

# Migrate from Non-Integrated to Integrated Intelpeer CPP

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## Introduction

This document describes the migration process from non-integrated to integrated CCP Public Switched Telephone Network (PSTN) for carrier IntelPeer.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cloud Connected Provider (CCP) Intelpeer Non-Integrated
- Control Hub administration for Webex Calling Organization Calling Features
- HTTP Archive (HAR) for a log of web browser interactions

### Components Used

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. If your network is live, ensure that you understand the potential impact of any command.

## Configure

### Configurations

Step 1. If you have any Non-Integrated Intelpeer locations configured, the Calling > PSTN menu is visible. At Calling > PSTN a migration banner displays as: Non-Integrated to Integrated CPP

migration, Action required to complete migration, Continue.

- Click **Continue**, then **Action required to complete the migration**.

The screenshot shows the 'Calling' dashboard with the 'PSTN' tab selected. A progress bar at the top indicates 'Non-integrated to integrated CCP migration' with a 'Continue' button. Below it is a table of migration orders:

Order ID	Order Date	Location	Type	Carrier	Status
395565	07/19/2022 10:41:16 AM GMT	INT CCP CA	New Numbers	IntelePeer (ATS integrated)	Provisioned
395451	07/13/2022 01:40:26 PM GMT	Int CCP 2	New Numbers	IntelePeer (ATS integrated)	Provisioned
395447	07/13/2022 12:42:54 PM GMT	Int CCP	New Numbers	IntelePeer (ATS integrated)	Provisioned

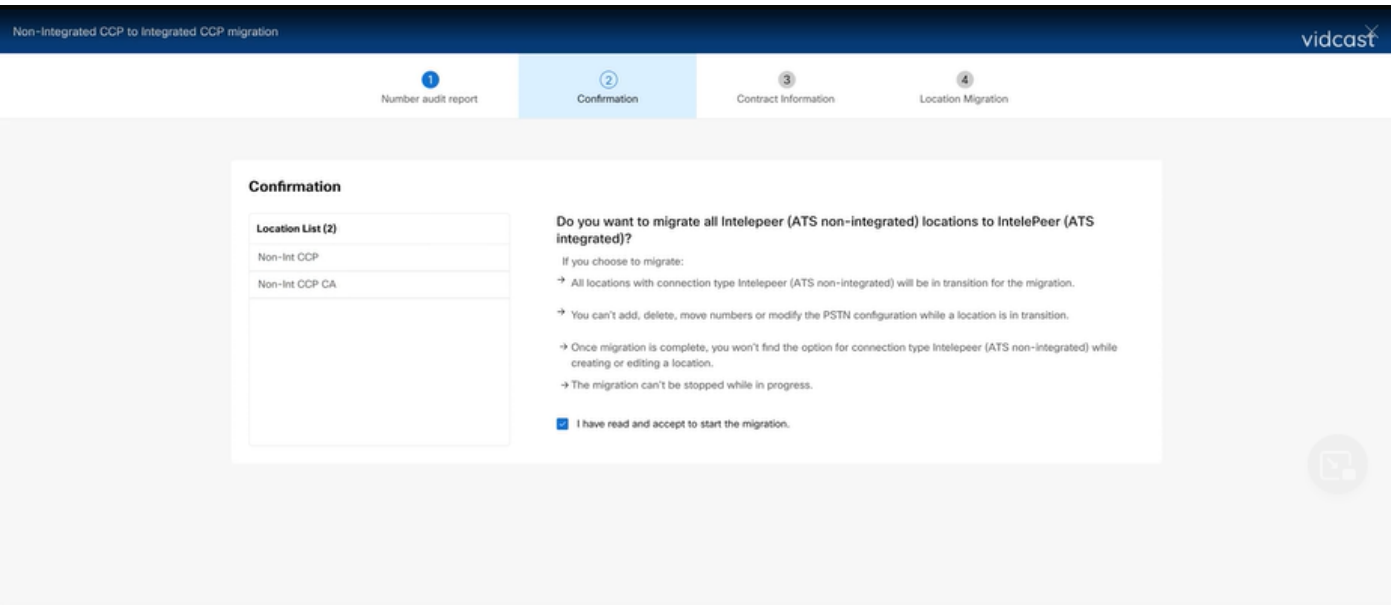
Step 2. The Number audit report contains 3 tabs: 1. Numbers not available with carrier, 2. Numbers not available in WXC and 3. Configuration mismatch.

- Click **Analyze and move forward** button if no errors display on any of these tabs.

The screenshot shows the 'Number audit report' page. The report is titled 'Number audit report' and was generated on 7/20/2022 at 1:50:32 PM. It shows three tabs: 'Numbers not available with carrier', 'Numbers not available in WXC', and 'Configuration mismatch'. The report displays a 'No errors' message with a hand icon and the text 'Yay! All numbers are synchronized with this carrier.' There is a 'Re-run report' button and an 'Analyze and move forward' button at the bottom right.

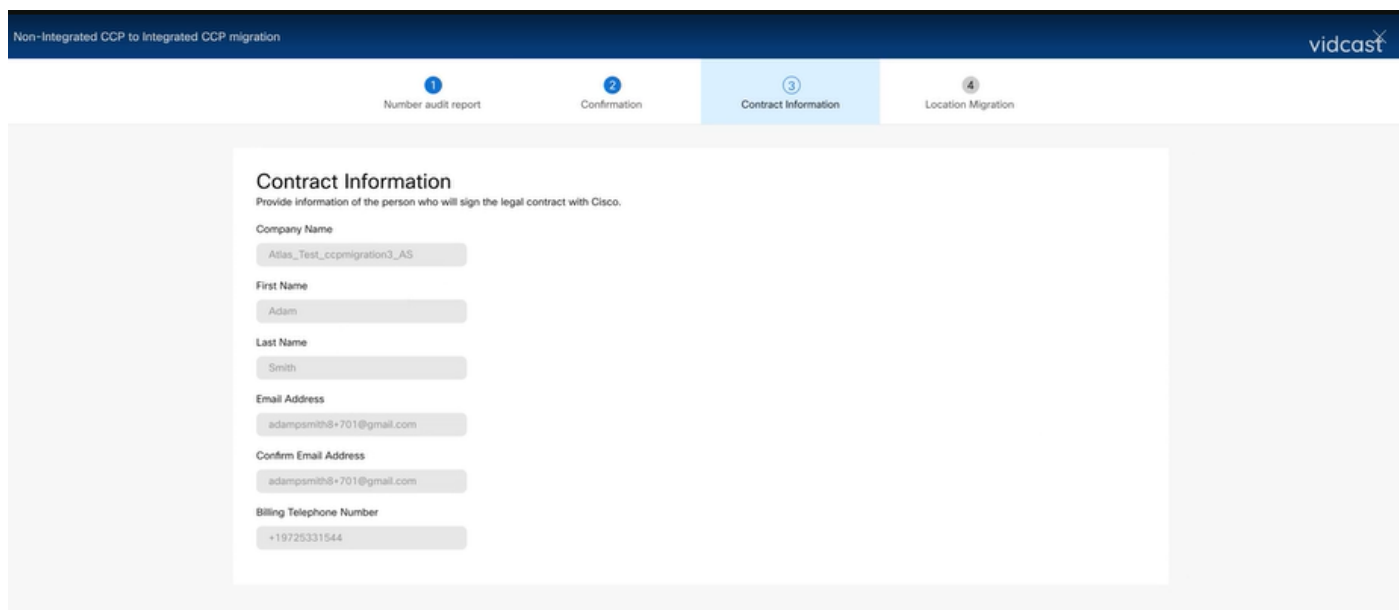
Step 3. At the Confirmation page, you can start migration of the Locations that are Non-Integrated Intelepeer.

- Click **I have read and accept to start the migration**.
- Click **Start migration** button.



Step 4. The Contact Information page would be prepopulated.

- Click **Next**.



Step 5. The Location Migration page lists the Non-Integrated Intelepeer locations.

- Select the first location, if more than 1.
- Click **Validate Address**.
- Apply** Suggested address, if needed.
- Click **Migrate Now**.
- Migration Status shows as Complete.

- 1 Number audit report
- 2 Confirmation
- 3 Contract Information
- 4 Location Migration

In case of emergency, your local emergency responders use this address to locate the caller. You must add and validate an emergency service address for each location to complete the migration.

Locations (2)

- Non-Int CCP
- Non-Int CCP CA

Non-Int CCP

Address \*

2300 E PRESIDENT GEORGE BUSH X

Street address line 2 (optional)

City/Town \*

RICHARDSON X

State/Province/Region \*

TX X

Zip/Postal code \*

75082 X

Country/Region

United States of America

Validate Address Migrate Now

Close

- 1 Number audit report
- 2 Confirmation
- 3 Contract Information
- 4 Location Migration

migration.

Locations (2)

- Non-Int CCP
- Non-Int CCP CA

Non-Int CCP

Address \*

2300 E PRESIDENT GEORGE BUSH X

Street address line 2 (optional)

City/Town \*

RICHARDSON X

State/Province/Region \*

TX X

Zip/Postal code \*

75082 X

Country/Region

United States of America

Validate Address Migrate Now

Suggested Address

We couldn't validate your entered address. Did you mean:

2300 E PRESIDENT GEORGE BUSH HWY  
RICHARDSON  
75082

Apply

Close

- 1 Number audit report
- 2 Confirmation
- 3 Contract Information
- 4 Location Migration

migration.

Locations (2)

- Non-Int CCP
- Non-Int CCP CA

Non-Int CCP

Address \*

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Street address line 2 (optional)

City/Town \*

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Zip/Postal code \*

75082 X

Country/Region

United States of America

Validate Address Migrate Now

Suggested Address

We couldn't validate your entered address. Did you mean:

2300 E PRESIDENT GEORGE BUSH HWY  
RICHARDSON  
75082

Apply



Close

- 1 Number audit report
- 2 Confirmation
- 3 Contract Information
- 4 Location Migration

### Emergency Service Address

In case of emergency, your local emergency responders use this address to locate the caller. You must add and validate an emergency service address for each location to complete the migration.

Locations (2)

- Non-Int CCP
- Non-Int CCP CA

Non-Int CCP

Migration status : Complete

Saved Emergency Service Address  
2300 E PRESIDENT GEORGE BUSH HWY  
RICHARDSON  
75082

Close

Step 6. Repeat Step 5 a-e for any Non-integrated Intelpeer location that remains.

Step 7. Click **Close** after all locations are migrated to Integrated IntelPeer.

- 1 Number audit report
- 2 Confirmation
- 3 Contract Information
- 4 Location Migration

### Emergency Service Address

In case of emergency, your local emergency responders use this address to locate the caller. You must add and validate an emergency service address for each location to complete the migration.

Locations (2)

- Non-Int CCP
- Non-Int CCP CA

Non-Int CCP CA

Migration status : Complete

Saved Emergency Service Address  
595 BARRARD ST  
STE 2123 BENTALL 3  
VANCOUVER  
V7X 1J1



Close

## Verify

If there are no longer any Non-Integrated Intelpeer locations, the migration banner is no longer visible at Calling > PSTN menu after Step 7 of Configurations.

**Calling**

Numbers Departments Locations Call Routing Features PSTN Service Settings Client Settings

Order ID Order Date Location Type Carrier Status

395565	07/19/2022 10:41:16 AM GMT	INT CCP CA	New Numbers	IntelePeer (ATS integrated)	Provisioned
395451	07/13/2022 01:40:26 PM GMT	Int CCP 2	New Numbers	IntelePeer (ATS integrated)	Provisioned
395447	07/13/2022 12:42:54 PM GMT	Int CCP	New Numbers	IntelePeer (ATS integrated)	Provisioned

# Troubleshoot

## Scenario 1: Number Audit Report has Errors

- For example, errors at Numbers not available with carrier.

Non-Integrated CCP to Integrated CCP migration vidcast

1 Number audit report 2 Confirmation 3 Contract Information 4 Location Migration

**Number audit report**  
Generated on 7/21/2022 at 1:20:09 PM Re-run report

How to resolve the errors?

Numbers not available with carrier Numbers not available in WXC Configuration mismatch

Search number, location Filter 2 Numbers Export all

Number	Location	User Assignment
+14505463487	Non INT CCP CA	Unassigned
+14505463497	Non INT CCP CA	Unassigned

Analysis and move forward

- The errors have to be resolved with the instructions provided on the expandable How to resolve the errors? dropdown in the Number Audit Report Page.

①  
Number audit report②  
Confirmation③  
Contract Information④  
Location Migration

## Number audit report

Generated on 7/21/2022 at 1:20:09 PM

Re-run report ▾

## How to resolve the errors?

Error

## Numbers not available with carrier

- Multiple accounts You may see additional numbers due to multiple accounts. If multiple accounts exist, contact IntelPeer to merge them and rerun the report.
- Unassigned numbers Delete the numbers from the **Numbers tab** in Control Hub and re-run the report.
- Additional numbers Unassign and delete the numbers from the **Numbers tab** in Control Hub and re-run the report.

Error

## Numbers not available in Webex Calling

You can contact the carrier to delete or buy these numbers, then rerun the report. Otherwise you can use the Rerun & Synchronize button to sync the numbers in Control Hub, without any location assigned, to resolve the error.

Error

## Configuration mismatch

Select Rerun & Synchronize to synchronize these numbers to Control Hub. The mismatch will be corrected on synchronization and you will see these numbers on the **Numbers tab** in Control Hub.



Analyze and move forward

- Once the errors are resolved, run the rerun and sync button.

①  
Number audit report②  
Confirmation③  
Contract Information④  
Location Migration

## Number audit report

Generated on 7/21/2022 at 1:20:09 PM

Re-run report ▾

## How to resolve the errors?

Error

## Numbers not available with carrier

- Multiple accounts You may see additional numbers due to multiple accounts. If multiple accounts exist, contact IntelPeer to merge them and rerun the report.
- Unassigned numbers Delete the numbers from the **Numbers tab** in Control Hub and re-run the report.
- Additional numbers Unassign and delete the numbers from the **Numbers tab** in Control Hub and re-run the report.

Error

## Numbers not available in Webex Calling

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Error

## Configuration mismatch

Select Rerun & Synchronize to synchronize these numbers to Control Hub. The mismatch will be corrected on synchronization and you will see these numbers on the **Numbers tab** in Control Hub.

Rerun  
Rerun and Synchronize

Numbers not available with carrier   Numbers not available in WXC   Configuration mismatch

Analyze and move forward

- This enables the analyze and move forward button to proceed with the migration process.

1 Number audit report

2 Confirmation

3 Contract Information

4 Location Migration



Generating the number audit report

It may take some time to generate the report. You may wait or come back later.

Analyze and move forward

1 Number audit report

2 Confirmation

3 Contract Information

4 Location Migration

Number audit report

Generated on 7/21/2022 at 1:27:14 PM

Re-run report

How to resolve the errors?

Numbers not available with carrier Numbers not available in WXC Configuration mismatch



No errors

Yay! No numbers have a configuration mismatch.

Analyze and move forward

1 Number audit report

2 Confirmation

3 Contract Information

4 Location Migration

Confirmation

Location List (1)

Non INT CCP CA

Do you want to migrate all Intelpeer (ATS non-integrated) locations to IntelPeer (ATS Integrated)?

If you choose to migrate:

- All locations with connection type Intelpeer (ATS non-integrated) will be in transition for the migration.
- You can't add, delete, move numbers or modify the PSTN configuration while a location is in transition.
- Once migration is complete, you won't find the option for connection type Intelpeer (ATS non-integrated) while creating or editing a location.
- The migration can't be stopped while in progress.

I have read and accept to start the migration.

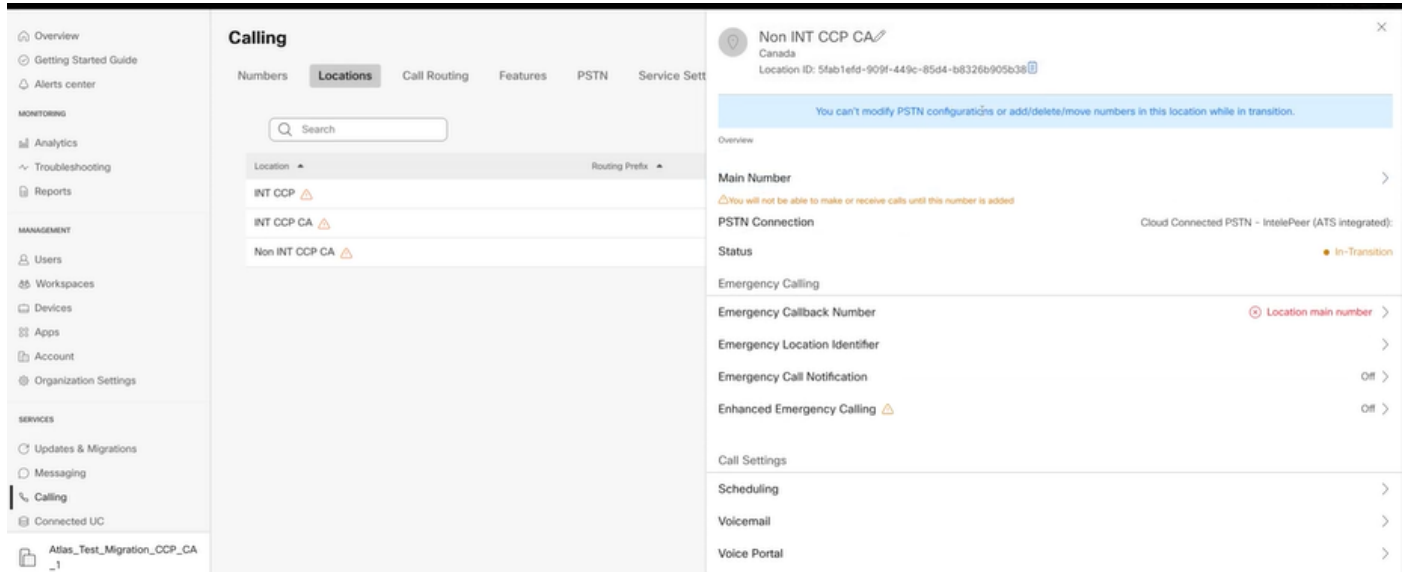
Start migration

If errors still exist in the Number Audit Report, recreate the issue and produce a HAR file. Contact Cisco TAC and provide the HAR file for review.



## Scenario 2: All the Locations are not Completely Migrated

- In this case, the migration process is considered to be in a pending state, and all the non-integrated locations are marked as in transition.
- You cannot edit the PSTN configurations for these locations; no add/move/delete numbers associated with these locations.

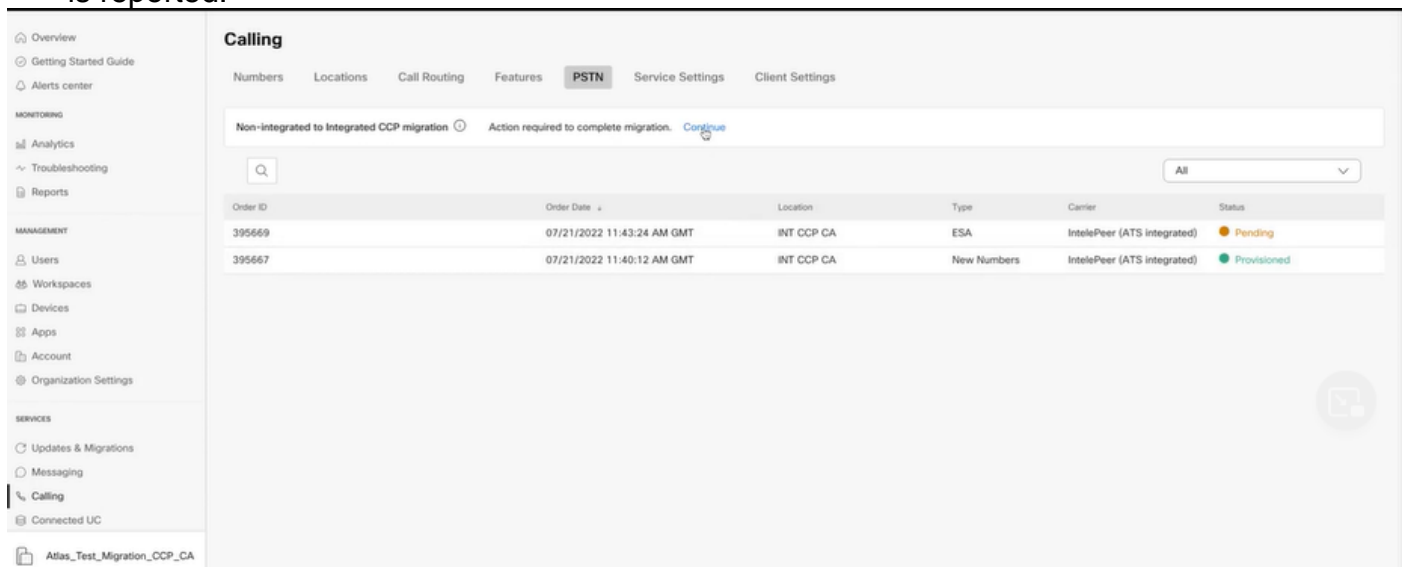


The screenshot shows the 'Calling' interface with the 'Locations' tab selected. A location named 'Non INT CCP CA' is highlighted, and a modal window is open for it. The modal displays a warning: 'You can't modify PSTN configurations or add/delete/move numbers in this location while in transition.' Below the warning, the location details are shown, including the Main Number, PSTN Connection (Cloud Connected PSTN - IntelPeer (ATS integrated)), and Status (In-Transition). The modal also lists various settings like Emergency Calling, Emergency Callback Number, Emergency Location Identifier, Emergency Call Notification, Enhanced Emergency Calling, Call Settings, Scheduling, Voicemail, and Voice Portal.

- The migration has to be continued per configuration steps 1 - 7 for all non-integrated locations in transition for the migration banner to no longer be visible at Calling > PSTN menu after Step 7 of Configurations.

## Scenario 3: Number Audit Report Failure

- After the Migration Number audit report starts, an Error while generating the report, message is reported.



The screenshot shows the 'Calling' interface with the 'PSTN' tab selected. A banner at the top reads 'Non-integrated to Integrated CCP migration' with a 'Continue' button. Below the banner is a table with the following data:

Order ID	Order Date	Location	Type	Carrier	Status
395669	07/21/2022 11:43:24 AM GMT	INT CCP CA	ESA	IntelPeer (ATS integrated)	Pending
395667	07/21/2022 11:40:12 AM GMT	INT CCP CA	New Numbers	IntelPeer (ATS integrated)	Provisioned

- Select the **Try Again** button to start the Number and audit report process. But this also fails with Error while generating the report.

Calling

Numbers Locations Call Routing Features **PSTN** Service Settings Client Settings

Non-integrated to Integrated CCP migration ⓘ Action required to complete migration. [Continue](#)


Search [ ] All [v]

Order ID	Order Date	Location	Type	Carrier	Status
395669	07/21/2022 11:43:24 AM GMT	INT CCP CA	ESA	IntelePeer (ATS Integrated)	Pending
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Atlas\_Test\_Migration\_CCP\_CA

Non-Integrated CCP to Integrated CCP migration vidcast

1 Number audit report 2 Confirmation 3 Contract Information 4 Location Migration



**Error while generating the report**

We encountered an error. You may try again or contact support.

[Try Again](#)

Analyze and move forward

In this case, recreate the issue and produce a HAR file.  
Contact Cisco TAC and provide the HAR file for review.

Here is the link with information to obtain a HAR file for a reproduced issue:  
<https://help.webex.com/en-us/WBX9000028670/How-Do-I-Generate-a-HAR-File-for-Troubleshooting-Browser-Issues>

Enable the HAR trace per instructions in link, recreate issue, after issue recreated, **save** HAR file.