
Stratusphere™ How to Change Appliance IP Addresses

Overview

This document provides instructions on how to change the static IP addresses and host name of each appliance and how to update them in different appliances.

These instructions apply to Stratusphere version 6.0 and higher.

Preparation

1. Procure any change controls required to make changes to the production Stratusphere appliances.
2. Download and install the latest version of [PuTTY](#) on your desktop.
3. Direct network access to the Stratusphere appliances using TCP/22 is required.
4. Acquire credentials of the 'friend', 'ssconsole', and 'root' users to access the console of the Stratusphere appliances.
5. Acquire the existing and new IP address/DNS Names of the Stratusphere appliances.
6. Ensure the host name of each appliance resolves to the new static IP address of the appliance.

Scenarios

The different scenarios below are based on the number of Stratusphere appliances deployed within the environment within each set.

1. Stratusphere Hub.
2. Stratusphere Hub & Database appliance.
3. Stratusphere Hub, Database, and Collector appliances.

Scenario 1: Stratusphere Hub

1. In PuTTY, enter the IP address of the Stratusphere Hub appliance and connect on Port 22.
2. Use the credentials for 'ssconsole' user acquired above for the Stratusphere appliance console access. Listed below are the default credentials:
 - a. User ID: ssconsole
 - b. Password: sspassword
3. On the Liquidware Stratusphere Hub Appliance Menu screen, choose the N option for Network Configuration.
4. The wizard will display all existing settings and then prompt, 'Do you want to change this configuration?', enter Y.
5. The wizard will walk you through each individual setting starting with the host name. Enter the new host name and hit enter. It will then prompt for the IP address, Network Mask, and Default Gateway IP address – enter the changes as necessary. For the remaining items, if there is no change, just hit ENTER to proceed to the next item.
6. The CID Key Callback DNS Name is what the existing CID Keys use to call back to the Hub to upload data and for software upgrades. Changing the CID Key Callback DNS

Name field does not automatically update the URL within the CID Key's `mgrcert.pem` file.

Please do NOT change this unless you have the ability to either uninstall and reinstall the CID Key with the newly branded installer with the new callback DNS name or have the ability to update the registry key for a new callback address for the CID Key on every machine with the CID Key installed. If you must update this CID Key Callback DNS Name, then please use the following KB article [Reassign the Connector ID Key to report to a new Hub](#), to push out a new registry key to with the new CID Key Callback DNS Name.

7. When finished, enter `W` to save the changes.
8. **Due to the change in IP address, the appliance will restart its network connection with its new IP address and thus your PuTTY session will get disconnected.**
9. If the IP address is valid, then the Hub appliance will restart its network interface and come up with that IP address.
10. Use your favorite browser to check if the Stratusphere Web UI is now available at the new IP address and/or Host Name.

Scenario 2: Stratusphere Hub & Database

In this scenario, we must keep the Hub and Database appliances in sync, so each appliance knows the IP address of the other. In brief, here are the steps:

1. Stop all services on the Hub
2. Update the Hub appliance IP address
3. Update the Hub appliance's internal configuration file with the new IP address of the database
4. Stop the database server
5. Update the database appliance IP address
6. Update the database appliance's internal configuration file with the new IP address of the Hub
7. Restart database server
8. Start all services on the Hub

Stratusphere Hub

1. In a new PuTTY window for the Hub, enter the IP address of the Stratusphere Hub appliance and connect on Port 22.
2. Use the credentials for 'friend' user acquired above for the Stratusphere appliance console access. Listed below are the default credentials, but if these are changes please make sure you acquire them before starting this procedure:
 - a. User ID: `friend`
 - b. Password: `sspassword`
3. Switch to super user mode by executing the following command:
 - a. `sudo bash`
 - b. This command will prompt for a password. The default password is 'sspassword'. If the credentials have been changed for security reasons, please obtain them prior to getting started.

4. To enter the Liquidware Stratusphere Hub Appliance Menu wizard, enter the following:

➤ `lwl`
5. On the Liquidware Stratusphere Hub Appliance Menu screen, choose the `S` option for `S) Software Services`. Then for each service that is still Running, please enter `W` to toggle/stop Web Service, `B` to toggle/stop Back-end Application service, and `D` to toggle/stop Database Service. Enter `Q` to Quit and go to the main menu.
6. On the Liquidware Stratusphere Hub Appliance Menu screen, choose the `N` option for Network Configuration.
7. The wizard will display all existing settings and then prompt, 'Do you want to change this configuration?', enter `Y`.
8. The wizard will walk you through each individual setting starting with the host name. Enter the new host name and hit enter. It will then prompt for the IP address, Network Mask, and Default Gateway IP address – enter the changes as necessary. For the remaining items, if there is no change, just hit ENTER to proceed to the next item.
9. The CID Key Callback DNS Name is what the existing CID Keys use to call back to the Hub to upload data and for software upgrades. Changing the CID Key Callback DNS Name field does not automatically update the URL within the CID Key's `mgrcert.pem` file. Please do NOT change this unless you have the ability to either uninstall and reinstall the CID Key with the newly branded installer with the new callback DNS name or have the ability to update the registry key for a new callback address for the CID Key on every machine with the CID Key installed. If you must update this CID Key Callback DNS Name, then please use the following KB article [Reassign the Connector ID Key to report to a new Hub](#), to push a new registry key to with the new CID Key Callback DNS Name.
10. When finished, enter `W` to write the changes.
11. **Due to the change in IP address, the appliance will restart its network connection with its new IP address and thus your PuTTY session will get disconnected.**
12. If the IP address is valid, then the Hub appliance will restart its network interface and come up with that IP address. Use any browser to check if the UI is now available at the new IP address and/or Host Name.
13. Wait for 15-30 seconds and use PuTTY to connect to the Stratusphere Hub again - this time with the new IP address.
14. Use the credentials for 'friend' user acquired above for the Stratusphere appliance console access. Listed below are the default credentials, but if these are changes please make sure you acquire them before starting this procedure:
 - a. User ID: `friend`
 - b. Password: `sspassword`

15. Switch to super user mode by executing the following command:
 - a. `sudo bash`
 - b. This command will prompt for a password. The default password is 'sspassword'. If the credentials have been changed for security reasons, please obtain them prior to getting started.
16. If the Database appliance IP address is to be updated as well, enter the following command to edit the file in an editor which contains the database's IP address:


```
➤ vi /etc/tntdb.conf
```
17. Scroll down to the line with PGHOST. You can also use the /PGHOST search option within vi editor. Use the DELETE key to delete the old database appliance IP address and then enter INSERT mode by entering 'i' and type in the new IP address of the Database Appliance.
18. Hit the ESC key to get out of INSERT mode and then type ':wq' without the quotes to write and quit the file.
19. We now make changes on the Database appliance.

Stratusphere Database

20. In a new PuTTY window for Database, enter the IP address of the Stratusphere Database appliance and connect on Port 22.
21. Use the credentials for 'friend' user acquired above for the Stratusphere appliance console access. Listed below are the default credentials, but if these are changes please make sure you acquire them before starting this procedure:
 - a. User ID: `friend`
 - b. Password: `sspassword`
22. Switch to super user mode by executing the following command:
 - a. `sudo bash`
 - b. This command will prompt for a password. The default password is 'sspassword'. If the credentials have been changed for security reasons, please obtain them prior to getting started.
23. To enter the Liquidware Stratusphere Database Appliance Menu wizard, enter the following:


```
➤ lwl
```
24. On the Liquidware Stratusphere Database Appliance Menu screen, choose the S option for S) Software Services and then D to D) Toggle (stop) Database service. The enter Q to Quit to the main menu.
25. On the Liquidware Stratusphere Database Appliance Menu screen, choose the N option for Network Configuration.
26. The wizard will display all existing settings and then prompt, 'Do you want to change this configuration?', enter Y.

27. The wizard will walk you through each individual setting starting with the `host name`. Enter the new host name and hit enter. It will then prompt for the IP address, Network Mask, and Default Gateway IP address – enter the changes as necessary. For the remaining items, if there is no change, just hit ENTER to proceed to the next item.
28. When finished, enter `W` to save the changes.
29. **Due to the change in IP address, the appliance will restart its network connection with its new IP address and thus your PuTTY session will get disconnected.**
30. If the IP address is valid, then the Database appliance will restart its network interface and come up with that new IP address.
31. Wait for 15-30 seconds and use PuTTY to connect to the Stratusphere Database again - this time with the new IP address.
32. Use the credentials for 'friend' user acquired above for the Stratusphere appliance console access. Listed below are the default credentials, but if these are changes please make sure you acquire them before starting this procedure:
 - a. User ID: `friend`
 - b. Password: `sspasword`
33. Switch to super user mode by executing the following command:
 - a. `sudo bash`
 - b. This command will prompt for a password. The default password is 'sspasword'. If the credentials have been changed for security reasons, please obtain them prior to getting started.
34. If the Hub appliance's IP address has to be changed as well, enter the following command to edit the file in an editor which contains the Hub's IP address:


```
➤ vi /var/lib/pgsql/current/data/pg_hba.conf.base
```
35. Enter the Hub's old IP address (eg. 10.0.1.10) in the following format to quickly search for it within the vi editor:


```
/10.0.1.10
```
36. Use the DELETE key to delete the old Hub appliance IP address and then enter INSERT mode by entering 'i' and type in the new IP address of the Hub Appliance.
37. Change the old IP address (10.0.1.10/32) of the Hub to the new **IP address of the Hub on at least two line** that should read like the following:


```
hostssl    portal  impadmin   10.0.1.10/32 md5
hostssl    all      impadminsu 10.0.1.10/32 md5
```
38. Once changed, hit the ESC key to get out of INSERT mode and then type `':wq'` without the quotes to write and quit the file.
39. To enter the Liquidware Stratusphere Database Appliance Menu wizard, enter the following:


```
➤ lw1
```

40. On the Liquidware Stratusphere Database Appliance Menu screen, choose the S option for S) Software Services and then D to D) Toggle (start) Database service. The enter Q to Quit to the main menu.
41. All changes on the Database appliance are finished. We now update the Hub's IP address and/or host name.

Stratusphere Hub

42. If the old Hub's PuTTY windows still exists, move over to that window and skip down to #45. If that old PuTTY has timed out and auto logged out the user, start a new PuTTY window with the IP address of the Stratusphere Hub appliance and connect on Port 22.
43. Use the credentials for 'friend' user acquired above for the Stratusphere appliance console access. Listed below are the default credentials, but if these are changes please make sure you acquire them before starting this procedure:
 - a. User ID: friend
 - b. Password: sspassword
44. Switch to super user mode by executing the following command:
 - a. `sudo bash`
 - b. This command will prompt for a password. The default password is 'sspassword'. If the credentials have been changed for security reasons, please obtain them prior to getting started.
45. To enter the Liquidware Stratusphere Hub Appliance Menu wizard, enter the following:

➤ `lwl`
46. On the Liquidware Stratusphere Hub Appliance Menu screen, choose the S option for S) Software Services. Then for each service that is still stopped, please enter W to toggle/start Web Service, B to toggle/start Back-end Application service, and D to toggle/start Database Service. Enter Q to Quit and go to the main menu.
47. Give all the services a few minutes to start and then use your favorite browser to log into the Stratusphere Web UI.
48. After the Hub service restarts the Hub may change back to the old database causing the Hub to malfunction, if this happens repeat steps #1 to 18 and restart the hub service described in step #45.
49. Browse the Stratusphere Web UI Administration/Collector Administration/Collectors.
50. Select Stratusphere Hub and then click View Properties, then near the top right of the screen click Edit Properties.
51. Edit the Local IP Address to the new Hub IP Address. Finally click Save Collector Properties.