

The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors including yellow, orange, red, and various shades of blue and green. Overlaid on this are large, flowing, wavy shapes in similar colors, giving the overall impression of energy and movement.

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Let's go

#CiscoLive



The bridge to possible

Best Practices for Migration

From Jabber to the Webex App

Steven Fly, Technical Marketing Engineer Leader
BRKCOL-2062



#CiscoLive

Cisco Webex App

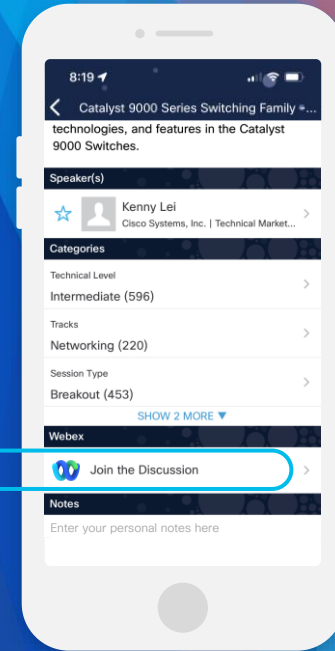
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 9, 2023.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2062>

Collaboration

Collaboration Migration to the Cloud

Learning Map

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START

BRKCOL-2047

Journey to Cloud and Open Platform. Webex Edge for Devices together with Microsoft and Google. The art of the possible!

BRKCOL-2198

Deploying the Webex App to your Organization

BRKCOL-2063

Get your UC and Webex environments cloud ready and jump start your transition to Webex Calling

BRKCOL-2265

Enabling Intelligent Workplaces for Hybrid Working

IBOCOL-2010

Cloud Connected UC: The Bridge to Migrate Your On-Premises Solution to Webex Calling

FINISH

BRKCOL-2062

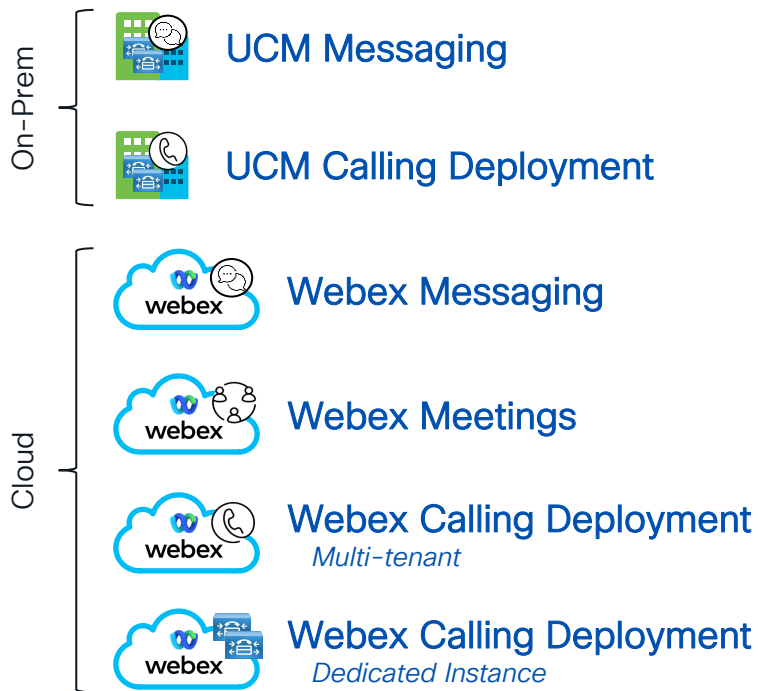
Best Practices for a Successful Migration from Jabber to the Webex App

Agenda

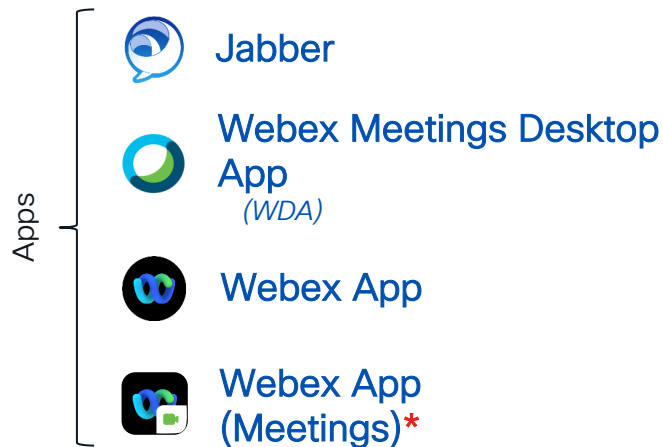
- Migration Journeys
- Migration Readiness
- Migration of Jabber Workloads
- Control Hub Tools
- Migration Best Practices
 - Pre-Migration
 - Migration Prep & Migration
- Conclusion

Icon Guidelines

The following icons are used to indicate the Collaboration workloads, deployments and apps referenced throughout this presentation

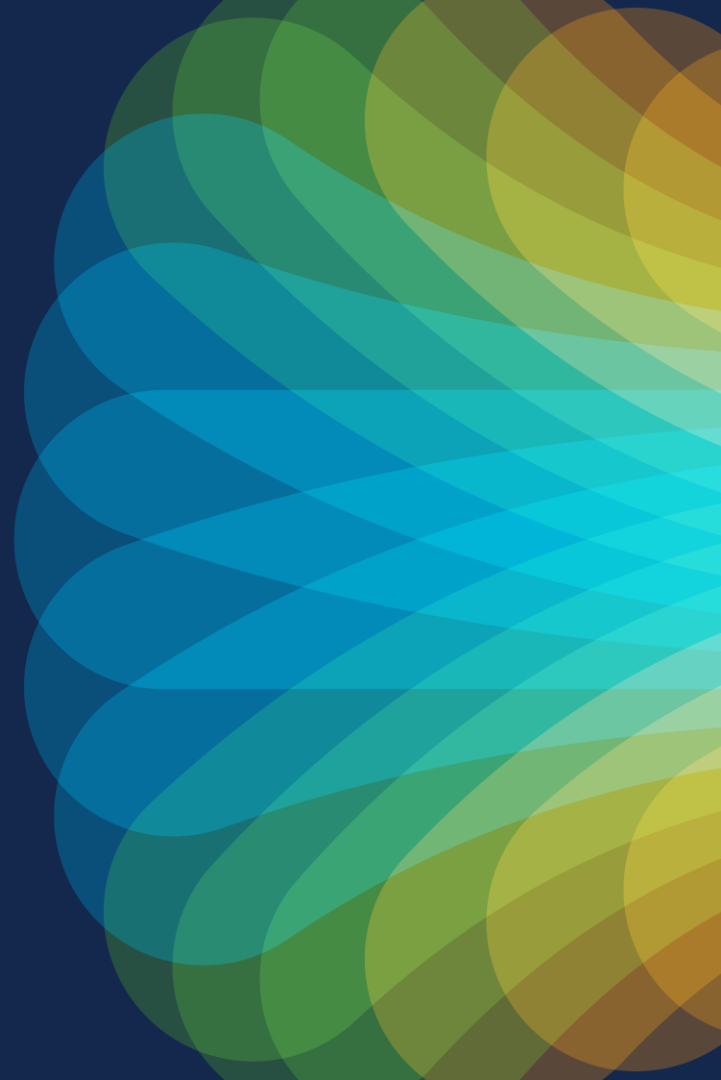


★ = Best Practice Recommendation



* FFM = Full Featured Meetings

Migration Journeys



Jabber to Webex App

UCM Calling

¹ Org is enabled for “Full-Featured Meeting Experience”
Mobile devices still require Webex Meetings App,
Events (classic) still requires WDA

* Note: Other journeys are possible

Workload(s)	Migrating From	Migrating To	Migration Complete (Webex App used for)
Calling + Messaging + Meetings			• UCM Calling • Webex Messaging • Webex Meetings¹
Calling + Messaging			• UCM Calling • Webex Messaging
Calling + Meetings			• UCM Calling • Webex Meetings¹
Calling			• UCM Calling
Meetings			• Webex Meetings¹

Recommend a 3-Phase Approach

Migration Ready



Pre-Migration

Prepare Webex Org and UC environment for migration, setup base org functionality, and verify access to Webex services

- Webex Org setup
- Licensing, User Provisioning
- Enable analytics
- Network readiness
- Software upgrades

Migration Prep

Define/Configure workload services, app deployment plan and develop migration plan/schedule

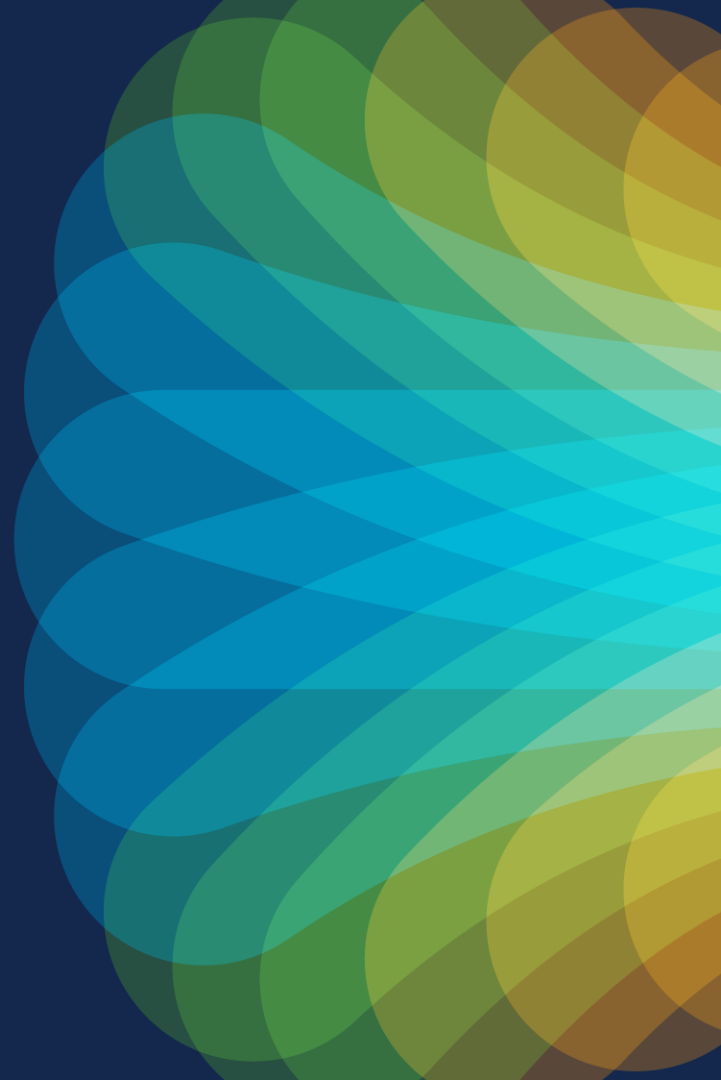
- Messaging, meeting, calling services & features
- UCM user/contact extraction
- Users, Client versions
- Integration requirements
- Planning & Testing
- PoC/Pilot

Migration

Migration of users, apps & devices and decommission of on-prem servers

- End user adoption & training
- Migration communication
- Migrate users, apps & contacts
- Decommission existing on-premise UC infrastructure

Migration Readiness

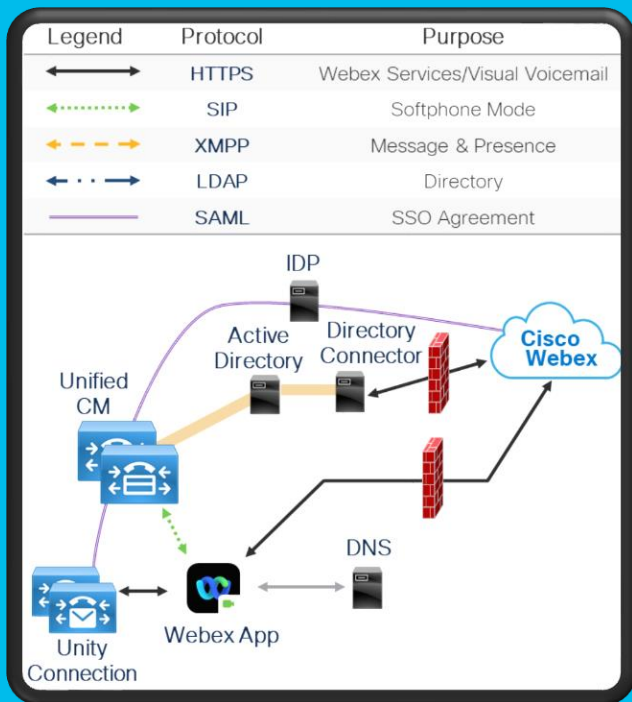


What does “Migration Ready” Mean?

- Understand architecture and platform changes
- Review Pre-Migration activities
- Complete Pre-Migration activities:
 - ALL required activities
 - Any recommended/optional activities to meet your requirements

❖ Become Migration Ready **NOW!**
Don't wait until you start your migration project

Architecture Changes



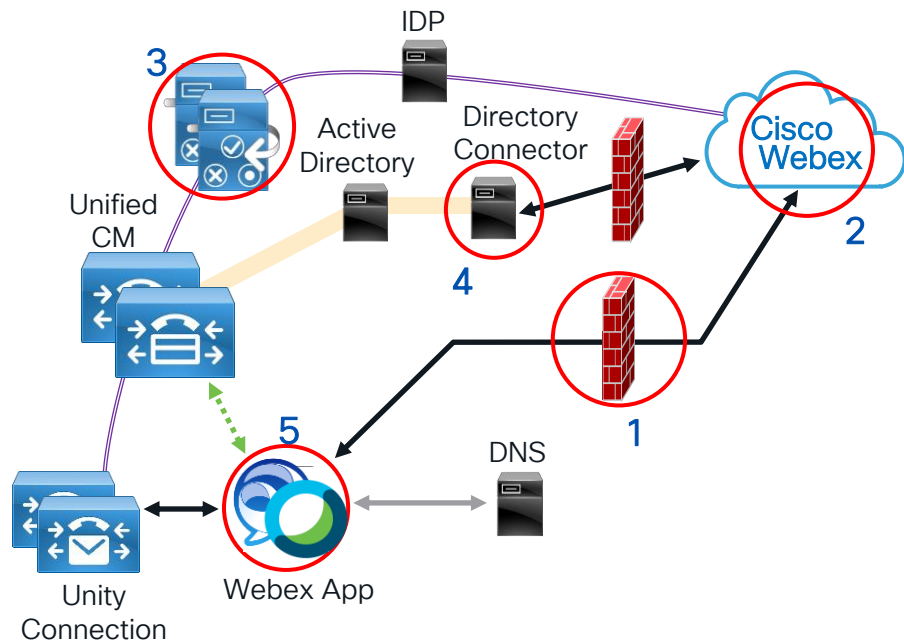
- Network Requirements
- User Login Experience
- Components or Services
 - Authentication Services
 - Directory Services
 - IM&P Servers
 - Etc.
- User Provisioning & Management
 - Registration, Call Control, Configuration, Software
- Voice Service Discover (UCM Calling)
- New or Changed Call/Traffic Flows
- New Clients

Architecture Changes

Webex App with UCM Calling

1. New Internet requirements
2. Control plane moves to Webex
3. Messaging moves from IM&P to Webex
4. Directory Services synched to Webex
5. Single client (Webex App for Calling, Meetings, Messaging)

Legend	Protocol	Purpose
	HTTPS	Webex Services/Visual Voicemail
	SIP	Softphone Mode
	XMPP	Message & Presence
	LDAP	Directory
	SAML	SSO Agreement

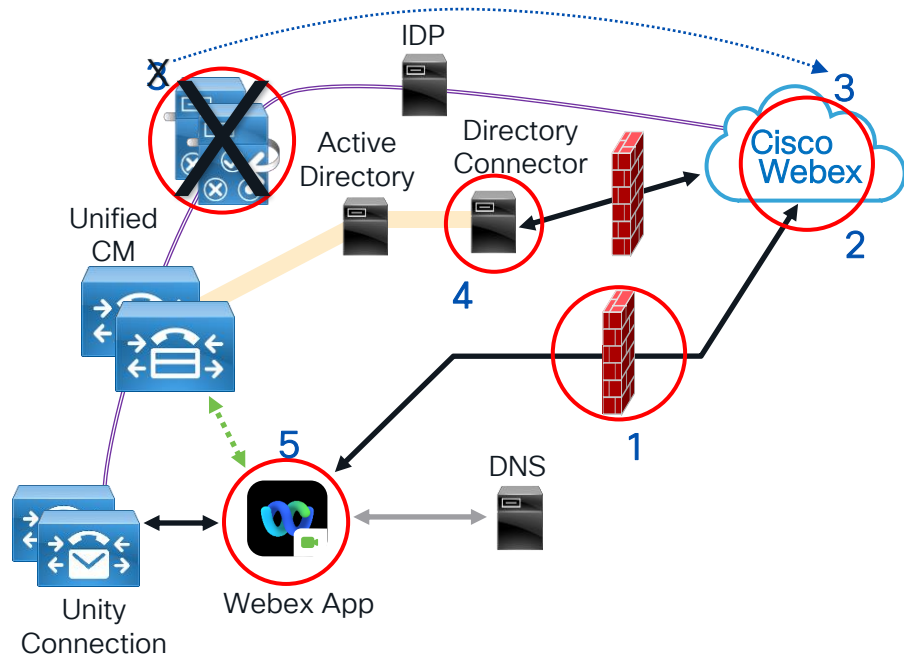


Architecture Changes

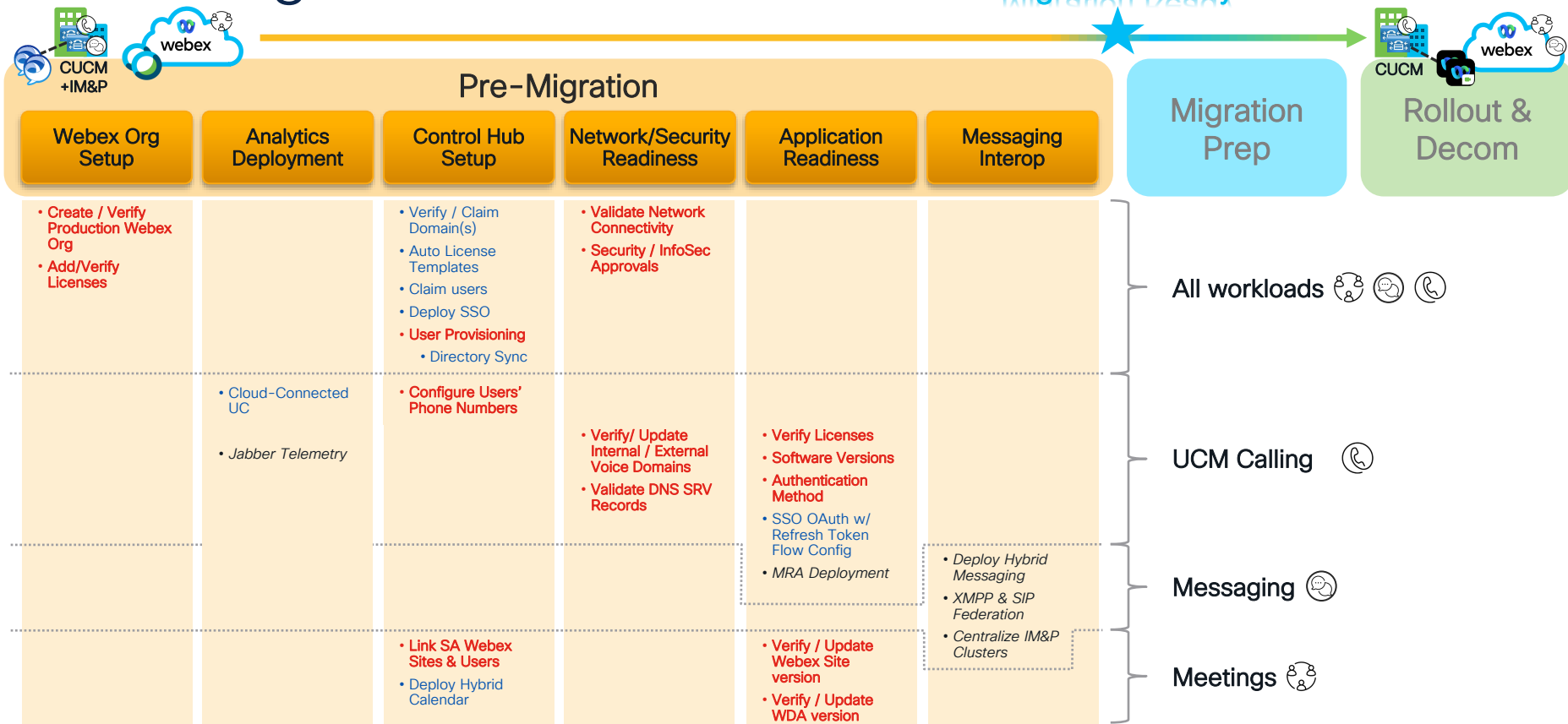
Webex App with UCM Calling

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Legend	Protocol	Purpose
	HTTPS	Webex Services/Visual Voicemail
	SIP	Softphone Mode
	XMPP	Message & Presence
	LDAP	Directory
	SAML	SSO Agreement



Pre-Migration Activities



Migration Readiness

- Collaboration Transitions
 - Webex App Migration Readiness documents
 - Migration Readiness Guide
 - Migration Readiness Assessment
- Additional documents:
 - Transition Maps
 - Transition Deployment Guides

Migration Readiness

Before beginning any transition, it is important to evaluate the existing deployment and determine what needs to be completed before the migration can begin. Understanding migration readiness and leveraging tools like readiness assessments help to determine whether the existing environment is ready to be migrated and is critical for a successful transition.

Table 1. Migration Readiness Information

Migration	Migration Readiness Documentation
Webex Migrations (Includes Jabber to Webex App & UCM to Webex Calling)	Webex Migrations - Customer Journeys & Readiness As customers prepare to transition to Webex there are some pre-migration activities that may need to be completed and others that should be strongly considered to provide the best experience for administrators and end users. This document covers all the Migration Journeys from on-prem CUCM to Webex for Messaging, Meetings and Calling (Unified CM or Webex Calling) and identifies the readiness activities for each workload.
	Use this document to understand all the workload journeys, the phases of each journey and the pre-migration activities within each phase. In addition, it provides links to additional resources for the pre-migration activities. Information in this document will help the customer complete the Webex Migrations - Customer Readiness Assessment (see below).
	Webex Migrations - Customer Readiness Assessment As customers prepare to transition to Webex for Messaging, Meetings and Calling (Unified CM or Webex Calling) this assessment document will help to determine how ready they are for the migration. By answering some questions about the customer's current Webex and on-prem UC environment, deployment, and configurations, it will quickly assess the required, recommended, and optional requirements for transitioning to Webex and identify where the customer may need to take some actions before starting their migration.

- Use the [Webex Migrations - Customer Readiness Assessment](#) to verify your readiness to migrate

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Migration Readiness Assessment Results

- The following output is generated on 2nd tab to show which pre-migration readiness items need attention

COLLABORATION TRANSITIONS

Customer Migration Readiness Assessment Results

* Based on assessment results address each of the non "good" checks based on the customer's requirements before starting the migration

= Good

= Must address/fix

= Review; Recommend to address

= Optional; Review if required

= NA; Check doesn't apply

✓ Required

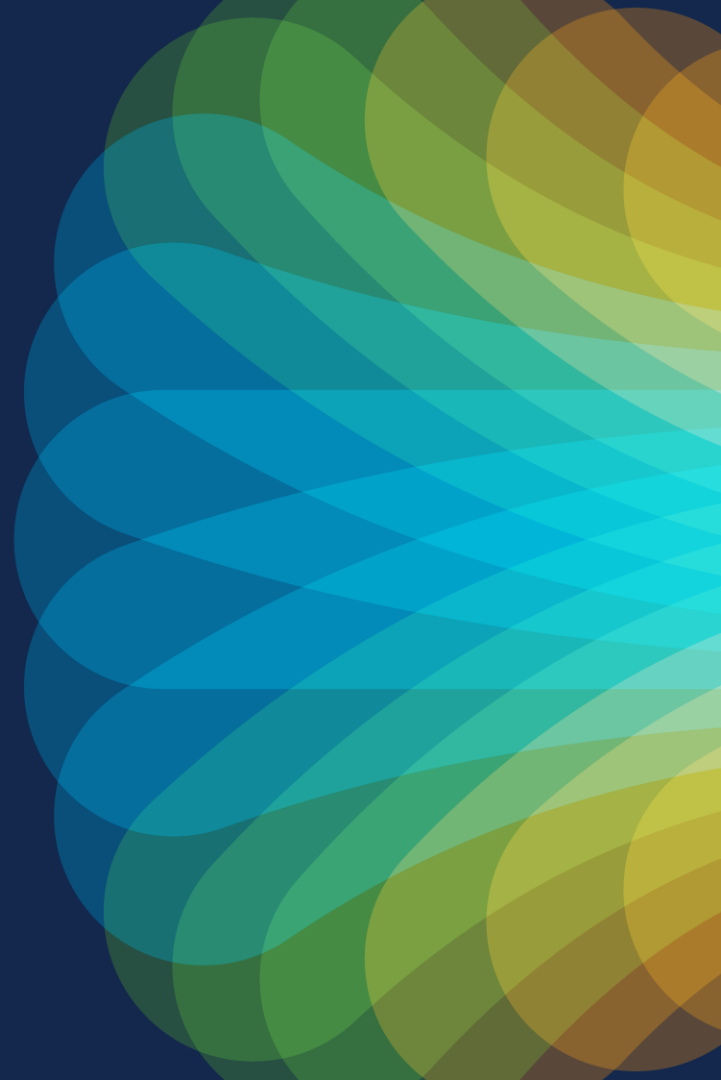
● Highly Recommended

○ Optional

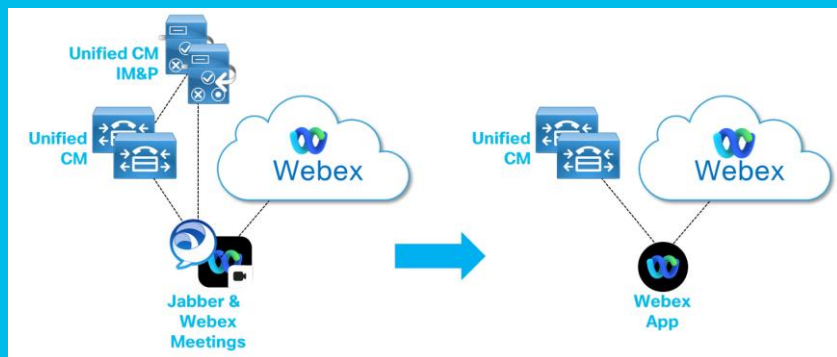
Core Readiness Checks	1 Required 2 Best Practice	UCM Calling	Messaging	Meetings
Production Webex Org ¹	✓	✓	✓	✓
Required licenses available in Control Hub and/or CUCM ¹	✓	✓	✓	✓
Network Connectivity to Webex (Protocols, Ports, Bandwidth) ¹	✓	✓	✓	✓
Verified Domain(s) ²	●	●	●	●
Claimed Domain(s) ²	●	●	●	●
Claimed Users ²	●	●	●	●
Auto-License Templates ²	●	●	●	●
MRA deployed for Jabber	○			
SSO Enabled: ²				
Control Hub	●	●	●	●
Site Admin				●
Unified CM	●			
Expressway	●			
Unity Connection	●			
SSO OAuth w/ Refresh Token Flow: ²				
Unified CM	●			
Expressway	●			
Unity Connection	●			
Same Authentication method for CUCM and CUC ¹	✓			
Users Provisioned in Control Hub ¹	✓	✓	✓	✓

Workload Readiness Checks	1 Required 2 Best Practice	UCM Calling	Messaging	Meetings
Directory Sync Enabled for user provisioning: ²				
Control Hub	●	●	●	●
Unified CM	●			
Unity Connection	●			
Users' Phone Number in Control Hub ¹	✓			
Software versions: ¹				
Unified CM (see cell note)	✓			
Expressway (see cell note)	✓			
Unity Connection (align with CUCM version)	✓			
Internal & External UC Voice domain(s) the same ¹	✓			
Internal & External DNS records configured for UC voice domain(s) ¹	✓			
UC Analytics Enabled				
CCUC ²	●	●	●	
Jabber Telemetry	●	●	●	
Hybrid Messaging Services			○	
Calendar Integration configured ²				●
Site Admin Meeting sites linked to Control Hub ¹				✓
Site Admin Meeting users linked to Control Hub ¹				✓
Webex Meeting Site(s) on version 41.10 or later ¹				✓
Webex Meetings Desktop App (WDA) version 41.2 or later ¹				✓

Migration of Jabber Workloads



Jabber Workload Migrations



- **Calling (UCM)**
 - Stay with UCM on-prem for calling platform
- **Messaging**
 - UCM IM&P → Webex
- **Meetings**
 - Webex
 - WDA → Webex App*

* Most customers have already been migrated to Webex App for Meetings (over last 18+ months)

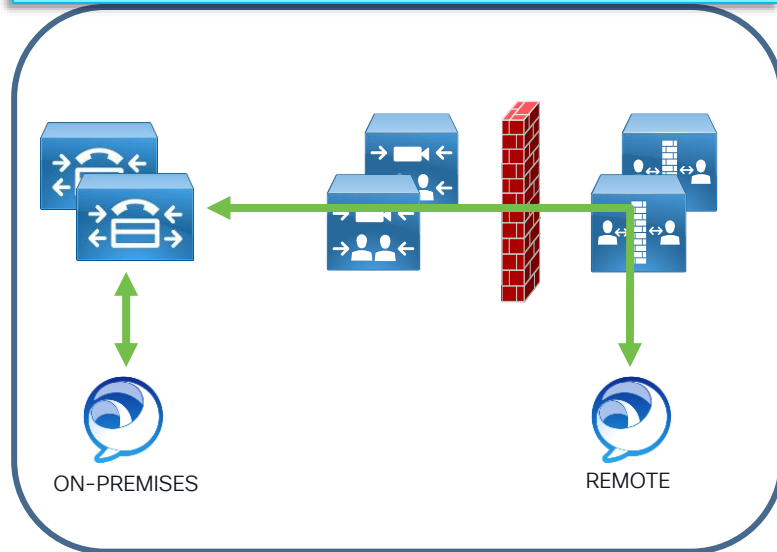
UCM Calling Migration Journey

- Jabber → Webex App
 - ❖ *Calling Platform: UCM On-prem*

UCM Calling: High-Level Transition Map

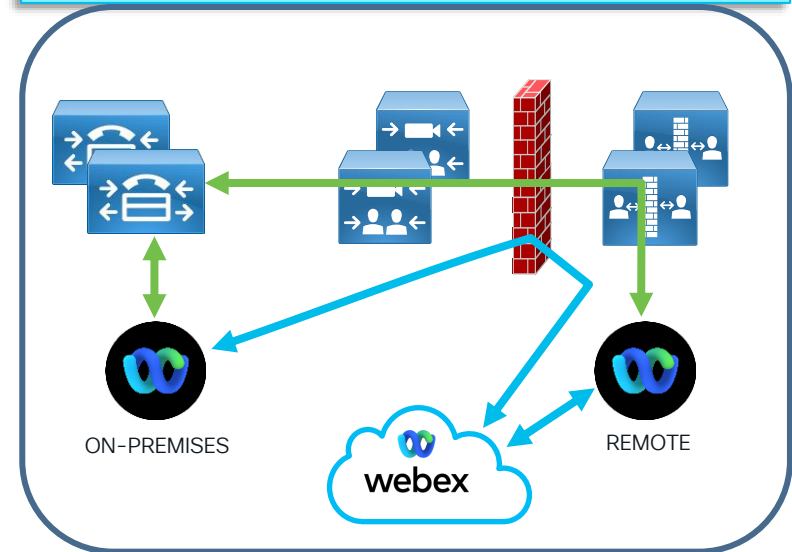
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Cisco Jabber



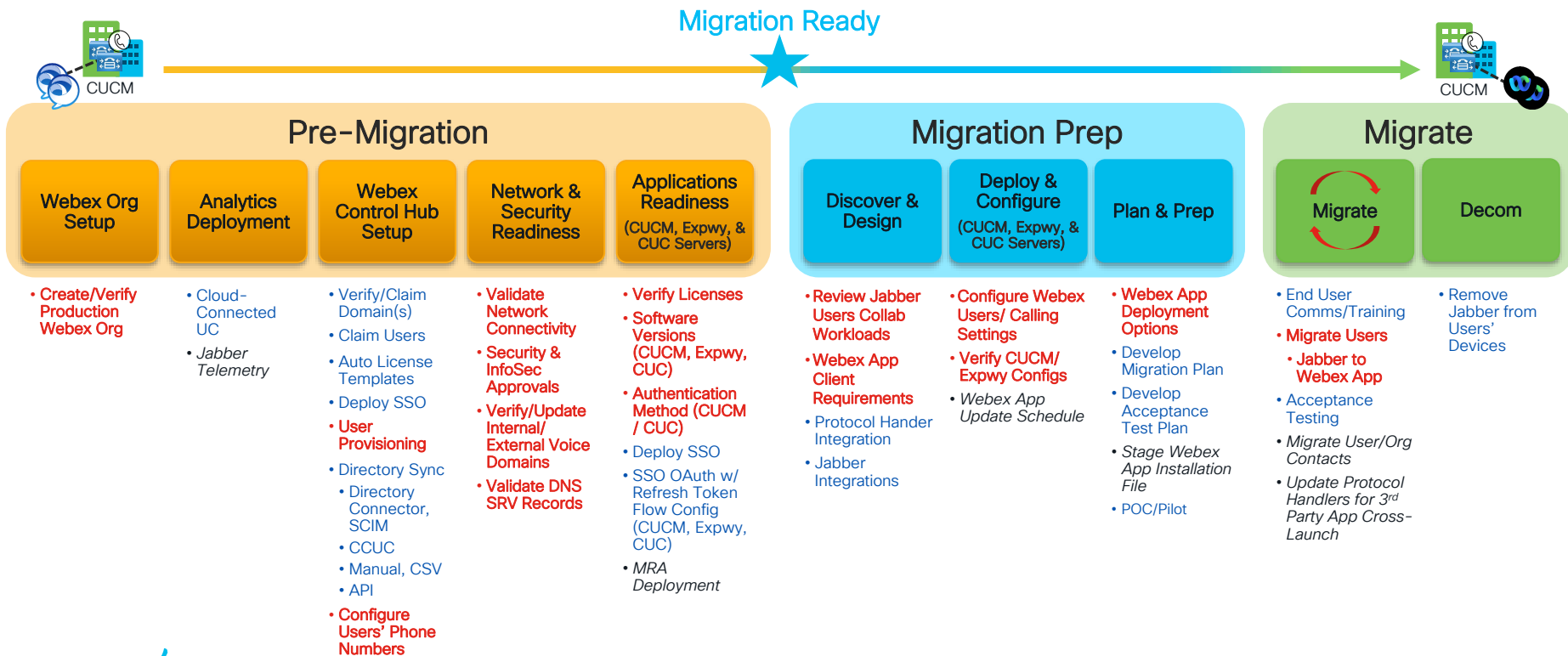
1

Cisco Webex



Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

UCM Calling: Migration Journey





UCM Calling: Readiness Checklist

Checks	Required
Production Webex Org	✓
Required Licenses Available in UC Applications	✓
Network Connectivity (to Webex) – Protocols, Ports, Bandwidth	✓
Security / InfoSec Approvals	✓
CUCM / CUC Authentication Method	✓
Verify Internal and External Voice Domains are the Same	✓
Validate DNS Configurations	✓
Verified Domain(s) <i>(Best Practice)</i>	●
Claimed Domain(s) <i>(Best Practice)</i>	●
Claim Users <i>(Best Practice)</i>	●
Auto License Templates <i>(Best Practice)</i>	●
SSO Enabled <i>(Best Practice)</i> Webex CUCM Expressway ¹ Unity Connection ²	● ● ● ●

¹ SSO required on Expressway if enabled on CUCM for Mobile and Remote Access (MRA)

² SSO required on CUC if enabled on CUCM

Checks	Required
User Provisioning – Webex	✓
Directory Sync <i>(Best Practice)</i> Webex – Directory Connector (AD), SCIM (Azure AD, Okta), CCUC, API CUCM Unity Connection	● ● ●
Users' Phone Numbers Configured in Control Hub	✓
UC Analytics Enabled CCUC Jabber Telemetry	● ○
Software Versions ³ CUCM Expressway Unity Connection (align with CUCM version)	✓ ✓ ✓
SSO OAuth w/ Refresh Token Flow <i>(Best Practice)</i> CUCM Expressway Unity Connection	● ● ●
MRA for remote users	○

³ Minimum:

* CUCM: 11.5(1)SU3 / 12.5(1) --or-- 11.5(1)SU8 / 12.5(1)SU3 (for iOS)

* Expressway: X8.11.4 / X12.5.0

CUCM 12.5(1) or later required for secure calling (SIP OAuth) – signaling and media

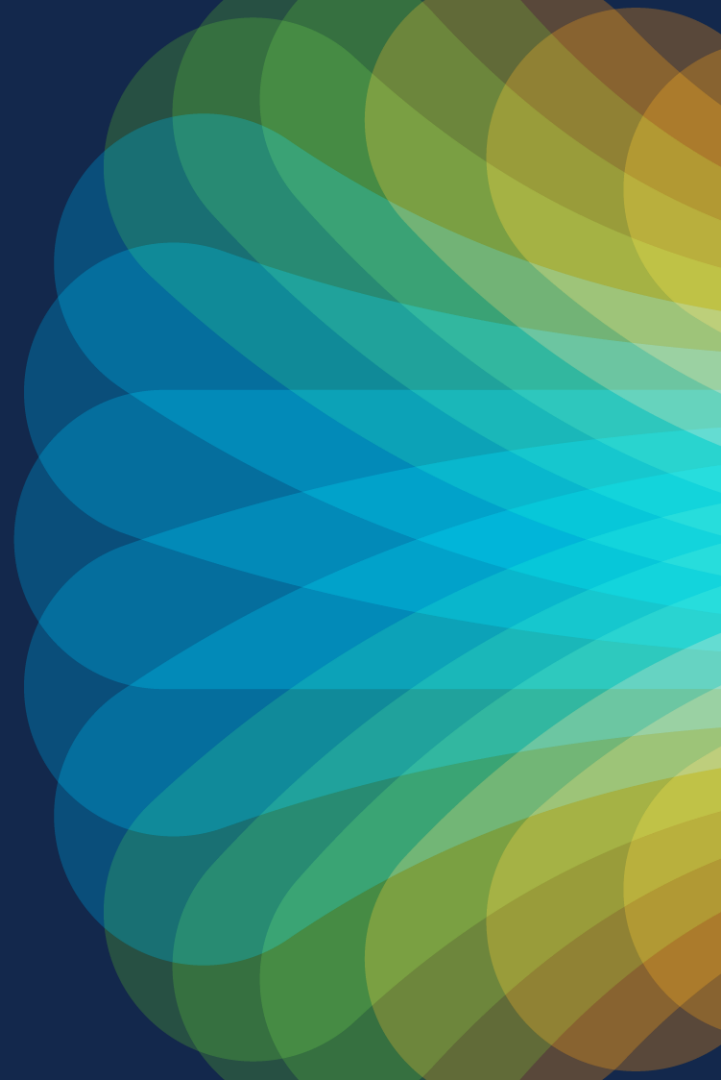
CUCM 12.5(1)SU4 or later & Expressway X14.0 or later – best mobile SSO experience

UCM Calling: Migration Prep Considerations

- Review Types of Jabber Users & Requirements
 - Calling only, Messaging only, Full UC, etc.
 - Webex App Client Requirements
 - Desktop
 - Mobile (iOS and Android)
 - VDI
 - 3rd Party App Cross-launch (Protocol Handlers)
 - Jabber Integrations
 - Webex Users/Calling Settings
 - UC Profiles, Calling licenses, Org Calling settings, Client settings, etc.
- Review On-prem UC Configurations
 - CUCM – End user configs, ILS, Home cluster, Jabber XML Config, Service Profiles, Security Profiles, Push Notifications, etc.
 - Expressway – Zones, Call routing, etc.
 - Unity
 - Deployment Options for Each Client Type
 - User driven
 - Admin software push
 - Deployment Plan
 - POC – feature validation/testing, deployment testing, etc.
 - Pilot – size, success criteria
 - Production rollout plan
 - User/Solution Acceptance Test Plan

Messaging Migration Journey

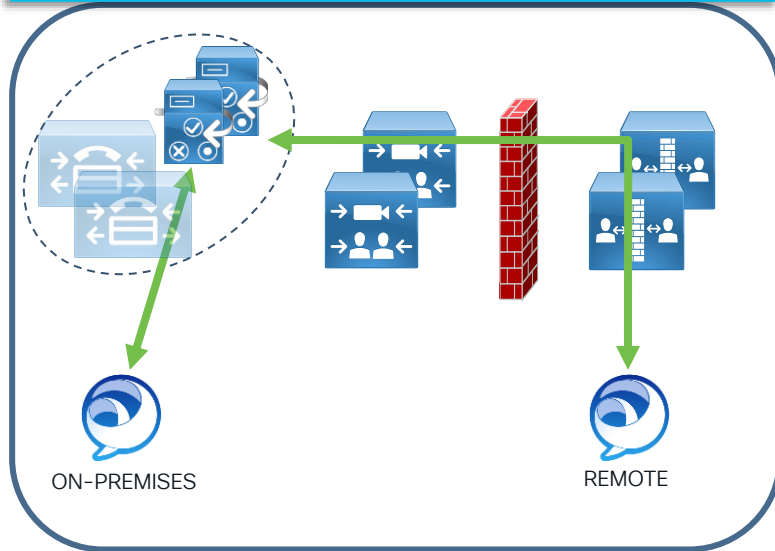
- Jabber → Webex App
 - ❖ *CUCM IM&P → Webex*



Messaging: High-Level Transition Map

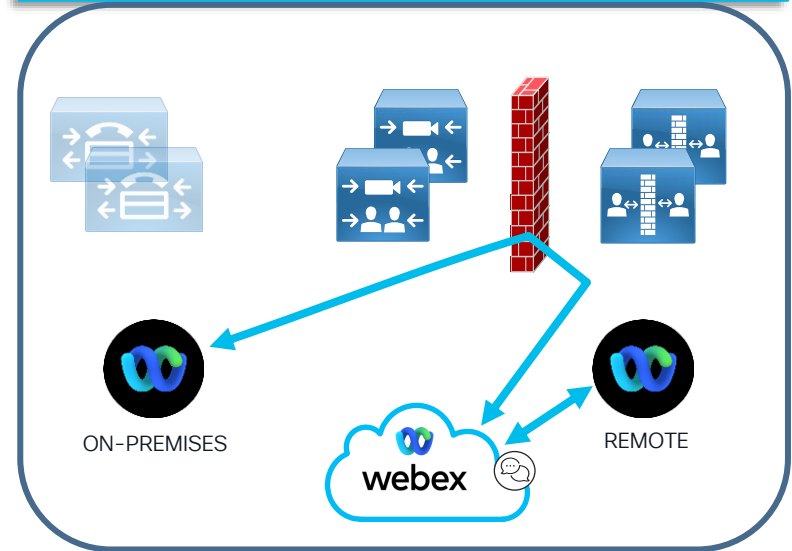
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Cisco Jabber



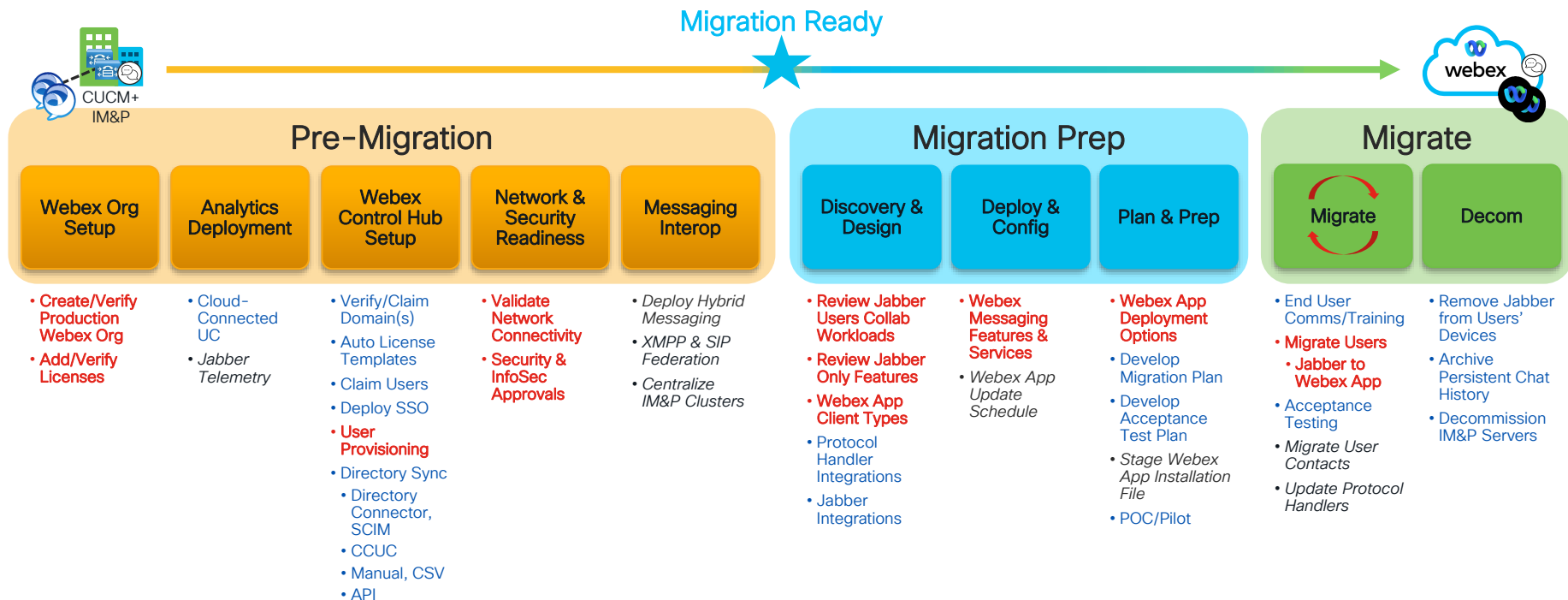
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Cisco Webex



Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

Messaging: Migration Journey



Messaging: Readiness Checklist

Checks	Required
Production Webex Org ¹	✓
Required Licenses Available in Webex	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Security / InfoSec Approvals	✓
Verify Domain(s) <i>(Best Practice)</i>	●
Claim Domain(s) <i>(Best Practice)</i>	●
Claim Users <i>(Best Practice)</i>	●
Auto License Templates <i>(Best Practice)</i>	●

¹ Consider Data Residency (which Webex datacenter stores customer's data)

Checks	Required
SSO Enabled <i>(Best Practice)</i> Webex	●
User Provisioning - Webex	✓
Directory Sync <i>(Best Practice)</i> Webex - Directory Connector (AD), SCIM (Azure AD, Okta), CCUC, API	●
UC Analytics Enabled CCUC Jabber Telemetry	● ○
XMPP or SIP Federation	○
Hybrid Messaging Services ²	○
Centralize IM&P clusters	○

² May be desired for phased migrations

Messaging: Migration Prep Considerations

- Review Types of Jabber Users & Requirements
 - Messaging only, Calling only, Full UC, etc.
 - Identify if any Jabber only Features are Configured
 - Persistent Chat Rooms
 - Managed File Transfer
 - Etc...
 - Webex App Client Requirements
 - Desktop
 - Mobile (iOS and Android)
 - VDI
 - 3rd Party App Cross-launch (Protocol Handlers)
 - Jabber Integrations
- Webex Messaging Feature/Service Requirements
 - Message Retention
 - Content Management - including 3rd party ECM (Enterprise Content Management) integrations
 - External Messaging - Allow/Block messaging capabilities with external domains
 - Deployment Options
 - User driven
 - Admin software push
 - Deployment Plan
 - POC - feature validation/testing, deployment testing, etc.
 - Pilot - size, success criteria
 - Production rollout plan
 - User/Solution Acceptance Test Plan

Meetings Update Journey

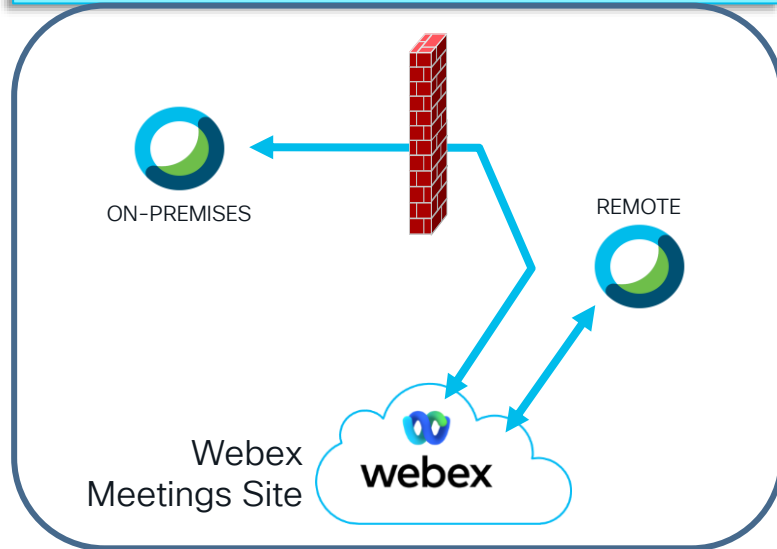
➤ Webex Meetings Desktop App (WDA) → Webex App

❖ *Majority of customers were updated before Apr 1, 2023*

Meetings: High-Level Transition Map

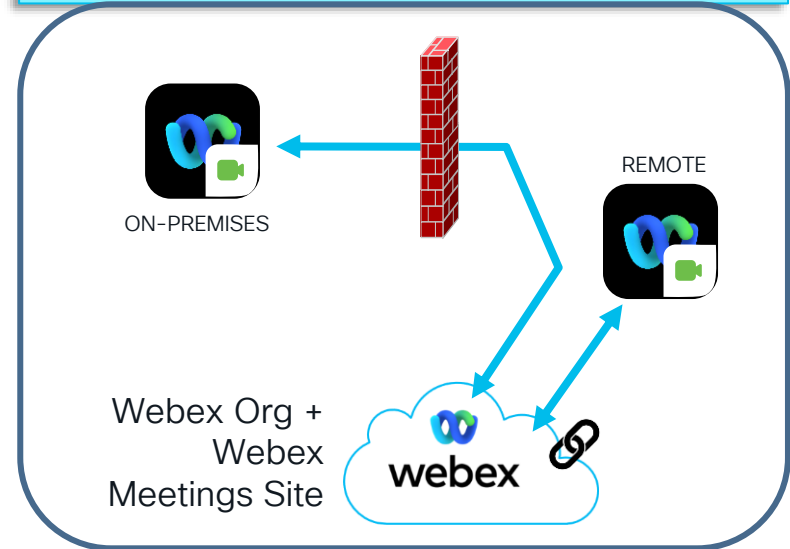
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Webex Meetings App



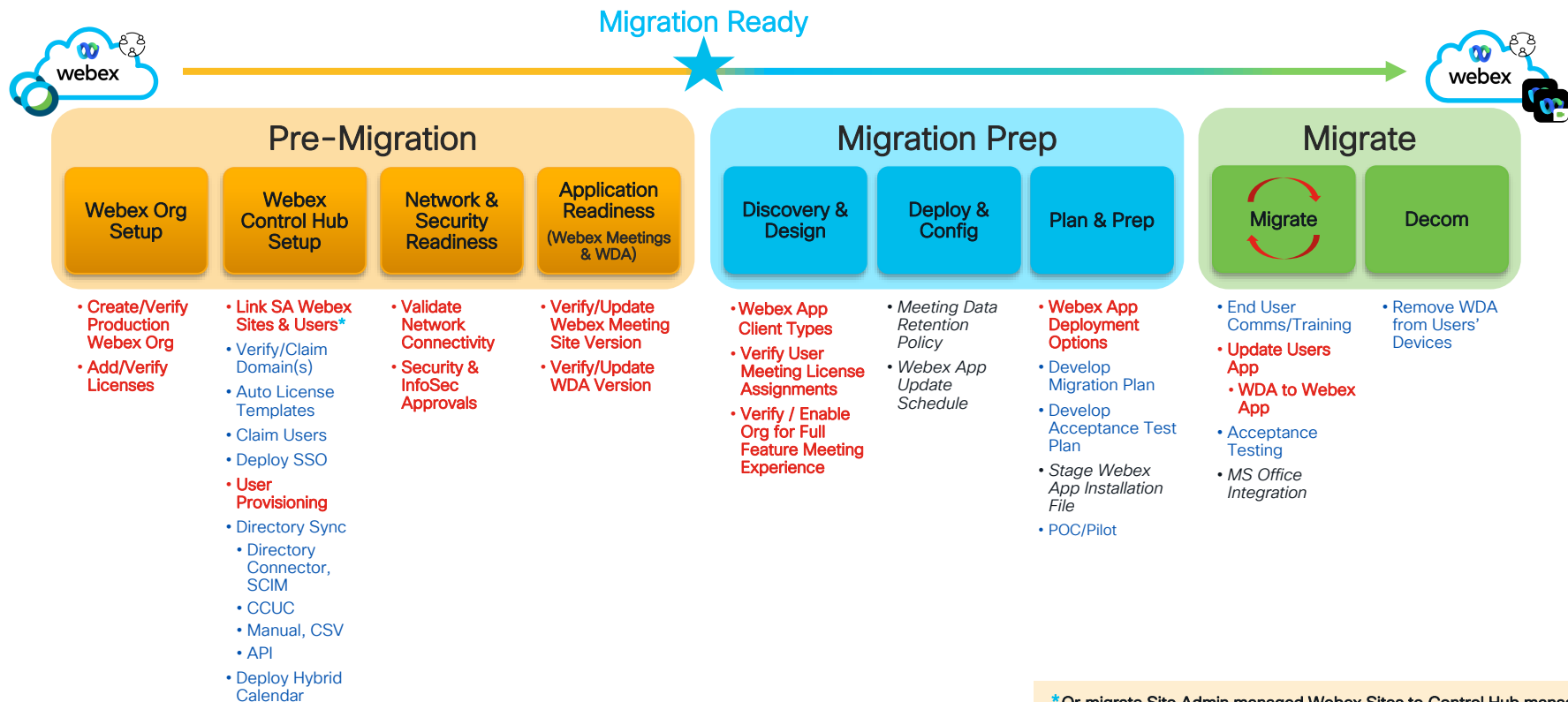
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Webex App



Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

Meetings: Migration Journey





Meetings: Readiness Checklist

Checks	Required
Production Webex Org ¹	✓
Required Licenses Available in Webex	✓
Network Connectivity (to Webex) – Protocols, Ports, Bandwidth	✓
Security / InfoSec Approvals	✓
Webex Meeting Site(s) Version ²	✓
Webex Site & User Linking ³	✓
Verify Webex Desktop App (WDA) Version ⁴	✓

¹ Consider Data Residency (which Webex datacenter stores customer's data)

² Webex Meetings site must be on 40.10 or later (latest version recommended)

³ For Site Administration sites, Webex Meetings site(s) and Webex Meeting users must be linked to Webex Control Hub

⁴ WDA 41.2 or later (latest version recommended)

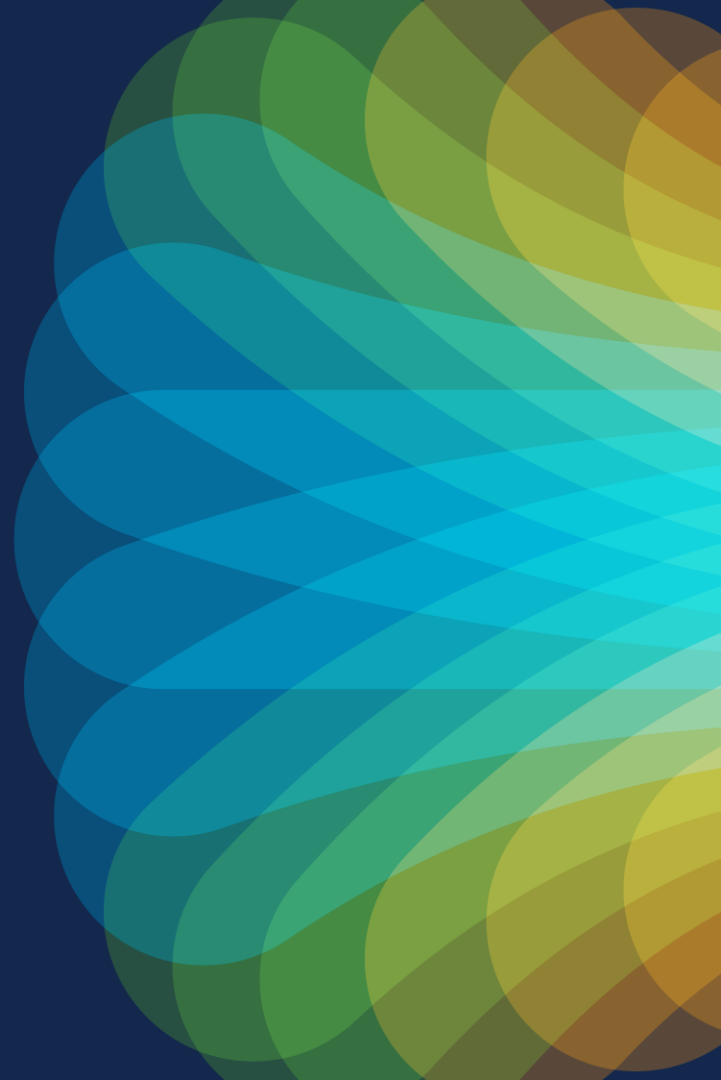
Checks	Required
Verify Domain(s) <i>(Best Practice)</i>	●
Claim Domain(s) <i>(Best Practice)</i>	●
Claim Users <i>(Best Practice)</i>	●
Auto License Templates <i>(Best Practice)</i>	●
SSO Enabled <i>(Best Practice)</i> Webex ⁵	●
User Provisioning – Webex	✓
Directory Sync <i>(Best Practice)</i> Webex – Directory Connector (AD), SCIM (Azure AD, Okta), CCUC, API	●
Hybrid Calendar Services <i>(Best Practice)</i>	●

⁵ **Highly** recommend to enable SSO on Control Hub if SSO is enabled on Site Admin managed sites before updating. This is to avoid possible different authentication methods for users.

Meetings: Update Prep Considerations

- Webex App Client Requirements
 - Desktop
 - Mobile (iOS and Android)
 - VDI
- Verify Users' Meetings License Assignments
 - Host, Attendee, None (Basic Meetings)
- Verify Org is enabled for the "Full Feature Meeting" Experience
- Review Meeting data retention Requirements
- Deployment Options
 - User driven
 - Admin software push
- Deployment Plan
 - POC – feature validation/testing, deployment testing, etc.
 - Pilot – size, success criteria
 - Production rollout plan
- User/Solution Acceptance Test Plan
- Calendar Service Options (Outlook, In-App)
- Understand Video Mesh Implications (if applicable)
- Productivity Tools and Webex Scheduler NOT impacted but update.
 - Note: Productivity Tool EOL (last release: June 2022)
 - Migrate to Webex Scheduler

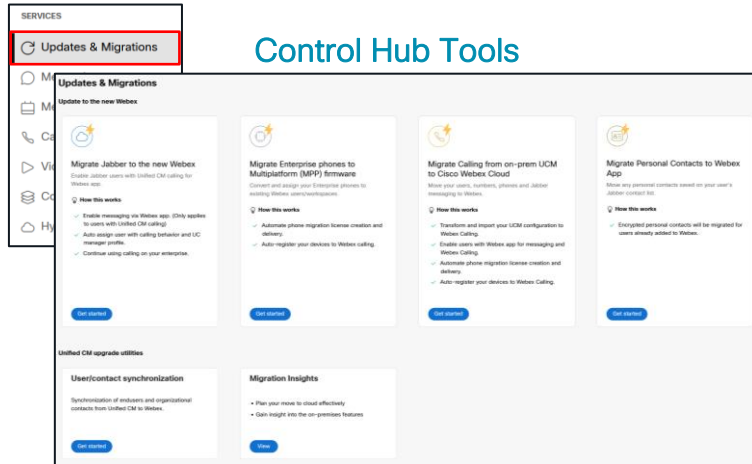
Control Hub Tools



Migration Tool Options

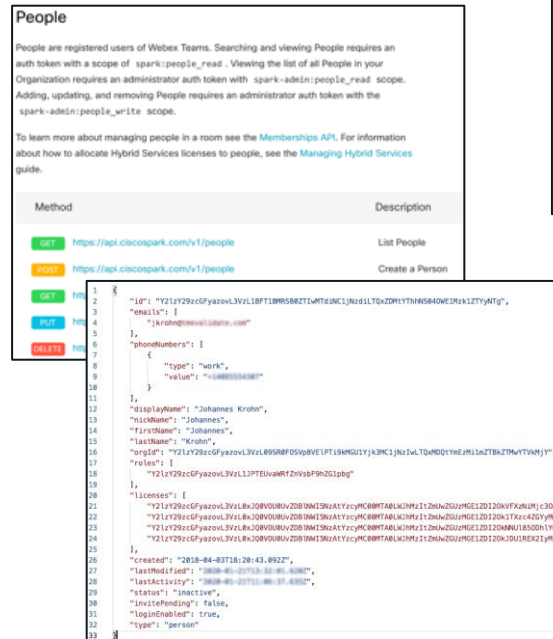
1. Control Hub Tools: users, contacts, devices, app, etc.
2. Webex APIs: add/modify/delete
3. Manual: Batch/Bulk Operations

Control Hub Tools

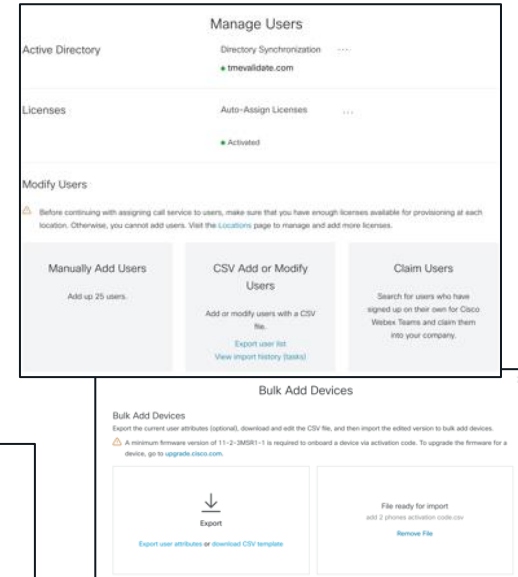


Webex APIs

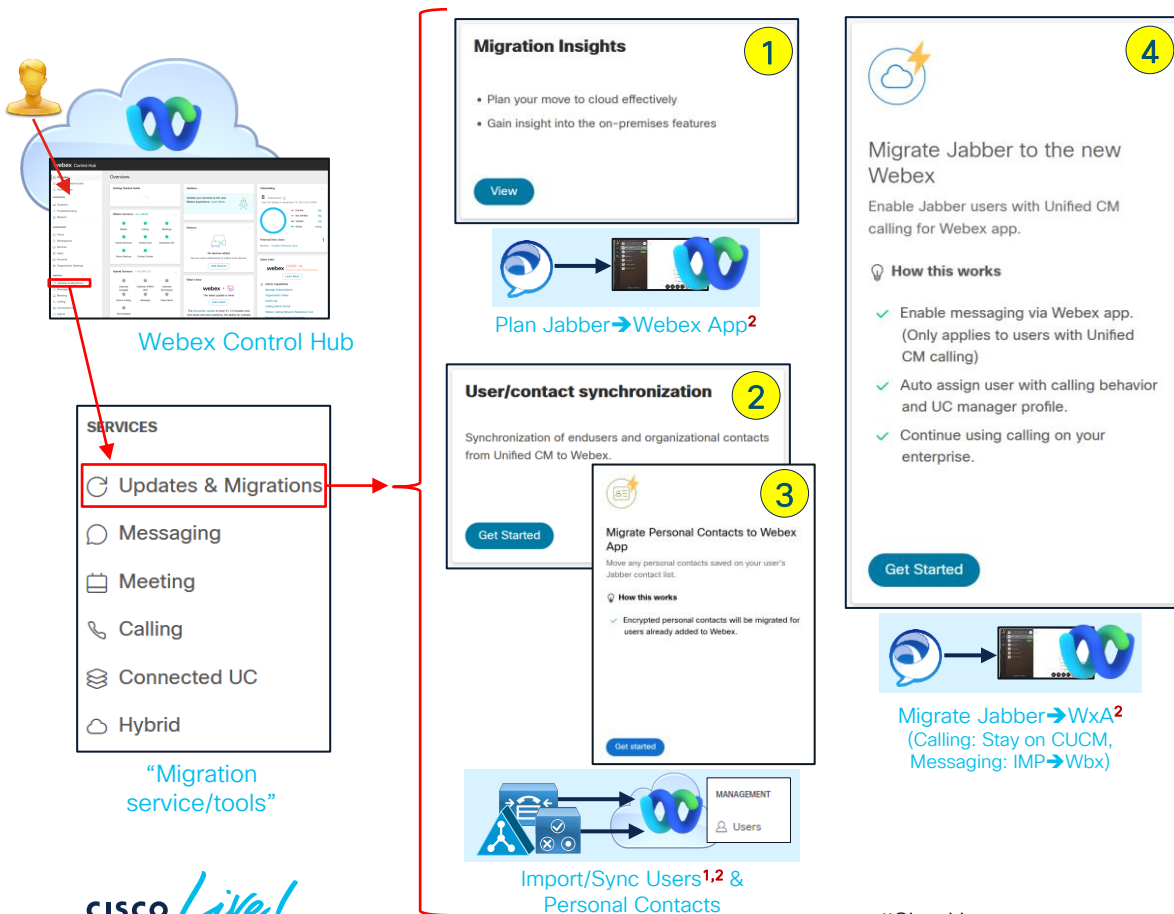
<https://developer.webex.com/>



Control Hub Manual Batch/Bulk



Control Hub Jabber Migration Tools



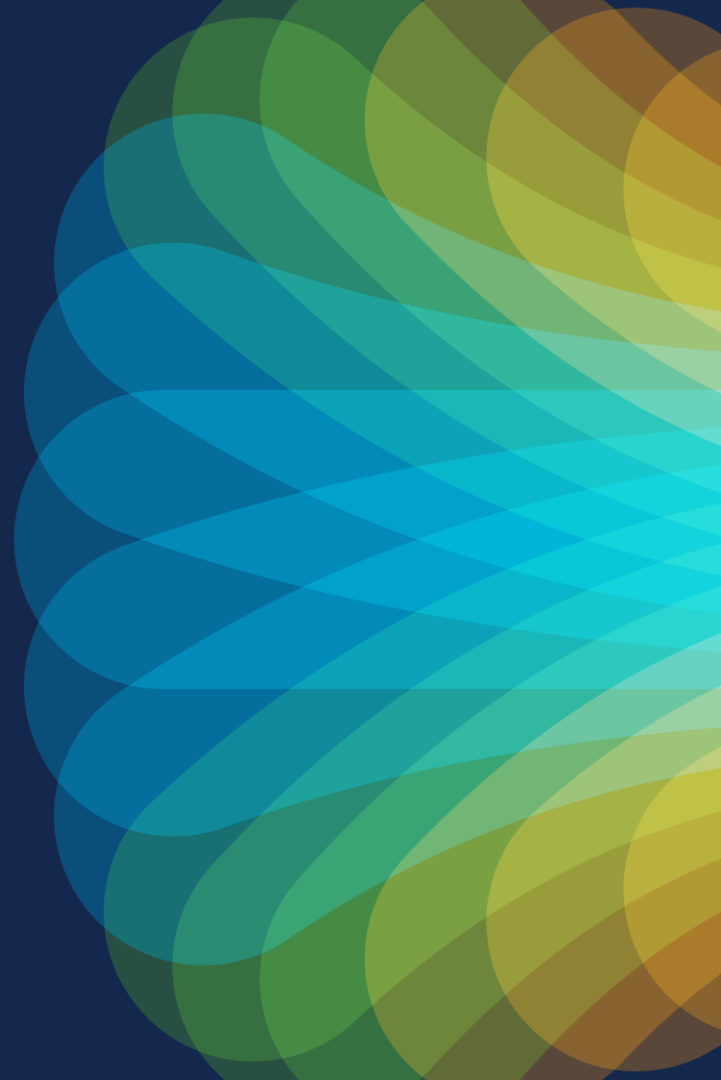
- 1 Help with migration planning^{1,3}
- 2 Import or Sync^{1,2,3} CUCM/LDAP users & Org Contacts
- 3 Migrate Jabber users' contacts to Webex App
- 4 Migrate Jabber users to Webex App with UCM Calling^{1,3}

- ¹ Requires CCUC
- ² Not required if Directory Sync is deployed
- ³ Enable Deployment Insights

Migration Tool Considerations

1. Looking for Jabber and Webex App usage and migration insights? **Yes**
 - Deploy Jabber Telemetry & CCUC
2. Is Director Connector, Azure AD or SCIM deployed to sync users to Control Hub? **Yes**
 - The User/Contact Synchronization tool is **not applicable** for syncing users but can be used for Org Contacts
3. Why to deploy CCUC?
 - Provides insights to on-prem usage before/during/after the migration.
 - **Required** for the '*Migrate Jabber to the new Webex*', '*Migration Insights*', and '*User/Contact Synchronization*' tools
4. Phased user migration?
 - Use the '*Migrate Jabber to the new Webex*' tool to migrate groups of users during different change windows
5. How are contacts being migrated?
 - By End-user – Use Jabber XML file to enable end-users for migrating their own Jabber contacts/preferences
 - By Admin – Use the '*Migrate Personal Contacts to Webex App*' tool to migrate end-users' Jabber contacts
 - User must set/configure their own preferences in the Webex App

Migration Best Practices



Pre-Migration Activities

- ❑ Webex Org Setup
- ❑ Analytics Deployment
- ❑ Control Hub Setup
- ❑ Network & Security Readiness
- ❑ Application Readiness

Webex Org Setup Best Practices

Production Org & Data Residency

- Use Production Org for any migration

[Get Started with Cisco Webex Control Hub](#)

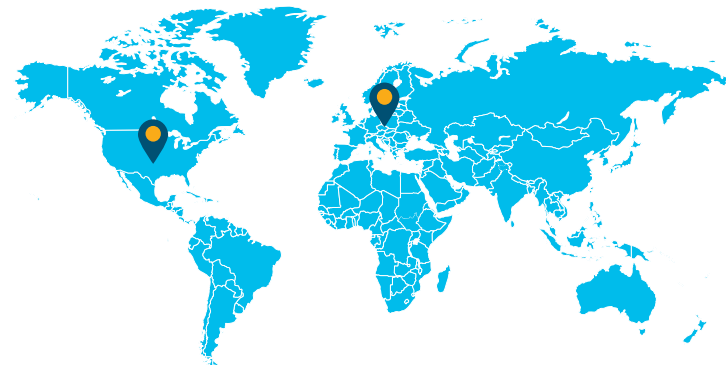
★ Select the “best” Webex GEO for Data Residency during provisioning

- Org data, user identities, encryption keys, and user-generated content is stored in the Webex “geo-based” data centers

[Data residency in Webex App](#)

- Geos: North America/”Rest of World” or Europe
 - EU datacenters (Frankfort/Amsterdam) – EU customers
 - UK datacenters (London/Amsterdam) – still available

[Find the Data Residency Region That Maps to a Country](#)



Content Storage & Data Location

- When a user sends content in Webex (message or file), it is stored in the Webex conversation service
- Meeting Data:
 - Data stored based on time zone selected during Webex Meeting site provisioning
 - [Where are the Webex Data Centers and iPOP Locations?](#)
 - [European Union data migration for Webex sites in Control Hub](#)

- Verify Webex Org's Data Locations
(on Account page Info tab)

Data Locations		Data Type	Covered Data	Data Location
MANAGEMENT Users Groups Workspaces Devices Apps Account Organization Settings		Meetings	Recordings, transcripts, files, meeting titles, attendee names and emails, and user profiles in Webex site administration portal	United States
		cb14301a.webex.com		United States
		Messaging	Messages, files, avatars, spaces, and organization metadata	United States
		Common application data	All Webex identity platform data, such as full user profiles, user groups, and other organization settings	United States

Webex Licenses

★ Ensure appropriate licenses and quantities are assigned to production Org

- Verify expiration dates of ALL licenses
- Contact your Cisco Webex Partner or Cisco Account team for information on:
 - License requirements
 - License details & options
 - Subscription options
 - Purchasing new/additional licenses
- [View License Usage in Cisco Webex Control Hub](#)

The screenshot shows the 'webex Control Hub' interface. On the left is a navigation menu with sections: Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting). The 'Account' section is highlighted in the menu. The main content area is titled 'Account' and has tabs for Info, Subscriptions (highlighted with a red box), New Offers, and Privacy. Under 'Subscriptions', there is a 'License Summary' table with an 'Enterprise Trial' row highlighted in blue. To the right, a detailed license usage table is shown for the 'Enterprise Trial'.

Enterprise Trial		Expiry Date: Feb 19th 2023 Status: Active
Messaging	Advanced Messaging	License Usage: 8/50
Meeting	Advanced Space Meetings	License Usage: 8/50
	Webex Meetings Suite	License Usage: 8/50 cs14301a.webex.com (8/50 licenses assigned)
	Real-Time Translations	License Usage: 0/50
	Webex Assistant for Meetings	License Usage: 8/50
Calling	Webex Calling	Professional License Usage: 0/50 Workspaces License Usage: 0/50 Cisco Calling Plan License Usage: 0/50 Webex Go Usage: 0/50

* UCM Calling licenses are assigned/applied on CUCM/Unity and not in Control Hub

Analytics Best Practices

UC Analytics



★ Cloud-Connected UC¹

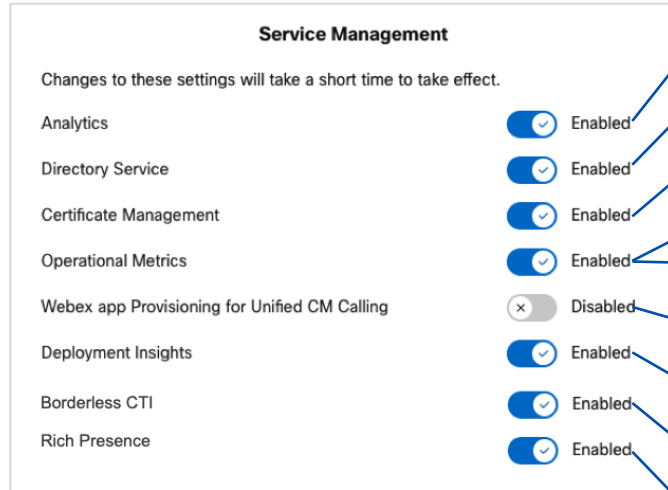
- Data from UCM and IM&P servers

• Jabber Telemetry²

- Data from Jabber clients

- Insights into current UC deployment & usage
 - Active Users, Client Versions and OS Versions
 - Calls - Volume, Types, Experience
 - Messages - Sent, Types
 - Asset Usage
 - Call Traffic Analysis & Locations
 - Trunk Utilization
- Data for Migration planning
- Tools to assist with migration
- Analytics before/during/after migration
- Day-to-day operational capabilities

CCUC Key Features



Analytics
(call quality, traffic analysis, trunk usage, device usage)

Directory Service
(UCM to WxIdentity for AzureAD etc.)

Certificate Management
(central view/distribute across apps/clusters)

Ops Dashboard with WebRTMT
(near-real-time view in CH not thick-client of last hour's call status & audio quality for top 5 UCM clusters)

Troubleshooting
(CX CSA integration for SDL logs in CH)

Also requires Webex Serviceability Connector

Touchless WxApp (auto-)provisioning
(enduser self-provision via just login to WxApp with UCM calling)

"Migration" to Webex
(understand Jabber usage, enable wizards under CH->Migration)

Borderless CTI
(enduser controls IP phone via WxApp CTI over MRA not VPN)

Rich Presence
(UCM-registered in-call phone status synced to WxApp presence)

- [What's New in Webex Cloud-Connected UC](#)
- [Webex Cloud-Connected UC](#)
- [Analytics for Your Webex Cloud-Connected UC](#)



Cloud-Connected UC (CCUC)

- Enables insights into CUCM and IM&P deployment and usage (messages, calls)
- Enables day-to-day operational capabilities for UCM Calling
 - Control Hub Analytics, CUCM Certificate Management, Web-based RTMT, Troubleshooting, Auto-Provisioning of Webex App
- Provides data to assist with migration planning (Users, Phones, Jabber clients)
- Enables Control Hub migration tools
 - CUCM Users and Contacts, Users' Personal Contacts, CUCM to Webex Calling, CUCM phones from to Webex Calling, Import Personal Contacts from generic devices/clients
- [What's New in Webex Cloud-Connected UC](#)
- [Webex Cloud-Connected UC](#)
- [Analytics for Your Webex Cloud-Connected UC](#)

Jabber Telemetry

- Enables insights into the Jabber client usage patterns (messages and calls)
- Primarily for Messaging and UCM Calling migrations
- Provides data to assist with Jabber user migration planning
- Reference Links:
 - [Analytics for Your Cloud Collaboration Portfolio](#) (see “Jabber” tab)
 - [Feature Configuration for Cisco Jabber 12.8 - Telemetry with Cisco Jabber Analytics](#)
 - [Feature Configuration for Cisco Jabber 14.0 - Telemetry with Cisco Jabber Analytics](#)

Control Hub Setup Best Practices

User Security Compliance



- ★ Ensure users adhere to Enterprise's Org security policies and requirements:
 - ❑ Verifying Domains
 - ❑ Claiming Domains
 - ❑ Claiming Users

“Verify” & “Claim” Domain(s)

- **Verify Domain(s)**

- Identify which domain(s) belong to a Webex Org - “prove” who owns the domain(s)
- Enable Admins to move existing Webex users using their Org’s domain(s) from other Orgs to their Org

- **Claim Domain(s)**

- Ensure new users using the Org’s email domain are automatically added to the Webex Org, including users who sign themselves up for the Webex App - existing users not impacted
- Allows for Administrators to manage Webex services for all users in the Enterprise
- Allows for automatic user activation with SSO

- [Manage your Domains - Add, Verify and Claim](#)
- [Prevent Users from Self-Registering with your Domain](#)

“Verified” vs “Claimed”

	Verified Domain	Claimed Domain
Process	Control Hub, DNS based validation (TXT record)	Control Hub, Verify 1 st then Claim
Exclusive	Domain users <u>can</u> exist in and can be added to other organizations	Domain users <u>cannot</u> be added to other organizations Domain users existing prior to claim are not affected
Sideboarding	Domain users can be sideboarded into consumer organization	Sideboarding into consumer organization, can be disabled* Directory Connector: No sideboarding!
Conversion	Domain users can be converted from consumer organization Delayed conversion if email domain is not verified nor claimed	
Directory Connector	Can add users from domain	Can add users from domain

* [Prevent-Users-from-Self-Registering-with-your-Domain](#)

“Verified” and “Claimed” Domains

- Use Control Hub to “claim” and “verify” domains
- Domains verified via Control Hub (DNS validation via TXT record)
- Domain claim requires that domain has been verified first

MANAGEMENT

- Users
- Groups
- Workspaces
- Devices
- Apps
- Account
- Organization Settings**

Domains

Add, verify or claim domain for added security in your organisation. Find out more about the add, verify and claim domain process [here](#).

Domain	Status	
example.com	claimed	...
company.org	verified	...

Retrieve verification token

Verify domain

Claim verified domain

Release domain

Remove domain

Claim Domain

Claim a domain if you want new users with that domain to automatically be created within your organisation. You must [convert existing users](#) into your organisation before you claim the domain:

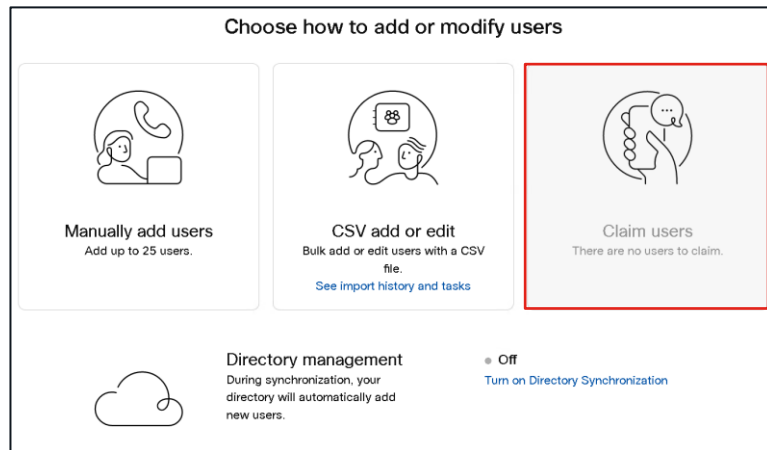
acme.com

We recommend configuring [auto licence templates](#) before claiming your domain, so new users are assigned licences when they're created.

Close Claim

Claim Users

- Ensure all Enterprise users have a consistent collaboration experience and access to the same features/capabilities
- Ensure the security and integrity for the organization
- Move existing users using Org's email domain(s) from other Orgs to their Org, including from the free consumer Org
- Reference Links:
 - [Claim Users to Your Organization \(Covert Users\)](#)
 - [Disable Delayed Claim for Your Organization](#)



Auto License Templates

★ Use License Templates to assign the correct collaboration services to users

- Automates & simplifies user onboarding and license management
 - Newly created user accounts will be automatically licensed for selected services
- Licenses updates/changes can be for:
 - New users only
 - or --
 - New and existing users

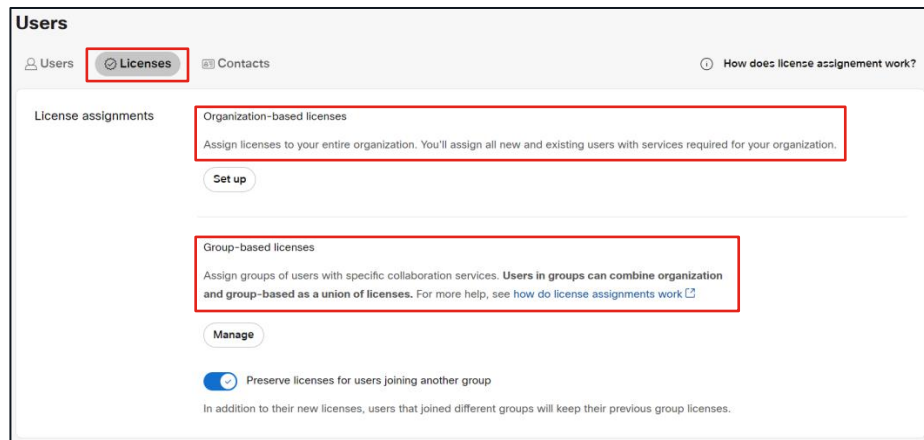
Management > Users > Licenses

Apply scope

- ☐ Future users
- ☒ Existing users
 - ☒ Preserve licenses for existing users
When enabled, existing users will keep the assigned licenses from the previous assignment.

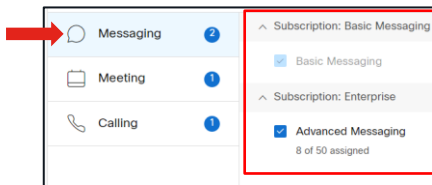
- Reference Links:
 - [Set Up Automatic License Assignment Templates in Cisco Webex Control Hub](#)

License Management

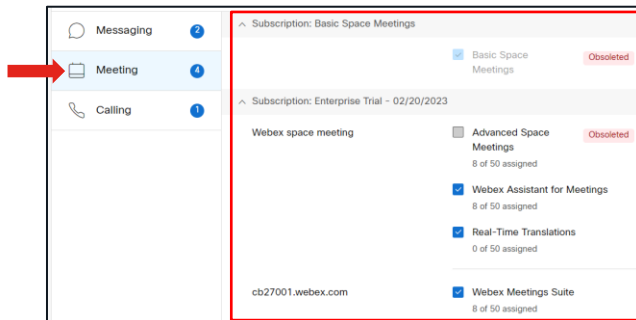


- Use **License Templates** to assign licenses for each workload (*Messaging, Meetings and Calling*)
- License Assignment options:
 - **Entire Org** (Org-based assignment)
 - and/or
 - **By Groups** (Group-based assignment)

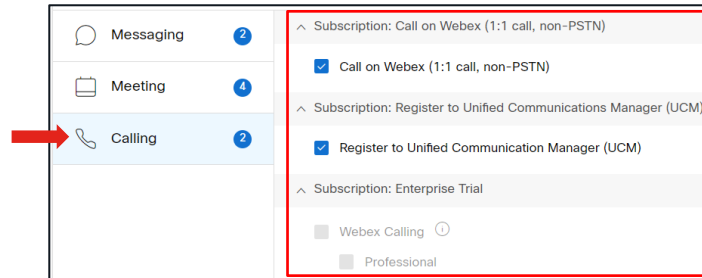
Messaging



Meetings

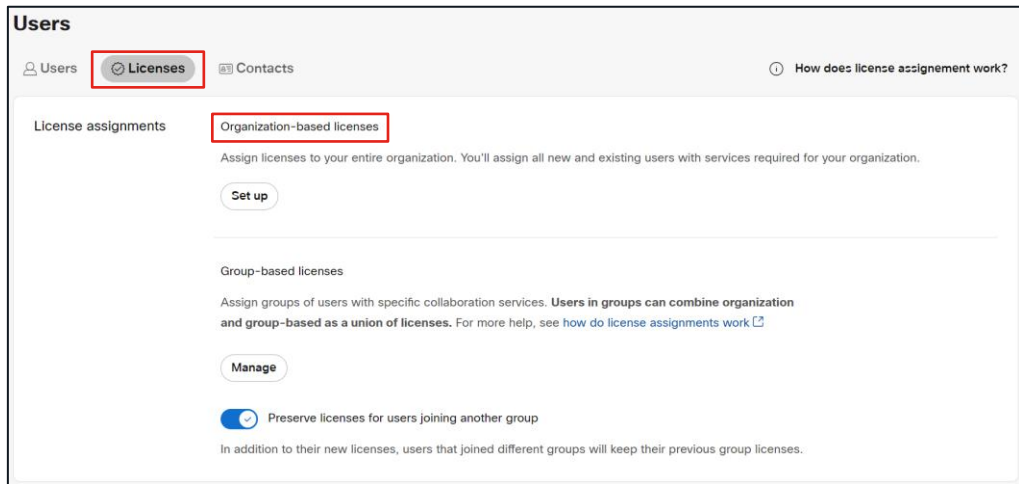


Calling



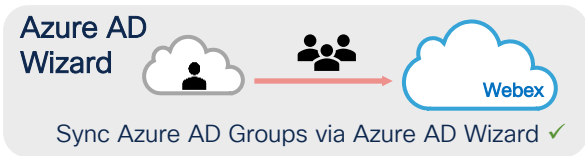
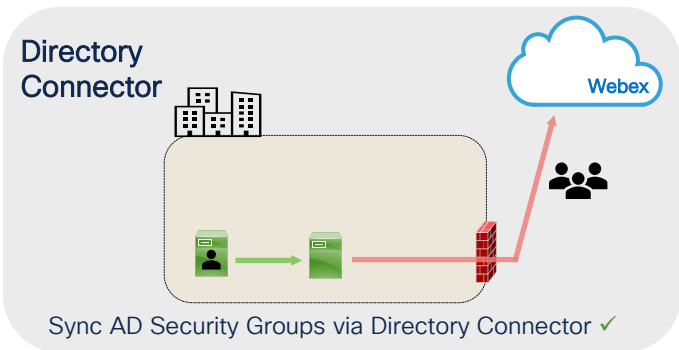
Org-based Template

- Single template
- For the entire Org
- License assignments apply to ALL users
- New user accounts added to the Org will be automatically assigned licenses in template



Group-based Templates

→ HTTPS
→ LDAP



- Assign different licenses to different groups of users
- Applied at Group level
- Different License Templates for each Group
- New user accounts added or sync'd to a group will be automatically assigned licenses to that group

❖ **Works** with Groups synced to Webex via:

- Directory Connector ✓
- Azure AD Wizard ✓

❖ **Now** also works with Webex Groups

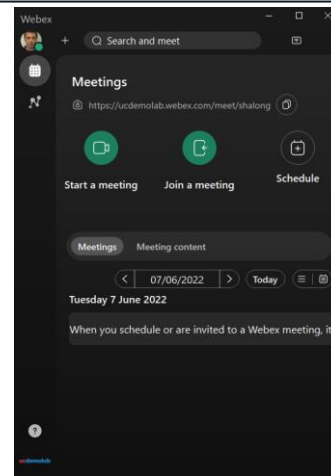
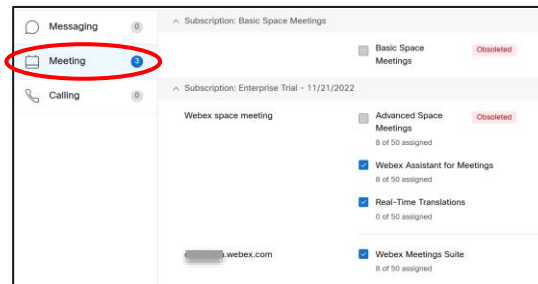
- Groups created in Control Hub ✓

Screenshot of the Webex Control Hub interface showing the Groups section. The interface displays a list of groups, including "ctgFinance", "ctgOffshoreDev", "ctgOpsEngineering", "ctgOpsPM", and "ctgWebexPM". The "Groups" section is highlighted, and the "Group-based licenses" option is selected. The "Users" section is also visible, showing "License assignments" and "Organization-based licenses".

Name	Source	Last modified
ctgFinance	On-premise Active Directory	8/5/22
ctgOffshoreDev	On-premise Active Directory	8/5/22
ctgOpsEngineering	On-premise Active Directory	4/13/22
ctgOpsPM	On-premise Active Directory	4/13/22
ctgWebexPM	On-premise Active Directory	8/5/22

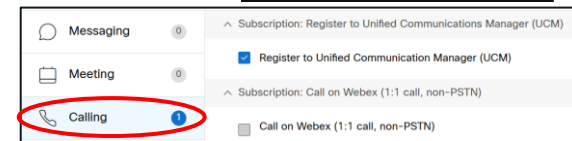
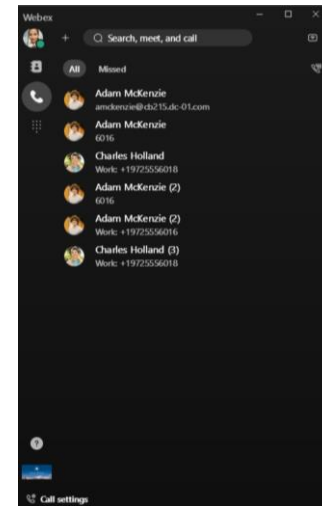
Service Entitlement

- Services can be checked/unchecked within each license (per Org, Group, or User)
- To deploy a Meetings ONLY client, remove the messaging and calling services
- To deploy a Calling ONLY client, remove the messaging and meetings services
- BEWARE!**
 - Removing messaging will also remove space meeting functionality (e.g. scheduling)
 - Users existing messages/files will be retained as per your orgs retention policy



Meetings Only Client

Calling Only Client



User Authentication

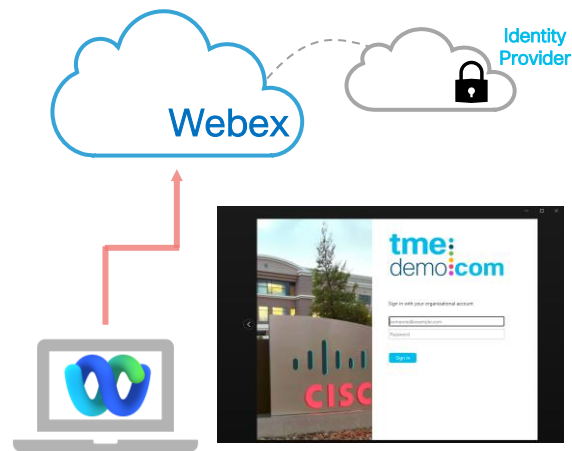
Basic Authentication

- Email & Webex password
- Optional integration with Duo for MFA

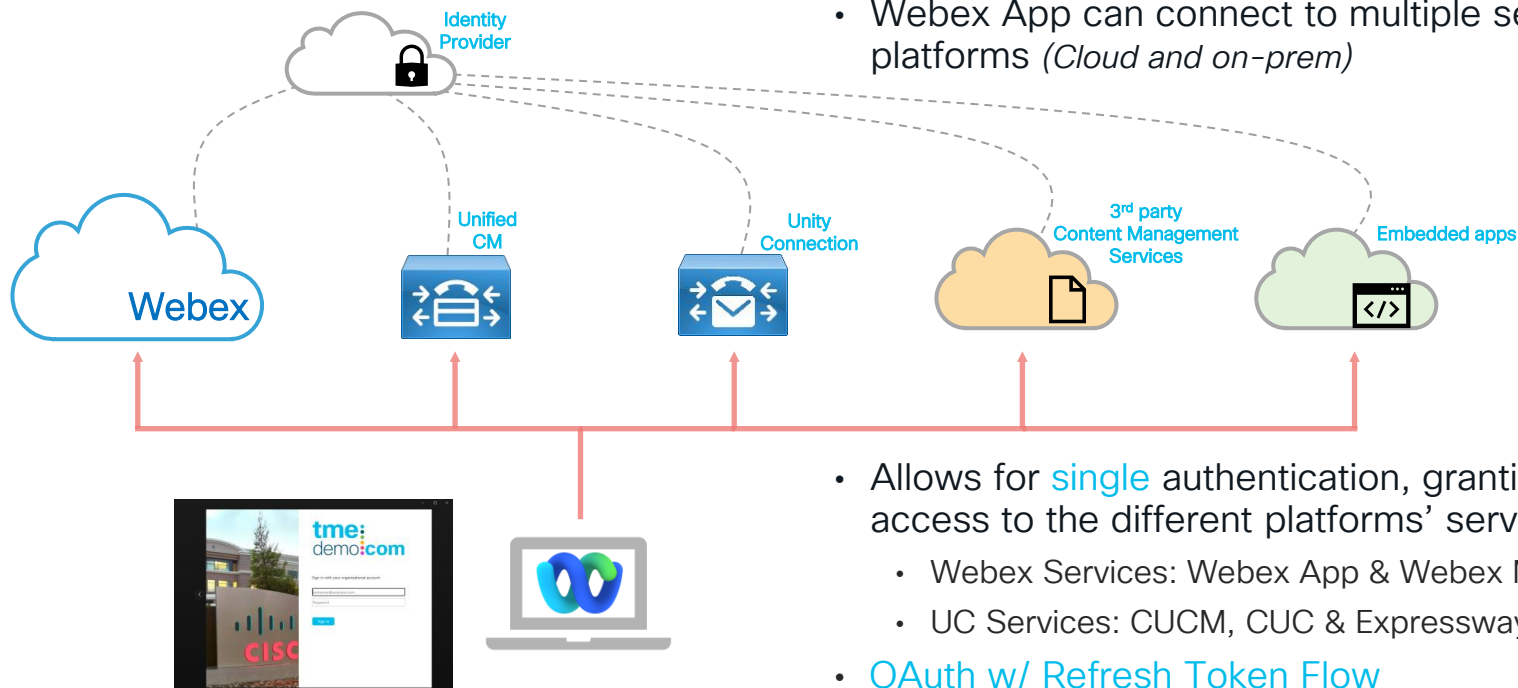


★ Single Sign On (SSO)

- Any auth type supported by the IDP
- MFA
- Common user identity across all services/ platforms



SSO: Simplify User Experience



- Webex App can connect to multiple services and platforms (*Cloud and on-prem*)

- Allows for **single** authentication, granting user access to the different platforms' services:
 - Webex Services: Webex App & Webex Meetings
 - UC Services: CUCM, CUC & Expressway (MRA)
- **OAuth w/ Refresh Token Flow**
 - Allows for fewer user logins

SSO: Webex Control Hub

- ★ Enable if enabled for Jabber users – maintain user experience
- ★ Enable if enabled for Webex Meetings (Site Admin) – maintain user experience

Site Admin	Control Hub	Webex app Experience
Basic Authentication	Basic Authentication	Password is linked
SSO Enabled	Basic Authentication	SSO login
SSO Enabled	SSO Enabled	SSO login (RECOMMENDED)
Basic Authentication	SSO Enabled	Not Supported

- Provides the **Best** user experience: single set of credentials for **ALL** Webex services
- Reference Links:
 - [Single Sign-On Integration in Control Hub](#)
 - [Configure Single Sign-On for Cisco Webex Site](#) (Meetings workload only)
 - [Control of activation emails in Control Hub](#) (Requires SSO with Directory Connector)



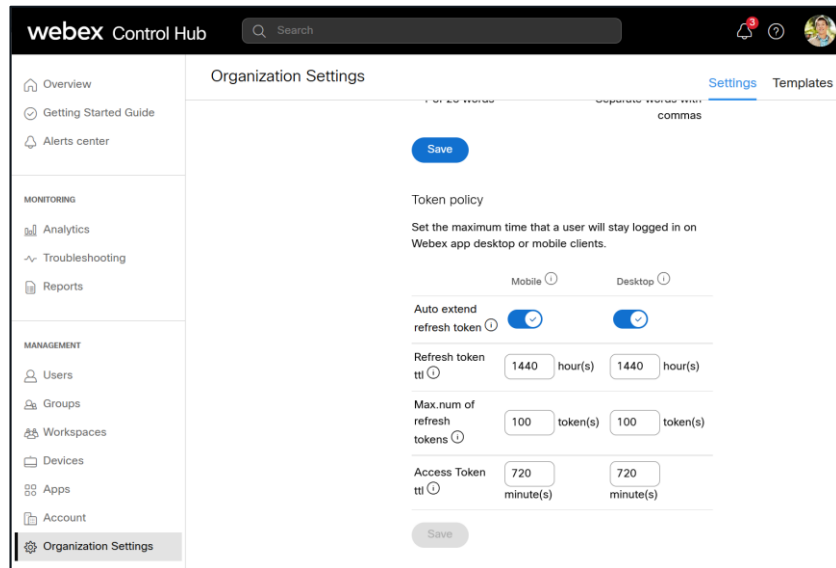
Single Sign On (SSO)

- SAML 2.0 based (SP initiated form-based REDIRECT/POST authorization code authorization flow)
- Validated configuration guides for:
 - Active Directory Federation Services (ADFS)
 - Duo
 - F5 Big-IP
 - Google Apps
 - Microsoft Azure
 - OKTA
 - PingFederate
 - Shibboleth
 - SimpleSAML

Links to configuration guides for IdPs listed on this page:

<https://help.webex.com/en-us/article/lfu88u/Single-Sign-On-Integration-in-Control-Hub>

Webex OAuth Token Management



* Requires Webex Pro Pack

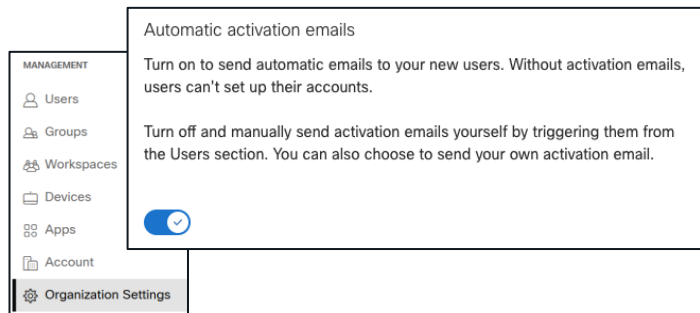
- Webex service issues the Webex App an OAuth Refresh token at login
- The Refresh token is stored securely on the device and used each time the App needs to fetch a new Access token
- Once the Refresh token expires, the user will need to **re-authenticate**
- **Consider settings best for your environment**
 - Note: Previously Auto Extend was set to 'On', now default is 'Off'
- Default Webex Refresh token = 60 days
 - Consider the UCM default Refresh token setting (60 days)

User Activation with SSO

- **Default:** New users receive validation email to activate
 - User validates activation
 - User sets their password
 - User provides some personal details

★ **Recommended:** New users **automatically activated** w/out user intervention

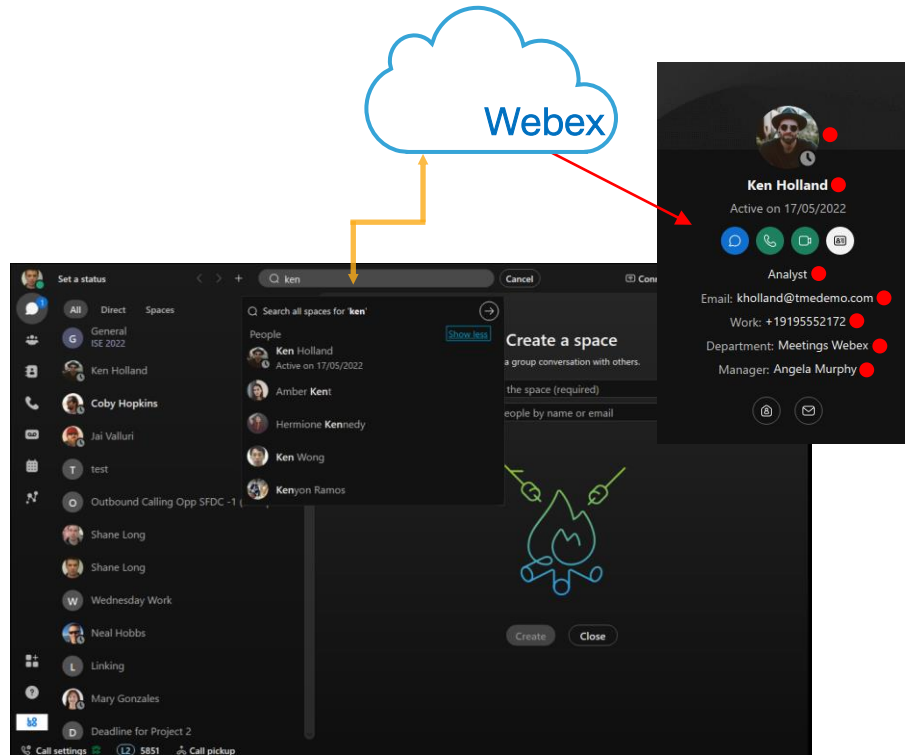
- Directory Connector + **SSO** + disable automatic activation emails
 - Validation of user activation not required if domain is associated with given organization (domain is verified)
 - Setting password is not required with SSO
 - Providing user details is not required with Directory Connector



Webex User Provisioning

- Users **must** be in Webex Control Hub to consume Webex services
- Users **must** be in the Webex Directory service to be searchable
- Critical to maintain an up-to-date and accurate Webex user directory
 - ❖ User provisioning is **IMPORTANT** for the correct user experience of the Webex App
- Reference Links:
 - [Ways to add users to your Control Hub organization](#)
 - [Add Users Manually in Control Hub](#)
 - [Edit Service Licenses in Control Hub for Individual Users](#)
 - [Add Multiple Users in Control Hub with the CSV Template](#)
 - [Modify Users in Control Hub with the CSV Template](#)
 - [People API](#)

Webex App User/Contact Search & Resolution

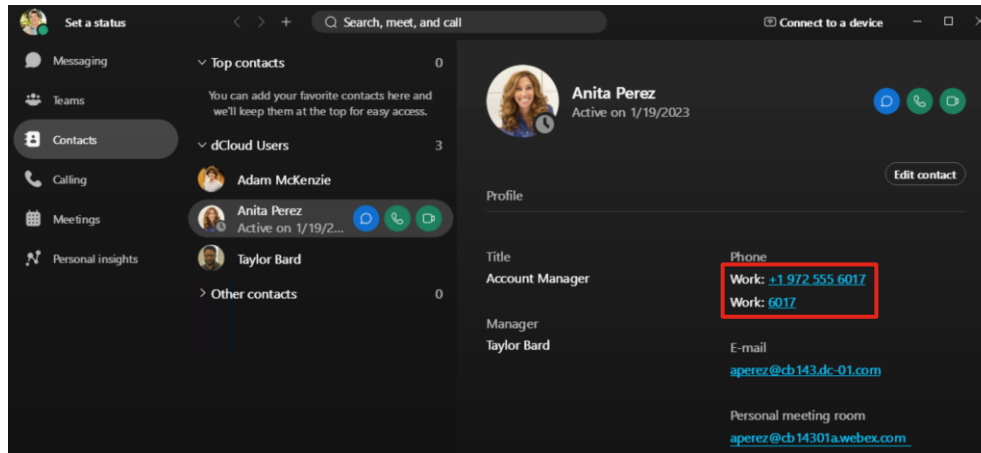


- Webex App will perform directory queries against the Webex Directory Search Service
 - User Search
 - User Resolution
 - Phone Number Resolution
 - Avatar Display
- Ensure all necessary users and user attributes are imported/synced to Webex via user provisioning process
- UCM Calling does NOT search CUCM UDS or LDAP

User's Phone Number for Calling

★ Work number must be configured in Control Hub to call via directory search (click-to-call)

- ❖ Webex App supports user's work number and work extension*



- For UCM Calling:
 - Users' work number in Control Hub **must** be based on CUCM dial-plan
 - E-164
 - Extension dialing
 - Site dialing
- Add/Update via user provisioning method
- Recommend syncing CUCM/CUC and Webex from same source

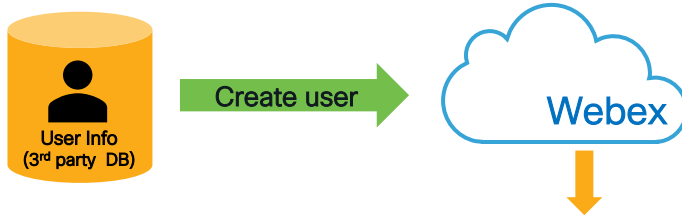
* See the *Directory Sync Comparison* reference for which options support work extension



Configure Users' Phone Numbers

- Add/Update phone number for individual users or multiple users
- Add/Update via Control Hub UI, Control Hub CSV import or Webex APIs
 - Options available to synchronize phone numbers with users (see Directory Sync)
- Reference Links:
 - [Change Users' Phone Numbers](#)
 - [People API](#)
 - [Deployment Guide for Cisco Directory Connector](#)
(see “Map User Attributes” and “Active Directory and Cloud Attributes” sections)
 - [Synchronize Azure Active Directory Users into Control Hub](#)
(see “Map User Attributes from Azure to Webex” section)
 - [Synchronize Okta Users into Cisco Webex Control Hub](#)

Webex User Provisioning



webex Control Hub

Search

Overview
Getting Started Guide
Alerts center

MONITORING
Analytics
Troubleshooting
Reports

MANAGEMENT
Users
Groups
Workspaces

Users

Users Licenses Contacts

Users Deleted users External users External administrators

Search by name or email or Filter 10 users

First / Last name	Email	Status
Adam McKenzie	amckenzie@cb143.dc-01.com	Verified
Anita Perez	aperez@cb143.dc-01.com	Active
Charles Holland	cholland@cb143.dc-01.com	Active
Eric Steele	esteele@cb143.dc-01.com	Active
Kellie Melby	kmelby@cb143.dc-01.com	Active

Webex User Attributes

- **avatar**
- buildingName
- **c**
- departmentNumber
- **displayName**
- ds-pwp-account-disabled
- employeeNumber
- employeeType
- externalID
- facsimileTelephoneNumber
- givenName
- jabberID
- **l**
- locale
- **manager**
- **mobile**
- **O**
- ou
- phoneNumbers;type-work_extension
- physicalDeliveryOfficeName
- postalCode
- preferredLanguage
- pronoun
- sipAddresses;type-enterprise
- sn
- st
- Street
- **telephoneNumber**
- timezone
- **title**
- **uid***

* = Required
Bold = Recommended

Webex User Provisioning Options

★ = Recommended

		Method	Description
★ Microsoft Environments		Directory Connector	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
		Azure AD Wizard	Automatic method for creating, updating and deactivating user accounts via Azure AD
★ Non-Microsoft Environments		SCIM (e.g. Okta)	Automatic method for creating, updating and deactivating user accounts via Okta <i>(or Azure AD)</i>
		CUCM User <u>Sync</u> ¹ /Import	Create Webex user accounts based on CUCM end-users
Secondary Considerations		CSV file	Admin can create and update users by importing a CSV file into Control Hub. Bulk user management.
		API	Admin can create, update delete and list users by using Webex API's. Use own or 3 rd party scripts/tools for user management
		SAML JIT	Automatic account creation based on SSO login
Additional Options		Manual	Admin can use Control Hub to manage individual user accounts
		Self Registration	User can self register to create their Webex account in a claimed org
		Social Login	Automatic account creation via sign in to third party service for claimed domain (Apple, Google, Facebook, Microsoft)
		Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub

¹ Requires CCUC

Webex User Provisioning – Comparison

Directory Sync Options

* Recommended over Azure AD App (SCIM)

** Most user attributes available with AD Directory Connector

	Sync from On-prem AD Director Connector	Sync from Azure AD Azure AD Wizard *	Sync from Azure AD Azure AD App (SCIM)	Sync from Okta Directory Okta (SCIM)
Moves, Adds, Changes	++ Automatic – Based on sync schedule	++ Automatic – Immediate in Control Hub	++ Automatic – Immediate in Control Hub	++ Automatic – Immediate in Control Hub
Ease of use	- Initial setup required with on-prem Windows Server	++ All configurations done in Control Hub	+ Setup in Control Hub and Azure AD	+ Setup in Control Hub and Okta tenant
Infrastructure Requirements	o Directory Connector	++ None	++ None	++ None
Flexibility	+ Customization possible (groups, avatars, attribute mapping)**	+ Customization possible (groups, avatars, attribute mapping)	o Limited attributes (attribute mapping; no groups or avatars)	- Minimum attributes possible (~8 attributes; no attribute mapping, groups or avatars)
Integration into business processes	Yes, if users are managed by Active Directory	None	None	None

++ Highly Positive Impact

+ Positive Impact

o Neutral Impact

- Negative Impact

-- Highly Negative Impact

Webex User Provisioning – Comparison

Other Options

	Manual Provisioning	Control Hub Tool	Bulk Provisioning (CSV)	API
Moves, Adds, Changes	-- Users one-by-one	o Multiple users	+ Multiple users	++ Multiple users (based on integration)
Ease of use	++	+ Initial setup to configure	o Process setup (data source, data format, ..)	-- Learning curve, requires DevOps to integrate
Infrastructure Requirements	++ None	o CCUC	+ CSV files	-- Servers for coding and integration
Flexibility	++	o Customization possible (users, groups & org contacts)	+ Managing CSV file	++ Increased API for more options
Integration into business processes	None	None	Possibly limited integration via customized data export/import	Tight integration possible

++ Highly Positive Impact
+ Positive Impact

o Neutral Impact

- Negative Impact
-- Highly Negative Impact

Directory Sync

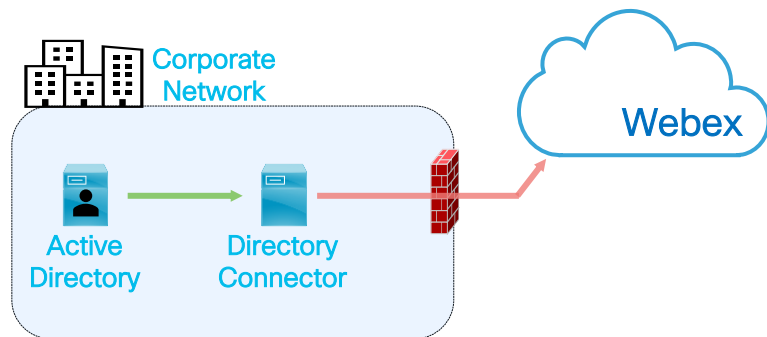
★ Use directory synchronization to **SIMPLIFY** user provisioning and management

- [Directory Connector](#)
 - [Azure AD Wizard](#)
 - SCIM ([Okta](#), [Azure AD App*](#))
 - CCUC (LDAP/AD, UCM Endusers)
- Sync Control Hub, CUCM and CUC users from same directory source
 - **(New)** Sync users from Webex Common Identify (CI) services to CUCM and CUC via CCUC
 - Reference Links:
 - [Webex Cloud-Connected UC Directory Service support for Unified CM](#)
 - [Webex Cloud-Connected UC Directory Service support for Unity Connection](#)

Directory Connector vs. Azure AD Wizard/SCIM

→ HTTPS
→ LDAP

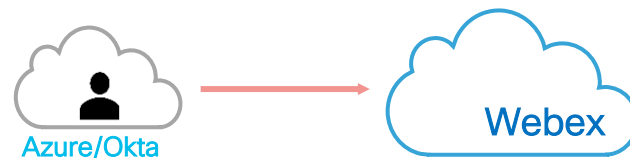
Directory Connector



- Reference Links:

- [Deployment Guide for Cisco Directory Connector](#)

Azure AD / SCIM



- Reference Links:

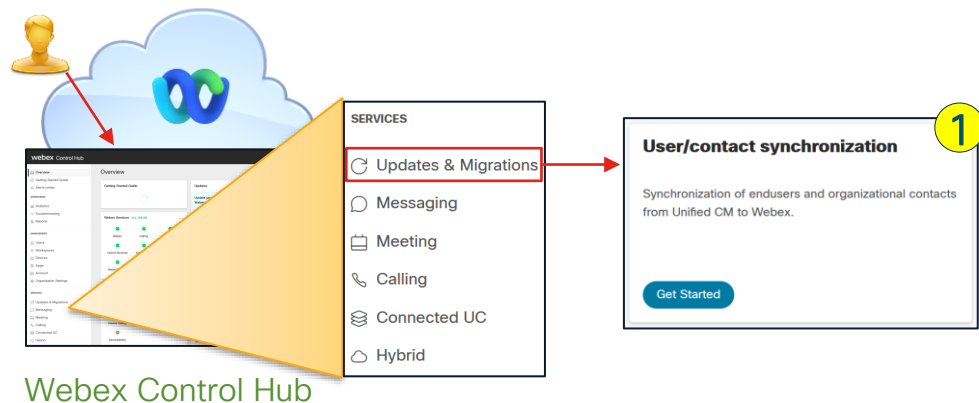
- [Set up Azure AD Wizard App in Control Hub](#) (*Recommended*)
- [Synchronize Azure Active Directory Users into Control Hub](#)
- [Manage Synchronized Azure Active Directory Users](#)
- [Synchronize Okta Users into Cisco Webex Control Hub](#)

Directory Sync - Comparison

¹ SCIM-based ² Azure AD Logs ³ SCIM 2.0 API

Functions / Features	(AD) Directory Connector	Azure AD Wizard App	Azure AD Application ¹	Okta ¹
Sync Users (Create, Delete, Update)	✓	✓	✓	✓
Allows local Webex user creation	✗	✓	✓	✓
Filter/Select users or groups-of-users to sync	✓	✓	✓	✓
Soft-Delete/Recover Inactive User	✓	✓	✓	🕒 (Q3 CY23) ³
Sync Groups	✓	✓	🕒 (Q3 CY23) ³	🕒 (Q3 CY23) ³
Sync Avatar	✓	✓	✗	✗
Attribute Sync/Mapping	✓ (30)	✓ (15)	✓ (15)	✓ (6) 🕒 (23 - Q3 CY23) ³
2 nd Work Number/Extension Attribute	✓	✗	✗	🕒 (Q3 CY23) ³
Full & Incremental sync options	✓	✗	✗	✗
Manual/Force sync option	✓	✗	✗	✓
On-Demand User Provisioning	✗	✓	✗	✗
Dry-Run (pre-check)	✓	✓	✗	✗
Sync report	✓	✓	✓ ²	✓ ²
Support multiple sync source	✗	✓	✓	✗
Exclusive sync source/Single source of truth	✓	✗	✗	✗
SSO Configuration	✗	✓	✓	✓
Domain Verification	✗	✓	✓	✗
User's Manager	✓	✓	✗	✗
Sync Org Contacts	✓	✗	✗	✗
Multiple Emails	🕒 (Q3 CY23)	🕒 (Q3 CY23)	✗	🕒 (Q3 CY23) ³

User Management Tools



❖ Directory Sync for Users
(Recommended)

❖ Alternate Options:

1 Sync Users from UCM on-premise^{1,2}

[Synchronize User and Organizational Contacts](#)

2 Import Users using CSV file^{3,4}

[Migrate Users to Webex](#)

¹ Not required if Directory Sync is deployed

² Requires CCUC

³ CUCM BAT Export

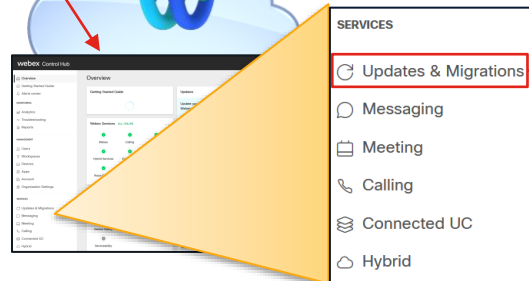
⁴ Directory Sync and CCUC **cannot** be deployed

Option 1 Sync Users

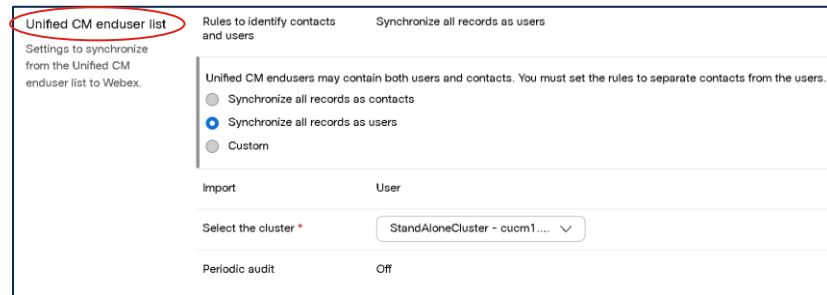
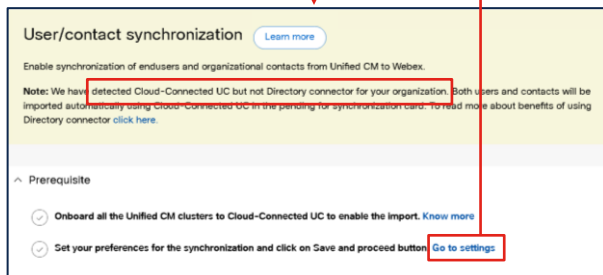
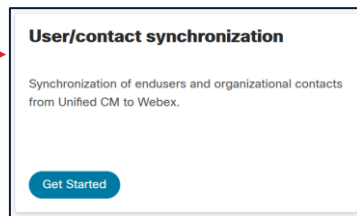
- * Requires CCUC
- * Directory Sync is **NOT** deployed

User Management Tools

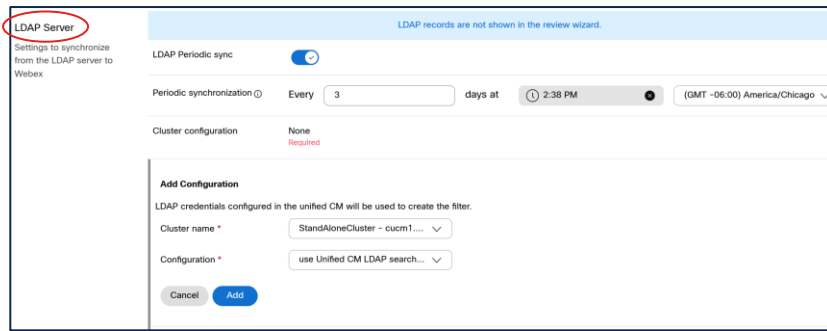
Option 1: Synchronize Users



Webex Control Hub



-- OR --



User Management Tools

Option 1: Synchronize Users

Prerequisite

Import

Contact to be synced 0 Contact already in Webex 0 **User to be synced 2** **User already in Webex 8**

[Review Unfiled CM records](#)

Users Contacts Summary

Review users before synchronization

Review the data classification for all users and contacts before you start the synchronization. Ensure to fix all errors. This table displays only active users.

Invalid email 0 **Error** Missing telephone number or extension 0 **Warning** Already Exist in Webex 8

Search Filters 10 Users [Change user/contact rules](#) **Actions**

- Export these rows
- Import updated file
- Reset user list

Name	Email ID	User ID	Mobile number	Telephone number	Primary Extension
Adam McKenzie	amckenzie@cb143.dc-01...	amckenzie		+1 972 555 6016	6016
Anita Perez	aperez@cb143.dc-01.com	aperez		+1 972 555 6017	6017
Charles Holland	cholland@cb143.dc-01.c...	cholland		+1 972 555 6018	6018
Eric Steele	esteele@cb143.dc-01.com	esteele		+1 919 555 6099	6099
Kellie Melby	kmelby@cb143.dc-01.com	kmelby		+1 972 555 6050	6050
Monica Cheng	mcheng@cb143.dc-01.com	mcheng		+1 408 555 6020	6020
Rebekah Barretta	rbarretta@cb143.dc-01.c...	rbarretta		+1 919 555 6088	6088
Ricardo Filice	rfilice@cb143.dc-01.com	rfilice		+1 919 555 6083	6083
Stefan Mauk	smauk@cb143.dc-01.com	smauk		+1 972 555 6072	6072
Taylor Bard	tbard@cb143.dc-01.com	tbard		+1 408 555 6026	6026

User Management Tools

Option 1: Synchronize Users

Review contacts before synchronization

Review the data classification for all the contacts before you start the synchronization. Ensure to fix all errors.

Invalid display name 0 **Error** Contacts with no information 0 **Warning** Already Exist in Webex 0

Search Filters 0 Contacts [Change user/contact rules](#) [Actions](#)

Display name	ID	Email	Phone number	URI	Source
No contact records are available					

Previous Next

Summary

List of the error and warning messages along with important actions required. Resolve all the errors in red or remove these identities from the sync list to proceed. Removed identities will be added back to the Pending for synchronization list.

Ready to sync: 10 of 10 Last refreshed 1/12/2023, 3:26:30 PM. [Refresh](#)

Previous [Start synchronization](#)

User Management Tools

Option 1: Synchronize Users

Logs

Synchronization Users Contacts

Date range Start date Start time → End date End time 2 Logs

Status	Last updated on	Total contacts	Failed contacts	Total users	Failed users	Initiated by	Type	System failure
Completed	Jan 12, 2023 03:27 PM	0	0	10	0	Charles Holland	Unified CM Manual Sync	N/A

Logs

Synchronization **Users** Contacts

Search Filter 10 Logs

Date range Start date Start time → End date End time

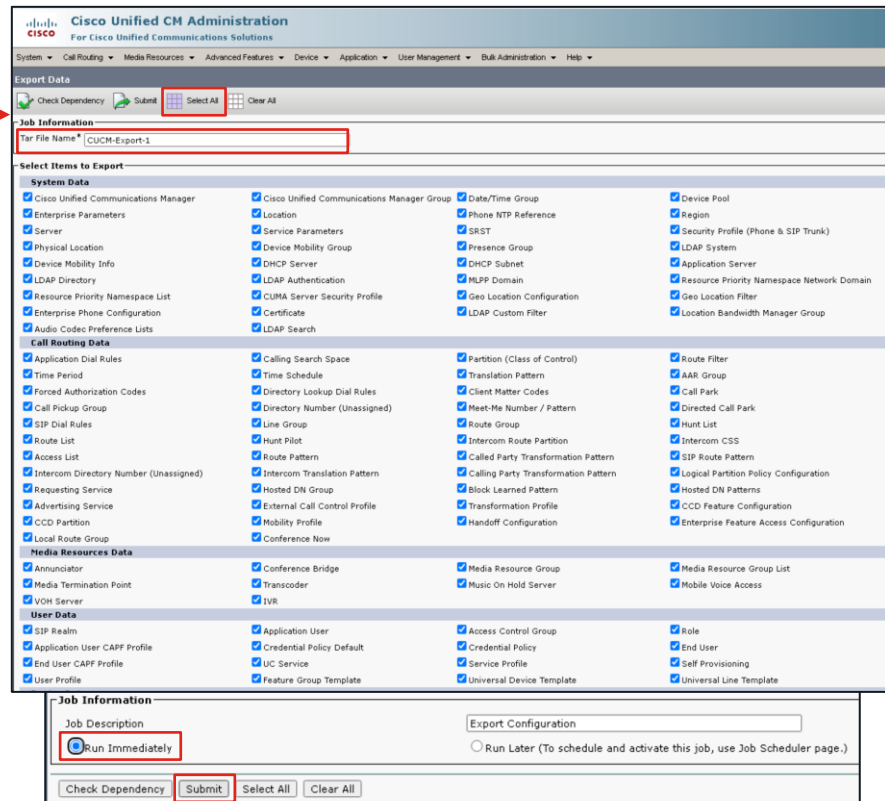
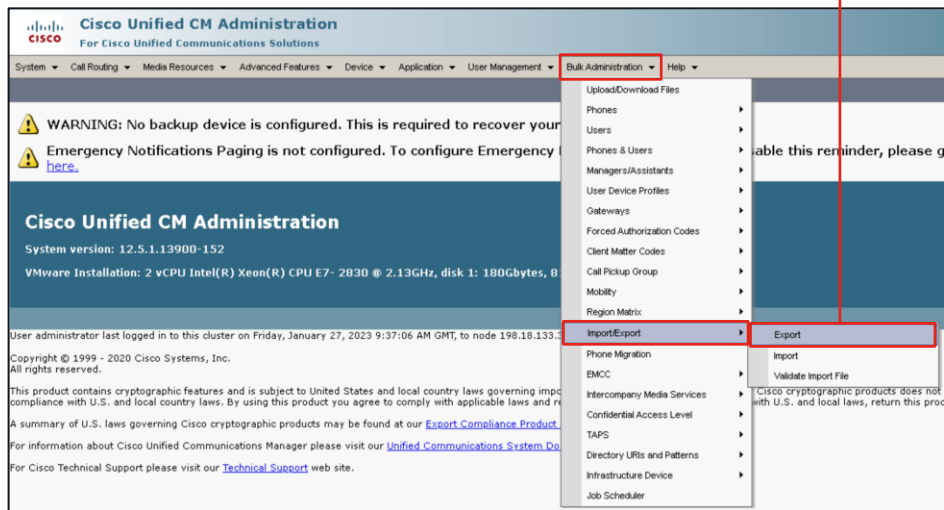
Name	Updated on	Status	Reason of failure	Email ID	User ID	Mobile number	Telephone number	Primary Extension
Adam McKenzie	Jan 12, 2023 03:27 PM	Synced	None	amckenzie@cb143.dc-01.com	amckenzie		+1 972 555 6016	6016
Anita Perez	Jan 12, 2023 03:27 PM	Synced	None	aperez@cb143.dc-01.com	aperez		+1 972 555 6017	6017
Charles Holland	Jan 12, 2023 03:27 PM	Synced	None	cholland@cb143.dc-01.com	cholland		+1 972 555 6018	6018
Eric T. Steele	Jan 12, 2023 03:27 PM	Synced	None	esteele@cb143.dc-01.com	esteele		+1 919 555 6099	6099
Kellie Melby	Jan 12, 2023 03:27 PM	Synced	None	knelby@cb143.dc-01.com	knelby		+1 972 555 6050	6050
Monica Cheng	Jan 12, 2023 03:27 PM	Synced	None	mcheng@cb143.dc-01.com	mcheng		+1 408 555 6020	6020
Rebekah Barretta	Jan 12, 2023 03:27 PM	Synced	None	rbarretta@cb143.dc-01.com	rbarretta		+1 919 555 6088	6088
Ricardo Filice	Jan 12, 2023 03:27 PM	Synced	None	rfilice@cb143.dc-01.com	rfilice		+1 919 555 6083	6083
Stefan Mauk	Jan 12, 2023 03:27 PM	Synced	None	smauk@cb143.dc-01.com	smauk		+1 972 555 6072	6072
Taylor Bard	Jan 12, 2023 03:27 PM	Synced	None	tbard@cb143.dc-01.com	tbard		+1 408 555 6026	6026

Option 2 Import Users

- * Directory Sync and CCUC are **NOT** deployed
- * Uses BAT Export from CUCM

User Management Tools

Option 2: Import Users



User Management Tools

Option 2: Import Users

The screenshot displays the Cisco User Management Tools interface. The top navigation bar includes tabs for System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. The Bulk Administration menu is open, showing a list of tools including Upload/Download Files, Phones, Users, Phones & Users, Managers/Assistants, User Device Profiles, Gateways, Forced Authorization Codes, Client Matter Codes, Call Pickup Group, Mobility, Region Matrix, Import/Export, Phone Migration, EMCC, Intercompany Media Services, Confidential Access Level, TAPS, Directory URIs and Patterns, Infrastructure Device, and Job Scheduler. The Job Scheduler option is highlighted with a red box.

On the left, the 'Find and List Jobs' section shows 1 record found with a server date and time of January 27, 2023 4:00:33 PM GMT. Below this, a table lists jobs. The first job is highlighted with a red box:

Job Id	Scheduled Date Time
1674834522	January 27, 2023 3:48:43 PM GMT

Below the table, there are buttons for Select All, Clear All, Delete Selected, Activate Selected, and Stop Processing.

On the right, a table shows the details of the selected job:

Submit Date Time	Sequence	Description	Status	Last User
GMT	1	Export Configuration	Completed	administrator

The Status column in the table is highlighted with a red box.

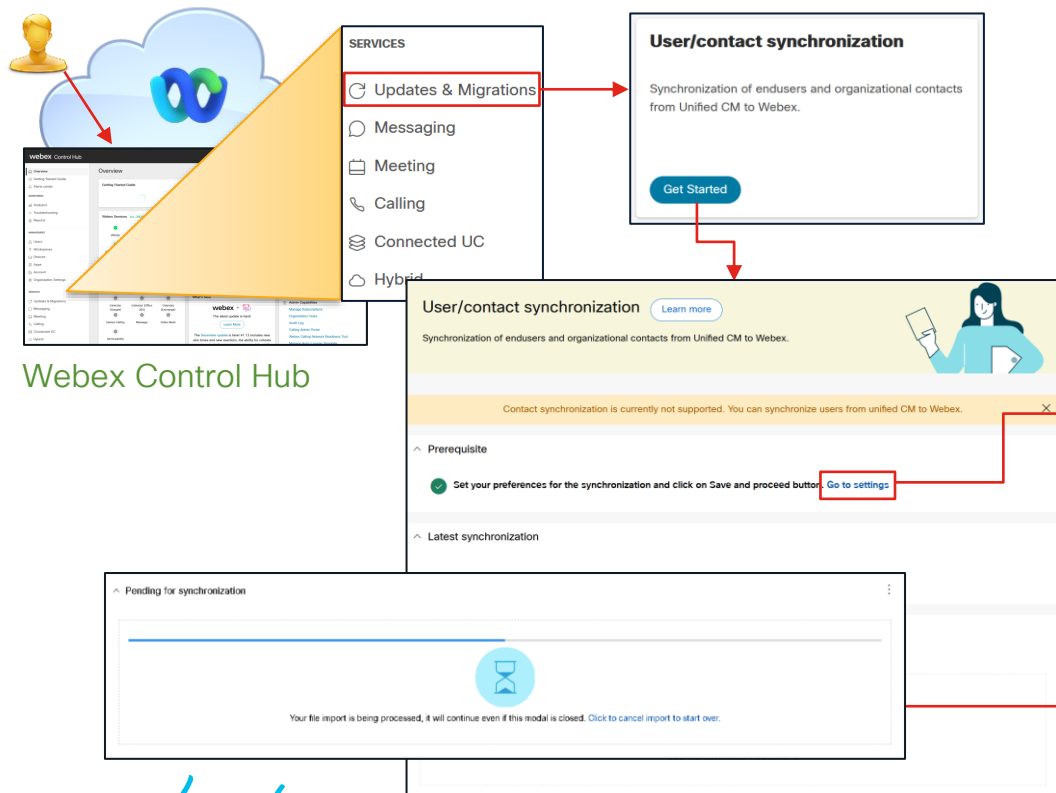
User Management Tools

Option 2: Import Users

The screenshot displays the Cisco Unified CM Administration web interface. The top navigation bar includes the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The main navigation menu is visible, with "Bulk Administration" highlighted. A sub-menu is open under "Bulk Administration", showing "Upload/Download Files" as the selected option. The "Find and List Files" section on the left shows a search for "CUCM-Export-1_01272023155520.tar" with a checkbox selected. The "Download Selected" button is highlighted. The right-hand pane shows a list of files, including "Export Configuration" and "BAT Excel CSV Tool", with the "Export Configuration" file highlighted.

User Management Tools

Option 2: Import Users



Settings ⓘ Last updated on Jan 26, 2023 | 07:09 PM [Save and proceed](#)

Enable/disable contact sync

Examples of contacts include lobby phones, hunt groups, organizational contacts etc. configured by administrator. If you disable the contact sync from on-premise to Webex, only the users will be synced. [More about contacts](#)

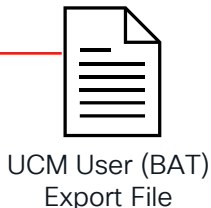
☒ Sync contacts to Webex from Unified CM endusers list

Note: Contact synchronization is currently not supported. You can synchronize users from Unified CM to Webex.

Rules to identify contacts from Unified CM endusers

Unified CM endusers may contain both users and contacts. You must set the rules to separate contacts from the users. If any of the checked statement is true, the tool will classify Unified CM enduser record as a contact. Rest of the identities will be considered as users

- ☒ Not synced from LDAP server to Unified CM database. ⓘ
- ☐ Manager user ID is missing.
- ☐ No device associated.
- ☐ Department is missing
- ☐ Department ID contains
- ☐ User ID contains



User Management Tools

Option 2: Import Users

^ Pending for synchronization

Total imported ⓘ
10

Contact to be synced ⓘ
0

Contact already in Webex ⓘ
0

User to be synced ⓘ
2

User already in Webex ⓘ
8

ⓘ Displays the users/contacts imported using BAT file from United CM enduser list and categorized by your preferences.

Review for sync

Users —●— Contacts —○— Summary

Review users before synchronization

Review the data classification for all users and contacts before you start the synchronization. Ensure to fix all errors. This table displays only active users.

Invalid email ⓘ
0 Error

Missing telephone number or extension ⓘ
0 Warning

Already Exist in Webex ⓘ
8

Search

Filters

- ☐ Invalid email
- ☐ Missing telephone number
- ☐ Missing extension
- ☐ Already Exist in Webex

Name	Email	ID	Mobile number	Telephone number	Primary Extension
Adam McKenzie	amckenzie@cb143.dc-01.com	amckenzie		+1 972 555 6016	6016
Anita Perez	aperez@cb143.dc-01.com	aperez		+1 972 555 6017	6017
Charles Holland	cholland@cb143.dc-01.com	cholland	+1 972 111 1234	+1 972 555 6018	6018
Eric Steele	esteele@cb143.dc-01.com	esteele		+1 919 555 6099	6099
Kellie Melby	kmelby@cb143.dc-01.com	kmelby		+1 972 555 6050	6050
Monica Cheng	mcheng@cb143.dc-01.com	mcheng		+1 408 555 6020	6020
Rebekah Barretta	rbarretta@cb143.dc-01.com	rbarretta		+1 919 555 6088	6088

Change user/contact rules Actions

Next

User Management Tools

Option 2: Import Users

All 8 users are selected → Move to contact list Remove from sync list X Cancel

Name	Email ID	User ID	Mobile number	Telephone number	Primary Extension
Adam McKenzie	amckenzie@cb143.dc-01....	amckenzie		+1 972 555 6016	6016
Anita Perez	aperez@cb143.dc-01.com	aperez		+1 972 555 6017	6017
Charles Holland	cholland@cb143.dc-01.c...	cholland	+1 972 111 1234	+1 972 555 6018	6018
Eric Steele	esteele@cb143.dc-01.com	esteele		+1 919 555 6099	6099
Kellie Melby	kmelby@cb143.dc-01.com	kmelby		+1 972 555 6050	6050
Monica Cheng	mcheng@cb143.dc-01.com	mcheng		+1 408 555 6020	6020
Rebekah Barretta	rbarretta@cb143.dc-01.c...	rbarretta		+1 919 555 6088	6088
Taylor Bard	tbard@cb143.dc-01.com	tbard		+1 408 555 6026	6026

Next

Remove 8 identities ?

Do you want to remove 8 records from the synchronization list? Once the current synchronization completes, these records will be available again in the unsynced list.

Cancel Remove

Users Contacts Summary

Review users before synchronization

Review the data classification for all users and contacts before you start the synchronization. Ensure to fix all errors. This table displays only active users.

Invalid email	Missing telephone number or extension	Already Exist in Webex
0 Error	0 Warning	0

Search Filters 2 Users Change user/contact rules Actions

Name	Email ID	User ID	Mobile number	Telephone number	Primary Extension
Ricardo Filice	rfilice@cb143.dc-01.com	rfilice		+1 919 555 6083	6083
Stefan Mauk	smauk@cb143.dc-01.com	smauk		+1 972 555 6072	6072

Next

User Management Tools

Option 2: Import Users

Users **Contacts** Summary

Review contacts before synchronization
Review the data classification for all the contacts before you start the synchronization. Ensure to fix all errors.

Invalid display name ⓘ
0 **Error**

Contacts with no information ⓘ
0 **Warning**

Already Exist in Webex ⓘ
0

Search Filters 0 Contacts [Change user/contact rules](#) [Actions](#)

Display name	ID	Email	Phone number	URI	Source
 No contact records are available					

Previous **Next**

User Management Tools

Option 2: Import Users

Review

Users — Contacts — Summary

Summary

List of the error and warning messages along with important actions required. Resolve all the errors in red or remove these identities from the sync list to proceed. Removed identities will be added back to the Pending for synchronization list.

● Ready to sync: 2 of 2

Last refreshed 1/27/2023, 10:58:33 AM. Refresh

Previous Start synchronization

Users

Users Licenses Contacts

Users External users External administrators

Search by name or email or Filter 10 users

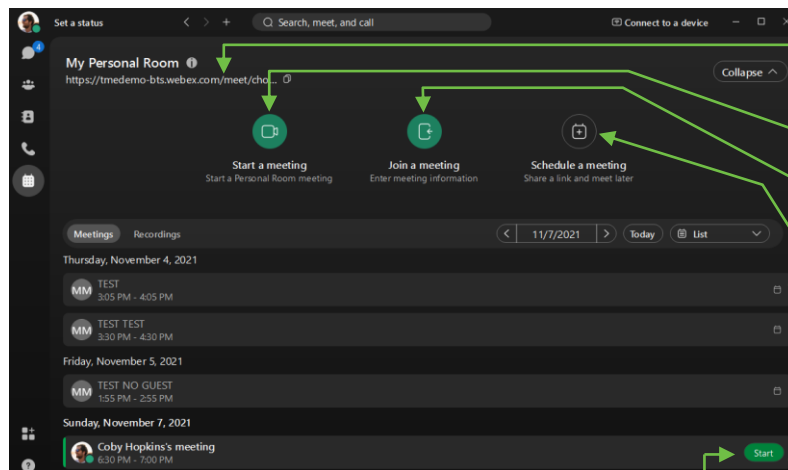
	First / Last name ↑	Email	Status
	Adam McKenzie	amckenzie@cb143.dc-01.com	● Verified
	Anita Perez	aperez@cb143.dc-01.com	● Active
	Charles Holland	cholland@cb143.dc-01.com	● Active
	Eric Steele	esteele@cb143.dc-01.com	● Active
	Kellie Melby	kmelby@cb143.dc-01.com	● Active
	Monica Cheng	mcheng@cb143.dc-01.com	● Verified
	Rebekah Barretta	rbarretta@cb143.dc-01.com	● Active
	Ricardo Filice	rfilice@cb143.dc-01.com	● Not Verified
	Stefan Mauk	smauk@cb143.dc-01.com	● Not Verified
	Taylor Bard	tbard@cb143.dc-01.com	● Active

Meeting Calendar

Hybrid Calendar Integration

★ Deploy if users had calendar integration with their Webex Meeting Desktop App (WDA)

- Integrates user's calendar with the Webex App calendar
- Simplifies scheduling and joining Webex Meetings
- Hybrid Calendar Services:
 - On-prem Microsoft Exchange
 - Office 365
- Reference Links:
 - [Deployment Guide for Cisco Webex Hybrid Calendar Service](#)
 - [Cisco Webex Hybrid Calendar Service with Microsoft Exchange Integration Reference](#)
 - [Cisco Webex Hybrid Calendar Service with Office 365 Integration Reference](#)
 - [Cisco Webex Hybrid Calendar Service with Google Calendar Integration Reference](#)



Preferred site set by user. Calendar service creates scheduled meeting on this site

Start user's personal room

Join meeting by entering meeting number, SIP URI or URL

Launch Outlook to schedule a Personal Room meeting

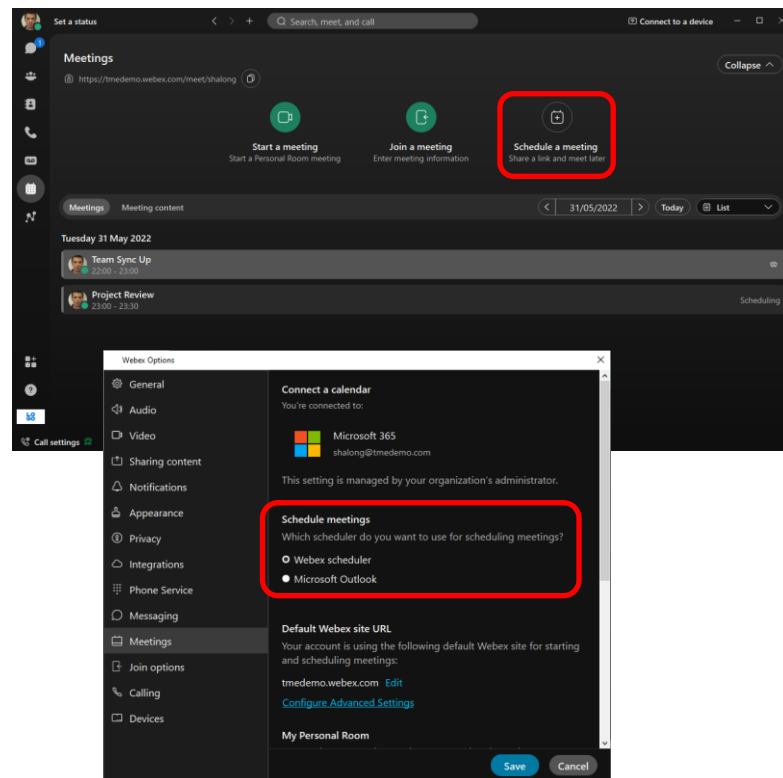
Meetings on user's calendar and can be seen only if user has Hybrid Calendar Service enabled

Join button pops up 5 mins before meeting starts. User clicks it to join meeting

Scheduling a Webex Meeting

- Multiple ways to schedule a Webex Meeting:
 - Via Webex Site
 - Webex Scheduler (M365 add in) / Productivity Tools¹
 - Hybrid Calendar Service (@webex, @meet, etc.)
 - Webex for Google Workspace
- In-App Scheduler } In-app initiated
- Microsoft Outlook }
- User set their scheduling preference in the app

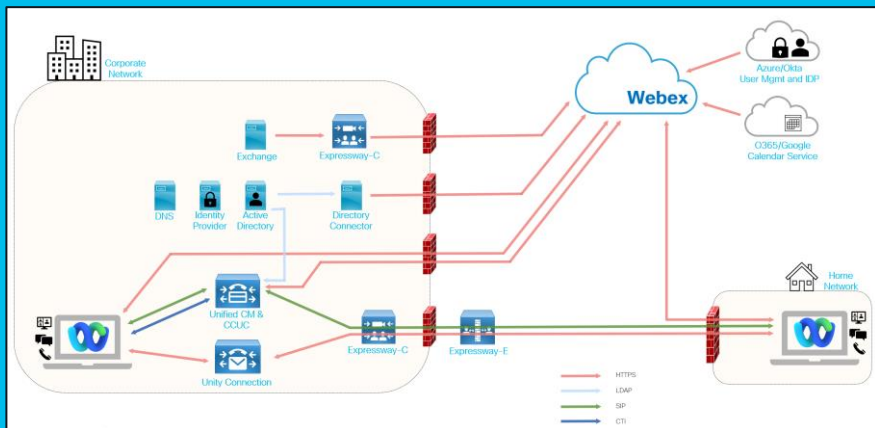
¹ End-of-Life for Productivity Tool: 42.6 last release (June 2022)
[Migrate from Productivity Tools to the Webex Scheduler add-In](#)



Network & Security Readiness Best Practices

Network & Security Requirements

User Quality of Experience



- On-Prem Users:
 - Verify network requirements (ports, protocols, firewall rules, whitelist URLs, bandwidth, etc.)
 - Review/Reuse existing peering connections (e.g. Edge Connect)
- VPN Users:
 - [Optimize AnyConnect Split Tunnel for Cisco Webex](#)
- Remote/Mobile Users:
 - Deploy MRA for UC voice services
- **Critical** to work with InfoSec/Security teams early



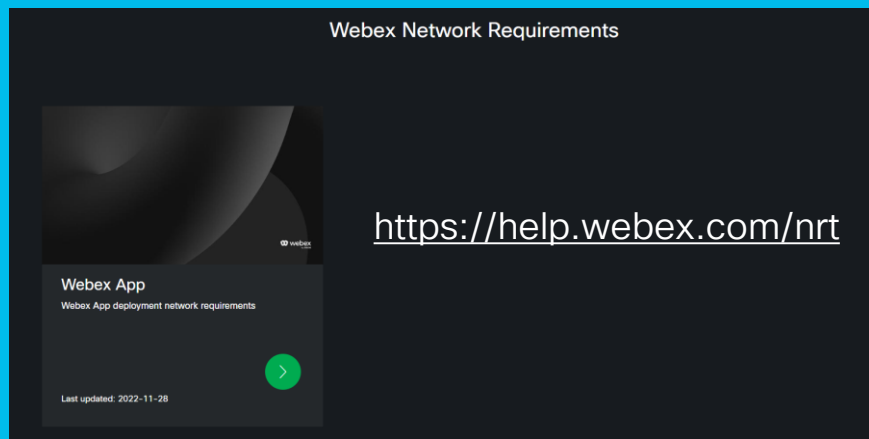
Network Connectivity

- Ensure the Enterprise network allows for the appropriate protocols, ports, bandwidth and security policies to allow the Webex App to connect to the Webex cloud services
- Reference Links:
 - [Network Requirements for Webex, Webex Meetings, and Cisco Jabber](#)
 - [Network Requirements for Webex Services](#)
 - [How Do I Allow Webex Meetings Traffic on My Network?](#)
 - [Bandwidth Planning in your Cisco Webex Meetings Environment White Paper](#)
 - [Cisco Webex Hybrid Services Bandwidth Management](#)
 - [Cisco Webex Network Test](#)

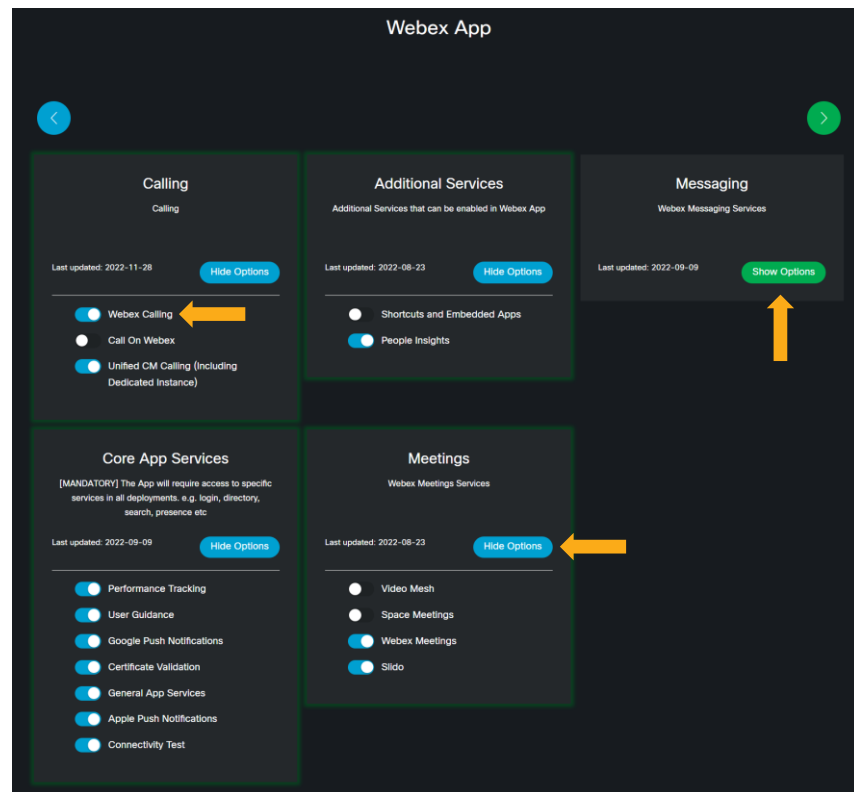
Webex Network Requirements Tool ^{New}

Quickly identify network requirements for deploying Webex App

- Avoid researching multiple docs and help articles



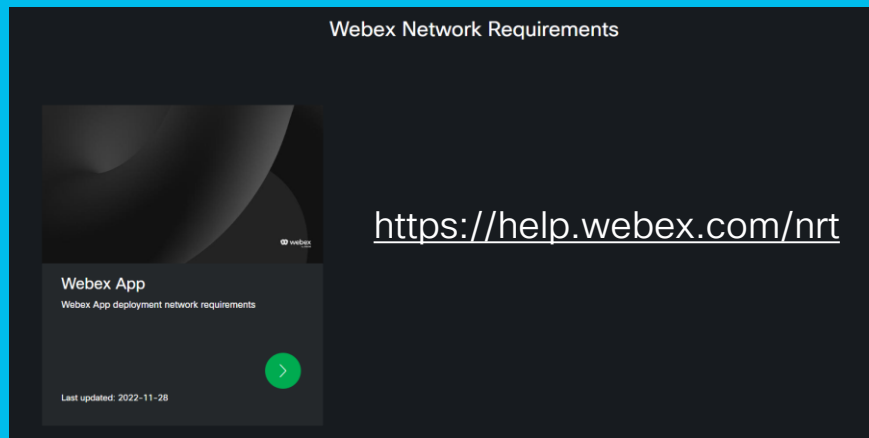
Select Services & Features



Webex Network Requirements Tool ^{New}

Quickly identify network requirements for deploying Webex App

- Avoid researching multiple docs and help articles



Results

The screenshot shows the 'Details' page for 'Webex App deployment network requirements'. It includes a navigation bar with a back arrow and a search icon. The main content area is divided into sections: 'Core App Services', 'Calling', 'Webex Calling', 'Domain Port Description', 'Webex Calling Media', 'Unified CM Calling (Including Dedicated Instance)', 'Additional Services', and 'Meetings'. A table is displayed under 'Domain Port Description' with columns: Protocol And Port, Destination Domain, Function, Source, and Description. A yellow arrow points to the 'Domain Port Description' section header.

Protocol And Port	Destination Domain	Function	Source	Description
TCP 8934	*.webex.com	Webex Call Signalling (SIP)	Ephemeral	Webex App will connect to Webex Calling Service via SIP

Protocol And Port	Ip Address Range	Function	Source
UDP 19560-65535	23.89.1.128/25, 23.89.33.0/24, 23.89.40.0/25, 23.89.76.128/25, 23.89.154.0/26, 65.119.56.0/23, 128.177.14.0/24, 128.177.36.0/24, 135.84.168.0/21, 139.177.64.0/21, 139.177.72.0/23, 150.253.209.128/25, 170.72.0.128/25, 170.72.17.128/25, 170.72.23.0/24, 170.72.52.0/25, 185.115.186.0/22, 199.19.196.0/23, 199.19.199.0/24, 199.59.64.0/21	Webex Calling Media	Ephemeral

Validate Voice Domains

DNS

- ★ Verify DNS SRV and A records for service discovery
 - If migrating from Jabber, records should already be in place but **verify**

- Reference Links:

- [Cisco Collaboration Solution Analyzer](#)
 - Use the “SRV checker” to check your public domains for the correct service records
- [UC Manager Profiles in Cisco Webex Control Hub](#)
- [Deploying Calling in Webex App \(Unified CM\) – Configure DNS SRV Records](#)

Internal/External Voice Domains

- ★ **Must be the same**
 - Can have multiple voice domains for different groups of users
 - But **must** be the same internally and externally for each group

Application Readiness Best Practices

UC Premise Software

Unified CM, Unity Connection, Expressway

- Critical to upgrade to version(s) that provide the required admin/user experience and meets all security requirements

- Minimum:

UCM: 11.5(1)SU3 or 12.5(1)

Expressway: X8.11.4 or X12.5.0

Unity: Same version as UCM servers

- Secure Calling – signaling & media (SIP OAuth):

UCM: 12.5(1) or later



Best Desktop, Mobile & User Experience (including SSO):

UCM: 12.5(1)SU7+ or 14.0(1)SU3+

- Minimum :12.5(1)SU3+ for iOS Push Notifications
- IP Phone/Webex Presence Sync

Expressway: X14+ later

Unity: Same version as UCM servers

- MRA failover:

UCM: 14.0 or later

Expressway: X14.0 or later

UC Premise Authentication

Unified CM, Unity Connection

- **Must** use the same authentication method
 - Legacy SSO
 - OAuth SSO
 - Non-SSO
- **Must** use the same user credentials

UC Premise SSO

Unified CM, Unity Connection, Expressway



Enable for a consistent/simplified user experience

- Required on Expressway if enabled on CUCM for Mobile and Remote Access (MRA)
- Required on CUC if enabled on CUCM
- Provides the **Best** user experience: single set of credentials for **ALL** UC services
- Reference Links:
 - SAML SSO Deployment Guide for Cisco Unified Communications Applications: [Release 11.5\(1\)](#), [Release 12.5\(1\)](#), or [Release 14](#)
 - Mobile and Remote Access Through Cisco Expressway Deployment Guide: (“SAML SSO Configuration” section): [X12.7](#), or [X14.0.1](#)
 - Cisco Unity Connection - Quick Start Guide for SAML SSO Access: [11.x](#), or [12.x](#)
 - [SSO SAML Configurations](#) & [Configure SAML SSO on Cisco Unified Communications Manager with ADFS 3.0](#)

UC Premise SSO OAuth Token Refresh

Unified CM, Unity Connection, Expressway

★ Enable for best user login experience

- Reference Links:

(Note: The following links reference Jabber documents but they also apply to the Webex App)

- [System Configuration Guide for Cisco Unified Communications Manager, Release 12.0\(1\)](#)

See [“Configure Refresh Logins for Cisco Jabber”](#) in the “Cisco Jabber Configuration Task Flow” section

- [Deploying OAuth with Cisco Collaboration Solution Release 12.0](#)

For CUCM see “Enabling Unified CM & IM&P” section on page 15

For Unity see “Enabling Unity Connection” section on page 15

* Parameter for both CUCM and CUCM is ‘OAuth with Refresh Login Flow’

Unified CM Discovery Best Practices

- **Voice Services Domain**

- Keep it simple – try to use the Webex/email domain as the Voice Services Domain. Remember, the _cisco-uds and _collab-edge SRV domains, do not need to be the same as the Unified CM/Expressway domains

- **Certificate Validation**

- Webex App will validate a TLS certificate from each Expressway/Unified CM/Unity Connection node it connects to. Ensure that the certificates installed on each of these services is trusted i.e. CA signed

- **Webex and Unified CM User Identity**

- Webex App will use the users Webex identity as the Unified user identity (userID or email). Ensure that the Unified CM email attribute is populated for each user (with the email address matching the Webex identity)

- **Authentication**

- SSO enable both the Webex Org and Expressway/Unified CM/Unity Connection (using the same IDP!). Without this, users will have multiple login prompts when signing into the app. For Webex App on mobile deployments, ensure Unified CM is 12.5(1)su4 and later, Expressway X14 and later (SSO redirect URI)

- **Unified CM OAuth Refresh Token Flow**

- Enable OAuth Refresh token flow on Unified CM. User will not need to reauthenticate to Unified CM for defined period of token (default = 60 days). Allows admin to enable secure SIP calling (SIP OAuth)

See https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf

Migration Activities

Migration Prep:

- ❑ Discover/Design & Deploy/Configure
 - ❑ CUCM
 - ❑ CUC
 - ❑ Expressway
 - ❑ App

Migration:

- ❑ Migrate
- ❑ Decom

CUCM Configuration Best Practices

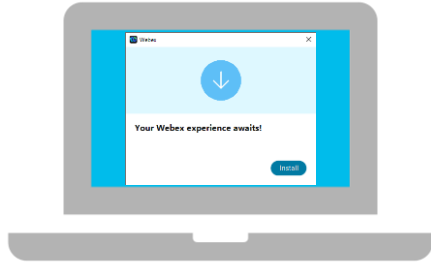
CUCM Configurations

- Review [Deployment guide for Calling in Webex App \(Unified CM\)](#) for CUCM features/capabilities with the Webex App
 - Push Notifications
 - Moving a Call to a Meeting
 - Emergency Calling (E911 or RedSky)
 - Multiline / Multi Call Window
 - Move Call to Mobile
 - Appendix
 - Supported Jabber Config XML policy parameters
 - Calling protocol handlers
 - Etc...

App Deployment Best Practices

Webex App

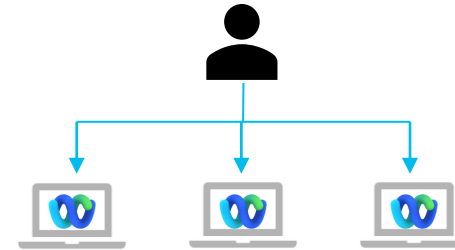
User Install



- User downloads the .exe/.dmg installer from Webex.com
- User runs the installer
- Webex App is installed to C:\users\user\ID\AppData\Local\CiscoSparkLauncher
- Admin permissions **NOT** required

<https://www.webex.com/downloads.html>

Admin Install



- Admin installs using MSI/DMG file
- Leverage deployment tools (e.g. SCCM)
 - `msiexec /i webex.msi ALLUSERS=1 /quiet`
- Webex App installed to C:\Program Files\Cisco Spark\
- Admin permissions **ARE** required
- Required to support QoS best practices

<https://help.webex.com/en-us/article/nw5p67g/Webex-App-%7C-Installation-and-automatic-upgrade>

* Recommend using the default deployment locations

Contact Migration Best Practices

User Contact Migration

- Migrating users' contacts from Jabber to Webex App
 - Normal Contacts
 - Custom Contacts
- Migration Options:
 1. End-user driven
 - [Configure Users to Move Jabber Contacts and Common Settings to Webex Jabber | Move Contacts and Common Settings to Webex](#)
 2. Admin driven
 - [Migrate Personal Contacts to Webex](#)

¹ Requires CCUC

User Contact Migration Options

Option 1: End-user Driven Migration

- Admin enables for Users
- Users migrates their Jabber contacts and common preferences to the Webex App

Note: Webex App must be installed on user's laptop prior to starting the migration

Contacts:

- Directory Contacts
- Custom Contacts and photos
- XMPP Federated Contacts

Preferences:

- Chat notification settings (including mute all)
- Call notification settings (including mute all)
- Audio device and video device selection (except for VDI)
- Video preferences for incoming calls (start with video or no video)

User Contact Migration Options

Option 1: End-user Driven Migration

UC Services

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

UC Service Configuration Related Links: Back To Find/List ▾ Go

Save ✕ Delete Copy ➕ Add New

Status
Add successful

UC Service Information
UC Service Type: Jabber Client Configuration (jabber-config.xml)
Product Type: **Jabber**
Name*: **dCloud_Jabber2WxApp_Config**
Description: Jabber-Config File

Jabber Configuration Parameters

Section	Parameter	Parameter Description	Value	Operations
Options ▾	EnableSaveChatHistoryToExchange	Enables client to save chat history automatically	true	Delete
Options ▾	AllowUserCustomTabs	Allows user create custom embedded tabs	true	Delete
Options ▾	EnableBridgeConferencing	Enables bridge conferencing	true	Delete
Policies ▾	EnableSIPURIDialling	Enables SIP URI dialling	true	Delete
Policies ▾	selfcareURL	Defines the URL for the Self Care Portal	https://ucm1.dcloud.cisco	Delete
Policies ▾	WebexTeamsDownloadURL		<WebexTeamsDownloadURL	Delete
Policies ▾	EnableJabber2TeamsMigration		true	Delete
Directory ▾	UdsPhotoUriWithToken	Specifies a photo URI with a directory attribute	http://ed1.dcloud.cisco.com	Delete
-- Not Selected -- ▾	-- Not Selected --			Add Add Custom

Section ▾ Multipart Parameter ▾ Parameter Description ▾ Value ▾ Operations ▾

-- Not Selected -- ▾ -- Not Selected -- ▾ -- Not Selected -- ▾ -- Not Selected -- ▾ Add

Save Delete Copy Add New

- Add migration parameters (**EnableJabber2TeamsMigration** and **WebexTeamsDownloadURL**) to the UC Service profile on UCM:

- Use existing UC Service

★ Create a **new** UC Service

User Contact Migration Options

Option 1: End-user Driven Migration

Service Profile

Jabber Client Configuration (jabber-config.xml) Profile

Common dCloud_Jabber2WxApp_Config ▾

Desktop <None> ▾

Mobile <None> ▾

End User Configuration

Service Settings

☒ Home Cluster

☒ Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)

☐ Include meeting information in presence(Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server)

[Presence Viewer for User](#)

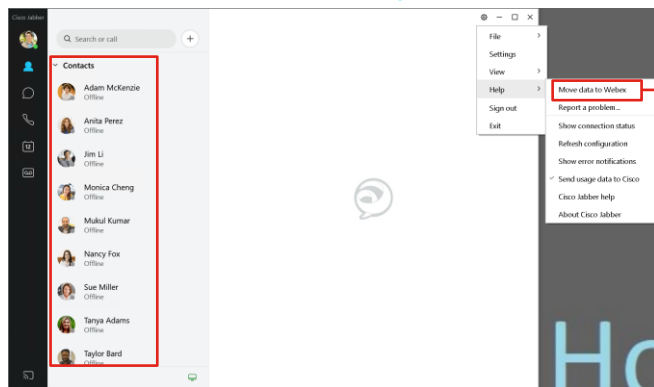
UC Service Profile dCloud_Service-Profile_Jabber2WxApp ▾ [View Details](#)

- Set the **new** UC Service as the 'Jabber Client Configuration Profile' in a **NEW** Service Profile
- Apply the **new** Service Profile to users as you migrate them

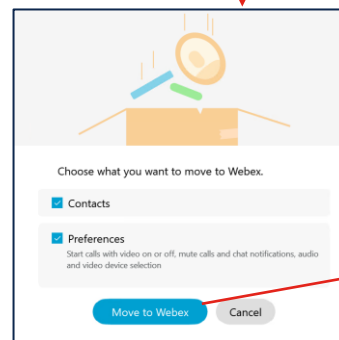
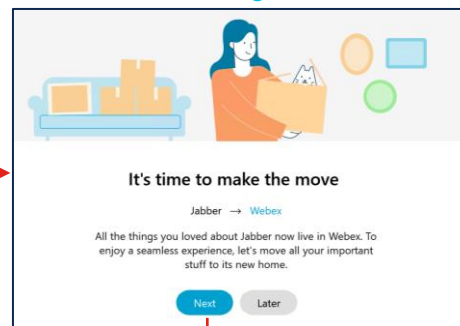
User Contact Migration Options

Option 1: End-user Driven Migration

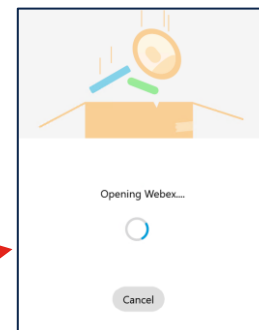
User Initiated Migration



Start Migration

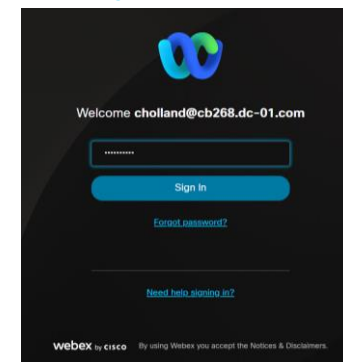


Select Data to Migrate



Open Webex

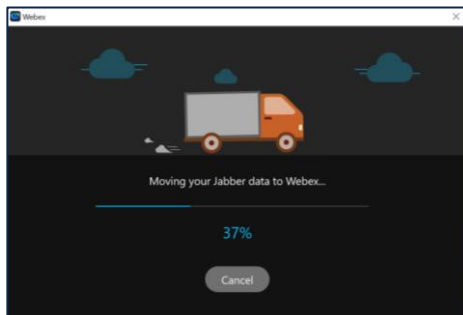
Sign into Webex



- Migration automatically starts for user between 5 minutes to 3 hours after user signs into Jabber
- User can initial migration

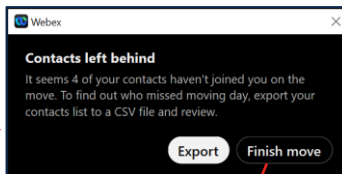
User Contact Migration Options

Option 1: End-user Driven Migration

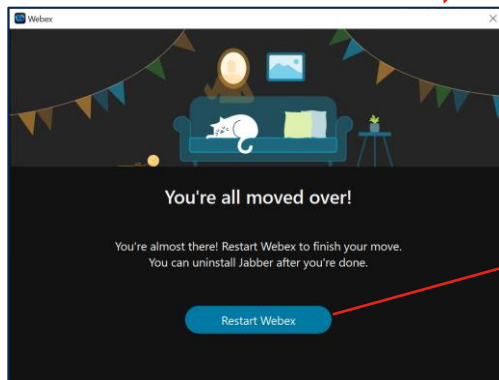


Migration

Missing Contacts

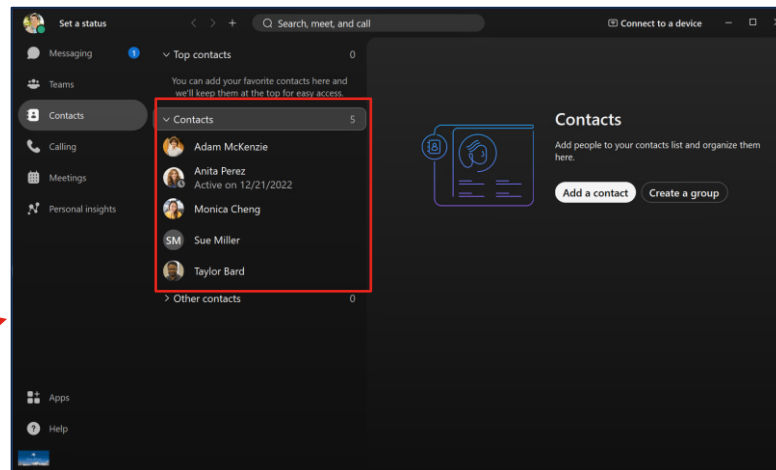


- Contacts not in Control Hub as users



Migration Complete

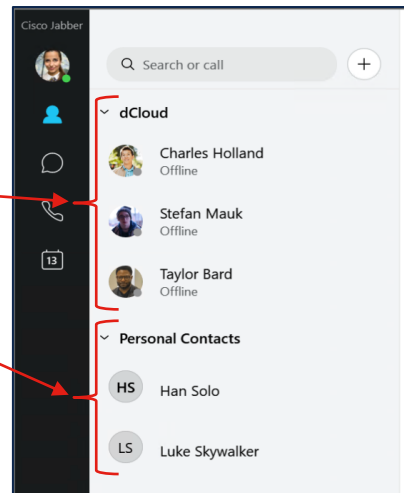
Webex with Contacts



User Contact Migration Options

Option 2: Admin Driven Migration

- Admin migrates users' Jabber contacts to the Webex App using Control Hub tools
 - IM&P Contacts (Normal Contacts)
 - Non-Presence Contacts (Custom Contacts)
- Common user preferences are **NOT** migrated



Jabber Contacts

User Contact Migration Option

Option 2: Admin Driven Migration

Export Contact List

Cisco Unified CM IM and Presence Administration
For Cisco Unified Communications Solutions

System ▾ Presence ▾ Messaging ▾ Application ▾ Bulk Administration ▾ Diagnostics ▾ Help ▾

Export Contact Lists by Query

Next

Status
10 records found

Export Contact List Options

☒ All users in the cluster
☐ All unassigned users in the cluster
☐ All assigned users in the cluster
☐ Assigned users by node
☐ Assigned users by Presence Redundancy Group

All users in the cluster (1 - 10 of 10)

Find all users in the cluster where IM Address ▾ begins with ▾ using AND ▾ Find

IM Address	User ID	Last Name	Manager	Department	Def
amckenzie@cb143.dc-01.com	amckenzie	McKenzie	mikumar	Engineering	Def
aperez@cb143.dc-01.com	aperez	Perez	tbar	Sales	Def
cholland@cb143.dc-01.com	cholland	Holland	mikumar	Engineering	Def
esboele@cb143.dc-01.com	esboele	Steele		Sales	Def
kmelby@cb143.dc-01.com	kmelby	Melby	mikumar	Engineering	Def
mcheng@cb143.dc-01.com	mcheng	Cheng	HQ		Def
rbarretta@cb143.dc-01.com	rbarretta	Barretta		Marketing	Def
rfilice@cb143.dc-01.com	rfilice	Filice		Marketing	Def
smauk@cb143.dc-01.com	smauk	Mauk		Marketing	Def
tbar@cb143.dc-01.com	tbar	Bard		Sales	Def

IM&P - Find Contacts

Export IM and Presence Users Contacts Configuration

Back Submit

Status
Status: Ready

Export Contact List Options

File Name*
 File Format: IM and Presence Contact List Format (View File Format)

Job Information

Job Description
☒ Run Immediately ☐ Run Later (To schedule and activate this job, use Job Scheduler page.)

Back Submit

Export Non-Presence Contacts (if required)

Cisco Unified CM IM and Presence Administration
For Cisco Unified Communications Solutions

System ▾ Presence ▾ Messaging ▾ Application ▾ Bulk Administration ▾ Diagnostics ▾ Help ▾

Find and List Files

Add New Select All Clear All

Status
1 records deleted
5 records found

File (1 - 5 of 5)

Find File where Name ▾ begins with ▾ using AND ▾ Find

File Name
01102023230014_systemAutoBackupContacts.csv
01112023230017_systemAutoBackupContacts.csv
01122023230019_systemAutoBackupContacts.csv
01132023111351_Migrate-ContactList.csv
01132023113611_Migrate-NonPresence-ContactList.csv

Add New Select All Clear All Delete Selected Download Selected

Download Export Files

Cisco Unified CM IM and Presence Administration
For Cisco Unified Communications Solutions

System ▾ Presence ▾ Messaging ▾ Application ▾ Bulk Administration ▾ Diagnostics ▾ Help ▾

Non-presence Contact List Export

Submit

Status
Status: Ready

Non-presence Contact List Export

File Name*
 File Format: IM and Presence Non-presence Contact List Format (View File Format)

Job Information

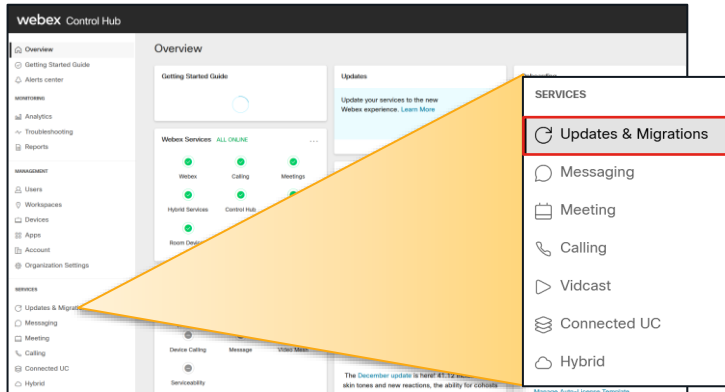
Job Description
☒ Run Immediately ☐ Run Later (To schedule and activate this job, use Job Scheduler page.)

Submit

User Contact Migration Option

Option 2: Admin Driven Migration

Webex Control Hub



Migrate Personal Contacts to Webex App

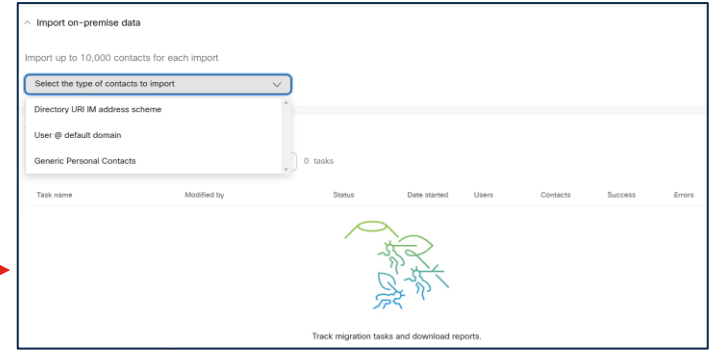
Move any personal contacts saved on your user's Jabber contact list.

How this works

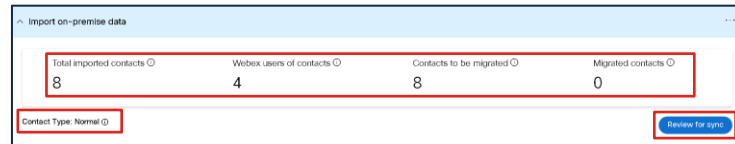
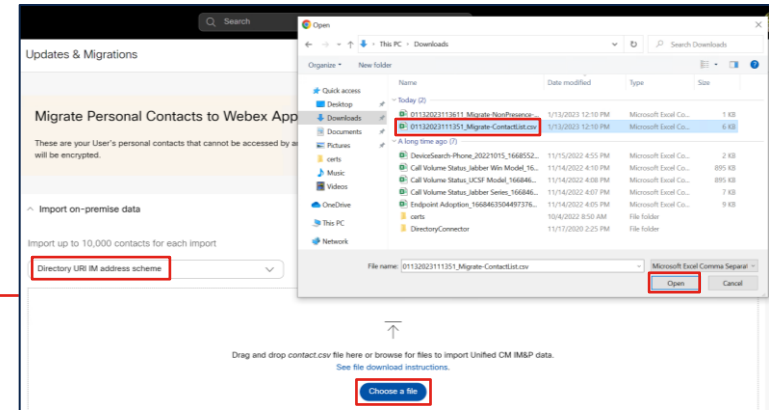
- ✓ Encrypted personal contacts will be migrated for users already added to Webex.

Get started

Import Options



Import CSV File



Import Review

User Contact Migration Option

Option 2: Admin Driven Migration

Start Migration

Migrate user's personal contacts

Total imported contacts 8 Webex users of contacts 4 Contacts to be migrated 8 Migrated contacts 0

You're all set!
There are no errors to fix.

8 contacts are ready to be migrated to the Webex app.
Migrate now to continue with these records.

Migrate Contacts

Create Migration Tasks

Migrate Records

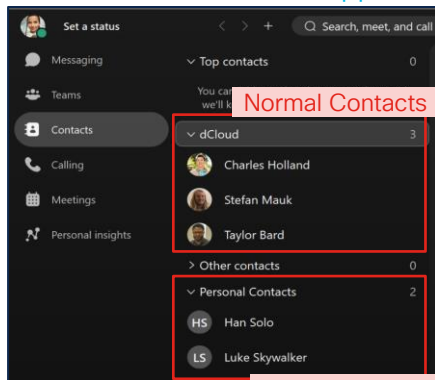
You are migrating 8 contacts for 4 users. Provide a task name to start synchronization. All migration progress will be saved under this name.

Task name

Jabber-ContactList

Cancel Confirm and Migrate

Contacts in Webex App



Repeat process for
Non-Presence
Contacts

Track migration progress

Search Filter by status 1 tasks

Task name	Modified by	Status	Date started	Users	Contacts	Success	Errors
Jabber-ContactList	Charles Holland	In Progress	Jan 13, 2...	4	8		

Migration Status

Track migration progress

Search Filter by status 1 tasks

Task name	Modified by	Status	Date started	Users	Contacts	Success	Errors
Jabber-ContactList	Charles Holland	Completed	Jan 13, 20...	4	8	8	

Org Contact Migration

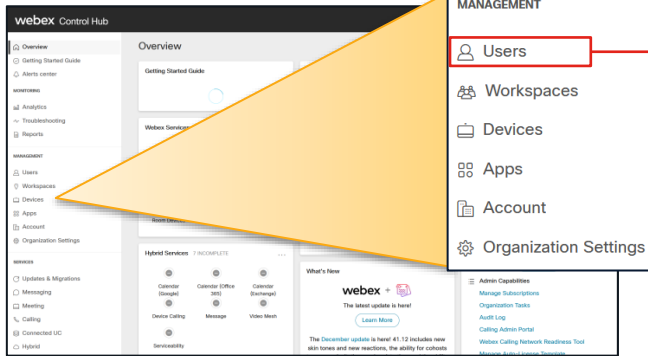
- All users can search for and call Organizational contacts (e.g. HR, IT Support, etc.)
- Webex Admin manages (add/modify/delete) the organizational contacts
- Migration Options:
 1. Import (CSV file)
[Manage organization contacts in Control Hub](#)
 2. Sync (from UCM or LDAP/AD)¹
[Synchronize User and Organizational Contacts](#)

¹ Requires CCUC

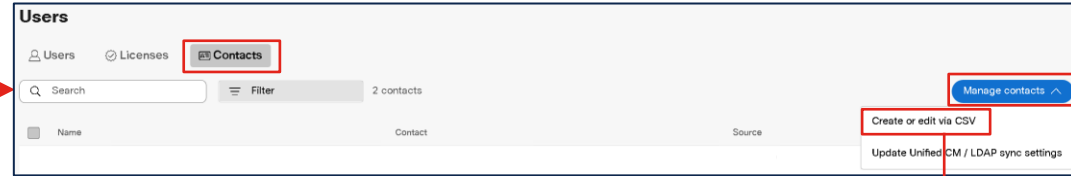
Migrate Org Contacts

Option 1: Import

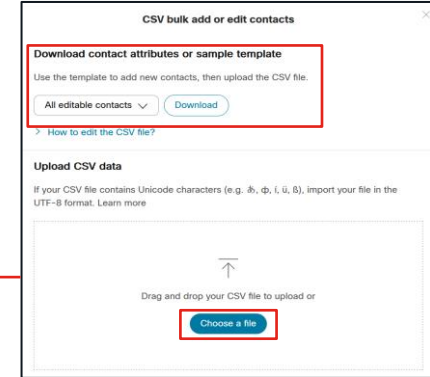
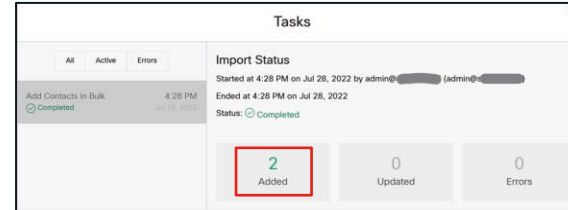
Webex Control Hub



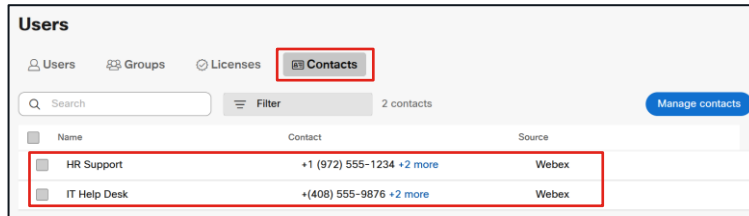
Contacts Page



Import Task Status

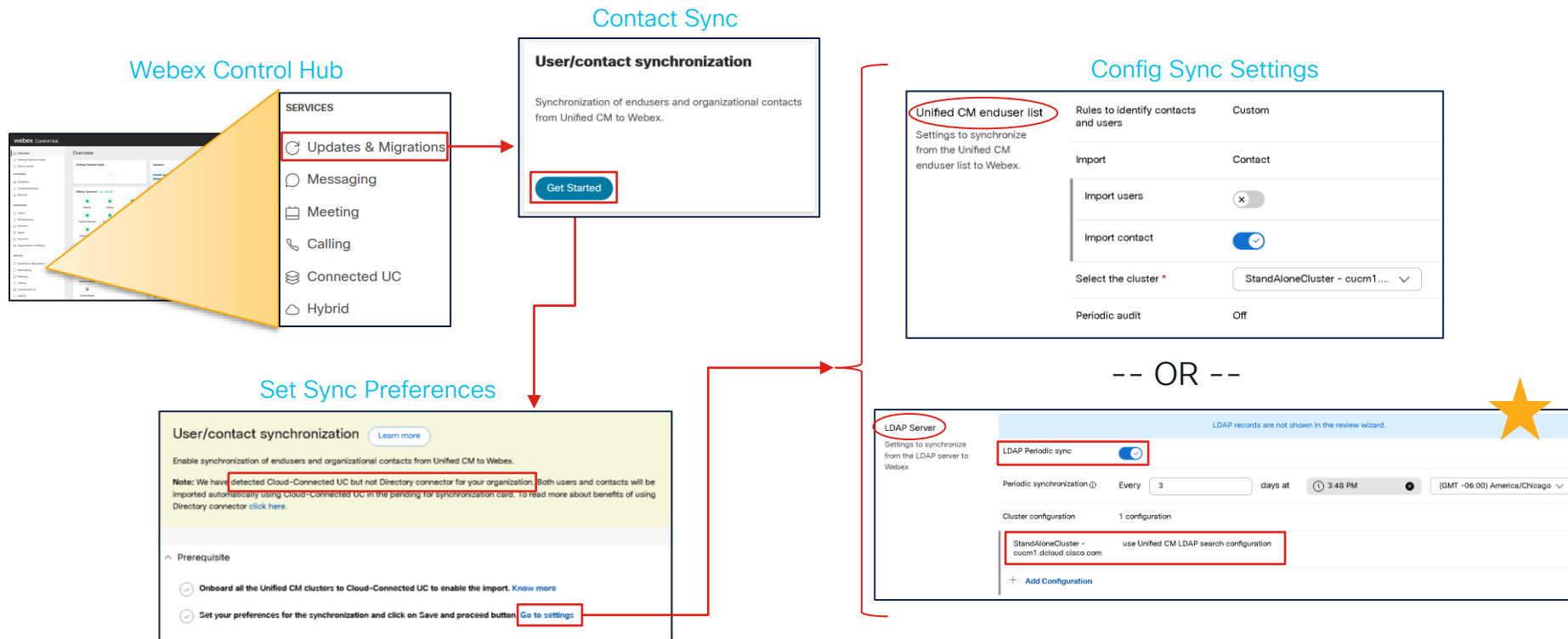


Contacts Page



Migrate Org Contacts

Option 2: Sync¹



Migrate Org Contacts

Option 2: Sync¹

Synchronization Task Status

Logs								
Synchronization Users Contacts								
Date range Start date Start time → End date End time 3 Logs								
Status	Last updated on	Total contacts	Failed contacts	Total users	Failed users	Initiated by	Type	System failure
Completed	Jan 12, 2023 04:02 PM	0	0	0	0	Charles Holland	LDAP Periodic Sync	N/A

Contacts Sync Status

Logs								
Synchronization Users Contacts								
Search Filter 2 Logs								
Date range Start date Start time → End date End time								
Display name	Synced on	Status	Reason of failure	ID	Email	Phone number	URI	Source
Test One	Jan 11, 2023 04:39 PM	Synced	None	CN=Test One,OU=dCloud...	testone@dcloud.cisco.com	+19725551517		LDAP
Test Two	Jan 11, 2023 04:39 PM	Synced	None	CN=Test Two,OU=dCloud...	testtwo@dcloud.cisco.com	+19725551518		LDAP

Migrate Org Contacts

Option 2: Sync¹

Send activation emails to users. They still need to set up their accounts.

Users

Users Groups Licenses **Contacts**

Search Filter 2 contacts

Name	Contact	Source
☐ Test One	+19725551517 +1 more	LDAP
☐ Test Two	+19725551518 +1 more	LDAP

MONITORING

- Analytics
- Troubleshooting
- Reports

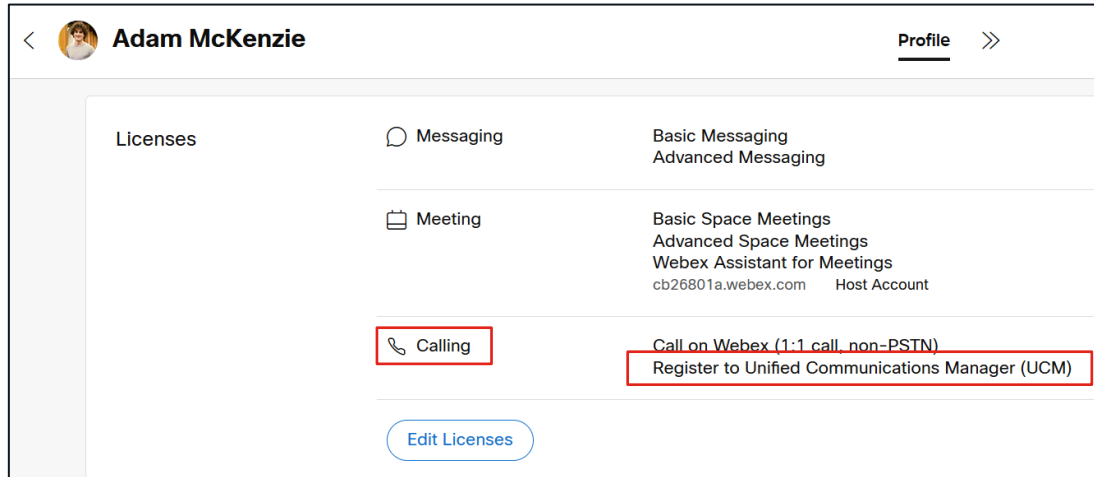
MANAGEMENT

- Users**
- Workspaces

User Migration Best Practices

User Migration

- Enable UCM Calling licenses for users migrating



❖ This can be set with Auto License templates (Recommended)

User Migration

User Calling Behavior

- Sets voice domain

Apply at:

- Org Level
- Group Level
- User Level

The screenshot shows the Cisco Webex user profile for Adam McKenzie. The user is active, with email amckenzie@cb270.dc-01.com, and is a member of dCloud. The 'Calling' tab is selected, showing the calling template applied (None). Under 'Cisco Webex SIP Address', the email amckenzie@cb27001.calls.webex.com is listed. The 'Primary Work Number' field is empty with a placeholder 'Enter a phone number'. Under 'Client Settings', 'In-call feature access' and 'Microsoft Teams integration' are both set to 'On'. 'Calling Behavior' is also set to 'On' and is highlighted with a red box. Under 'Unified Communications Manager settings', 'Allow auto-provisioning for Webex' is set to 'Off'.

Adam McKenzie
• Active • amckenzie@cb270.dc-01.com
• Member of dCloud

Summary General Meetings **Calling** Messaging >>

Calling template applied: None

Cisco Webex SIP Address
• amckenzie@cb27001.calls.webex.com

Primary Work Number
Enter a phone number

Client Settings

In-call feature access >

Microsoft Teams integration ⓘ >

Calling Behavior >

Unified Communications Manager settings

Allow auto-provisioning for Webex ⓘ
x

User Migration

Org Level

- Services > Calling > Client Settings > Settings: Calling Behavior

Calling Behavior

Unified CM Users

☒ Use the email domain of the user

☐ Use UC Manager Profile for calling

Select a Profile ▼

☐ Open Cisco Jabber from the Webex app

Unified CM users can make calls directly in Cisco Jabber or through Webex. Making a call through Webex will open Jabber.

User Migration

Group Level

- Services > Calling > Client Settings > Templates: Calling Behavior

The screenshot displays the Cisco UC Manager web interface for configuring a 'Calling: UCM-Cluster' template. The breadcrumb trail at the top indicates the path: Services > Calling > Client Settings > Templates: Calling Behavior. The page title is 'Calling: UCM-Cluster'. On the right, there is a user icon and '1 group' with an 'Actions' dropdown menu. The main content area is titled 'Calling behavior' and includes a description: 'Override UC Manager connection defaults by user email domain or by profile.' The configuration is for a 'New-Cluster'. Under the 'Unified CM Users' section, there are two radio button options: 'Use the email domain of the user' (unselected) and 'Use UC Manager Profile for calling' (selected). The selected option is highlighted with a red box, and below it is a dropdown menu showing 'New-Cluster'. Below this, there is an unchecked checkbox for 'Open Cisco Jabber from the Webex app'. At the bottom, a note states: 'Unified CM users can make calls directly in Cisco Jabber or through Webex. Making a call through Webex will open Jabber.'

User Migration

Individual Level

- Management > Users > {User} > Calling: Calling Behavior

< Users

 **Taylor Bard**
● Active • tbard@cb270.dc-01.com

Summary General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

< Calling

Calling Behavior

☒ Use organization level settings

☐ Use the email domain of the user

☒ Use UC Manager Profile for calling

cucm-cluster ▾

☐ Open Cisco Jabber from the Webex app

Unified CM users can make calls directly in Cisco Jabber or through Webex. Making a call through Webex will open Jabber.

User Migration Options

Manually update individual users

Users

Users Licenses Contacts

Users External users External administrators

Search by name or email or Filter 10 users

First / Last name	Email	Status
Adam McKenzie	amckenzie@cb268.dc-01.com	Active
Anita Perez	aperez@cb268.dc-01.com	Active
Charles Holland	cholland@cb268.dc-01.com	Active
Eric Steele	esteele@cb268.dc-01.com	Active

Migrate Jabber to the new Webex (Control Hub Tool)¹

Migrate Jabber to the new Webex

Enable Jabber users with Unified CM calling for Webex app.

How this works

- ✓ Enable messaging via Webex app. (Only applies to users with Unified CM calling)
- ✓ Auto assign user with calling behavior and UC manager profile.
- ✓ Continue using calling on your enterprise.

[Get started](#)

Bulk/Batch updates with templates

Calling

Service Settings Client Settings

Settings Templates

How templates work Rank Create template

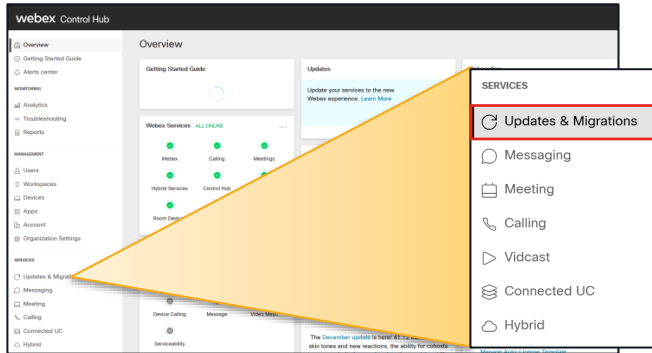
Template name	Rank	Description	Last modified
UCM-Cluster	1		Jun 7, 2023
WxC-DI	2		Jun 7, 2023

¹ Requires CCUC

Migrate Users

Using the Control Hub Tool

Webex Control Hub



Migrate Jabber to the new Webex

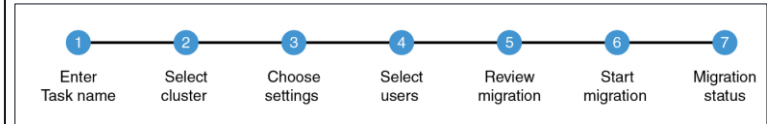
Enable Jabber users with Unified CM calling for Webex app.

How this works

- ✓ Enable messaging via Webex app. (Only applies to users with Unified CM calling)
- ✓ Auto assign user with calling behavior and UC manager profile.
- ✓ Continue using calling on your enterprise.

[Get started](#)

Task Flow



User Counts / Create Task

Step 1: Review update prerequisites (4)

Step 2: Review user counts

Migrated users	Users in UCM	UCM users in CI	UCM users not in CI
1	24	6	18

[Download list](#)

Step 3: Migrate Jabber to Webex app

Search: Filter by status: 2 tasks [Create a new task](#)

Task name	Last modified	Modified by	Status	Start time	Users	Errors	Cluster name
Migration 1	Jan 27, 2023 02:12 PM	Charles Holland	Completed	Jan 26, 2023 06:36 PM	1	None	StandAloneCl...

Migrate Users

Using the Control Hub Tool

Create Task

New Migration Task

Task Name Cluster Selection Settings User Selection Review

Enable users for Webex app with UCM calling service

Connect Webex app users to UCM calling service. Provides an easy-to-use experience to migrate Jabber or Messenger users with UCM calling services to Webex app.

Task name

Provide a task name. You may use a combination of cluster name, date of creation, user type, or any other cluster-related information as your task name for quick identification of the tasks.

Migration 2

This field requires a minimum of 8 characters.

Prerequisites

Make sure that you have completed all prerequisites before you proceed. Choose the following check boxes to accept and proceed with the migration.

- ☒ I have onboarded my organization to Cisco Webex Cloud-Connected UC and I have enabled Deployment Insights.
- ☒ I have read about the migration and I accept the limitations of the migration wizard. [Know more](#)
- ☒ I understand the risk of migrating users without synchronizing the users in my organization to Common Identity.

Note: We recommend you to import users to Common Identity.

Cancel Next

Select Cluster

Migration 2

Task Name Cluster Selection Settings User Selection Review

Cluster selection

Select a cluster from where you want to migrate users. We recommend you to synchronize all users to Common Identity (CI). You can migrate only CI users and after migration, the users can't communicate with non-CI users.

Migrated users 1 Users in UCM 24 UCM users in CI 6 UCM users not in CI 18
These users can't be migrated.

Search 1 cluster(s) Can't find a cluster?

Cluster name	Users in UCM	UCM users not in ...	Available users	Planned users	Migrated users	UCM profile
StandAloneCluster	24	18	5	0	1	None

Next

Migrate Users

Using the Control Hub Tool

Settings – Call Behavior

Migration 2

Task Name Cluster Selection **Settings** User Selection Review

Settings

Configure the call behavior settings for Webex app.

Cluster: StandAloneCluster

Call behavior

You can manage Unified CM calling when users make calls from Webex app.

- ☒ Calling in Webex (Unified CM)
 - ☒ Use my users' email domain
 - ☐ Use UC Manager Profile for calling
- ☐ Open Cisco Jabber from Webex app

Allow Unified CM users to either make calls directly in Cisco Jabber or by opening Jabber when making a call in Webex app.

Previous Next

Select Users

Migration 2

Task Name Cluster Selection Settings **User Selection** Review

Cluster: StandAloneCluster

User list

Select and move users to the 'Chosen for migration' list.

Available users (4) Chosen for migration (1)

Filter by Service profile Filter by AD groups 4 users

2 of 4 users selected

Name	User ID	Email ID	Phone	Service profile	AD groups
☒ Anita Perez	aperez	aperez@cb268.dc-01.c...	+1972555...	dCloud_Service-Profile_J...	☐ Add to migration list
☐ Kellie Melby	knelby	knelby@cb268.dc-01.c...	+1972555...	dCloud_Service-Profile_J...	☐ Add to migration list
☐ Monica Cheng	mcheng	mcheng@cb268.dc-01.c...	+1972555...	dCloud_Service-Profile	
☐ Taylor Bard	tbard	tbard@cb268.dc-01.com	+1972555...	dCloud_Service-Profile	

Previous Next

Available users (4) Chosen for migration (1)

Search Filter by Service profile Filter by AD groups 1 user

Name	User ID	Email ID	Phone	Service profile	AD groups
☐ Anita Perez	aperez	aperez@cb268.dc-01.c...	+1972555...	dCloud_Service-Profile_J...	☐ Remove from migration list

Previous Next

Migrate Users

Using the Control Hub Tool

Review

Migration 2

Task Name Cluster Selection Settings User Selection Review

Review

Lists the error and warning messages, if any, and the recommended action to resolve them.

Cluster StandAloneCluster

Ready to migrate: 1 of 1 users

Last refreshed 1/27/2023, 3:15:58 PM. Refresh

No missing service profiles.

Previous Migrate now

Start migration?

18 of 24 UCM users in your organization are not synced with CI. Hence, the migrated users can't search for or contact these 18 users in Webex. Are you sure you want to start the migration?

Cancel Migrate now

Migration Submitted

Migration 2

Task Name Cluster Selection Settings User Selection Review

Migration successfully submitted

 → 

Migration 2

1 users

The migration job has been submitted.

Done

Step 1: Review update prerequisites (4)

Step 2: Review user counts

Step 3: Migrate Jabber to Webex app

Search Filter by status 2 tasks Create a new task

Task name	Last modified	Modified by	Status	Start time	Users	Errors	Cluster name
Migration 2	Jan 27, 2023 03:28 PM	Charles Holland	Completed	Jan 27, 2023 03:27 PM	1	None	StandAloneClu...
Migration 1	Jan 27, 2023 02:12 PM	Charles Holland	Completed	Jan 26, 2023 06:36 PM	1	None	StandAloneClu...

Migrate Users

Using the Control Hub Tool

User's License Before Migration

The screenshot shows the Cisco Control Hub interface for user Anita Perez. The left sidebar has a 'MANAGEMENT' section with 'Users' highlighted. The main content area shows the user's profile and a table of licenses. The 'Calling' license is 'Call on Webex (1:1 call, non-PSTN)'. The 'Profile' link in the top right is highlighted with a red box.

Category	License
Messaging	Basic Messaging Advanced Messaging
Meeting	Basic Space Meetings Advanced Space Meetings
Calling	Call on Webex (1:1 call, non-PSTN)

[Edit Licenses](#)

User's License After Migration

The screenshot shows the same Cisco Control Hub interface for user Anita Perez after migration. The 'Calling' license has been updated to 'Register to Unified Communications Manager (UCM)'. The 'Call on Webex (1:1 call, non-PSTN)' text is crossed out with a red line and a red box highlights the new license. The 'Profile' link in the top right is also highlighted with a red box.

Category	License
Messaging	Basic Messaging Advanced Messaging
Meeting	Basic Space Meetings Advanced Space Meetings
Calling	Call on Webex (1:1 call, non-PSTN) Register to Unified Communications Manager (UCM)

[Edit Licenses](#)

Migrate Users

Using the Control Hub Tool

User's Calling Settings Before Migration

Anita Perez
Active • aperez@cb268.dc-01.com

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Calling template applied: None

Cisco Webex SIP Address
aperez@cb26801.calls.webex.com

Primary Work Number
6017

Client Settings

In-call feature access

Microsoft Teams integration ⓘ

User's Calling Settings

Anita Perez << Calling Messaging

Cisco Webex SIP Address
aperez@cb26801.calls.webex.com

Primary Work Number
+1 972 555 6017

Client Settings

In-call feature access

Microsoft Teams integration ⓘ

Calling Behavior

Unified Communications Manager settings

Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

< Calling

Calling Behavior

☒ Use my user's email domain

☐ Use UC Manager Profile for calling

Select a Profile

Go to Organization settings > UC Manager Profiles to add a custom profile

☐ Open Cisco Jabber from the Webex app
Unified CM users can make calls directly in Cisco Jabber or through Webex. Making a call through Webex will open Jabber.

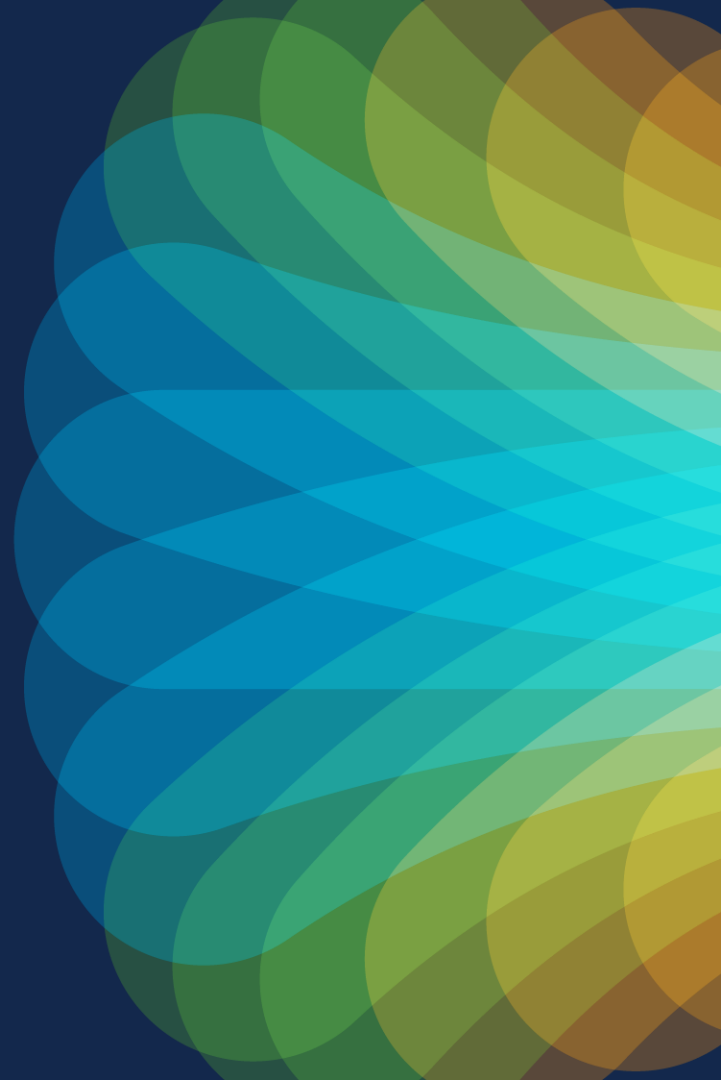
Enable User-Level Override
☒

Decommission

App and Sever Decommission

- Remove applications from from users' devices
 - Jabber – Laptop, Mobile
 - WDA – Laptop
- Decommission UC servers not required post-migration:
 - IM&P
 - Archive persistent chat

Conclusion



Key Take Aways

- Start now
 - Connect on-prem to Webex Cloud
 - Complete Base Webex configuration
- Structured, repeatable approach
- Address longer activities (SSO, User Directory Sync, etc.)
- Leverage tools and/or partner services

Additional Education

Cisco Live US 2023

Other Recommended Sessions

- BRKCOL-2198: Deploying the Webex App to your Organization
- BRKCOL-2007: Authentication, Authorization and Provision for Cisco Collaboration
- BRKCOL-3009: Troubleshooting UCM Calling in the Webex App Like a TAC Engineer
- BRKCOL-3012: Troubleshooting the Webex client Login
- BRKCOL-2057: Understanding Network Security Requirements for Webex Traffic
- BRKCOL-3117: Troubleshooting Webex Authentication and Provisioning
- BRKCOL-2006: Converting Meeting Site Management from Site Admin to Control Hub

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Attendees will also earn 100 points in the **Cisco Live Challenge** for every survey completed.



These points help you get on the leaderboard and increase your chances of winning daily and grand prizes

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- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



The bridge to possible

Thank you

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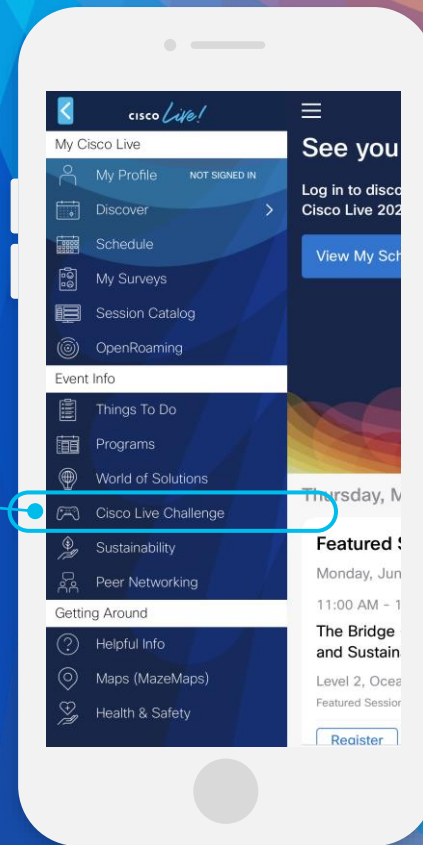
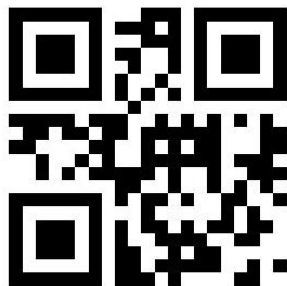
#CiscoLive

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How:

- 1 Open the Cisco Events App.
- 2 Click on 'Cisco Live Challenge' in the side menu.
- 3 Click on View Your Badges at the top.
- 4 Click the + at the bottom of the screen and scan the QR code:



The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors including yellow, orange, red, and various shades of blue and green. Overlaid on this are several large, semi-transparent, wavy shapes in similar color tones, giving the overall image a sense of motion and energy.

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Let's go

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