

# IP Address change for PINsafe servers How to Guide

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## Overview

This document outlines the procedures for changing the IP address on:

- Swivel Active/Active Appliances with or without CMI
- Swivel Active/Passive Appliances
- Swivel Software only installs

For software installations see [IP Address change for PINsafe Software Installations](#)

## Prerequisites

Administrative (root access) to the Swivel server

Ensure Swivel is fully functional (check logs)

Fully backup Swivel

Fully backup Swivel databases

On Swivel appliances ensure recovery disks are available

Put a freeze on Swivel administration changes and repository synchronisations during the upgrade (no PIN changes, account creations or deletions)

Turn off AD synchronisation on the Swivel servers

## IP Change Considerations

Ensure the OS/Appliance has the latest updates and patches see [Upgrade Appliance](#)

Where necessary schedule downtime

It is better to notify Swivel Secure in good time before an upgrade

Where necessary request professional services through your reseller

Possible Parameters in an IP address change may be:

- IP Address of ETH0
- Subnet Mask of ETH0
- IP Address of ETH1
- IP Address of ETH1
- Gateway IP address
- VIP address (where used)
- Standby Server IP address (if also being changed)
- DR server IP address (if also being changed)
- Hostname (if also being changed)
- DNS Servers (if also being changed)

Devices accessing the PINsafe server may need to be updated including:

- RADIUS Authentication
- XML Authentication
- Single Channel Image requests
- Dual Channel authentication requests
- NAT/PAT rules
- Firewalls
- Proxy rules such as for SMS gateways
- Administrative/help desk user access address
- Monitoring software
- API software

IP address changes of the PINsafe server can affect the following:

- RADIUS server
- Access Filter (the PINsafe management console IP lockdown)

- DB Replication (DRBD or MySQL Replication where used)
- [VIP on PINsafe Appliances](#)
- Heartbeat configuration
- External Databases with client security based on IP

## **IP Address change for Active Active Appliances with CMI**

[IP Address change for Active Active Appliances with CMI](#)

## **IP Address change for Active Active Appliances without CMI**

[IP Address change for Active Active Appliances without CMI](#)

## **IP Address change for Active Passive Appliances**

[IP Address change for Active Passive Appliances](#)

## **IP Address change for Swivel Software Installations**

[IP Address change for PINsafe Software Installations](#)

## **Appliance IP change Video**