# Migration du CPP non intégré vers le CPP intégré entre homologues

# Table des matières

Introduction	
Conditions préalables	
Exigences	
Composants utilisés	
Configurer	
Configurations	
Vérifier	
<u>Dépannage</u>	
Scénario 1 : Le rapport d'audit du numéro comporte des erreurs	
Scénario 2 : tous les sites ne sont pas complètement migrés	
Scénario 3 : Échec du rapport d'audit numéro	

# Introduction

Ce document décrit le processus de migration d'un réseau téléphonique public commuté (RTPC) non intégré à un réseau téléphonique public commuté (RTPC) intégré pour l'opérateur IntelPeer.

## Conditions préalables

## Exigences

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- · Fournisseur connecté au cloud (CCP) Intelepeer Non intégré
- Administration du Control Hub pour les fonctions d'appel de l'organisation appelante Webex
- · Archive HTTP (HAR) pour un journal des interactions du navigateur Web

## Composants utilisés

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

## Configurer

## Configurations

Étape 1. Si des emplacements Intelepeer non intégrés sont configurés, le menu Calling > PSTN s'affiche. Dans Calling > PSTN, une bannière de migration s'affiche comme suit : Non-Integrated to Integrated CPP migration, Action required to complete migration, Continue.

• Cliquez sur Continue, puis sur Action required to complete the migration.

Coverview Coverview Coverview Alerts center Monetoews all Analytics Troubleshooting	Calling Numbers Departments Locations Call Non-integrated to Integrated CCP migration O Au Q	Routing Features PSTN Service Set	tings Client Settings	EA.	~
Reports	Order ID	Order Date	Location Type	Carrier	Status
MANAGEMENT	△ 395565	07/19/2022 10:41:16 AM GMT	INT CCP CA New	Numbers IntelePeer (ATS integrated	Provisioned
A Users	△ 395451	07/13/2022 01:40:26 PM GMT	Int CCP 2 New	Numbers IntelePeer (ATS integrated	Provisioned
85 Workspaces	△ 395447	07/13/2022 12:42:54 PM GMT	Int CCP New	Numbers IntelePeer (ATS integrated	) • Provisioned
Devices Apps Account Organization Settings					
Services C Updates & Migrations Messaging C Cating Connected UC C Masket Atlas_Test_copmigration3_AS					

Étape 2. Le rapport de vérification du numéro comporte 3 onglets : 1. Numéros non disponibles avec l'opérateur, 2. Numéros non disponibles dans WXC et 3. Non-concordance de configuration.

• Cliquez sur le bouton Analyser et avancer si aucune erreur ne s'affiche sur l'un de ces onglets.

Non-Integrated CCP to Integrated CCP	migration						vidcasť
		1 Number audit report	2 Confirmation	3 Contract Information	(4) Location Migration		
	Number audi Generated on 7/20 How to resolve Numbers not avail	t report V/2022 at 1:50:32 PM the errors? lable with carrierNumbers not av	alable in WXC Configuration m	Ismatch		Re-run report	
							Analyze and move forward

Étape 3. Sur la page Confirmation, vous pouvez démarrer la migration des emplacements qui sont

des emplacements Intelepeer non intégrés.

- Cliquez sur J'ai lu et j'accepte pour démarrer la migration.
- Cliquez sur Démarrer la migration.

Non-Integrated CCP to Integrated CCP	migration				vidcasť
	Number audit report	(2) Confirmation	3 Contract Information	4 Location Migration	
	Confirmation  Location List (2) Non-Int CCP Non-Int CCP CA	Do you want to migrat integrated)? If you choose to migrate: → All locations with connec → You can't add, delete, mu → Once migration is comple creating or editing a loca → The migration can't be st ■ I have read and accept t	te all Intelepeer (ATS non-inte tion type Intelepeer (ATS non-integra ove numbers or modify the PSTN conf ete, you won't find the option for conn don. copped while in progress. o start the migration.	grated) locations to IntelePeer (ATS sted) will be in transition for the migration. figuration while a location is in transition. section type Intelepeer (ATS non-integrated) wit	a
					Start mioration

Étape 4. La page Informations de contact doit être préremplie.

• Cliquez sur Next (Suivant).

Non-Integrated CCP to Integrated CCP mig	ration				vidcasť
	Number audit report	t Confirmation	3 Contract Information	Cocation Migration	
	Contract Information Provide Information of the person who will sign Company Name Atlas_Test_copmignation3_AS First Name Adam Last Name Smith Email Address adampsmith8+701@gmail.com Confirm Email Address adampsmith8+701@gmail.com Billing Telephone Number +19725331544	n the legal contract with Cisco.			
					Next

Étape 5. La page Migration des emplacements répertorie les emplacements Intelepeer non intégrés.

a. Sélectionnez le premier emplacement, s'il est supérieur à 1.

- b. Cliquez sur Valider l'adresse.
- c. Appliquez l'adresse suggérée, si nécessaire.
- d. Cliquez sur Migrate Now.
- e. L'état de la migration est Terminé.

Non-Integrated CCP to Integrated CCP	migration						vidcasť
		1 Number audit report	2 Confirmation	3 Contract Information	4 Location Migration		
	In case of emergency migration.	, your local emergency responders use	this address to locate the caller.	You must add and validate an emer	gency service address for each location	o complete the	
	Locations (2) Non-Int CCP Non-Int CCP CA		Non-Int CCP Address * 2300 E PRESIDENT GE Street address line 2 (d City/Town * RCHARDSON State/Province/Region * TX Zip/Postal code * 75082 Country/Region United States of Ameri VatCdSte Address	ORGE BUSH X optional) X X Ca Migrate Now			
Non-Integrated CCP to Integrated CCP n	migration						ciose vidcasť
		1 Number audit report	2 Confirmation	3 Contract Information	(d) Location Migration		
	migration. Locations (2) Non-Int CCP Non-Int CCP CA		Non-Int CCP Address * 2300 E PRESIDENT GEC Street address line 2 (or City/Town * RICHARDSON State/Province/Region * TX Zip/Postal code * 75082 Country/Region United States of America	DRGE BUSH X ptional X X x Agranie Now	Suggested Address We couldn't validate your entered av Did your mean: 2200 E PRESIDENT GEORGE BUSH RICHARDSON 75082 Apply	Sdress. HWYY	

Close

Non-Integrated CCP to Integrated CCP n	migration						vidcasť
		1 Number audit report	Confirmation	3 Contract Information	(4) Location Migration		
	migration. Locations (2) Non-Int CCP Non-Int CCP CA		Non-Int CCP Address * 2300 E PRESIDENT GEORE Street address line 2 (option City/Town * RiCHARDSON RiCHARDSON State/Province/Region * TX Zja/Postal code * 25082 Country/Region United States of America	AE DUS+ x onal) x x x x x x x x x x x x x x x x x x x	Suggested Address We couldn't validate your entered a Did you mean: 2300 E PRESIDENT GEORGE BUSH RICHARDSON 75082 Apply	address. HWY	C
							Close

von-Integrated CCP to Integrated CCP	migration						vidcasť
		1 Number audit report	Confirmation	3 Contract Information	(4) Location Migration		
	Emergency Servi In case of emergency, ye migration. Locations (2) Non-Int CCP CA	ice Address our local emergency responders u	se this address to locate the caller Non-Int CCP Migration status : Con Saved Emergency Se 2300 E PRESIDENT G RICHARDSON 75082	You must add and validate an emerger glens tvice Address EORGE BUSH HWY	ncy service address for each location	to complete the	
							Close

Étape 6. Répétez les étapes 5 a à e pour tout emplacement Intelepeer non intégré restant.

Étape 7. Cliquez sur Close après la migration de tous les emplacements vers Integrated IntelPeer.

Non-Integrated CCP to Integrated CCP	migration						vidcasť
		Number audit report	Confirmation	3 Contract Information	(4) Location Migration		
	Emergency Servic In case of emergency, you migration. Locations (2) O Non-Int CCP Non-Int CCP CA	ce Address ur local emergency responders us	e this address to locate the caller. Non-Int CCP CA Migration status : Come Saved Emergency Serv 595 BURRARD ST STE 2123 BENTALL 3 VANCOUVER V7X 1J1	fou must add and validate an emergen ere	ncy service address for each location	o complete the	
							Close

## Vérifier

S'il n'y a plus d'emplacements Intelepeer non intégrés, la bannière de migration n'est plus visible dans le menu Calling > PSTN après l'étape 7 des configurations.

Overview     Getting Started Guide     Alerts center     Moteroweg	Calling Numbers	Departments	Locations	Call Routing	Features	PSTN	Service Settings	Client Settings	,		All		~
al Analytics	Outer ID				Onter Data			Location	Turne	Carrier		Status	
Reports	△ 395565				07/19/2022 10	41:16 AM GM	τ	INT CCP CA	New Numbers	IntelePeer (ATS integ	arated)	Provisioned	
	△ 395451				07/13/2022 01	:40:26 PM GM	п	Int CCP 2	New Numbers	IntelePeer (ATS integ	arated)	Provisioned	
MANAGEMENT	△ 395447				07/13/2022 12	:42:54 PM GM	π	Int CCP	New Numbers	IntelePeer (ATS integ	grated)	Provisioned	
Workspaces     Devices     Apps     Account     Organization Settings													
SERVICES													
C Updates & Migrations													
Meeting													
Calling     Connected UC     Atlas_Test_ccpmigration3_AS													

# Dépannage

Scénario 1 : Le rapport d'audit du numéro comporte des erreurs

• Par exemple, les erreurs au niveau des numéros ne sont pas disponibles avec l'opérateur.

Non-Integrated CCP to Integrated CCP	migration						vidcast
		1 Number audit report	2 Confirmation	3 Contract Information	Location Migration		
	Number audit Generated on 7/21	t report /2022 at 1:20:09 PM				Re-run report 🗸	
	How to resolve	the errors?				~	
	Q Search num	ber, location	2 Numbers	mismatch		1 Export all	
	Number	Location	User Assignme	nt			
	+14505463487	Non INT CCP CA	Unassigned				
	+14505463497	Non INT CCP CA	Unassigned				

• Les erreurs doivent être résolues à l'aide des instructions fournies dans la liste déroulante Comment résoudre les erreurs ? de la page Rapport d'audit numérique.

Non-Integrated CCP to Integrated CCP r	migration						vidcasť
		1 Number audit report	2 Confirmation	3 Contract Information	4 Location Migration		
	Number aud Generated on 7/2 How to resolv	III report 1/2022 at 1:20:09 PM e the errors? sumfirers not available with carrier Multiple accounts Unassigned numbers Additional numbers Additional numbers Unassigned numbers	additional numbers due to multiple merge them and rerun the report. umbers from the Numbers tab in Co d delete the numbers from the Numl	accounts. If multiple accounts exist, contac atrol Hub and re-run the report. bers tab in Control Hub and re-run the	a	Re-nun report 🗸	
	Error N S Error C S S	iumbers not available in Webex Calling for can contact the carrier to delete or synchronize button to sync the numbers Configuration mismatch Select Rerun & Synchronize to synchron synchronization and you will see these r	b buy these numbers, then rerun the r s in Control Hub, without any locatio size these numbers to Control Hub. 1 numbers on the Numbers tab in Con	report. Otherwise you can use the Rerun & n assigned, to resolve the error. The mismatch will be corrected on trol Hub.			
							Analyze and move forward

• Une fois les erreurs résolues, exécutez le bouton de réexécution et de synchronisation.



• Cela permet au bouton Analyser et avancer de poursuivre le processus de migration.



Non-Integrated CCP to Integrated CCP r	migration						vidcasť
		1 Number audit report	2 Confirmation	(3) Contract Information	(4) Location Migration		
	Number audit Generated on 7/21/ How to resolve Numbers not avail	Re-run report V					
			No Yingt No numbers have	errors a configuration mismatch.			
							Analyze and move forward

Non-Integrated CCP to Integrated CCP migration					vidcasť
	Number audit report	(2) Confirmation	3 Contract Information	(4) Location Migration	
Confirmati Lecation List Non INT CCP	on (1) CA	Do you want to migrat integrated)? If you choose to migrate: All locations with connec You can't add, delete, m You can't add, delete, m Once migration is compl creating or editing a loca The migration can't be st I have read and accept t	tion type Intelepeer (ATS non-integr ve numbers or modify the PSTN con set, you won't find the option for con tion. opped while in progress. o start the migration.	egrated) locations to IntelePeer (ATS ated) will be in transition for the migration. figuration while a location is in transition. nection type Intelepeer (ATS non-integrated)	while

Si des erreurs persistent dans le rapport d'audit numérique, recréez le problème et générez un fichier HAR.

Contactez le TAC Cisco et fournissez le fichier HAR pour examen.

#### Scénario 2 : tous les sites ne sont pas complètement migrés

- Dans ce cas, le processus de migration est considéré comme étant en attente et tous les sites non intégrés sont marqués comme étant en transition.
- Vous ne pouvez pas modifier les configurations PSTN pour ces emplacements ; aucun numéro d'ajout/de déplacement/de suppression n'est associé à ces emplacements.

Overview     Oetting Started Guide     Alerts center	Calling Numbers Locations Call Routing Features PSTN Service Set	Non INT CCP CA     Canada     Location ID: 54ab 1efd-909f-449c-85d4-b8326b905b38®
MONITORING all Analytics	Q Search	You can't modify PSTN configurations or add/delete/move numbers in this location while in transition.
~ Troubleshooting	Location   Routing Prefix   INT CCP	Main Number >
MANAGEMENT A Users	INT CCP CA 🛆	PSTN Connection Cloud Connected PSTN - IntelePeer (ATS Integrated): Status • In-Transition
<ul> <li>a voncipaces</li> <li>Devices</li> <li>Apps</li> <li>Account</li> </ul>		Emergency Callback Number   Emergency Callback Number   Emergency Location Identifier   Conversion Callback Number   Conversion Call
Organization Settings  services      Updates & Migrations		Emergency Call reductation Comp
Messaging     Galling     Connected UC     Atlas_Test_Migration_CCP_CA		Scheduling > Voicemail > Voice Portal

 La migration doit se poursuivre selon les étapes de configuration 1 à 7 pour tous les sites non intégrés en transition pour que la bannière de migration ne soit plus visible dans le menu Calling > PSTN après l'étape 7 des configurations.

## Scénario 3 : Échec du rapport d'audit numéro

• Une fois le rapport d'audit de numéro de migration démarré, un message Erreur lors de la génération du rapport est généré.

Overview Getting Started Guide Alerts center	Calling Numbers Lo	ocations	Call Routing	Features	PSTN	Service Settings	Client Settings					
MONITORING	Non-integrated to	Integrated CCR	P migration 🛈	Action require	d to complete	migration. Continue						
bil Analytics	Q									Al		~
Reports	Order ID			Or	rder Date 🔒		Location	Туре	Carrier		Status	
MANAGEMENT	395669			07	7/21/2022 11	:43:24 AM GMT	INT CCP CA	ESA	IntelePeer (A1	rs integrated)	Pending	
음 Users	395667			07	7/21/2022 11	:40:12 AM GMT	INT CCP CA	New Number	ers IntelePeer (A1	TS integrated)	Provisioned	
Workspaces     Devices     Apps     Account     Organization Settings												
services C Updates & Migrations Messaging S, Calling Connected UC C Attas_Test_Migration_CCP_CA												

Cliquez sur le bouton Réessayer pour lancer le processus Numéro et rapport d'audit. Mais cela échoue également avec Error lors de la génération du rapport.

<complex-block></complex-block>	G Overview	Calling									
	<ul> <li>Getting Started Guide</li> </ul>										
	Alerts center	Numbers Lo	ocations	Call Routing Fe	eatures PSTN	Service Settings	Glient Settings				
	MONITORING										
	al Anabetics	Non-integrated to	Integrated Cl	CP migration ① Act	tion required to complet	te migration. Continue	2				
	~ Troubleshooting								_ A1		
	Reports	C.							241		~
Market	a option	Order ID			Order Date 4		Location	Туре	Carrier	Status	
Base       012402 11 4013 24 00 MT       01 CO P CA       Note Altered in The Stangend ● Inclused         Base       0 Contraction       0121022 11 4013 24 00 MT       01 CO P CA       Note Altered in The Stangend ● Inclused         Base       0 Contraction       0121002 11 4013 24 00 MT       01 CO P CA       Note Altered in The Stangend ● Inclused       Inclused         Base       0 Contraction       0101000 11 4013 24 00 MT       01 CO P CA       Note Altered in The Stangend ● Inclused       Inclused         Base       Note Altered in The Stangend ● Inclused	MANAGEMENT	395669			07/21/2022 1	1:43:24 AM GMT	INT CCP CA	ESA	IntelePeer (ATS integrated)	Pending	
	음 Users	395667			07/21/2022 1	1:40:12 AM GMT	INT CCP CA	New Numbers	IntelePeer (ATS integrated)	Provisioned	
	88 Workspaces										
A Rand Comparation Stations Name Comparation Compara	Devices										
A not will be a constrained by a con	88 Apps										
	(h) Account										
Image: Image	Organization Settings										
Image:	SERVICES										
Image: Image	C Hadata & Marshara										
Image: Image	O Updates & Migrations										
Image: Concepted UC       Image: Concent UC       Image: Concent UC	Calling										
Memory Register (Spreinder Memory Register (Spreinder M	B Connected UC										
Market, Hear, Migranison, CCCP, KA             Non-Integrated CCP: Instruction             Image: Continuation             Image: Con	0 0000000										
Non-theyaped CCP to tetragened       Image: Continuencian	Atlas_Test_Migration_CCP_CA										
Non-Integrated CCP to Integrated CCP migration          Image: The point of the point o											
Image: Definition       Image: Definition       Image: Definition         Image: Definition       Image: Definition       Image: Definition       Image: Definition         Image: Definition       Image: Definition       Image: Definition       Image: Definition       Image: Definition         Image: Definition       Image: Definition       Image: Definition       Image: Definition       Image: Definition         Image: Definition       Image: Definition       Image: Definit	Non-Integrated CCP to Integrated C	CP migration									vidcasť
Number and treport       Dottmation       Destantion       Leation Migration						0	2				
<b>Error while generating the report</b> We encountered an error. You may try again or contact support.			N	iumber audit report	Confirm	mation	Contract Information	Location Migration			
Error while generating the report         We reconstructed an error. You may try sign or contact support         آن الاستارات											
Correction											
Error while generating the report         We encountered an error. You may try again or contact support.						$\sim$					
الموجود         Error while generating the report         We encountered an error. You may try again or contact support.         آلا والمحالي						(0)					
Error while generating the report. We encountered an error. You may try again or contact support. Try Again						1-50					
Error while generating the report We encountered an error. You may try again or contact support. Try Again						1/18	5				
Error while generating the report We encountered an error. You may try again or contact support. Try Again						$\mathbf{J}$	()				
Error while generating the report. We encountered an error. You may try again or contact support. Try Again							0				
We encountered an error. You may try again or contact support.					Erro	or while generat	ing the report				
					We encounter	red an error. You may t	ry again or contact support.				
						Try Agair					

Dans ce cas, recréez le problème et produisez un fichier HAR.

Contactez le TAC Cisco et fournissez le fichier HAR pour examen.

Voici le lien avec les renseignements permettant d'obtenir un fichier HAR pour un problème reproduit :

https://help.webex.com/en-us/WBX9000028670/How-Do-I-Generate-a-HAR-File-for-Troubleshooting-Browser-Issues

Activez le suivi HAR selon les instructions dans le lien, recréez le problème, après le problème recréé, enregistrez le fichier HAR.

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