

Update Unified IM and Presence (IM&P) Server Name From Hostname to Fully Qualified Domain Name (FQDN)

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Introduction

This document describes how to change Cisco IM&P hostname to FQDN. There are conditions that you require to change to FQDN in order to the IM&P Certificate Authority (CA) signed certificates to be accepted by Jabber client.

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Q. How to change Cisco IM&P node name from hostname to FQDN

A.

1. If an IM&P publisher is changed, remove it as an intercluster peer on all other clusters.
2. Check on the IM&P admin GUI of the publisher node in each cluster to verify if alerts are displayed to restart Cisco XCP Router. If so, **restart** the XCP router on the nodes specified.
3. Navigate to **Cisco Unified Communication Manager Administration > System > Presence Redundancy Groups** page and disable High Availability on each Cisco Unified Presence sub-cluster.
4. Navigate to **Cisco Unified Serviceability > Tools > Service Activation** page and deactivate these services in this order on each Cisco Unified Presence node: **Cisco SIP ProxyCisco Presence EngineCisco XCP Text Conference ManagerCisco XCP Web Connection ManagerCisco XCP Connection ManagerCisco XCP SIP Federation Connection ManagerCisco XCP XMPP Federation Connection Manager (If Activated)Cisco XCP Message Archiver (If Activated)Cisco XCP Directory Service (If Activated)Cisco XCP File Transfer Manager (If Activated)Cisco XCP Authentication Service**
5. On the **Cisco Unified Serviceability > Tools > Control Center - Network Services** page and stop **Cisco XCP Router** service on each Cisco Unified Presence node.

6. Navigate to the **Cisco Unified Communication Manager Administration > System > Server** page to change the node name against each IM&P node in the cluster. Modify the **Fully Qualified Domain Name/IP Address** field from the hostname of the IM&P node to the FQDN of the IM&P node. Click **Save**. Click **OK** to any warning pop-ups.
7. Open administrative CLI for the IM&P publisher node in the cluster to restart database replication to ensure change has taken effect.
Run this command: **utils dbreplication reset all**. This can take a period of time before replication is fully established within the cluster again. To validate if replication is fully established, run this command: **utils dbreplication runtimestate**.

This image shows the output of this command:

```
admin:utils dbreplication runtimestate
Server Time: Fri Jan  5 17:03:13 AEDT 2018
Cluster Replication State: BROADCAST SYNC Completed on 1 servers at: 2017-04-19-16-23
  Last Sync Result: 60 tables repaired. SYNC COMPLETED on 305 tables out of 305
  Sync Status: NO ERRORS
  Use CLI to see detail: 'file view activelog cm/trace/dbl/20170419_161517_dbl_repl_output_Broadcast.log'
DB Version: ccm10_5_2_24900_8
Repltimeout set to: 300s
PROCESS option set to: 1
Cluster Detailed View from impub (2 Servers):
```

SERVER-NAME	IP ADDRESS	PING (msec)	DB/RPC/ DbMon?	REPL. QUEUE	Replication Group ID	REPLICATION SETUP (RTMT) & Details
impub	10.67.81.177	0.044	Y/Y/Y	0	(g_3)	(2) Setup Completed
impub	10.67.81.178	0.486	Y/Y/Y	0	(g_10)	(2) Setup Completed

- Replication is fully established when all nodes show a replication status of **Connected** and a Replication Setup value of **(2) Setup Complete**. As mentioned in the notes, it may take a period of time before replication is fully re-established. The length of time depends on the amount of data in your database. Run **utils dbreplication runtimestate** continuously, until you see the correct states as outlined in the image. **Note:** If replication setup value shows (4), then there are issues on replication which needs further debugging.
- Once replication is shown as complete on the publisher, verify if it is complete on all subscriber nodes. Log in admin CLI on the subscriber node and run **utils dbreplication runtimestate** continuously until you see the correct states as outlined in the image. **Note:** On subscriber nodes, there will be no text such as “Setup Completed” in the final column. Value of (2) in all rows for this column indicates completion.

Caution: Do not proceed to the next step until replication is fully established again and shown as completed on all nodes in the cluster.

8. Navigate to **Cisco Unified Serviceability > Tools > Control Center - Network Services** page and start **Cisco XCP Router** service on each Cisco Unified Presence node.
9. Navigate to **Cisco Unified Serviceability > Tools > Service Activation** page and re-activate these services in this order on each Cisco Unified Presence node: **Cisco SIP Proxy**, **Cisco Presence Engine**, **Cisco XCP Text Conference Manager**, **Cisco XCP Web Connection Manager**, **Cisco XCP Connection Manager**, **Cisco XCP SIP Federation Connection Manager**, **Cisco XCP XMPP Federation Connection Manager** (If Previously

Activated)Cisco XCP Message Archiver (If Previously Activated)Cisco XCP Directory Service (If Previously Activated)Cisco XCP File Transfer Manager (If Activated)Cisco XCP Authentication Service

10. Navigate to **Cisco Unified Communication Manager Administration > System > Presence Redundancy Groups** page and enable High Availability again on each Cisco Unified Presence sub-cluster.
11. Navigate to **Presence -> Inter-Clustering page** on the publisher node of the other inter-cluster peers and re-add the peer entry for the node you just updated, this time with the new hostname.
12. Navigate to **Cisco Unified Presence Administration > Presence > Inter-Clustering** page to ensure all inter-cluster peers are up. If there are any errors on the **Certificate Status** view then perform these steps: Click **Force Manual Sync** buttonEnsure **Also resync peer's Tomcat certificates** is checkedClick **OK**Wait for the Inter-cluster Peer Status to refresh to see if the **Certificate Status** is now secure.

The Procedure is now complete. As mentioned in the notes, it can take up to 60 minutes before this change is fully pushed out to nodes on other clusters.