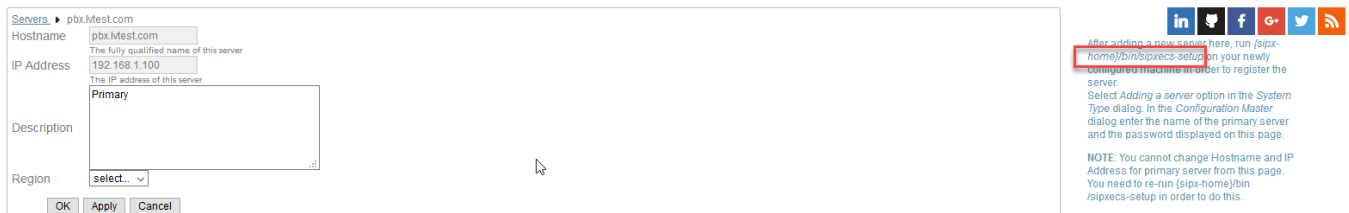


Changing the SIP Domain Name for Sipxcom in Release 17.04

- [Introduction](#)
- [Step 1 - Shut Down all Sipxcom Processes from Root](#)
- [Step 2 - Run sipxecs-setup to Change FQDN of Voice Server](#)
- [Step 3 - Check Whether Sipregistrar is Running](#)
- [Step 4 - Convert FQDN in Mongo from pbx.lvtest.com to pbx.lvtest1.com](#)
- [Step 5 - Push Sipxcom Server Processes and Validate All Processes are Running](#)
- [Step 6 - Rebuild Phone Profiles and Restart Phones](#)
- [Step 7 - Test Incoming, Outgoing Calls, Voicemails, Autoattendants, etc](#)

Introduction

In Sipxcom, the fully qualified name for a voice server is defined at setup time by the host name (e.g. **pbx**) and SIP domain name (e.g. **lvtest.com**). After first installing the Sipxcom ISO, the server will restart. When logging into root after the reboot, the **sipxecs-setup** script is automatically started which prompts the user whether to change network settings, if this is the first Sipxcom server, and prompts for hostname and SIP domain. After a few minutes, sipxecs-setup completes and displays message to log into the voice server via a web browser.



In older releases of Sipxcom, the voice server fully qualified domain name (e.g. **pbx.lvtest.com**) was changed by shutting down Sipxcom from the root account, and re-running the **sipxecs-setup** script. In release 17.04, it appears **sipxecs-setup** fails to update the Mongo database name to the new updated fully qualified name for the voice server. This document describes how to complete the conversion of the fully qualified domain name in Sipxcom from **pbx.lvtest.com** to **pbx.lvtest1.com**.

Step 1 - Shut Down all Sipxcom Processes from Root

SSH into the voice server as root and issue the following commands:

- `service sipxecs stop`
- `service sipxsupervisor stop`
- `service mongod stop`
- `service postgresql stop`
- `crontab -r` to stop any automated Sipxcom processes from starting
- Do a `ps -ef | grep sipx` command and issue a `kill -9` to any remaining Sipxcom processes
- Do a `service sipxcom status` command to ascertain all major Sipxcom processes are stopped

```

[root@pbx ~]#
[root@pbx ~]# service sipxecs stop
[root@pbx ~]# service sipxsupervisor stop
Stopping cf-serverd: [ OK ]
[root@pbx ~]# service mongod stop
Stopping mongod: [ OK ]
[root@pbx ~]# service postgresql stop
Stopping postgresql service: [ OK ]
[root@pbx ~]# ps -ef | grep sipx
root      1493      1  0 15:50 ?          00:00:00 /usr/sbin/snmptrapd -A -Lf /var/
log/sipxpbx/snmptrapd.log -p /var/run/snmptrapd.pid
sipx      2709      1  0 15:50 ?          00:00:00 epmd -daemon
root      20642    7248  0 16:29 pts/1    00:00:00 grep sipx
[root@pbx ~]# crontab -r
[root@pbx ~]# ps -ef | grep sipx
root      1493      1  0 15:50 ?          00:00:00 /usr/sbin/snmptrapd -A -Lf /var/
log/sipxpbx/snmptrapd.log -p /var/run/snmptrapd.pid
sipx      2709      1  0 15:50 ?          00:00:00 epmd -daemon
root      20648    7248  0 16:30 pts/1    00:00:00 grep sipx
[root@pbx ~]# kill -9 1493
[root@pbx ~]# kill -9 2709
[root@pbx ~]# ps -ef | grep sipx
root      20650    7248  0 16:30 pts/1    00:00:00 grep sipx
[root@pbx ~]# service sipxecs status
sipxconfig is stopped
sipxpage is stopped
sipxsaa is stopped
sec is stopped
sipxrelay is stopped
sipxrest is stopped
sipxrls is stopped
sipxcdr is stopped
sipXproxy is stopped
sipstatus is stopped
cf-serverd is stopped
sipxsqa is stopped
sipxivr is stopped
sipxcallback is stopped
tcpdump dead but pid file exists
sipxacccode is stopped
sipregistrar is stopped
freeswitch is stopped
sipxprovision is stopped
sipxrecording is stopped
[root@pbx ~]# █

```

Step 2 - Run sipxecs-setup to Change FQDN of Voice Server

Run the sipxecs-setup script to change the Siprocom FQDN from `pbx.lvtest.com` to `pbx.lvtest1.com`:

```
[root@pbx ~]#
[root@pbx ~]# sipxecs-setup
Network settings:
IP address : 192.168.1.100
Would you like to configure your system's network settings? [ enter 'y' or 'n' ] : n
Is this the first server in your cluster? [ enter 'y' or 'n' ] : y
Configuring as the first server...
Enter just the host name of this computer?. Example: myhost. [ press enter for 'pbx' ] :
Enter just the domain name of your network? Example: mydomain.com [ press enter for 'lvtest1.com' ] : lvtest1.com
Tip: Use 'pbx.lvtest1.com' as your SIP domain if you are
setting up for the first time or if you know you are only going to setup one
server. This can make configuration easier. You can always change the value
later.
Enter SIP domain name [ press enter for 'lvtest1.com' ] :
Enter SIP realm [ press enter for 'lvtest1.com' ] :
Application settings:
Primary server : yes
Host : pbx
SIP Domain : lvtest1.com
Network Domain : lvtest1.com
Would you like to change your application settings? [ enter 'y' or 'n' ] : n
Finishing system configuration, almost done...
done.

In a few more minutes you will be able to access the administration
interface from your web browser at the following URL:

https://pbx.lvtest1.com

[root@pbx ~]#
```

Step 3 - Check Whether Sipregistrat is Running

Check the running Sipxcom processes via a **service sipxecs status** command - if the **sipxsa**, **sipxrls**, **sipxstatus**, and **sipregistrat** processes are stopped, then this is due to the Mongo **hostid** not being converted by **sipxecs-setup** from **pbx.lvtest.com** to **pbx.lvtest1.com**. Do a tail command on the **/var/log/sipxpbx/sipregistrat.log** file - there will be log messages for connect errors to the Mongo **pbx.lvtest1.com** database.

```
[root@pbx ~]# service sipxecs status
sipxconf ( pid 26651 ) is running and listening on port
sipxpage ( pid 27622 ) is running and listening on port
sipxsa is stopped
sipxrls is running...
sipxrelay ( pid 28369 ) is running and listening on port
sipxreat ( pid 31218 ) is running...
sipxrls is stopped
sipxrcd ( pid 24980 ) is running and listening on port
sipxrcdy ( pid 22224 ) is running and listening on port
sipxstatus is stopped
sipxserverd ( pid 22361 ) is running and listening on port
sipxsaq ( pid 459 ) is running and listening on port
sipxlvr ( pid 27488 ) is running and listening on port
sipxallback ( pid 24922 ) is running...
topdump ( pid 523 ) is running...
sipxaccode ( pid 24735 ) is running...
sipregistrat is stopped
sipregistrat ( pid 27177 ) is running and listening on port
sipxprovision ( pid 27809 ) is running and listening on port
sipxrecording ( pid 30191 ) is running...
[root@pbx ~]# tail -vaz /var/log/sipxpbx/sipregistrat.log
*2017-06-04T20:43:36.469722*:1:KERNEL:CRIT:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Failed to connect to 'sipxecs/pbx.lvtest1.com:27017' - socket exception [CONNECT_ERROR] for sipxecs/pbx.lvtest1.com:27017
*2017-06-04T20:43:36.469900*:2:KERNEL:NOTICE:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Maximum file descriptors set to soft: 32768
*2017-06-04T20:43:41.471965*:3:KERNEL:CRIT:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Failed to connect to 'sipxecs/pbx.lvtest1.com:27017' - socket exception [CONNECT_ERROR] for sipxecs/pbx.lvtest1.com:27017
*2017-06-04T20:44:55.898407*:4:KERNEL:NOTICE:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Maximum file descriptors set to soft: 32768
*2017-06-04T20:44:55.898573*:5:KERNEL:NOTICE:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Maximum file descriptors set to soft: 32768
*2017-06-04T20:45:00.932213*:6:KERNEL:CRIT:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Failed to connect to 'sipxecs/pbx.lvtest1.com:27017' - socket exception [CONNECT_ERROR] for sipxecs/pbx.lvtest1.com:27017
*2017-06-04T20:45:46.240534*:7:KERNEL:NOTICE:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Maximum file descriptors set to soft: 32768
*2017-06-04T20:45:46.240702*:8:KERNEL:NOTICE:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Maximum file descriptors set to soft: 32768
*2017-06-04T20:45:51.243044*:9:KERNEL:CRIT:pbx.lvtest1.com:7ef0da48b800:sipxregistry:Failed to connect to 'sipxecs/pbx.lvtest1.com:27017' - socket exception [CONNECT_ERROR] for sipxecs/pbx.lvtest1.com:27017
[root@pbx ~]#
```

Step 4 - Convert FQDN in Mongo from pbx.lvtest.com to pbx.lvtest1.com

Go into Mongo and issue the following commands - upon completion, exit Mongo and restart the Sipxcom server:

- Issue **Mongo** command
- Issue **rs.config()** command - you will notice that host name is still **pbx.lvtest.com**
- Issue the **cfg = rs.config()** command - which copies the database parameters into a variable
- Issue the **cfg.members[0].host = "pbx.lvtest1.com"** command which changes the voice FQDN host name to **pbx.lvtest1.com** in Mongo
- Issue the **"rs.reconfig(cfg,{force:true})"** command to apply the new pbx.lvtest1.com host name to Mongo
- Issue the **rs.config()** command again to ascertain the new host name has been applied in Mongo
- Issue the **exit** command from Mongo and then restart the Sipxcom server

```

sipxecs:PRIMARY> rs.config()
{
  "_id" : "sipxecs",
  "version" : 124716,
  "members" : [
    {
      "_id" : 0,
      "host" : "pbx.lvttest.com:27017",
      "tags" : {
        "clusterId" : "1",
        "shardId" : "0"
      }
    }
  ]
}
sipxecs:PRIMARY> cfg = rs.config()
{
  "_id" : "sipxecs",
  "version" : 124716,
  "members" : [
    {
      "_id" : 0,
      "host" : "pbx.lvttest.com:27017",
      "tags" : {
        "clusterId" : "1",
        "shardId" : "0"
      }
    }
  ]
}
sipxecs:PRIMARY> cfg.members[0].host = "pbx.lvttest1.com";
pbx.lvttest1.com
sipxecs:PRIMARY> rs.reconfig(cfg, {force:true})
2017-06-04T17:03:08.741-0400 DBClientCursor::init call() failed
2017-06-04T17:03:08.743-0400 trying reconnect to 127.0.0.1:27017 (127.0.0.1) failed
2017-06-04T17:03:08.743-0400 reconnect 127.0.0.1:27017 (127.0.0.1) ok
reconnected to server after rs command (which is normal)

sipxecs:PRIMARY>
Message from syslogd@pbx at Jun  4 17:03:31 ...
sipXproxy[29224]: ALARM_MONGODB_SLOW_READ Last Mongo read took a long time: document: node.registrar delay: 5000 milliseconds

sipxecs:PRIMARY> rs.config()
{
  "_id" : "sipxecs",
  "version" : 207837,
  "members" : [
    {
      "_id" : 0,
      "host" : "pbx.lvttest1.com:27017",
      "tags" : {
        "clusterId" : "1",
        "shardId" : "0"
      }
    }
  ]
}
sipxecs:PRIMARY>

```

Step 5 - Push Sipxcom Server Processes and Validate All Processes are Running

Push the **pbx.lvttest1.com** server profile which copies all configuration data from the SQL server into Mongo. Check to ascertain all server processes are running.

<input type="checkbox"/>	Name	ID	IP Address	Description	Status
<input checked="" type="checkbox"/>	pbx.ltest1.com	1	192.168.1.100	Primary	Configured

Send Profiles Delete Reset keys

Servers ▶ pbx.ltest1.com

<input type="checkbox"/>	Name	Status
<input type="checkbox"/>	tcpdump	Running
<input type="checkbox"/>	Authorization Code (sipxacccode)	Running
<input type="checkbox"/>	Callback on Busy (sipxcallback)	Running
<input type="checkbox"/>	CDRs (sipxcdr)	Running
<input type="checkbox"/>	Conference Event Listener (sipxrecording)	Running
<input type="checkbox"/>	Configuration (sipxconfig)	Running
<input type="checkbox"/>	DNS (named)	Running
<input type="checkbox"/>	Elasticsearch	Running
<input type="checkbox"/>	FTP (vsftpd)	Running
<input type="checkbox"/>	Global Database (mongod)	Running
<input type="checkbox"/>	Log watcher (sipxlogwatcher)	Running
<input type="checkbox"/>	Media Relay (sipxrelay)	Running
<input type="checkbox"/>	Media Services (sipxfreeswitch)	Running
<input type="checkbox"/>	Network Queue (sipxsqa)	Running
<input type="checkbox"/>	Network Queue DB (redis-server)	Running
<input type="checkbox"/>	NTP (ntpd)	Running
<input type="checkbox"/>	Paging Groups (sipxpage)	Running
<input type="checkbox"/>	Phone Auto-Provisioning (sipxprovision)	Running
<input type="checkbox"/>	REST API (sipxrest)	Running
<input type="checkbox"/>	RLS (sipxrls)	Running
<input type="checkbox"/>	SA/BLA (sipxaaa)	Running
<input type="checkbox"/>	SIP Proxy (sipxproxy)	Running
<input type="checkbox"/>	SIP Registrar (sipxregistrar)	Running
<input type="checkbox"/>	SMTP (sendmail)	Running
<input type="checkbox"/>	SNMP (snmpd)	Running
<input type="checkbox"/>	SNMP Alarms (snmpttrapd)	Running
<input type="checkbox"/>	Supervisor (sipxsupervisor)	Running
<input type="checkbox"/>	System Audit (sipxconfig)	Running
<input type="checkbox"/>	Voicemail MWI (sipxpublsher)	Running
<input type="checkbox"/>	VoicemailAutoAttendantIVR/MoH (sipxivr)	Running

Restart Refresh

Step 6 - Rebuild Phone Profiles and Restart Phones

The phones registered to the Siprocom voice server currently use **ltest.com** as the SIP domain - push all phone profiles which rebuilds the configuration files on the Siprocom TFTP directory. The phones will need to be manually restarted to pick up the new configuration files and register to the voice server with SIP domain **ltest1.com**.

Step 7 - Test Incoming, Outgoing Calls, Voicemails, Autoattendants, etc

Test a variety of internal and external calls, call forwards, voicemail, autoattendants to ascertain all calls are working properly. If bearer path fails to appear on some calls (e.g. voicemail announcements), and you are testing with a new voice server, then pay attention to your NAT traversal settings:

- If this is a new system and Siprobridge is used, for external calls, ascertain the NAT Traversal type is set to IP address, and Public IP address is set to the IP address assigned to the WAN router, assuming Siprocom is behind a firewall.
- If this is a new system and unmanaged gateways are used for external calls, then pay attention to the following settings, particularly if voicemail or autoattendant announcements disappear after 30-60 seconds (assume Siprocom and gateway is behind a firewall):
 - **NAT public IP address** should be configured to be the Siprocom private IP address.
 - The **Enable NAT traversal** and **Server behind NAT** settings should be disabled.