

IP Address change for PINsafe Software Installations

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Overview

This document outlines the procedures for changing the IP address on PINsafe Servers that are PINsafe software only, for PINsafe appliances see [IP Address change for PINsafe servers How to Guide](#).

Prerequisites

Have read and followed the information in [IP Address change for PINsafe servers How to Guide](#)

IP address Change Procedure

IP address change for Single Instances of PINsafe servers

On the server running PINsafe

Stop Tomcat

Change the IP address through the OS

Start Tomcat

IP address change for Multiple Instances of PINsafe servers using External Database

On each server running PINsafe carry out the following in turn where an IP address change is required

Stop Tomcat

Change the IP address through the OS

Start Tomcat

Change Management IP Address Range Configuration

Edit PINsafe ranges.xml File from <Path to Tomcat>/webapps/pinsafe/WEB-INF/conf/ranges.xml

Change any modified ranges to access PINsafe Management Console

Where Installed Change the ChangePIN Configuration

Edit ChangePIN Config File from <Path to Tomcat>/webapps/changePIN/WEB-INF/settings.xml

<entry key="imageserver">192.168.0.38</entry>

see Also: [ChangePIN_How_to_Guide](#)

Change the PINsafe Administration Console Configuration where required

On the PINsafe server

Edit the RADIUS server IP address if required

Edit any changes to the RADIUS/NAS entries

Edit any changes to the Server/Agent entries

See Also: [RADIUS_How_To_Guide](#)

Change any remote device Configuration where required

ON the Remote devices

Edit RADIUS NAS devices for new PINsafe server IP

Edit Agents for new PINsafe server IP including any remote ChangePIN and Reset utilities

Edit any registry setting referring to PINsafe IP

Edit any custom login pages containing PINsafe server IP address information

Troubleshooting

Additional Information

For assistance in the PINsafe installation and configuration please contact your reseller or email Swivel Secure support at support@swivelsecure.com