

Changing the IP address of an appliance

- Parallels Secure Workspace

Resolution

Important: mind the context labels.

When using whitelisted subnets in Parallels Secure Workspace as a security measure to restrict unwanted traffic, it may be necessary to white list new IP ranges (for instance if there is some form of Network Address Translation (NAT) which also results in client connections coming from different IP addresses).

Preparation in case of a multi-node environment

When using a multi-node setup, it is required to temporarily revert to a **single-node setup**.

To do so, log in as a Parallels Secure Workspace administrator on the main node. Go to **System Settings > Global > Service Management**.

Make sure this main node has both the **frontend** and **backend** roles.

In case an **internal** database is used: verify if the **database role** is checked.

In case an **external** database is used: no database role will be checked.

After verifying this, delete the nodes in the Service Management.

Afterwards, shut down **all nodes except the main appliance**. They will not be used anymore.

Follow the procedure below to change the IP address of the main node.

Afterwards, add new nodes with new IP addresses.

Mind that the version of each node must be the same as the version of the main node.

- Download appliances (including older versions)

Changing IP address of the appliance manually

1. Open the virtual machine's console on the hypervisor.
2. In the console, select **Network** and adjust the settings to set a static IP address or to configure DHCP.
Alter network adapter settings in the hypervisor if needed, for instance if it's needed to update the VLAN ID.
3. Reboot the appliance through the hypervisor (restart guest).

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