

# How to change server IP Address or Hostname in a Standalone server or in a Cluster Enviroment

Applies from Application Suite 2017.1.1

## Description:

How to change server IP Address or hostname in a Standalone server or in a Cluster Enviroment.

## How-to:

### ***Change the IP Address or Hostname in a Standalone server (One server only).***

1. Change IP or machine hostname.
2. Open folder \\StonevoiceAS\System
3. Run ***UpdateInstallationAddress.bat*** and restart the server

### ***Change IP Address (ask to our support how to change the hostname) in a Cluster Enviroment***

1. For each node follow this procedure (once in a time)
2. Change ***IP address (don't change the hostname)*** and restart server
3. Open Windows Service Manager and stop Imagicle Replication Service
4. Open Windows Service Manager and stop Imagicle Service host
5. Edit %IASROOT%\Apps\Fw\Settings\ClusterNodesDefinition.config.xml
6. Replace the old ***IP address (don't change the hostname)*** with the new one
7. Edit %IASROOT%\Apps\Replication\Settings\Replication.Engine.xml
8. Replace the old ***IP address (don't change the hostname)*** with the new one
9. Edit %IASROOT%\Lib\RabbitMQ\erl\_inetrc.config
10. Replace the old ***IP address (don't change the hostname)*** with the new one (leave "," to separate numbers")
11. Open Windows Service Manager and restart RabbitMQ Service
12. Open "<StonevoiceAS>\Temp" and double click SV-StartAllServices.bat (to start all Imagicle services)
13. Repeat the same procedure in the other nodes

## Align hostname in SQL Server for Standalone Enviroment

After above procedure, UC Suite hostname is properly updated and you can display it from *Support* web page. In below sample, you can find it in "UC Suite Installation Type":

Support page (available only in English)

Support

Main Info

Platform: Imagicle UC Suite for Cisco (CCM)  
Version: Winter 2022 (2022.1.1-233-g9ed8524e0c)  
UC Suite Installation Type: STANDALONE  
[1] Name: WIN-CEKL7K5M2G1, Address: 192.168.150.105  
License status: Activation mode: Offline  
UCL Users: 0  
Call Analytics: Trial, expires on 10/02/2022

That's not the case for Hostname saved in SQL Server. See below sample, where "Server name:" field differs from above:

Database Server	
General	
Server name:	WIN-7VRCT25T0VU\IMAGICLE2017
Server info:	Microsoft SQL Server 2017 (RTM) - 14.0.1000.169 (X64) Aug 22 2017 17:04:49 Copyright (C) 2017 Microsoft Corporation Express Edition (64-bit) on Windows Server 2019 Standard Evaluation 10.0 (Build 17763: ) (Hypervisor)

To align above values, please execute the following SQL query from HeidiSQL:

```
sp_dropserver '<old_name>';
sp_addserver '<new_name>', 'local';
```

where <old name> is the one appearing in the Database Server section (including insatnce name) and <new\_name> is the new server name, including the instance name (do not change the SQL instance name!).

For instance:

```
sp_dropserver 'WIN-7VRCT25T0VU\IMAGICLE2017';
sp_addserver 'IMG-SERVER1\IMAGICLE2017', 'local';
```

Now both Hostnames are consistent on *Support* web page.