

[MSX 11&12 IP Address Change Process Guide for Customers](#)

Introduction

As explained in the accompanying customer communication, the Gamma signalling IP Address on MSX 11&12 is being replaced therefore all customers who have an endpoint on that MSX routing via a public or Gamma Ethernet Vlan will need to follow this process to ensure that their endpoint is migrated over on the portal to use this new IP Address

New IP Addresses

Customers will need to re-route their traffic via one of the following Gamma IP Addresses

Public Vlan-500

Currently routing via Gamma signalling 83.245.6.81 ———□ Change to 88.215.51.235

Gamma Ethernet - Vlan PRV_SIP_R1

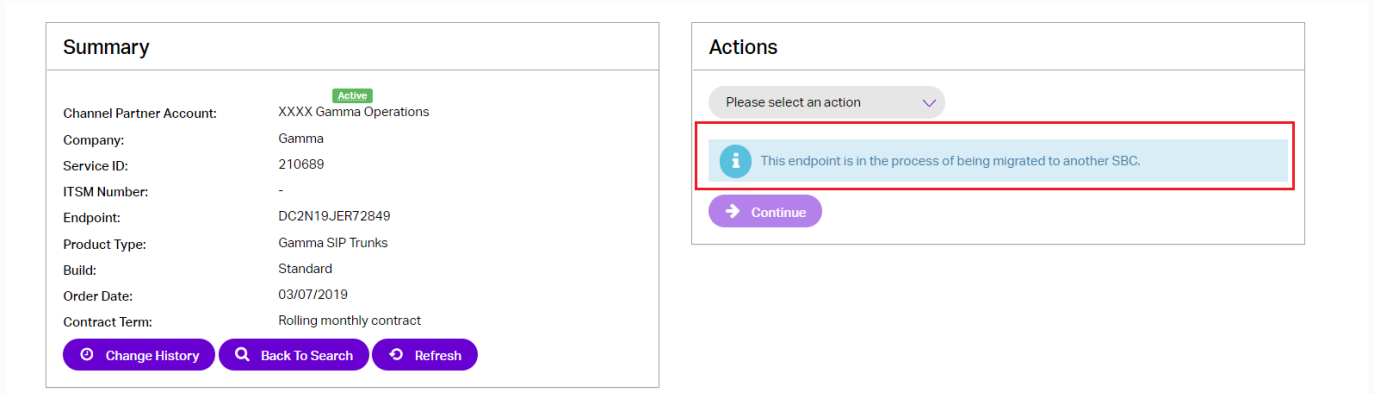
Currently routing via Gamma signalling 100.80.2.49 ———□ Change to 100.80.2.193

Gamma Ethernet Vlan, PRV_SIP_R2

Currently routing via Gamma Signalling 100.80.2.57 ———□ Change to 100.80.2.201

Preparation

All eligible endpoints have been placed into a migration in progress state by the portal developers which will facilitate the change of the Gamma IP Address. On the endpoint order details page, under Actions drop down menu, it will show information "This endpoint is in the process of being migrated to another SBC." as highlighted below.



The screenshot displays two panels: 'Summary' and 'Actions'. The 'Summary' panel lists details for a channel partner account, including company name, service ID, endpoint, and contract terms. The 'Actions' panel features a dropdown menu with a message indicating migration progress, highlighted by a red box, and a 'Continue' button.

| Summary | |
|--------------------------|---|
| Channel Partner Account: | XXXX Gamma Operations Active |
| Company: | Gamma |
| Service ID: | 210689 |
| ITSM Number: | - |
| Endpoint: | DC2N19JER72849 |
| Product Type: | Gamma SIP Trunks |
| Build: | Standard |
| Order Date: | 03/07/2019 |
| Contract Term: | Rolling monthly contract |

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

| Actions | |
|--|--|
| Please select an action ▼ | |
| ⓘ This endpoint is in the process of being migrated to another SBC. | |
| Continue | |

At the bottom of the page, it will show as below which means that your endpoint has been placed into the migration in progress state by portal developers.

Please note, this is the starting point only and the migration will not actually start until you proceed as per section 5.

Endpoint - DC2N19JER72849

Summary

Access

Site

SBC

Routing

Ports

Endpoint Summary

IP Address: 121.31.44.22
Channels Required: 5
Type: Private Peering
SBC: MSX11/MSX12

 Edit

Endpoint - DC2N19JER72849

Migration in Progress

Summary

Access

Site

SBC

Endpoint Summary

IP Address: 121.31.44.22
Channels Required: 5
Type: Private Peering
SBC: MSX205

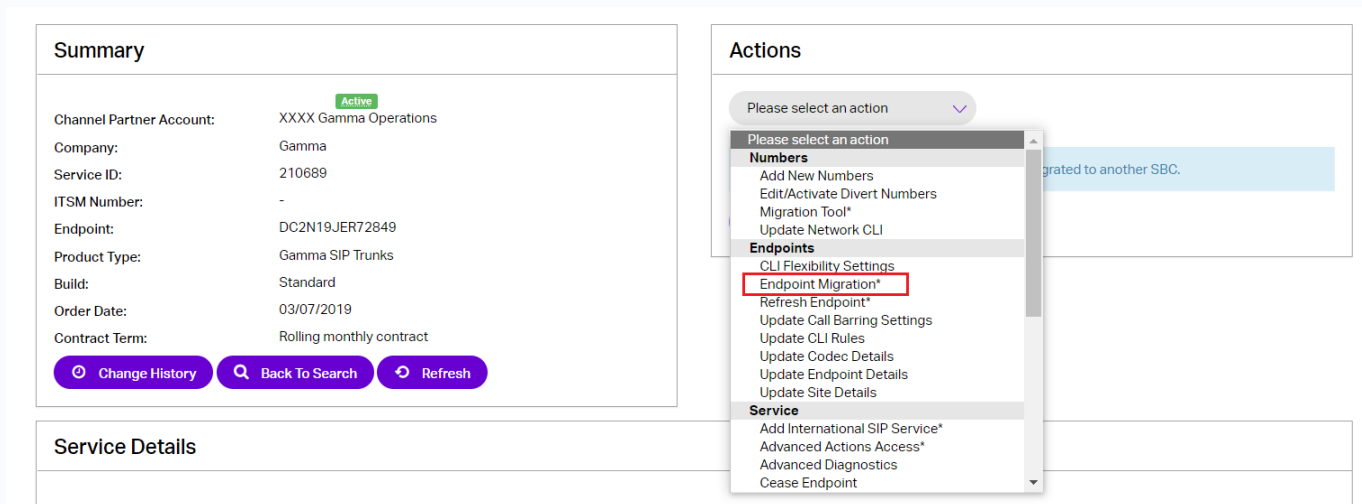
Pre-requisite check for Permissions

Before you start with actual migration as explained in section 4 & 5, please ensure that you can see “Endpoint Migration” option under Actions drop down menu, as shown below, which is the new “Self Service Migration Tool” we have added to the portal to give you the ability to carry out this change of the Gamma IP address. Please note that only Administrators* portal accounts have been given permission to carry out this change.

*This is to ensure migrations are carefully planned as per the guide and executed at the right time. This is to avoid any risk that an endpoint could accidentally be committed too early to migration which

could result in loss of service.

If any other user would like permission to carry out the migration, then please follow the usual channels of contacting Gamma BDM for portal permission to be updated, so that additional users have this “Endpoint Migration” option to carry out the change.



The IP Address Migration Process

The actual IP migration process consists of 2 steps which need to be done within the same change window if the endpoint is a traffic carrying one.

- i. Re-configure the Customer CPE to route via the new Gamma IP address as detailed in the accompanying customer communication
- ii. Change the endpoint on the Gamma portal to route via the new Gamma IP address. This is achieved by “moving” the endpoint over to a new MSX 205&206 which is using the new Gamma Signalling IP Address followed by a deletion of the “old” endpoint on MSX 11&12. There are no changes required to the customer IP Addresses throughout this process just the Gamma IP Address

As detailed in section 5 there is an opportunity to test that your Gamma IP Address change has been successful before making the change permanent

5 Test or Commit immediately to the Migration

If you would like to check that your IP Address change is successful before completing the migration follow this procedure from step [5.1 - Option to test](#)

If you want to proceed and commit to the IP Address change immediately without testing first follow from step [6 - Commit and Complete the migration](#)

Option to Test

Once the CPE has been configured to use the new Gamma signalling IP address, the change can be tested prior to the migration process being completed by following the steps below

Proceed with the Migration

In order to test the IP Address change, the portal endpoint migration process needs to be selected and continued.

Gamma SIP Trunks Service ID: 142063

Summary

Channel Partner Account: Gamma Telecom Ltd Active
Company: Gamma Telecom
Service ID: 142063
ITSM Number: -
Endpoint: DC2N10CQN280
Product Type: Gamma SIP Trunks
Build: Standard
Order Date: 25/02/2010

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

Actions

Please select an action

i This endpoint is in the process of being migrated to another SBC.

[Continue](#)

From the Actions box select the Endpoint Migration option followed by Continue.

Actions

Endpoint Migration*

This Action Allows You to move the endpoint to another SBC (Gamma Only Operation)

i This endpoint is in the process of being migrated to another SBC.

→ Continue

Continue Migration to MSX 205&206

Once the option to continue with the migration is selected, the next page on the portal shows that the migration is to a fixed destination of MSX 205&206

New SBC Pair

i A migration is already in progress for this service, so the destination cannot be changed

Destination SBC Pair * MSX205 Public_562


Note if a Gamma Ethernet endpoint, the Vlan will show as PRV_SIP_R1 or PRV_SIP_R2

Selecting a number(s) to test with

The following option allows selection any of the endpoint's numbers to test with. The action will move the selected number over to the duplicated / replacement endpoint built on MSX 205&206

Step A - Expand the list of numbers. Click on the Area code box(es) as highlighted below

New SBC Pair

 A migration is already in progress for this service, so the destination cannot be changed

Destination SBC Pair * MSX205 Public_562

DDI Disposition
Choose whether calls to numbers assigned to this endpoint will continue to be routed to the existing build (left column), or be routed to the new build (right column).

Filter Numbers...

| Area Code | Range | Number | <input type="radio"/> MSX11 (6) | <input type="radio"/> MSX205 (0) |
|-------------|-----------------------------|-------------|--|----------------------------------|
| - Liverpool | 3 Range(s) | 6 Number(s) | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | 01513182222 | 01513182222 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | + 01513184345 - 01513184347 | 3 Numbers | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | + 01513184998 - 01513184999 | 2 Numbers | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | | | |

Options

Commit endpoint migration
 Continue endpoint migration
 Roll back endpoint migration

Step B - Click on the number range boxes to further expand the list of numbers

DDI Disposition
Choose whether calls to numbers assigned to this endpoint will continue to be routed to the existing build (left column), or be routed to the new build (right column).

Filter Numbers...

| Area Code | Range | Number | <input type="radio"/> MSX11 (6) | <input type="radio"/> MSX205 (0) |
|-------------|-----------------------------|-------------|--|----------------------------------|
| - Liverpool | 3 Range(s) | 6 Number(s) | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | 01513182222 | 01513182222 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | - 01513184345 - 01513184347 | 3 Numbers | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184345 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184346 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184347 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | - 01513184998 - 01513184999 | 2 Numbers | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184998 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184999 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | | | |

Step C - Select a number(s) to test with

DDI Disposition

Choose whether calls to numbers assigned to this endpoint will continue to be routed to the existing build (left column), or be routed to the new build (right column).

Filter Numbers...

| Area Code | Range | Number | <input type="radio"/> MSX11 (5) | <input type="radio"/> MSX205 (1) | |
|-------------|-----------------------------|-----------------------------|--|---|------------------------------|
| - Liverpool | 3 Range(s) | 6 Number(s) | <input type="radio"/> MSX11 | <input type="radio"/> MSX205 | |
| | 01513182222 | 01513182222 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 | |
| | - 01513184345 - 01513184347 | 3 Numbers | <input type="radio"/> MSX11 | <input type="radio"/> MSX205 | |
| | | 01513184345 | <input type="radio"/> MSX11 | <input checked="" type="radio"/> MSX205 | |
| | | 01513184346 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 | |
| | | 01513184347 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 | |
| | | - 01513184998 - 01513184999 | 2 Numbers | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | | 01513184998 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184999 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 | |

For this example, when the next step of the migration process is invoked, number 01513184345 will be moved over to the duplicated endpoint on MSX 205&206

The rest of the numbers at this stage will remain routing via the endpoint on MSX 11&12

Continue with the migration

By selecting the option to continue the migration, the number selected for testing will be moved over to the duplicate endpoint on MSX 205&206

Select the Continue Endpoint migration option followed by Submit

| Area Code | Range | Number | <input type="radio"/> MSX11 (5) | <input type="radio"/> MSX205 (1) |
|-----------------------------|-------------|-------------|--|---|
| - Liverpool | 3 Range(s) | 6 Number(s) | <input type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | 01513182222 | 01513182222 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| - 01513184345 - 01513184347 | 3 Numbers | | <input type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184345 | <input type="radio"/> MSX11 | <input checked="" type="radio"/> MSX205 |
| | | 01513184346 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184347 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| - 01513184998 - 01513184999 | 2 Numbers | | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184998 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | | 01513184999 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |

Options

Commit endpoint migration
 Continue endpoint migration
 Roll back endpoint migration

i Selecting **Commit endpoint migration** will result in the migration of all numbers to the new SBC and the removal of the original build on the old SBC. In order to use the new SBC, the customer will need to have updated their CPE configuration to point at the new SBC. Please ensure that the customer is ready to do this. In the event that you need to roll back to the original (SBC) build, selecting **Rollback endpoint migration**, and clicking **Submit** will result in the return of all numbers to the original SBC, and the removal of the new build.

Portal change in Progress

Once the option to continue with the migration has been invoked, the portal will return to the service page view and a change in process progress bar will be displayed

✔ Change Order request is in progress

Summary

Change in Progress

13%

| | |
|--------------------------|-------------------|
| Channel Partner Account: | Gamma Telecom Ltd |
| Company: | Gamma Telecom |
| Service ID: | 142063 |
| ITSM Number: | - |
| Endpoint: | DC2N10CQN280 |
| Product Type: | Gamma SIP Trunks |
| Build: | Standard |
| Order Date: | 25/02/2010 |

Actions

i This endpoint is in the process of being migrated to another SBC.

Portal duplicate endpoint details

Once the change has been processed, the duplicate endpoint on MSX 205&206 will now appear on the portal.

It is greyed out at this stage because the migration hasn't been completed

Endpoint - DC2N10CQN280

| | | | | | |
|---------|--------|------|------------|---------|-------|
| Summary | Access | Site | SBC | Routing | Ports |
|---------|--------|------|------------|---------|-------|

SBC Gateway details [Edit](#)

SBC: MSX11
Realm: Public-500
TSS Route Prefix: 6303
Endpoint created with version: 15.03 Live
SIP Gateway IP Address: 83.245.6.81

Endpoint - DC2N10CQN280

Migration in Progress

| | | | |
|---------|--------|------|------------|
| Summary | Access | Site | SBC |
|---------|--------|------|------------|

SBC Gateway details

SBC: MSX205
Realm: Public_562
TSS Route Prefix: 6303
Full Steering Digit: 78377214
Endpoint created with version: 15.03 Live
SIP Gateway IP Address: 88.215.51.235

Test that the IP Address change is successful

Test calls can now be made using the DDI moved over to MSX 205&206

Commit or Roll-back the migration

Following testing either proceed with the IP Address change or roll-back if test calls are unsuccessful due to the IP address change being unsuccessful

Commit - By selecting this option, all customer numbers will be moved over to MSX 205&206 therefore using the new Gamma signalling IP address and the endpoint on MSX 11&12 deleted.

To commit to the migration and therefore the new Gamma IP address go to step Commit and Complete the migration

Roll-Back - By selecting this option, any test numbers will be moved back to the endpoint on MSX 11&12 and the duplicated endpoint on MSX 205&206 will be deleted.

To carry out a roll-back and continue to use the existing Gamma IP address go to step Roll-back the migration

Commit and Complete the migration

This step will move all numbers over to the duplicated endpoint on MSX 205&206 hence the new Gamma Signalling IP address and delete the endpoint on MSX 11&12.

Select the endpoint migration option followed by continue

Actions

Endpoint Migration*

This Action Allows You to move the endpoint to another SBC (Gamma Only Operation)

i This endpoint is in the process of being migrated to another SBC.

→ Continue

From the next screen select the commit endpoint migration option followed by submit

DDI Disposition

Choose whether calls to numbers assigned to this endpoint will continue to be routed to the existing build (left column), or be routed to the new build (right column).

Filter Numbers...

| Area Code | Range | Number | <input checked="" type="radio"/> MSX11 (5) | <input checked="" type="radio"/> MSX205 (1) |
|-------------|------------|-------------|--|---|
| + Liverpool | 4 Range(s) | 6 Number(s) | <input type="radio"/> MSX11 | <input type="radio"/> MSX205 |

Options

Commit endpoint migration

Continue endpoint migration

Roll back endpoint migration

i Selecting *Commit endpoint migration* will result in the migration of all numbers to the new SBC and the removal of the original build on the old SBC. In order to use the new SBC, the customer will need to have updated their CPE configuration to point at the new SBC. Please ensure that the customer is ready to do this. In the event that you need to roll back to the original (SBC) build, selecting *Rollback endpoint migration*, and clicking Submit will result in the return of all numbers to the original SBC, and the removal of the new build.

← Back **✓ Submit**

Migration Completed

Once the Migration has been Committed only the details for the endpoint on MSX 205&206 will be shown on the portal and any further provisioning changes will be made via this MSX

Routing Structures

Sequence Number: 1
Singleton Routing: DC2N10CQN280
Full Steering Digit: 78379988
Children:

Child Sequence Number: 0
MSX Pair: MSX205/MSX206
Trunk Group Name: DC2N10CQN280
Priority: 1000
Weight: 100

Endpoint - DC2N10CQN280

Summary

Access

Site

SBC

Routing

Ports

Endpoint Summary

 Edit

IP Address: 88.215.2.200
Channels Required: 5
Type: 3rd Party ADSL
SBC: MSX205

Roll-Back the migration

If test calls via the duplicated endpoint on MSX 205&206 are not successful and there is an issue with the CPE IP address change, there is an option to roll-back the migration. This will move any numbers that were routing via MSX 205&206 back to the endpoint on MSX 11&12 and delete the duplicated endpoint on MSX 205&206. Therefore, the Gamma signalling IP address will remain unchanged at this time

To invoke Roll-back select the endpoint migration option again followed by continue

Actions

Endpoint Migration*

This Action Allows You to move the endpoint to another SBC (Gamma Only Operation)

i This endpoint is in the process of being migrated to another SBC.

→ Continue

This will proceed into the next screen on the portal.

There is no need to move any test numbers back at this stage as the roll-back action will do that.

Select the roll-back endpoint migration option followed by submit

| Area Code | Range | Number | <input type="radio"/> MSX11 (5) | <input type="radio"/> MSX205 (1) |
|--------------------|------------------------------------|-------------|--|---|
| - Liverpool | 4 Range(s) | 6 Number(s) | <input type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | 01513182222 | 01513182222 | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | 01513184345 | 01513184345 | <input type="radio"/> MSX11 | <input checked="" type="radio"/> MSX205 |
| | + 01513184346 - 01513184347 | 2 Numbers | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |
| | + 01513184998 - 01513184999 | 2 Numbers | <input checked="" type="radio"/> MSX11 | <input type="radio"/> MSX205 |

Options

Commit endpoint migration

Continue endpoint migration

Roll back endpoint migration

i Selecting *Commit endpoint migration* will result in the migration of all numbers to the new SBC and the removal of the original build on the old SBC. In order to use the new SBC, the customer will need to have updated their CPE configuration to point at the new SBC. Please ensure that the customer is ready to do this. In the event that you need to roll back to the original (SBC) build, selecting *Rollback endpoint migration*, and clicking Submit will result in the return of all numbers to the original SBC, and the removal of the new build.

← Back **✓ Submit**

Once rollback is completed only the details for MSX 11&12 will be displayed on the portal service page

Post Roll-Back actions

Email the TSC Provisioning team with the details so that they can ask the developers to place the endpoint into the “ready to migrate” state on the portal when ready to attempt the IP Address change again

tscprovisioning@gamma.co.uk