Changing the IP Address for Cisco Unified CallManager / Unified Communications Manager

Contents

Introduction

This document describes how to change the IP address on a Cisco CallManager server. The Cisco CallManager IP address is changed for a variety of reasons. It includes moving the server from one segment to another or resolving a duplicate IP address problem.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

Refer to the [Cisco Technical Tips Conventions](#) for more information on document conventions.

Changing the Cisco Unified Communications Manager 5.x and 6.x IP Address

For information on how to change the IP address or host name in Cisco Unified Communications Manager 5.X or 6.X, refer to [Changing the IP Address and Host Name for Cisco Unified Communications Manager 5.x and 6.x Servers](#).

Changing the CallManager 3.x and 4.x IP Address

Complete these steps in order to change the IP address for a Cisco CallManager server.

1. Choose **Start** > **Settings** > **Control Panel**.

2. Double-click **Network and Dial-up Connections**.

3. Double-click **Local Area Connection.**

4. In the Local Area Connection Status window, click **Properties**.

5. In the list on the Local Area Connection Properties window, double-click the **Internet Protocol (TCP/IP)**.

6. In the Internet Protocol (TCP/IP) Properties window, click the **Use the following IP address** button and type an IP address.

7. Click **OK**.

8. In the Local Area Connection Properties window, click **OK**.

9. In the Local Area Connection Status window, click **Close**.

10. Restart the server when prompted.

    The procedure to change the IP address for the server is complete. The next step is to change the IP address in Cisco CallManager Administration.

11. Choose **Start** > **Programs** > **Cisco CallManager 3.0** > **CallManager Administration**. Each system has a different version number like 3.1 or 3.2, 3.3, or 4.0.

12. Choose **System** > **Server**.

13. On the Server Configuration window, click on the appropriate Cisco CallManager server in the list.

14. In the DNS or IP Address field, type the new IP address.

    Note: IP phones require WINS in order to resolve CallManager NetBios names and DNS in order to resolve Domain Names. If there is any chance of having a problem with DNS or WINS resolution, it is always good to use the IP address. You might face issues with the SRST configuration where DNS servers are at a remote location and cannot be contacted when the WAN link fails.

15. Click **Update**.

16. Reboot all servers in the Cisco CallManager cluster.

Both the server and the Cisco CallManager system have new IP addresses now. Repeat these steps as necessary for each server PC and Cisco CallManager system.

Note: Additional IP address changes are needed within Cisco CallManager. The changes are also needed in applications that reference Cisco CallManager such as Cisco Customer Response Applications (CRA). This list is an example of sections that might or might not need changes.

   ○ In CRA, change the IP address under Engine configuration.

   ○ In CRA, change the IP address under Java Telephony API (JTAPI).

❍ In CRA, change the IP address in the Directory configuration.

❍ In CRA, change the IP address in the Repository configuration.

❍ Stop the DC Directory service on the server. Choose **Control Panel** > **Administrative Tools** > **Services**.

❍ Change the IP address in the hoteling profile in the DC Directory on your CallManager server. Choose **Start** > **Programs** > **DC Directory Administration**. Click **System Profile** > **hoteling**.

❍ In Cisco CallManager, change the IP address in the URLs under **System** > **Enterprise Parameters**.

❍ In Cisco CallManager, change the IP address in the URLs under **Features** > **IP Phone Services**.

❍ Change the LMHOST and HOSTS files on all servers.

❍ Change DHCP option 150 to a new IP address.

❍ Open SQL Enterprise Manager and change the IP addresses in the URLs in the PlugIn table.

❍ Open the stiBackup configuration and change the server IP addresses under all appropriate tabs.

❍ Change the IP address in C:\TAPS\TAPSCCM.txt.

❍ If you have integrated Cisco CallManager and Cisco Unity, update the TSP on the Cisco Unity server to point to the new Cisco CallManager IP address. On the Cisco Unity server, go to the Windows **Start** menu, and choose **Programs > Cisco Unity > Manage Integrations**.

If you connect to a Cisco CallManager cluster, Cisco recommends that you enter the IP address (or DNS name) of a subscriber Cisco CallManager server.

Note: *If* you have Subscribers, when you change the IP address of the Publisher, you need to edit the LMHOST files in the Subscribers to the new IP address.

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Related Information

- **Troubleshooting Guide for Cisco Unified CallManager, Release 4.x**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation - Cisco Systems**