Change a Code42 server's network address

Who is this article for?

√ Incydr
√ Code42 for Enterprise
√ CrashPlan for Enterprise
√ CrashPlan for Small Business

This article applies to on-premises authority servers.

Overview

This tutorial explains how to safely reconfigure your Code42 server's IP address or hostname. You may need to change the network configuration of your Code42 server due to a physical server move, subnet adjustment, VLAN change, or other network modification. Changing any part of the network configuration of a Code42 server that is in production requires careful planning to avoid adversely affecting users and devices.

Considerations

• This tutorial applies to Code42 for Enterprise customers running Code42 servers on-premises.
• Changing the network settings of a Code42 server without proper planning can cause problems:
  ◦ Changing the network settings of a Code42 server without following the steps in this article can cause your Code42 apps to lose contact with the authority server, and thus become stranded. You will then need to manually reconfigure each stranded user device in order to update the network settings for each affected Code42 app.
  ◦ The recommended method of moving a Code42 server to a new IP address requires the ability to edit the entry for your Code42 server in your organization's DNS system.

Before you begin

• Be sure you understand your network topology
• Determine whether or not you have the authority to modify the DNS resource record for your Code42 server
• If you have questions about the process of changing your Code42 server's IP address, contact our Customer Champions for support (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Get_support_for_CrashPlan_for_Small_Business_or_Code42_CrashPlan). Issues with this process are easier to prevent in advance than to repair afterward.

https://support.code42.com/Administrator/6/Monitoring_and_managing/Change_a_Code42_servers_network_address (https://support.code42.com/Administrator/6/Monitoring_and_managing/Change_a_Code42_servers_network_address)
Method 1: Modify the DNS resource record for your Code42 server

We recommend this method for most environments, because it minimizes the chances to strand a Code42 app. You need to have access to your organization's DNS system to use this method.

Before you begin

- This method assumes that you are already using a DNS hostname as the primary network address.
- In order to decrease the downtime for Code42 apps, we recommend lowering the time-to-live (TTL) value (http://en.wikipedia.org/wiki/Time_to_live) for your Code42 server's DNS resource record well in advance of the network change.

Lower the value one TTL period before the network change. A TTL period is the length of the previous TTL setting. For example, if the previous TTL setting is two weeks, you should lower the TTL setting two weeks before making the network change. This gives cached DNS settings on other DNS servers time to adopt the new lower TTL setting.

For example, you might change the TTL value to 15 minutes (900 seconds) two weeks before making the network change. Then when you make the network change, endpoint devices have an outdated DNS cache for just 15 minutes, and the Code42 apps are offline for 15 minutes or less.

Steps

Step 1: Change secondary network address to new IP address (optional)

This step is recommended unless you are using the secondary network address to allow routing via a second network interface. This step will provide a fallback route to the Code42 server for your Code42 apps in the event that the DNS change is delayed or problematic.

Navigate to Settings > Server (https://support.code42.com/Administrator/6/Code42_console_reference/Server_settings_reference#Server_settings), then change the Secondary network address to the new IP address that your Code42 server is moving to.

Because the FQDN still resolves to the current IP address, devices will still be able to connect to the Code42 server during the period between this change and the update to your DNS system.

Step 2: Edit DNS system to reflect new IP address

Change your Code42 server's entry in your DNS system to reflect the new IP address. The DNS entry can be set in its zone file entry (in Linux/Unix using BIND) or its entry in Active Directory (Windows).

You should have a thorough understanding of how DNS works (http://en.wikipedia.org/wiki/Domain_Name_System) before attempting the change.
Step 3: Confirm Code42 app connectivity

Sign to the [Code42 console](https://support.code42.com/Administrator/6/Code42_console_reference/Dashboard_reference) to confirm that Code42 apps are coming back online.

Step 4: Confirm storage server connectivity

If your Code42 environment includes one or more storage servers, confirm that the storage servers are also back online:

1. Go to [Storage > Servers](https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Servers_reference).
2. Select a server.
   The storage server should be online, as signified by a black dot under the Online icon in the upper-left corner of the server details page.

Step 5: Change ttl back to original value (if necessary)

If you changed the TTL value for your Code42 server's DNS resource record before the IP address change, change the TTL value back to its original value.

Step 6: Restart your authority server (optional)

[Restart your authority server](https://support.code42.com/Administrator/6/Troubleshooting/Stop_and_start_the_Code42_server) to immediately update the network address on all devices in your Code42 environment. If you do not restart your authority server, devices will update periodically as they renew their connections to the authority server.

Method 2: Modify the secondary network address

This method is recommended if you do not have access to your Code42 server's DNS entry.

Steps

Step 1: Change secondary network address to new IP address

Navigate to [Settings > Server](https://support.code42.com/Administrator/6/Code42_console_reference/Server_settings_reference#Server_settings), then change the Secondary network address field to the new value for the IP address:

- Because you haven't yet actually changed the IP address of the network interface in the operating system, you will see a red x next to the secondary network address field, rather than a green checkmark.
- Leave the primary network address set to the value of the old IP address or the FQDN, so that Code42 apps and store points are...
still able to communicate with the Code42 server.

- Code42 apps that are offline between the time that you change the secondary network address and the time that you move the Code42 server to the new IP address will not receive the changes. Because you will have to manually update the server address in the network configuration (https://support.code42.com/Code42_app_reference/Code42_app_reference#Network) for each stranded device, you should give your Code42 apps as much time as possible to receive the updated network configuration.

**Step 2: Move Code42 server to new IP address**

Migrate the Code42 server to its new IP address.

- This process varies, depending on your operating system.
- If your Code42 server is actively using more than one network interface, be sure that you are changing the IP address of the correct network interface.

**Step 3: Confirm Code42 app connectivity**

Sign in to the Code42 console and confirm that endpoint devices regain their connections. It may take some time for all Code42 apps to successfully reconnect, especially in an environment with a large number of users.

**Step 4: Confirm storage server connectivity**

If your Code42 environment includes one or more storage servers, confirm that the storage servers are also back online:

2. Select a server.
   - The storage server should be online, as signified by a black dot under the Online icon in the upper-left corner of the server details page.

**Step 5: Modify primary network address (optional)**

Change the primary network address to a new value:

- This value could be a new FQDN or alternative IP address.
- Regardless, changing the primary network address should not strand endpoint devices at this point, because the Code42 apps can utilize the secondary network address if there is a problem with the primary network address.
Step 6: Restart your authority server (optional)

 Restart your authority server (https://support.code42.com/Administrator/6/Troubleshooting/Stop_and_start_the_Code42_server) to immediately update the network address on all devices in your Code42 environment. If you do not restart your authority server, devices will update periodically as they renew their connections to the authority server.

External resources

- Domain Name System (DNS) (http://en.wikipedia.org/wiki/Domain_Name_System)

Related topics

- System error in Code42 console after server IP address change (https://support.code42.com/Administrator/6/Troubleshooting/System_error_in_Code42_console_after_server_IP_address_change)
- Reconfigure incorrect port settings with network redirection (https://support.code42.com/Administrator/6/Troubleshooting/Reconfigure_incorrect_port_settings_with_network_redirection)
- IP addresses and ports used by the Code42 platform (https://support.code42.com/Administrator/6/Planning_and_installing/IP_addresses_and_ports_used_by_the_Code42_platform)
- Storage - Servers reference (https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Servers_reference)