server opens. Change the host name of Publisher server in the **Host Name** or **IP Address** field and then click **Save**.

Step 4 Run the following CLI command on the Subscriber node to update new host name of the Publisher server :

```
utils uccx modify remote_hostname <Old_hostname_of_Publisher> <New_hostname_of_Publisher>
```

The following output displays:

```
admin:utils uccx modify remote_hostname abcd-efg-n1 hijk-lmn-n1

Old Remote hostname: abcd-efg-n1
New Remote hostname: hijk-lmn-n1
```

This command should be executed only in case you are changing Hostname of remote server.
Are you sure you want to run this command?
Continue (y/n)?

Enter **y** and press **Enter**.

Step 5 To change the host name of publisher server, use either of the following methods:

- CLI commands
- Cisco Unified Communications Operating System Administration interface

Using CLI commands:

a) Run the following CLI command on the publisher node:

```
set network hostname
```

The following output displays:

```
admin:set network hostname
```

```
***  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 UCCX Certificates including any third party
                  signed Certificates that have been uploaded.

Continue (y/n)?

```

Enter **y** and press **Enter**.

b) Enter the hostname when prompted. The system services will automatically restart.

Using Cisco Unified Communications Operating System Administration interface:

Change the host name using Cisco Unified Communications Operating System Administration interface of the publisher server:

- a) Choose **Settings > IP > Ethernet**.
- b) Change the host name.
- c) Click **Save**. The system services will automatically restart.

Step 6 Reboot all the servers in the cluster including the publisher using the CLI command `utils system restart`.

Note If you do not reboot the subscriber, all the services on the publisher may not start properly.

Step 7 From the publisher node, run CLI command `utils dbreplication reset all` to resetup Unified CM database replication across the entire cluster.

Step 8 From the publisher node, run CLI command `utils uccx dbreplication reset` to setup Unified CCX database replication across the cluster.

Step 9 On changing the host name, License MAC changes. Rehost the new license for the new license MAC. Old license enters its grace period.

Step 10 Verify the status of SocialMiner.

Change Host Name for Subscriber Server in HA Deployment

Use this procedure to change the host name of a subscriber server in a HA deployment.

Procedure

Step 1 Change the DNS record of the subscriber server to point to the new host name. Ensure that you correctly update both the forward (A) and reverse (PTR) records, and there are no duplicate PTR records.

Step 2 Verify that the DNS change propagates to other nodes by using the `utils network host <IP Address>` and `show tech network hosts` CLI commands on all the cluster nodes.

Step 3 To update new host name of the subscriber in publisher, enter the following CLI command on the publisher server:

```
utils uccx modify remote_hostname <Old_hostname_of_Subscriber> <New_hostname_of_Subscriber>
```

The following output displays:

```

admin:utils uccx modify remote_hostname abcd-efg-h1 i jkl-mno-p2

Old Remote hostname: abcd-efg-h1
New Remote hostname: i jkl-mno-p2

```

This command should be executed only in case you are changing Hostname of remote server.

Are you sure you want to run this command?
Continue (y/n)?

Enter **y** and press **Enter**.

Step 4 To change the host name of the subscriber server, perform either of the following methods:

- CLI commands
- Cisco Unified Communications Operating System Administration interface

Using CLI commands:

a) Run the following CLI command on the subscriber server:

```
set network hostname
```

The following output displays:

```
admin:set network hostname

WARNING: Changing this setting will invalidate software license
         on this server. The license will have to be re-hosted.
Continue (y/n):
Continue (y/n)?y
***  W A R N I N G   ***
This command will cause the system to restart
=====
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.
      To recognize the new ip address all nodes within
      the cluster will have to be manually rebooted.
=====
Continue (y/n)?y
```

Enter **y** and press **Enter**. The system services will automatically restart.

Using Cisco Unified Communications Operating System Administration interface:

Change the host name using Cisco Unified Communications Operating System Administration interface of the subscriber server:

- a) Choose **Settings > IP > Ethernet**.
- b) Change the host name.
- c) Click **Save**. The system services will automatically restart.

Step 5 Restart all the servers in the cluster using the CLI command `utils system restart`.

Note If you do not reboot the subscriber, all the services on the publisher may not start properly.

Step 6 From the publisher node, run CLI command `utils dbreplication reset all` to resetup Unified CM database replication across the entire cluster.

Step 7 From the publisher node, run CLI command `utils uccx dbreplication reset` to setup Unified CCX database replication across the cluster.

Step 8 Verify the status of SocialMiner.

Verify Proper Function of System after IP Address/host name Change

After you change the IP addresses/host names of your cluster, complete the following tasks:

Procedure

- Step 1** Ensure that all the servers in the cluster are up and available.
- Step 2** Check the DB replication status as described in Step 3 of [Prepare System for IP Address/host name Change, on page 7](#) to ensure all the servers are replicating database changes successfully.
- Step 3** Run a manual DRS Backup and ensure that all nodes and active services are successfully backed up.
- Step 4** Run the CLI command `utils diagnose module validate_network` through platform CLI on all nodes in the cluster to ensure network connectivity and DNS server configuration are intact.
- Step 5** If you have changed the IP address to move the Unified CCX server to a different network, then any firewall configuration on the other network must be changed to permit or deny traffic from the new IP address.
- Step 6** If you have created any DSN using old IP address, change the DSN to point to the new IP. For example, the DSN created for Wallboard.
- Step 7** Update the new IP address in the following web pages as well:
- **Work Flow Configuration > User Interface > Browser Setup** - URL and Home Page
 - **Work Flow Configuration > HTTP Action** - Host
 - **Work Flow Configuration > IPC Action** - IP Address
 - Update the Recording configuration and the Cisco SocialMiner configuration in the Unified CCX Administration page on the Publisher server.
- Step 8** For Cisco Finesse and Unified Intelligence Centers users, delete the certificates entries for the old hostname/IP Address from the web browser before you log in to Cisco Finesse Agent Desktop or Unified Intelligence Center.
-

Exit Unified CCX Administration

To exit Unified CCX Administration without closing your web browser, you can do either of the following:



Note You can also exit Unified CCX Administration by closing your web browser.

Procedure

- Step 1** Click the **Logout** link displayed in the top right corner of any Cisco Unified CCX Administration web page
- Step 2** Choose **System > Logout** from the Unified CCX Administration menu bar.
- The system logs you out of Unified CCX and displays the Unified CCX Authentication web page.
-

