

Process Owner: IT Operations	FORM	F-CMG-3.1
	Configuration Change Request	

Request Information				
Requestor	Rynel Ryson Yanes			
Implementing Team	Network / Systems Team			
Ticket Number/s	201914723			
Change Classification	X	Major		Minor
After the fact		Yes	X	No
Emergency	X	Yes		No
Proposed Change Date	April 16, 2019			
Proposed Change Start/End Time	22:00			
Proposed Change Verification Time	22:10			

Objective of the change
Open Access IP Phone would be able to dial out local numbers.

Technical/Operational Impact of the change		
Negative: Slowness of ringing when incorrectly configured	Beneficial: Open Access IP Phone would be able to dial out local numbers.	Neutral: N/A

Affected IT Infrastructure components			
Site	Hostname	IP Address	Function
JAKA	THOR	172.16.1.2	Network Firewall
JAKA	Kalliope	10.1.0.250 (DMZ)	PBX Dialer

Affected Departments and corresponding contact persons		
Department	Contact Name	Contact Info
IT	Rynel Ryson Yanes	09178535630
Network Operations	Mau Mendoza	09176328103

Test Environment implementation and Verification Summary
N/A

Test Environment Results Summary
N/A

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	<i>Configuration Change Request</i>	

Configuration Change Template

Baseline File	3.1.402
Baseline Version	April 3, 2019

Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
No existing route for PLDT Phone Gateway.	Static route to PLDT Phone Gateway will be added on Elastix.	Open Access Back Office phone will be able to dial locally.	3.1.402

Physical Implementation Procedures / Advisory

N/A

Backup Procedures

Access FortiGate Jaka and G2 via Web Browser.

Backup the configurations files using the naming conventions:

BACKUP_DEVICENAME_DATE.cfg

Example: BACKUP_THOR_4272019.cfg, BACKUP_MIDAS_4272019.cfg

Physical Implementation Procedures

No physical implementation will be conducted as servers were already mounted and setup to be configured.

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Technical Configuration Procedures	
I. PART A (THOR Configuration)	<p>1. Access THOR via https 172.16.1.2. Go to Addresses > Create New > Address, input the following:</p> <p>Category: Address Name: INT_SUB_PLDTPhoneGateway Type: Subnet Subnet / IP Range: 172.17.0.249 Show in Address List: Enabled Static Route Configuration: Disabled</p> <p>Press OK.</p> <p>2. Add the created Address Object to the existing Address Group: - DMZ_ALLOWED_SUBNETS</p>
II. PART B (Elastix Configuration)	<p>1. Access Elastix via SSH and enter the following command: route add -net 172.22.9.4 netmask 255.255.255.255 gw 10.1.0.254 dev eth1</p>

Verification Procedures			
I.	PART A (THOR Verification)		
1.	Checking of Address Group DMZ_ALLOWED_SUBNETS , verify if INT_SUB_PLDTGateway (172.17.0.249) is included.		
II.	PART B (Elastix Configuration)		
1.	Check the routing table of Elastix by entering the command: route -n		
Shows the static destination of:			
Destination	Gateway	Genmask	Iface
172.22.9.4	10.1.0.254	255.255.255.255	eth1

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Back-out Procedures	
I. PART A	<ol style="list-style-type: none"> 1. Access THOR via https 172.16.1.2. Go to Addresses > search DMZ_ALLOWED_SUBNETS, remove INT_SUB_PLDTGateway. Go to Addresses > search PLDT > delete INT_SUB_PLDTGateway. 2. Access Elastix via SSH, then delete the Static Route on Elastix. route del -net 172.22.9.4 netmask 255.255.255.255 gw 10.1.0.254 dev eth1