

Migrating a Standard Build to Enhanced

If the endpoint that you're looking to migrate is on a private interconnect and doesn't use public internet access or Gamma Ethernet then we will be unable to migrate your endpoint to Enhanced Build. Please speak to your account manager about other resilient options that Gamma can offer.

Before you start this you should make sure that the Channel Partner email address is still correct and valid. To check this you should go to Actions and "Update Customer Details. Confirmation emails with details of the new SBCs are sent to this email address.

Step 1

From the Gamma Portal, go to "Provisioning and Service Management", "Voice Connectivity", "Gamma SIP Trunks" and "Service Management". Search for your endpoint.

Step 2

Select the endpoint that you wish to migrate from Standard build to Enhanced build and click "View".

Step 3

To begin the migration process, you first need to put in a request to create an enhanced build endpoint. This request takes 24 hours to be confirmed.

This is done by navigating to the endpoint on the Gamma Portal and selecting 'Request to Migrate to Enhanced Build'

Gamma SIP Trunks Service ID: 164765

Summary

Channel Partner Account:	XXXX - Gamma Test 1
Company:	Gamma
Service ID:	164765
ITSM Number:	1454758
Service Status:	The provisioning of this order was automated. The order is complete
Endpoint:	DC2N15DMJ198991
Build:	Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

Actions

Request to Migrate to Enhanced i

- Add New Numbers
- Distribute Resilience+ Numbers
- Edit/Activate Divert Numbers
- Migration Tool*
- Update Network CLI
- Request to Migrate to Enhanced Build**
- Update Call Barring Settings
- Update CLI Rules
- Update Codec Details
- Update Endpoint Details
- Update Site Details

Advanced Diagnostics

Step 4

You will then need to select “Request to migrate to Enhanced Build” again to confirm your request. Once your request has been completed (this takes 24 hours) you’ll get an email to confirm that your Enhanced Build endpoint is ready to be created.

Request to Migrate to Enhanced Build

Options

Request to migrate to Enhanced Build

Selecting *Request to Migration to Enhanced Build* will queue a request to make the action *Migrate to Enhanced Build* available on the portal. An e-mail will be sent to the channel partner e-mail address when the *Migrate to Enhanced Build* action is available.

Selecting *Make Migrate to Enhanced Build available immediately* will make the action *Migrate to Enhanced Build* immediately available on the portal. An e-mail will be sent to the channel partner e-mail address when the *Migrate to Enhanced Build* action is available.

[Cancel](#) [Continue](#)

Step 5

Once the endpoint is ready to migrate you’ll receive an email informing you of this. From the actions drop down select “Migrate to Enhanced Build”.

Gamma SIP Trunks Service ID: 165476

Request processed successfully

Summary

Channel Partner Account: XXXX - Gamma Test 1
Company: Automated Test
Service ID: [REDACTED]
ITSM Number: [REDACTED]
Service Status: The provisioning of this order was automated. The order is complete
Endpoint: [REDACTED]
Build: Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

Actions

Migrate to Enhanced Build

This Action allows you to initiate migration to Enhanced Build and to confirm migration after functional testing.

IMPORTANT



To begin the upgrade to Enhanced Build, select *Migrate to Enhanced Build*. The existing build will remain in service, until functional testing of the enhanced build has been completed, and confirmed via the portal.

[Continue](#)

Step 6

You then need to choose what number you would like to test on the new Enhanced Build. This is done by selecting the Enhanced Build option.

Once you've selected your numbers to test with, select "Create Enhanced Build endpoint with number(s) assigned to Enhanced Build" and click Continue. This will create a new endpoint.

It is recommended that you only migrate one or two numbers to the Enhanced Build for testing instead of all numbers. If all numbers are currently being used and you cannot use any of them for testing then please add some new numbers to the Endpoint and use these for testing. If you migrate all your customers' numbers and their PBX is not properly configured to receive calls from the Enhanced Build SBC the calls will fail and this will impact your customer's service.

Migrate to Enhanced Build

Number Distribution

Please select test numbers to move to the Enhanced Build to enable functional testing


Area Code	Range	Number	<input type="radio"/> Standard Build (0)	<input checked="" type="radio"/> Enhanced Build (10)
 Hull	1 Range(s)	10 Number(s)	<input type="radio"/> Standard Build	<input checked="" type="radio"/> Enhanced Build
	 01482425930 - 01482425939	10 Numbers	<input type="radio"/> Standard Build	<input checked="" type="radio"/> Enhanced Build

Confirm

- Create Enhanced Build endpoint with number(s) assigned to Enhanced Build.

This action will create an Enhanced Build on two geographically distinct SBCs on the Gamma network. You will then be able to configure your CPE for connection to these SBCs, and perform functional testing against the primary SBC.

Note: the existing build will remain in service but inbound calls to the assigned test numbers will be routed via the Enhanced Build.

 You are reminded that it is your responsibility to ensure that your end user is able to make emergency calls.

It is recommended that:

- the endpoint is configured in a supported manner
- this change and tests are completed when the service is not required for operational use
- you confirm the test outcome within 7 days.

Services that remain in the test configuration for longer than 7 days will revert to a Standard configuration.

 Cancel  Continue

Step 7

After you've pressed Continue the Gamma Portal will create 2 new endpoints for you, one built on the new active SBC and another built on the new Standby SBC. You'll receive a confirmation email to the Channel Partner email address on the endpoint with all the details regarding the new active and standby SBC's that will be required to setup your customer's PBX.

Your Enhanced Build Details	
Service Id	167480
Endpoint 1	DC2N15HGK215991
Endpoint 1 IP Address	174.66.77.99

Numbers Allocated to the Enhanced Build for testing
01482425931
01482425932
01482425933
01482425934

Configuration - Ports & IP	Traffic on the following ports must be forwarded through relevant routers and firewalls on the customer premises
For Active SBC	
Signalling:UDP port 5060 egress/ingress to:-	88.215.63.11
Media: All UDP ports between 6000 - 40000 egress/ingress to:-	88.215.63.12
For Standby SBC	
Signalling:UDP port 5060 egress/ingress to:-	88.215.55.11
Media: All UDP ports between 6000 - 40000 egress/ingress to:-	88.215.55.12

Step 8

Your customer's endpoint is now in phase 1 testing. Their original endpoint will be working as normal alongside the new enhanced build endpoint that has been created (details are in the confirmation email).

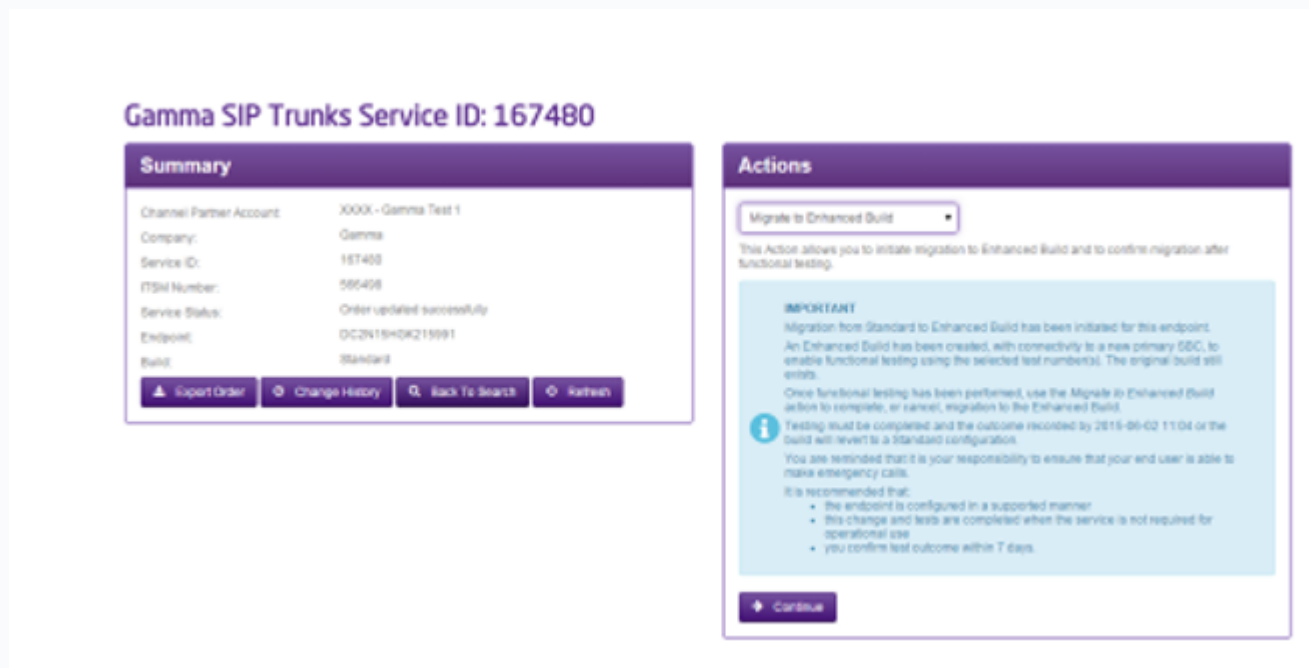
The DDIs selected for the enhanced build testing in step 6 will be routing via the new ACTIVE Gamma SBC IP address for testing (as per the confirmation email).

The DDIs that have not been selected for enhanced build testing will still be routing via the ORIGINAL single build endpoint.

You have 7 days to complete your testing after which all the numbers will revert to the original single build endpoint.

Step 9

Once the customer has made their test calls you will then need to pass, fail or continue testing. To do this go to the Service Management page of the endpoint on the Gamma Portal and select “Migration to Enhanced Build”.



Step 10

Pass	This will trigger ALL numbers on your customer’s endpoint to migrate to the new enhanced build endpoint. It will also CEASE the customer’s original endpoint. This action cannot be reversed. You will receive a confirmation email when this has been completed.
Fail	This will fail the test and will route all numbers that are currently assigned to the enhanced build endpoint back to the original endpoint. It will also cease the enhanced build endpoint. You will receive a confirmation email when this is complete. You will still be able to migrate to enhanced build at a later day by completing this guide again
Continue	This allows you to continue testing and will let you move additional numbers to the enhanced build endpoint.

Migrate to Enhanced Build

Number Distribution
Please select test numbers to move to the Enhanced Build to enable functional testing

Area Code	Range	Number	<input checked="" type="radio"/> Standard Build (6)	<input checked="" type="radio"/> Enhanced Build (4)
+ Hull	3 Range(s)	10 Number(s)	<input type="radio"/> Standard Build	<input type="radio"/> Enhanced Build

Options

Pass
 Continue
 Fail

i Selecting **Pass** will cause inbound calls to all numbers to be routed to the Enhanced Build, and will remove the original build.
Selecting **Continue** will route the selected test numbers to the Enhanced Build.
Selecting **Fail** will cause inbound calls to all numbers to be routed to the original build, and will remove the Enhanced Build.

Step 11

Now that you have all your customer's traffic routing to and from the active SBC on the enhanced build endpoint you will need to commence phase 2 testing and test the standby SBC on the enhanced build. To initiate this please select "Test Enhanced Build" on the Gamma Portal.

Phase 2 testing will trigger all calls of all your customer's DDIs to failover to the standby SBC and will blacklist the customer CPE IP address on the active SBC, meaning that we will only be accepting traffic on the standby SBC. With this in mind we recommend that you initiate and undertake this testing at an agreed time with your customer when it will not interrupt their service.

You will receive a confirmation email once testing has been initiated.

Step 12

You'll then need to carry out tests on the

SBC (details are included in the confirmation email).

We simulate a failure on the active endpoint to the standby endpoint by blacklisting the CPE IP address on the active SBC. This means that all inbound calls the customer’s PBX will receive an INVITE request from the active SBC and will we subsequently ignore the customer’s responses to this INVITE. This will cause the call to failover and the PBX will receive another INVITE from the standby SBC which we will respond to. A successful call flow should look like the image here.

Once you’ve completed the testing you will need to pass or fail the test on the Gamma Portal. Again go back to “Test Enhanced Build” on the Service Management page.

Pass	This will complete the test and configure your customer’s endpoint as Enhanced build. All inbound calls will initially be sent to the active SBC, and if these fail they will automatically be sent to the standby SBC. The CPE IP address will be removed from the blacklist on the active SBC.
Fail	This will fail the test and remove the CPE IP address from the blacklist on the active SBC, meaning that all traffic will revert back to the active SBC. Once you have failed the test you can re-test using this guide.

