Change Appliance Network Settings

Revised: March 2015

This chapter explains how to use the Appliance Administrative Interface (AAI) to change the network settings or troubleshoot connectivity issues for a Cisco Show and Share or Cisco DMM appliance.

Note
- We recommend that you do not change the static IP address that you assign to your Cisco Show and Share and Cisco DMM appliances.
- If your network uses a DNS server, you must reassociate the resolvable DNS hostname for your Show and Share appliance each time that you change the appliance IP address.

This chapter includes the following sections:

View Network Settings

The Network Settings screen displays the hostname, network link status, IP address, subnet mask, default gateway, and primary and secondary DNS server.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

The Network Settings screen displays the network configuration of the appliance and options for changing the configuration.

Step 2   Choose **Cancel** and press **Enter** to return to the Main Menu.

Change the Appliance Hostname

You can change the appliance hostname from the AAI interface. In failover configurations, changing the appliance hostname causes the appliance to fail over.

Changing the hostname causes the appliance to regenerate a self-signed certificate. If you are using a certificate provided by a certificate authority, you will need to obtain a new certificate and install it on the appliance. See Chapter 7, "Manage Digital Certificates" for more information about obtaining and installing certificates.

If you are using both a Cisco Show and Share and a Cisco DMM appliance, you must re-pair the appliances after changing the hostname on either appliance.

If you change the hostname for a Cisco Show and Share appliance, you must change the hostname setting for any files that are hosted on the appliance.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **HOSTNAME** and press **Enter**.

The current hostname appears on the Hostname Configuration screen.

Step 3   Enter a fully qualified domain name for the appliance, for example server.example.com. Press **Enter**.

Step 4   Press **Enter** to confirm the change.

Changing the hostname can take over a minute to complete. When it is finished, a results message appears.

Step 5   Press **Enter** to return to the Network Settings screen.

Step 6   If you are using Cisco DMM and Cisco Show and Share appliances, go to Chapter 11, "Pair the Cisco DMS Appliances".

Step 7   If you change the hostname of a Cisco Show and Share appliance, you need to update the hostname for file types that are hosted on the local appliance. See the *Administrator Guide for Cisco Show and Share* for more information about setting the file hosting locations.

Change the TCP/IP Settings

You can use AAI to change the IP address of the appliance. If you change the IP address of a Cisco Show and Share appliance or of a Cisco DMM appliance that is paired with a Cisco Show and Share appliance, you will need to pair the appliances after performing this procedure.

Changing the IP address of your appliance causes the appliance to reboot. If you are connected to your appliance using SSH, you will lose your connection.

In failover configurations, changing the TCP/IP settings causes the appliance to fail over.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose TCP_IP and then press Enter.

Step 3   Use the Up/Down arrows to navigate between the fields and provide the following information:

- IP address and subnet mask of the appliance.

- IP address of the default gateway for the appliance.

Step 4   Press **Tab** to highlight the OK button. Press **Enter** to accept your changes.

A message appears warning you that the appliance will reboot and will need to be paired again.

Step 5   Press **Enter**.

The Static IP Configuration confirmation screen appears.

Step 6   Review your configuration. Press **Enter** to accept your configuration changes and reboot the appliance. Press **Tab** to highlight No and press **Enter** to change the settings again.

If you accepted the configuration changes, the appliance reboots.

What to do Next

If the appliances was part of a paired Cisco DMM/Cisco Show and Share configuration, you must re-pair the appliances. See Chapter 11, "Pair the Cisco DMS Appliances".

Change the DNS Settings

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **DNS** and press **Enter**.

Step 3   Type the primary DNS server IP address in the PRIMARY DNS field.

Step 4   (Optional) Use the **Down** arrow to move to the SECONDARY DNS field. Type the secondary DNS server IP address, if there is one.

Step 5   Press **Tab** to highlight the Ok button, and then press **Enter**.

              The DNS Configuration confirmation screen appears.

Step 6   Press **Enter** to confirm the settings and return to the Network Settings screen.

Disable Auto Negotiation on the Network Interface Card

By default, the network interface card is set to auto-negotiate the speed and duplex settings for the network interface. You can turn off auto negotiation and manually configure these properties.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **AUTO_NEGOTIATION** and press **Enter**.

              The Auto Negotiation Configuration screen appears. If auto negotiation is enabled, the system asks if you want to disable it.

Step 3   Press **Enter** to disable auto negotiation.

              The NIC Speed screen appears.

Step 4   Use the **Up/Down** arrows to highlight the desired NIC speed. Press the **Spacebar** to select the speed.

Step 5   Press **Enter**.

              The NIC Duplex screen appears.

Step 6   Use the **Up/Down** arrows to highlight the desired duplex setting. Press the **Spacebar** to select the setting.

Step 7   Press **Enter**.

              The Auto Negotiation Configuration screen displays your chosen settings.

Step 8   Press **Enter** to accept your changes and return to the Network Settings screen.

Enable Auto Negotiation on the Network Interface Card

Procedure

Step 1 Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2 Choose **AUTO_NEGOTIATION** and press **Enter**.

The Auto Negotiation Configuration screen appears. If auto negotiation is disabled, the system asks if you want to enable it.

Step 3 Press **Enter** to enable auto negotiation and return to the Network Settings screen.

Troubleshoot Network Issues

This section contains the following topics:

Start or Stop the Network Interface Card

You can stop and start the network interface card from the AAI interface. If you are using SSH to access the AAI interface, you will lose connectivity to the appliance. You need to start the network interface card from a terminal connected to the appliance. In failover configurations, this causes the appliance to fail over.

Procedure

Step 1 Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2 Choose **NETWORK_TOOLS** and press **Enter**.

Step 3 Choose **START/STOP** and press **Enter**.

Step 4 Choose **Yes** and press **Enter**.

The NIC will start up or stop, depending upon its previous state.

Restart the Network Interface Card

You can restart the network interface card (NIC) on the appliance through the AAI interface. If you are logged-in to the appliance through an SSH session, your connection will be dropped when you restart the NIC. You will need to log back in. In failover configurations, this causes the appliance to fail over.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **NETWORK_TOOLS** and press **Enter**.

Step 3   Choose **RESTART** and press **Enter**.

You are asked to confirm that you want to restart the NIC.

Step 4   Choose **Yes** and press **Enter**.

If you are connected to the appliance through an SSH session, your session is dropped.

Use ping to Troubleshoot Connectivity

The AAI interface contains a front end to the ping utility. Use the ping utility to troubleshoot connectivity issues to other devices, for example to ensure the appliance can reach your FTP server for backup or system log.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **NETWORK_TOOLS** and press **Enter**.

Step 3   Choose **PING** and press **Enter**.

Step 4   Type the IP address or hostname of the target device and press **Enter**.

Step 5   Press **Enter** to close the results screen.

You are returned to the Network Settings screen.

Use netstat to View Active Network Connections

Procedure

Step 1 Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2 Choose **NETWORK_TOOLS** and press **Enter**.

Step 3 Choose **NETSTAT** and press **Enter**.

```
                                NETSTAT
  Active Internet connections (servers and established)
  Proto Recv-Q Send-Q Local Address            Foreign Address
  tcp        0      0 localhost.localdomain:9955  *:*
  tcp        0      0                     :7849 *:*
  tcp        0      0                     :7850 *:*
  tcp        0      0 *:843                    *:*
  tcp        0      0 *:1007                   *:*
  tcp        0      0 *:sunrpc                 *:*
  tcp        0      0 *:csync2                 *:*
  tcp        0      0 *:postgres               *:*
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  tcp        0      0 localhost.localdom:postgres localhost.localdomain:353
  A(+)                                                          3%
                          < EXIT >
```

Step 4 Use the **UP/DOWN** arrows to scroll through the results.

Step 5 Press **Enter** to return to the Network Settings screen.

Use dig to Retrieve DNS Server Information

Domain information groper (dig) is a utility for querying DNS servers for DNS records.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **NETWORK_TOOLS** and press **Enter**.

Step 3   Choose **DIG** and press **Enter**.

Step 4   Enter a hostname or IP address to query the DNS server with and press **Enter**.

Tip   Enter **-h** and press **Enter** to see advanced information about using the dig utility.

The results screen appears with the DNS information for the IP address or hostname.

Step 5   Press **Enter** to return to the Network Settings screen.

Use nslookup to Retrieve DNS Server Information

nslookup is a utility for querying DNS servers for DNS details for a particular host.

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **NETWORK_TOOLS** and press **Enter**.

Step 3   Choose **NSLOOKUP** and press **Enter**.

Step 4   Enter a hostname or IP address to query the DNS server with and press **Enter**.

The results screen appears with the DNS information for the IP address or hostname.

Step 5   Press **Enter** to return to the Network Settings screen.

View Network Interface Traffic Statistics

Procedure

Step 1   Choose **NETWORK_SETTINGS** and press **Enter**.

Step 2   Choose **NETWORK_TOOLS** and press **Enter**.

Step 3   Choose **NIC_STATS** and press **Enter**.

```
                                    NIC STATS
 NIC STATS
  mac address : 00:26:55:33:64:de
  collisions : 0
  multicast : 6
  rx_bytes : 591630457
  rx_compressed : 0
  rx_crc_errors : 0
  rx_dropped : 0
  rx_errors : 0
  rx_fifo_errors : 0
  rx_frame_errors : 0
  rx_length_errors : 0
  rx_missed_errors : 0
  rx_over_errors : 0
  rx_packets : 1015958
  tx_aborted_errors : 0
  tx_bytes : 547067679
  tx_carrier_errors : 0
  tx_compressed : 0
  tx_dropped : 0
                                                                      80%
                              <  OK  >
```

Step 4   Use the **UP/DOWN** arrows to scroll through the results.

Step 5   Press **Enter** to return to the Network Settings screen.