

從非整合遷移到整合的Intellepeer CPP

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簡介

本檔案介紹電信公司IntellePeer從非整合式到整合式CCP公共交換電話網路(PSTN)的遷移程式。

必要條件

需求

思科建議您瞭解以下主題：

- 雲端連線提供商(CCP)Intellepeer非整合式
- 適用於Webex通話組織通話功能的控制中心管理
- HTTP Archive(HAR)，用於Web瀏覽器互動的日誌

採用元件

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

設定

組態

步驟 1.如果您配置了任何非整合網際節點位置，則會顯示Calling > PSTN選單。在Calling > PSTN上，遷移橫幅顯示為：非整合到整合CPP遷移、完成遷移所需的操作、繼續。

- 按一下Continue，然後按一下Action required to complete the migration。

The screenshot shows the 'Calling' management interface. At the top, there are tabs for 'Numbers', 'Departments', 'Locations', 'Call Routing', 'Features', 'PSTN', 'Service Settings', and 'Client Settings'. Below the tabs, there is a notification bar that says 'Non-integrated to integrated CCP migration' and 'Action required to complete migration: Continue'. A search bar is present above a table of 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

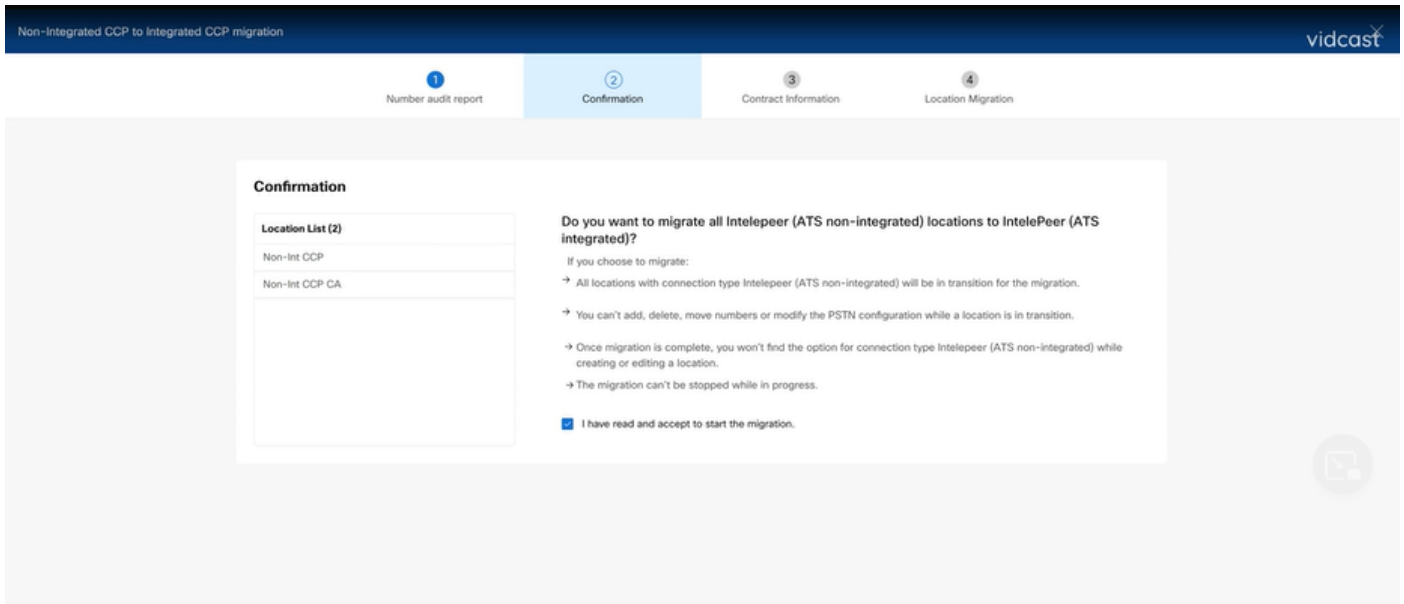
步驟 2. Number 審計報告包含3個頁籤：1。承運人提供的號碼不可用，請按2。WXC和3中沒有編號。組態不相符。

- 如果其中任一頁籤上未顯示錯誤，請按一下Analyze and move forward按鈕。

The screenshot shows the 'Number audit report' page. At the top, there is a navigation bar with four tabs: '1 Number audit report', '2 Confirmation', '3 Contract Information', and '4 Location Migration'. The 'Number audit report' tab is active. Below the navigation bar, there is a section titled 'Number audit report' with a 'Re-run report' button. A dropdown menu is open, showing 'How to resolve the errors?'. Below the dropdown, there are three categories: 'Numbers not available with carrier', 'Numbers not available in WXC', and 'Configuration mismatch'. A large green hand icon is displayed in the center, with the text 'No errors' and 'Yay! All numbers are synchronized with this carrier.' below it. At the bottom right, there is an 'Analyze and move forward' button.

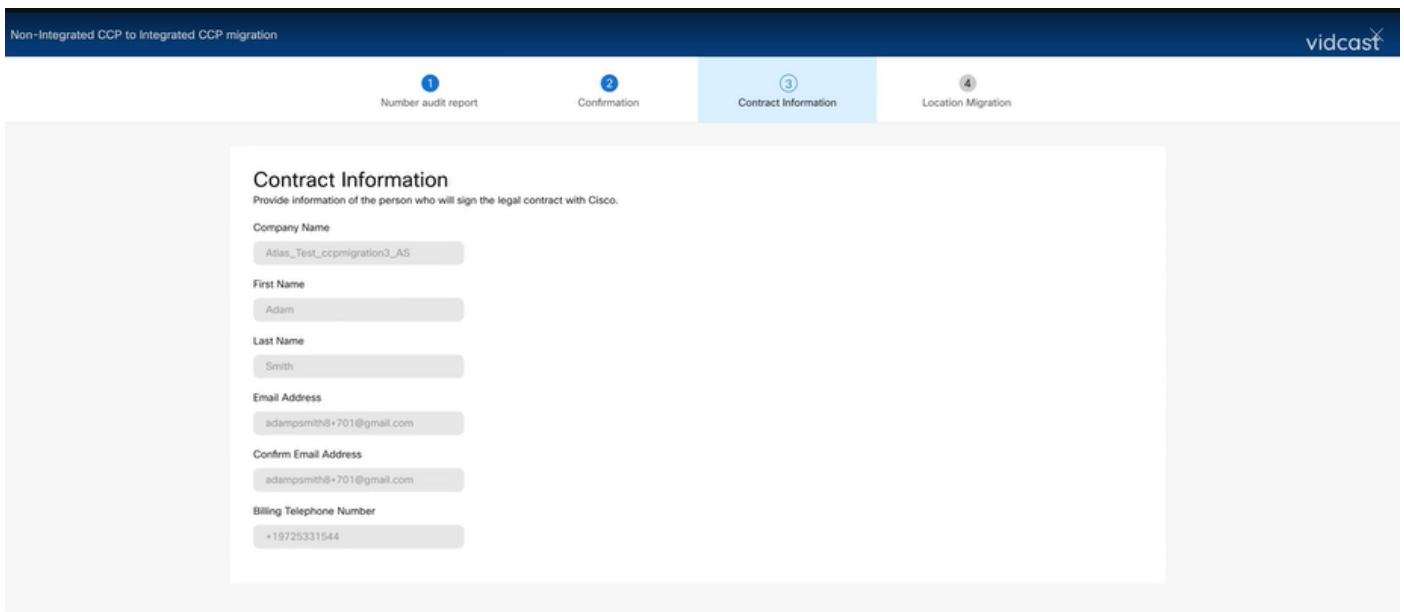
步驟 3. 在Confirmation頁上，您可以開始遷移非整合介面的位置。

- 按一下I have read and accept (我已經閱讀並接受內容) 開始遷移。
- 按一下Start migration按鈕。



步驟 4.系統將預填充「聯絡資訊」(Contact Information)頁面。

- 按「Next」(下一步)。



步驟 5. Location Migration 頁面列出非整合英特爾的位置。

- a. 選擇第一個位置 (如果超過1)。
- b. 按一下驗證地址。
- c. 如果需要, 應用建議的地址。
- d. 按一下Migrate Now。
- e. 遷移狀態顯示為「完成」。

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 report2
Confirmation3
Contract Information4
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 report2
Confirmation3
Contract Information4
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

步驟 6. 對剩餘的任何非整合中間位置重複步驟5 a-e。

步驟 7. 將所有位置遷移到Integrated IntellePeer後，按一下Close。

1
Number audit report2
Confirmation3
Contract Information4
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

驗證

如果不再有任何非整合中間人位置，則在配置的第7步之後，遷移標語將不再顯示在Calling > PSTN選單中。

- Overview
- Getting Started Guide
- Alerts center
- MONITORING
- Analytics
- Troubleshooting
- Reports
- MANAGEMENT
- Users
- Workspaces
- Devices
- Apps
- Account
- Organization Settings
- SERVICES
- Updates & Migrations
- Messaging
- Meeting
- Calling
- Connected UC
- Atlas_Test_ccpmigration3_AS

Calling

- Numbers
- Departments
- Locations
- Call Routing
- Features
- PSTN
- Service Settings
- Client Settings

All

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

疑難排解

方案1：數字審計報告有錯誤

- 例如，「號碼」中的錯誤不適用於承運人。

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? ▾

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

Analyze and move forward

- 必須使用「Number Audit Report」頁中可展開的「How to resolve the errors?」下拉選單中的說明解決錯誤。

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

- 解決錯誤後，運行「重新運行並同步」按鈕。

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 ^

Rerun

Rerun and Synchronize

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.

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

Analyze and move forward

- 這使「分析和前進」按鈕可以繼續遷移過程。

①
Number audit report②
Confirmation③
Contract Information④
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 report②
Confirmation③
Contract Information④
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 report②
Confirmation③
Contract Information④
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

如果號碼審計報告中仍然存在錯誤，請重新建立問題並生成HAR檔案。
聯絡Cisco TAC並提供HAR檔案以供稽核。

場景2：未完全遷移所有位置

- 在這種情況下，遷移過程被視為處於掛起狀態，並且所有未整合的位置都標籤為處於過渡狀態。
- 您不能編輯這些位置的PSTN配置；沒有與這些位置關聯的新增/移動/刪除號碼。

- 必須按照配置步驟1至7繼續遷移所有過渡中的非整合位置，以便在配置步驟7之後，遷移標語不再顯示在Calling > PSTN選單中。

方案3：數字審計報告失敗

- 遷移編號稽核報告啟動後，生成報告時出現錯誤，報告消息。

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

- 選擇重試按鈕以啟動「編號」和「稽核」報告流程。但在生成報告時，此操作也會失敗，並出現「錯誤」。

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
395667	07/21/2022 11:40:12 AM GMT	INT CCP CA	New Numbers	IntelePeer (ATS Integrated)	Provisioned

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

在這種情況下，請重新建立問題並生成HAR檔案。
聯絡Cisco TAC並提供HAR檔案以供稽核。

以下是用於獲取重現問題的HAR檔案的資訊的連結：
<https://help.webex.com/en-us/WBX9000028670/How-Do-I-Generate-a-HAR-File-for-Troubleshooting-Browser-Issues>

根據連結中的說明啟用HAR跟蹤，重新建立問題，重新建立問題後，儲存HAR檔案。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。