Configuring The IP Hosts File on a Windows 2000 CallManager Server

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Contents

Introduction

Some applications that run on the Cisco CallManager server allow the user to configure the TCP/IP hostname of the server instead of its IP address. If the TCP/IP hostname is used, the server needs to resolve this name to the correct IP address.

This document explains how to configure the hosts file on a Cisco CallManager server so that it resolves its host name to its IP address. This document does not address the addition of the name of the server to a Domain Name System (DNS) database or a Windows Internet Naming Service (WINS) database.

Note: This task is related to the Windows 2000 operating system, not to the Cisco CallManager software. The same procedure can be used on any system that runs Windows95/98/NT/ME/2000. The only difference is where the hosts files are stored on the system. The Windows file search facility, which is available in all Windows operating systems, is used to find the location of the hosts file.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on any system that runs the Windows 2000 server.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.
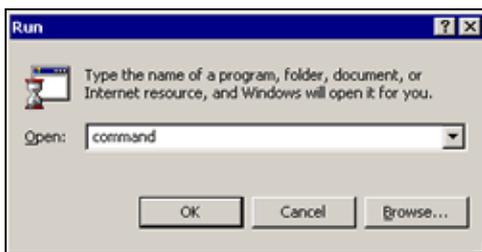
Configure the Hosts File

Test the Current Configuration

Complete these steps in a command prompt window in order to determine if your Cisco CallManager server is able to ping itself with the help of its TCP/IP hostname:

1. Choose **Start > Run**.

2. Enter **command** on the Cisco CallManager server Start menu.

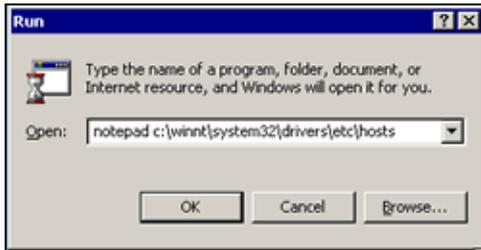3. Enter **ping <hostname>**. In this case the command is **ping ccm1**.

If this is successful, your server is configured properly. You do not need to perform the next task. If this fails, edit the hosts file.

Edit the Hosts File

Complete these steps to edit the hosts file.

1. Choose **Start > Run**.
2. Enter **command** on the Cisco CallManager server Start menu.
3. Enter **notepad c:\winnt\system32\drivers\etc\hosts**.

Run ? ✕

Type the name of a program, folder, document, or
Internet resource, and Windows will open it for you.

Open: notepad c:\winnt\system32\drivers\etc\hosts

[OK] [Cancel] [Browse...]

4. Add a new line at the end of the hosts file: *ip_address CallManager_server_name* . In this example, this is **172.16.1.252 ccm1** .

```
# Copyright (c) 1993-1999 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#      102.54.94.97     rhino.acme.com          # source server
#       38.25.63.10     x.acme.com              # x client host

127.0.0.1       localhost       #PRE
172.16.1.252    ccm1            #PRE
```

5. Save your file and exit Notepad.
6. Try to test the current configuration again. If it fails, you have a system problem. It has to be resolved before you can use this function.

After you have saved the file you are able to **ping** the server by its TCP/IP hostname. You do not need to reboot a Windows 2000 system for this to take effect. Some other Windows systems do require that the system be rebooted for this change to take effect. If your system does not work after you save the file, reboot it and try the **ping** again.

It is not necessary to edit the lmhosts file in order for a Cisco CallManager server to resolve its name to its IP address. A non Cisco CallManager system, however, can have an application or service that references the lmhosts file for resolving names to IP addresses or for some other function. The lmhosts.sam file that is available on all Windows systems provides examples of adding system names and IP addresses to the lmhosts file. Check the on−line help available on all Windows systems for more information on how to use the lmhosts file.

Troubleshoot

While a user installs the Cisco CallManager Subscriber, the CallManager Service Activation fails with this error message:

```
Error 1542, Exception in installing service.
```

This error can be due to a DNS mismatch.

Complete these steps in order to resolve the issue:

1. Ensure that the hosts file(**C:\winnt\system32\drivers\etc\hosts**) on the Publisher contains entries for both itself (the Publisher server) and the Subscriber server.

Also, the hosts file in the Subscriber server should contain the same file. If not, edit the hosts file on both the Publisher and the Subscriber server using the procedure mentioned in the Edit the Hosts File section of this document.

2. Enter these commands from the DOS prompt on both the Publisher and the Subscriber server:

- ♦ **IPCONFIG /flushdns**
- ♦ **NBTSTAT –R**

Note: The upper case letter R is required.

Related Information

- • **Voice Technology Support**
- • **Voice and Unified Communications Product Support**
- • **Troubleshooting Cisco IP Telephony**
- • **Technical Support & Documentation – Cisco Systems**

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