

Cisco Unified Communications Manager (CUCM) Platform Update for On Premise Calling and Webex Calling Dedicated Instance (DI)

CISCO Live !

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Cisco Webex App

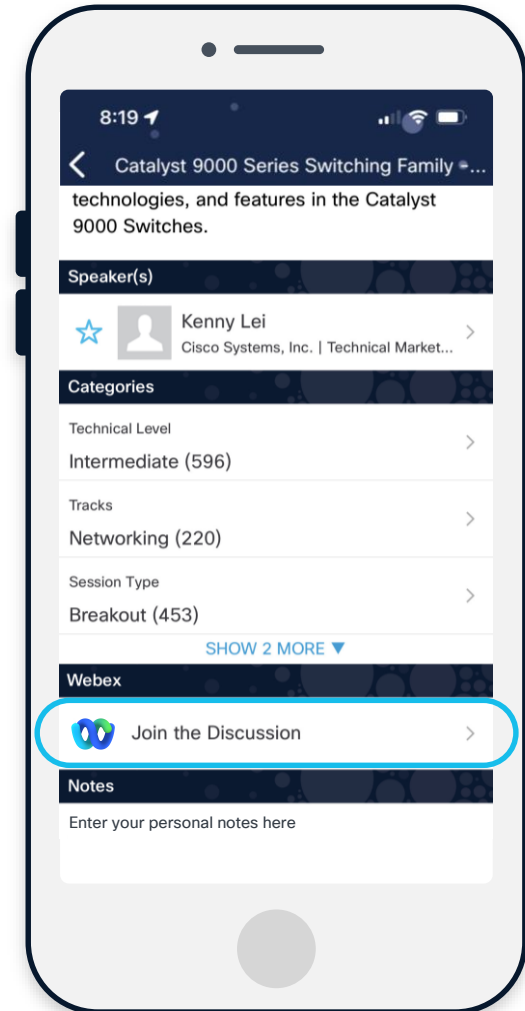
Questions?

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

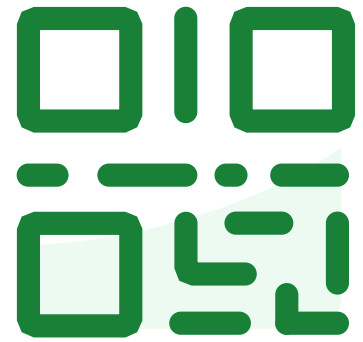
How

- 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 13, 2025.



Do not edit
How to change the
design



**Join at slido.com
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 The Slido app must be installed on every computer you're presenting from

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Agenda

- Cisco Calling – Introduction and Deployment Options
- Cisco Unified Communications Manager platform empowering Flexible strategy:
 - Enabling long term solution for Air Gapped / On Premise
 - Update on UCM 15 and Upgrades
 - Raising the bar on Security & Compliance
 - Uplifting User Experience
 - Platform Strategy, New Hypervisor plans
 - Enabling Hybrid, Drive Higher Value from Cloud for On-Prem deployment
 - Enabling Transformation to Cloud, with Webex Calling Dedicated Instance
- Conclusion

Calling Sessions

Date / Time	Session
Jun 9, 8:00 AM-9:00 AM	BRKCOL-2064 - Migrating IP phones from Unified Communications Manager (on-premises) to Webex Calling (cloud) by a TAC Engineer
Jun 9, 9:30 AM-10:30 AM	IBOCOL-1120 - Webex Calling: What Do You Want to Know?
Jun 9, 1:30 PM-3:00 PM	BRKCOL-2043 - Mastering Webex Calling: Everything You Need to Know
Jun 9, 4:00 PM-5:00 PM	BRKCOL-2787 - Planning and Designing Successful Cloud Calling Deployments with Webex Calling
Jun 10, 11:00 AM-12:00 PM	IBOCOL-2420 - Calling Migrations: an Interactive Session to Share Experiences, Ideas, Solutions, and Best Practices
Jun 10, 2:00 PM-3:30 PM	BRKCOL-2698 - Webex Calling Multi-Tenant Architecture
Jun 10, 4:00 PM-5:30 PM	BRKCOL-2076 - Cisco Unified Communications Manager (CUCM) Platform Update for On Premise Calling and Webex Calling Dedicated Instance (DI)
Jun 11, 10:30 AM-12:00 PM	BRKCOL-2067 - Calling Interoperability with Microsoft Teams
Jun 11, 10:30 AM-12:00 PM	BRKCOL-2068 - Cisco IP Phones, Headsets, and Webcams: The Product Updates that we all Need to Know
Jun 11, 1:30 PM-3:00 PM	BRKCOL-2312 - Enabling cloud and premise deployments with CUBE
Jun 11, 3:30 PM-5:00 PM	BRKCOL-2081 - Understanding the Core Webex Calling Multi-Tenant Features
Jun 11, 4:00 PM-5:00 PM	BRKCOL-2082 - Mastering the Upgrade to CUCM Version 15: Innovations, Troubleshooting, and Seamless Transition
Jun 12, 8:00 AM-12:00 PM	LTRCOL-3001 - Migration to Webex Calling Lab
Jun 12, 8:30 AM-10:00 AM	BRKCOL-2079 - Leveraging Tools to Successfully Migrate from UCM to Webex Calling Multi-Tenant
Jun 12, 11:45 AM-12:15 PM	TACCOL-2018 - Troubleshooting Webex Calling Local Gateway (LGW) Connectivity Issues
Jun 12, 1:00 PM-2:00 PM	BRKCOL-2084 - Getting the best out of Webex Calling ... when migrating from Unified Communications Manager

Introduction

Cisco Calling

30M+

Cisco UCM

50M+

Cisco Cloud
(Cisco and partner hosted)

18M+

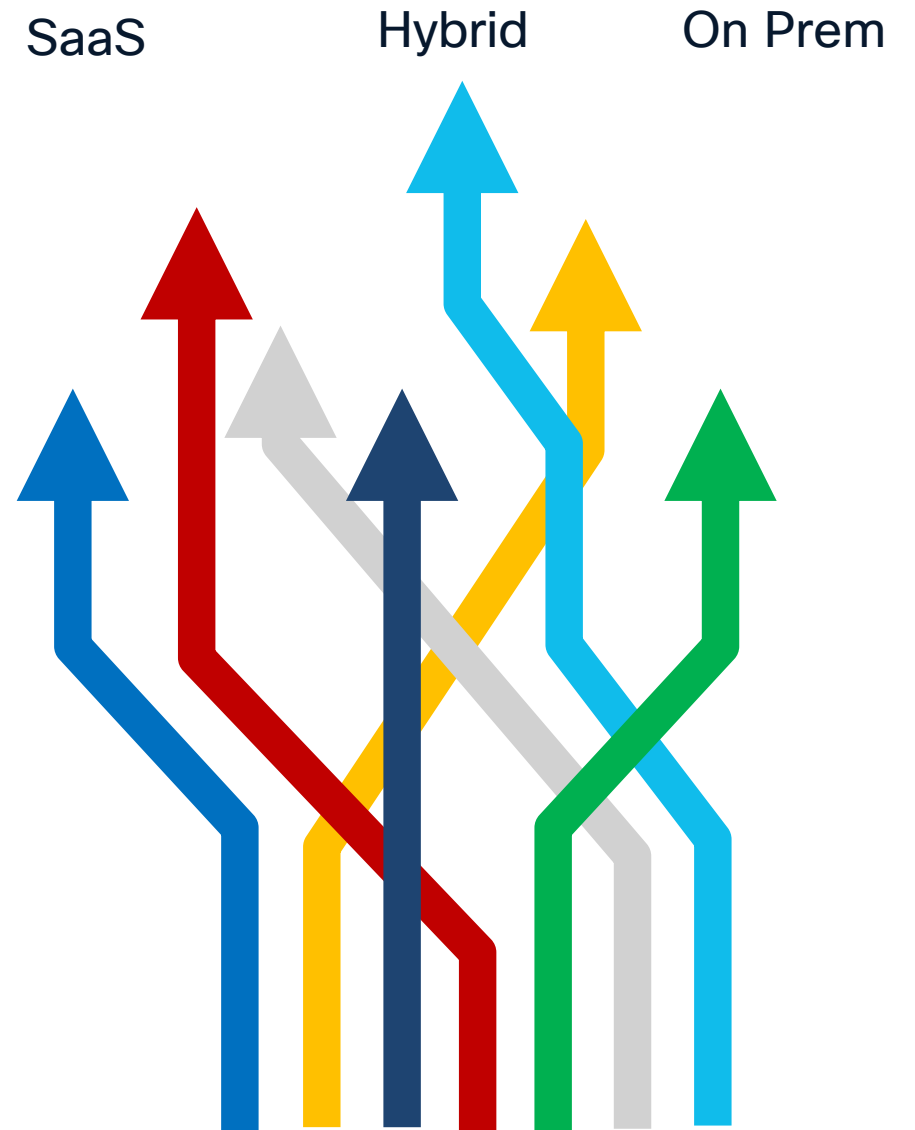
Webex Calling

Market leadership

Customer choice and flexibility

Commitment to ongoing investment

What is the *WAY*
Forward?



Delivering on Distance Zero...

AI-Powered Webex
Suite

Devices + Apps

Global Presence

Manageability Super-Power

Meet customers where they are

CISCO CALLING

Any deployment. Any time.



Premises

- Ongoing investment
- Federal Certifications
- Hypervisor flexibility
- Enhanced Jabber experience



Hybrid

- PSTN trunking
- Cloud Connected-UC
- Sovereign controls
- Local compliance

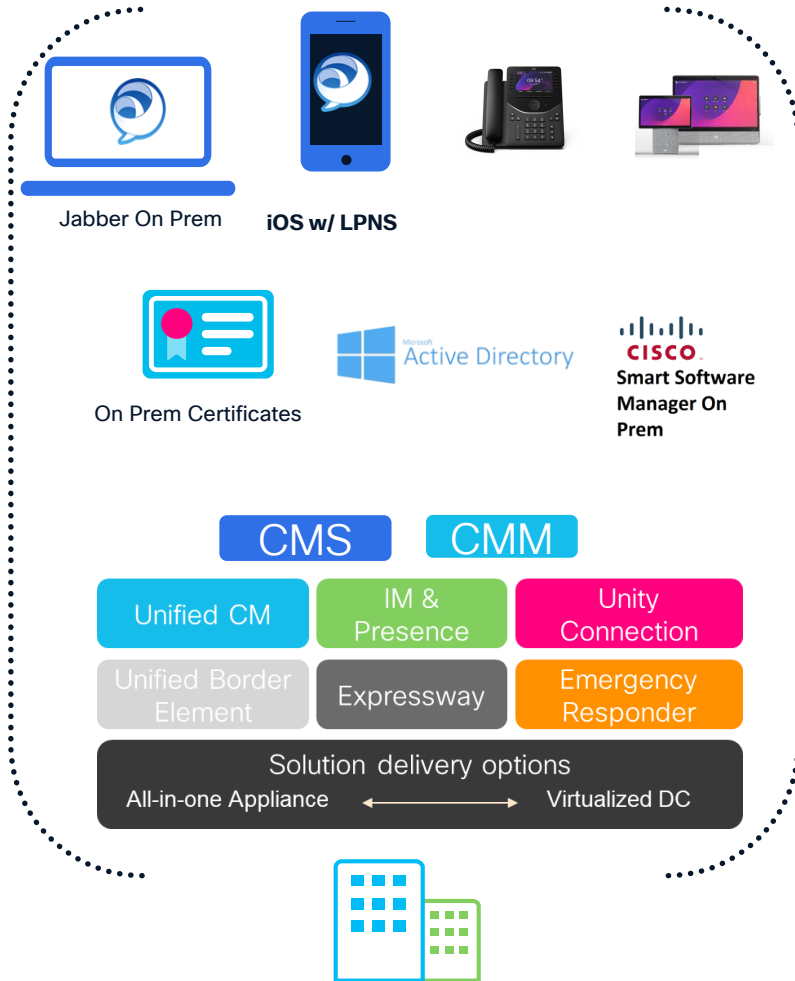


Cloud

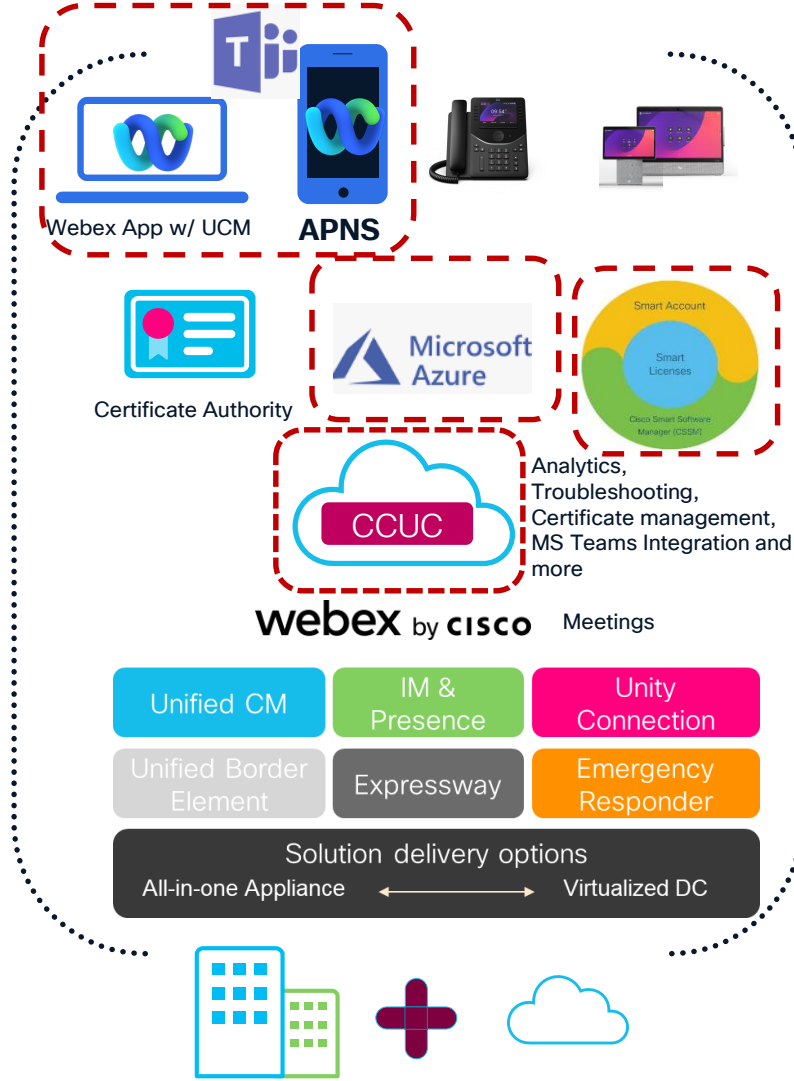
- Dedicated Instance
- Multi-tenant
- On-Premise Survivability
- 99.999% Calling SLA

UCM empowers all deployment models

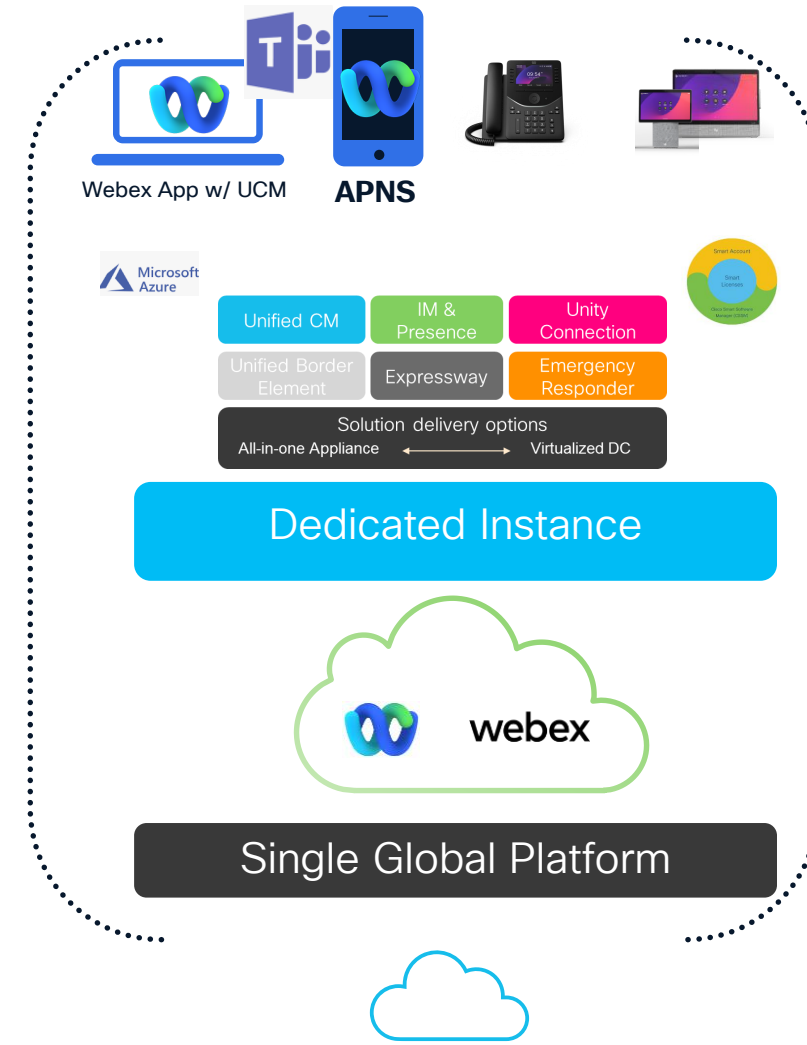
Air Gapped



Hybrid (Cloud Enabled)



Webex Cloud



Empowering **Long Term** On-Premise and Air Gapped strategy

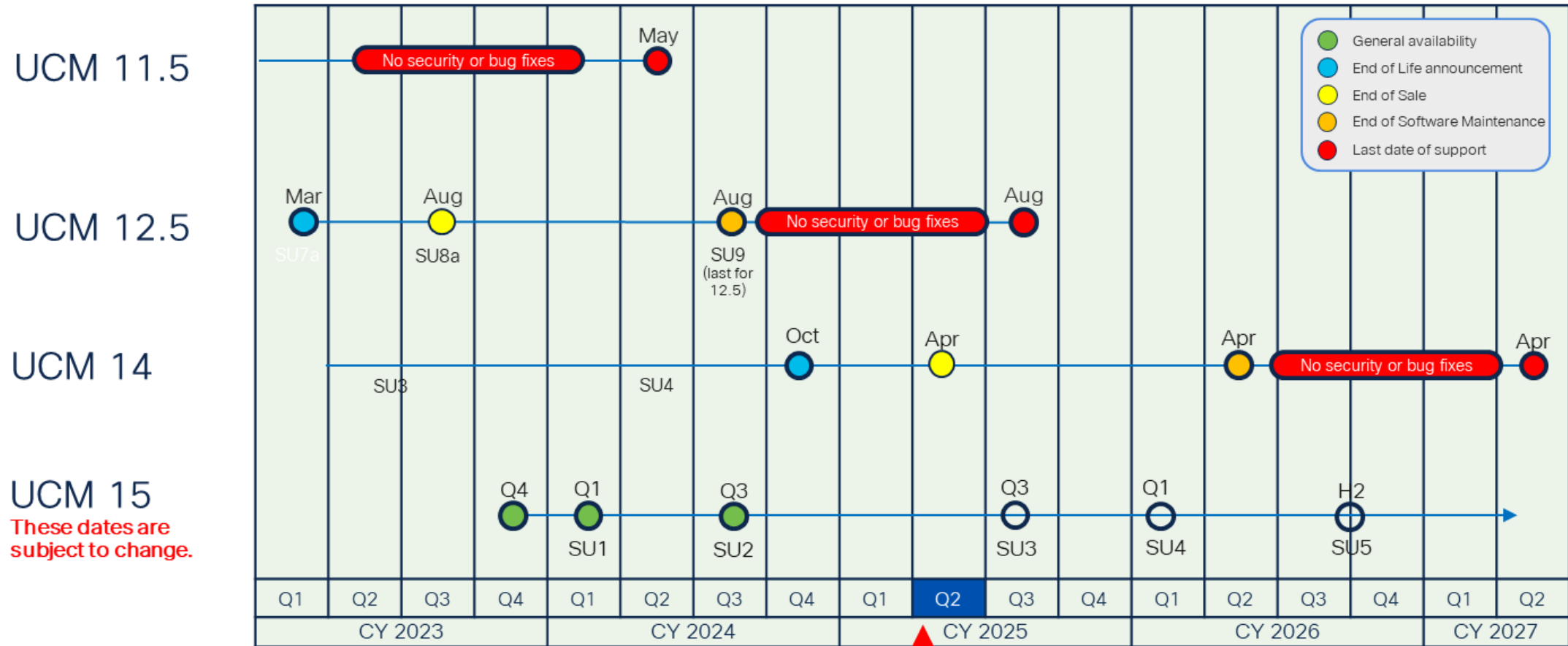
Cisco On-Premise Suite Strategy and Differentiation

- **On Prem and Air Gapped will exist and Growing need:** Long term Cisco vision for On-Prem and Air Complete Gapped portfolio
- **Continuous Platform investment** for long term roadmap ensuring business continuity, customer flexibility and simplicity
- **Quality and Security is paramount** - Maintain the highest product quality, best in class security, certifications and compliance
- **Drive modern Seamless experience, Bring AI Innovation On Prem** - Cisco plans to enhance Jabber, CMS, and UCM for Air Gapped w/ AI, and Webex App, CCUC for higher value with Cloud and deliver device innovation
- **Dedicated Resources:** We have allocated dedicated resources, including budget, personnel, and technology, to continuously improve the product.
- **Flexible Webex Calling solution**, with option of Webex Calling and Dedicated Instance based off UCM technology for seamless cloud transition

Cisco UCM – Release Strategy

End-of-life milestones by version

- Products that this timing applies to:
- UCM - Unified Communications Manager
 - SME - Session Management Edition
 - IM&P - Instant Messaging & Presence service
 - CUC - Unity Connection
 - CER - Cisco® Emergency Responder
 - PCD - Prime Collaboration Deployment
 - Elements of Webex Calling Dedicated Instances, UCMC-G, Webex Contact Center Enterprise



UCM 15
 These dates are subject to change.

You are here

Continued investment in CUCM for long term supportability

Unified Communications Manager Development Themes



Simplifying UC administration



Enhancing security and compliance



Delivering the best user experiences



Connections to Cloud

125+

Portfolio enhancements since v14

400K+

Hours of development

300+

Security updates

CUCM 15

Available Now

User Experience

- Improved Webex App experience with persistent CUCM login flow
- *Local Push Notification (14SU3)*
- CUC – Better noise cancellation for VM deposit via Babble Labs integration

Admin Simplicity & Platform Updates

- Core Linux Transition
 - Python 3
 - IDS
 - Kernel crypto
 - FIPS Toolkit
 - 64-bit Support
- Support for VG410
- CER – New device support for Switch Port tracking

Security & Compliance

- Certificate based Multi Factor Authentication for RTMT
- FIP 140-2 Certification
- USGv6 R1 Certification
- DOD-IN APL Certification

Bridges to the Cloud

- *Microsoft Teams Integration (via CCUC) – Call History, Voicemail, Bi-directional Presence, Call Forwarding Status and more*

Low new Feature Content

Focus on Quality

Accelerate migration to CUCM 15

UCM 15SU1 – UCM, CUC, CER, BE6K/7K



15 SU1 (March CY 2024)

Admin Simplicity



- CER : IPv6 subnet-based tracking
- CUCM: PUSH Notification Service enhancements
- UCM: Cisco Desk Phone 9800 Series Support
- UCM, CUC : Licensing SDK Agent upgrade

Client and User Experience



Security and Compliance



- CUCM : SQL Injection + XSS Vulnerability Mitigation
- CUCM Autocomplete Disablement

Cloud Enablement



15SU1 (Mar 2024)

- Focus on Quality
- Mostly Bug Fix
- Allow you to get upgraded to 15 to remove CentOS7 from your environment

UCM 15SU2 – UCM, CUC, CER, BE6K/7K



15SU2 (Oct CY2024)

Admin Simplicity



- CUCM enhancements to optimize MTP insertion in IPv4/ IPv6 SME case
- CUCM Resilient CTI Manager Service
- **SCH Deprecation and Smart Receiver support**
- PAWS API to Simple Upgrades
- CER : config REST API enhancements

Client and User Experience



- **Multi Line support for Webex App on Mobile**
- Enhanced Serviceability Node (ESN) : TAPI/TSP Support
- **CUCM : Common Call History – WxApp**
- **CUC 15 SU2 / 14SU4 : Migration to Webex In house transcription service**

Security and Compliance



- **TLS1.3**
- BC-FIPS
- **FCC Accessibility mandate**
- **DOD-IN APL Certification (H2CY24)**

Cloud Enablement



15SU2

- Higher Security
- Focus on Federal Certification
- Seamless Webex App experience with Call History and Multiline on Mobile

Action to take

- Upgrade to 15SU2
- US Federal Customers
- Customers with higher security profile.

Refresher on Upgrade to CUCM 15

Getting Started - Basic Discovery Checklist for Migration Prep

Product Support Entitlements

- Collaboration FLEX Subscription (Webex Suite or Calling)?
 - SWSS on perpetual license? Smart accounts created?
-

On Prem Applications

- Review apps, for compatibility, API, dependencies planning
 - Identify 3rd party, homegrown integration applications
 - Review other Cisco products (SDWAN, Meraki, IOS UC etc.)
-

Scope of Upgrade

- Is there more than version upgrade?
 - Ex: re-address apps, change capacity, change VM specs, re-platform, ESXI upgrade
-

VMWare / ESXi Version

- UCM 15 supported only on ESXi 7.0 or 8.0U1
 - Identify commercial offer - Ex: BE6k/7K Embedded Virtual offers are EOL
-

Hardware

- BE6K/7K Appliance ? General purpose UCS/Hyperflex?
 - Or 3rd Party - Which CPU, How much RAM/Disk GB
-

End Points / Devices

- IP Phone Models ? Jabber/Webex App versions ? Meetings devices ?

Compatibility Planning – Compatibility Matrix

Calling



CUCM
15 SU2



SME
15 SU2



CUC
15 SU2



CER
15 SU2



Expwy
X15.2



CPS
14.4.2



CUACS/A
14.0.2.20



PCD
15 SU2



CUBE
17.15

Messaging/ Teams



IMP
15 SU2

Meetings



CMS /
CMM
3.11

Contact Center



CCX
15.0



CCE
15.0(1)

Endpoints & Cloud Interop



Webex App
45.5



Jabber
15.1



Webex CCUC
No admin action needed



IP Phones 7800/8800
14.3SR2



DeskPhone 9800
3.4(1)



Headsets
320: 1-1-0001-9
520/530: 15-18-30
560: 2-4-0001-15
720/730: 1-12-0-154



Video Endpoints
CE 9.15 / Vid 14.2

See also:

- *Compatibility Matrix for Cisco Unified Communications Manager and the IM and Presence Service, Release 15x @ https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/15_x/cucm_b_compatibility-matrix-cucm-imp-15x.html#reference_E1369DFDFE37D48FD562DD_D09987FA4B*
- See product specific compatibility information for final details,

Compatibility Planning – Applications and Devices

API Compatibility

UCM Supports API Versions R, R-1, R-2

(API Versions means things like AXL base scheme, JTAPI plugin version etc.)

Version 15 is NOT changing API definitions

Phone Deprecation/Support

UCM 15 NOT deprecating any additional Phones

List of phones deprecated through UCM 14 applies to UCM 15

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/trouble/14_0_1/fieldNotices/cucm_b_deprecated-phones-14.html

Usual caveats apply for “Not Deprecated but End of Support” Phones
(No RMA, No software maintenance (bug-fix), No UCM validation)

Compatibility & support planning (VMware ESXi and Hardware)

Good to go...

Countdown to EOL

Something's NOT supported!

		CSR 12.8		CSR 14		CSR 15		
UCM	11.5 & older	12.5 SU2+		14		15		
VMware ESXi 6.7 & older eoSupp now 7.0 eoGS OctCY25 8.0 eoGS OctCY27	6.7 & older		7.0	6.7	7.0	8.0	7.0	8.0
UCS M8 GraniteRapids (+Turin select apps)								
UCS M7 EmeraldRapids / SapphireRapids (+Genoa select apps)								
UCS M6 Ice Lake (+Milan select apps)								
UCS M5 CascadeLake / Skylake BE6K/7K M5 eoSupp CY28								
UCS M4 & older eoSupp now BE6K/7K M4 & older eoSupp now								

Unsupported combos

- Any issues isolated to “because esxi 6.7/older”.
- No 10.5 on esxi 6.7+
- No 11.5 on esxi 7.0+
- No 12.5 on esxi 8.0+
- No 14 on esxi 6.5
- No 15 on esxi 6.7
- UCS M8 requires ESXi 8.0u3+ at this time

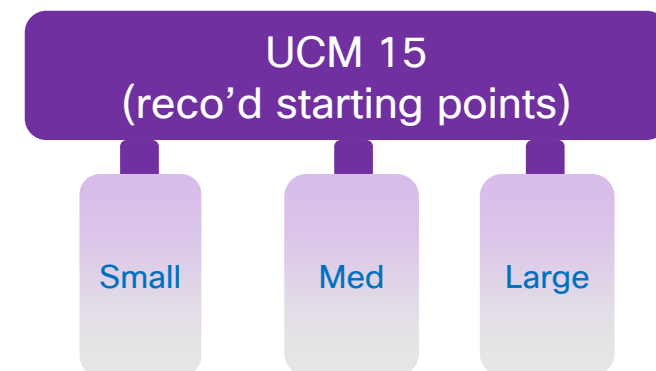
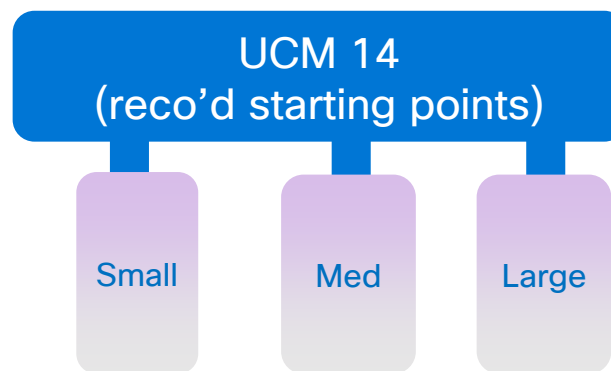
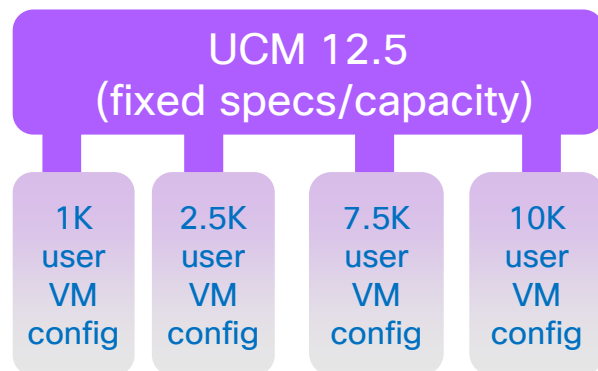
Only some apps support these:

- New CPUs on UCS M7
- AMD CPUs

Only Open VM Tools

- No support for VMWare Tools

UCM 15 VM Configurations / Specs / Footprints



vcpu		2	1	2	4
Base Freq (GHz), full support		2.0+	2.5+	2.5+	2.5+
vram (GB)		6	6	8	8
Vdisk (GB), fs, partition ver	1 st FI as 11.5+	1x80 ext4, 11.5		1x110 ext4, 11.5	
	1 st FI as 8.0-11.0	1x80 ext3, 8.0-11.0		2x80 ext3/4, 8.0-11.0	

vcpu		2	2	4
Base Freq (GHz), full support		2.0+	2.0-2.5 (run CST)	
vram (GB)		6	8	8
Vdisk (GB), fs, partition ver		1x80 ext4, 11.5		1x110 ext4, 11.5
Vdisk (GB), fs, partition ver		1x80 ext3, 8.0-11.0		2x80 ext3/4, 8.0-11.0

vcpu		2	2	4
Base Freq (GHz), full support		2.0+	2.0-2.5 (run CST)	
vram (GB)		10	12	14
Vdisk (GB), fs, partition ver		1x 110 ext4, 15	1x 110 ext4, 15	
Vdisk (GB), fs, partition ver		N/A	N/A	

Cluster built out of 2-22 VMs.
Each VM same config for full cluster scale & node density.

Higher density/scale for same VM count.

15 min vmv / vmx 17 (13 in 12.5/14)
Guest OS type = "Other 4.x or later Linux (64-bit)"

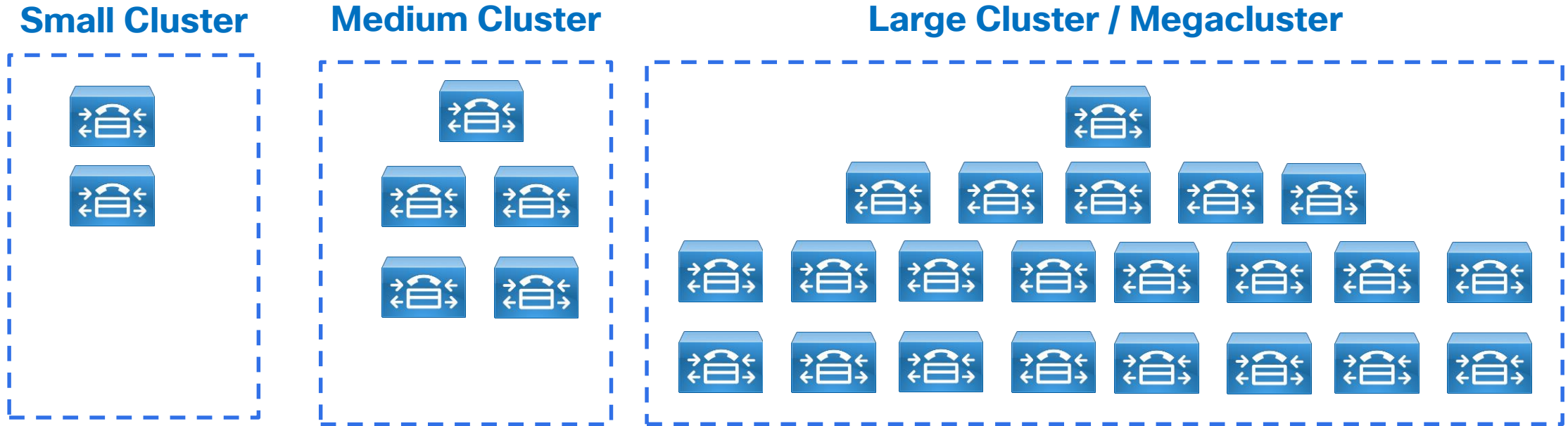
CAN direct upgrade to 15 or 15 SU.

Can NOT direct upgrade to 15 or 15 SU.
See next slide for alternatives.

15 SU2+ might reduce VM count.

15 SU2+ might support higher node counts at same cluster/node capacities.

Clustering / VM Placement Planning



- Release 15 does NOT change rules for **App/ESXi/HW Compatibility, VM Count/Placement** or how we determine **Physical Hardware specs**.
- Density per VM and Scale requirements are the same as 14.
- Expect increased **Physical Hardware Footprint** (vcpu/vdisk on low-end, vram all sizes).
- As always...use QuoteCollab www.cisco.com/go/quotecollab
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-infrastructure.html

Use QuoteCollab tool to visualize your upgrade

www.cisco.com/go/quotecollab



Quote Collab

HOME

NEW SOLUTION

MY TEMPLATES

MY SOLUTIONS

SUPPORT

Hello, James Arias



Build. Quote. Sell.

Build a hybrid or on-premises Collaboration solution for up to 20000 users and devices.

Use For:

- ✓ Selling Cisco Collaboration
- ✓ Customer has between 500 and 20000 users or devices
- ✓ On-Premise or Hybrid Deployments

Not Intended For:

- BE6000 Solutions

Complete Solution

Delivers:

- ✓ Application sizing
- ✓ Solution diagram
- ✓ Server diagram
- ✓ Bill of materials
- ✓ Assumptions
- ✓ Powerpoint summary
- ✓ Export to Cisco Commerce for validation and order

Get Started

Servers Only

Delivers:

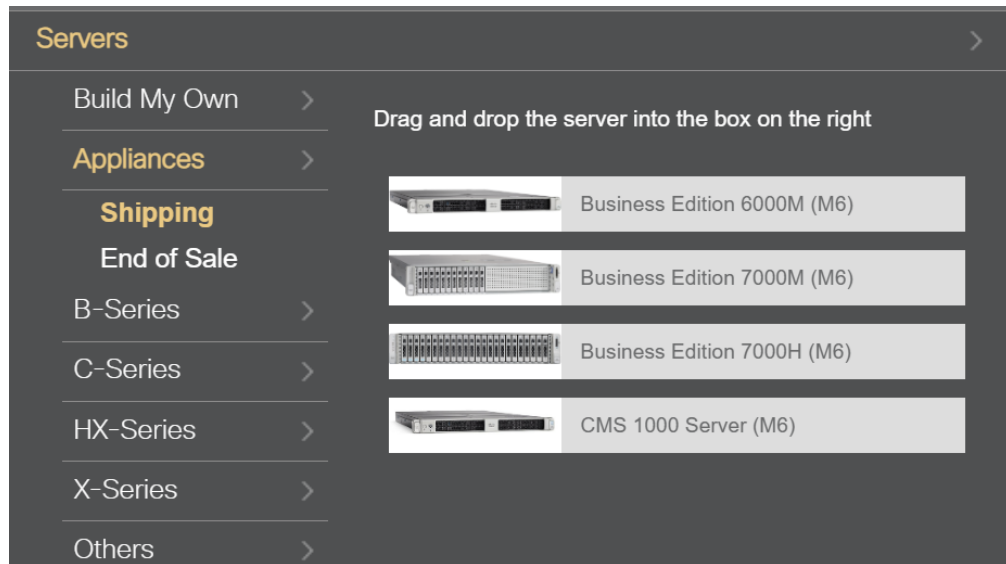
- ✓ Server diagram
- ✓ Bill of materials
- ✓ Powerpoint summary
- ✓ Export to Cisco Commerce for validation and order

Get Started

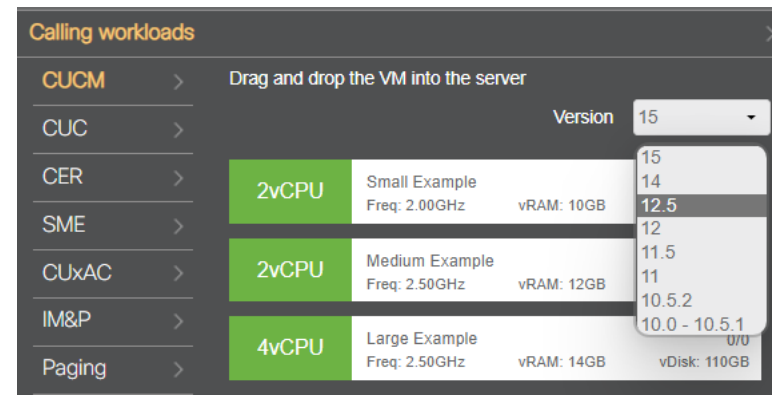


Use QuoteCollab to...

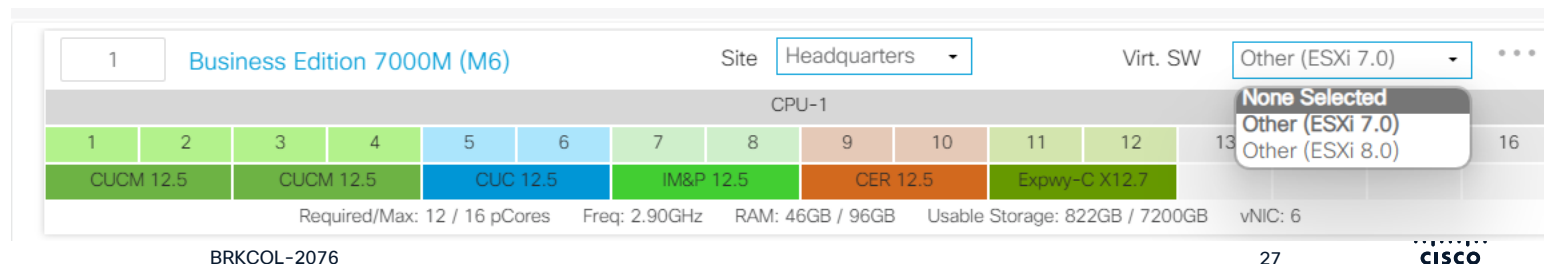
1 Pick the hardware being used.



2 Pick the applications in use, along with their versions & capacity points.



3 Review if hardware can handle upgrades to CSR 15 + ESXi 8.0.

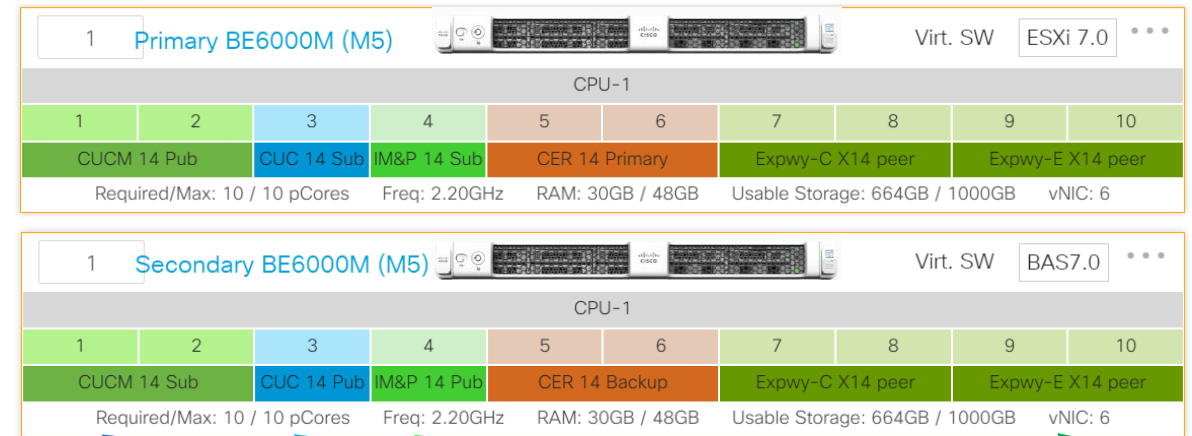


Hardware capacity planning (UCM 15 + ESXi 8.0 will need more)

Example #1 - Small Collaboration

Small Collaboration (<1K users, <1200 devices)
 Single-site, redundant BE6000M (M5) appliances
 ESXi 7.0 and CSR 14 app versions
 Air-gapped

www.cisco.com/go/quotecollab



	Capacity per BE6M-M5-K9	Per Appliance	Per application Virtual Machine					Total Needed To Upgrade
		ESXi 7.0>8.0	CUCM 14>15	CUC 14>15	IMP 14>15	CER 14>15	Expressway -C / -E X14.3 >X15	
CPU (pcores)	10C (2.2 GHz)	-	-	+1C	-	-	-	10C → 11C .. .won't fit!
RAM (GB)	48 GB	+8 GB	+4 GB	+6 GB	+2 GB	+4 GB	-	30 GB → 54 GB ... won't fit!
Usable Storage (GB)	~1000 GB	-	+30 GB	-	+30 GB	-	-	664 GB → 724 GB ... fits with headroom

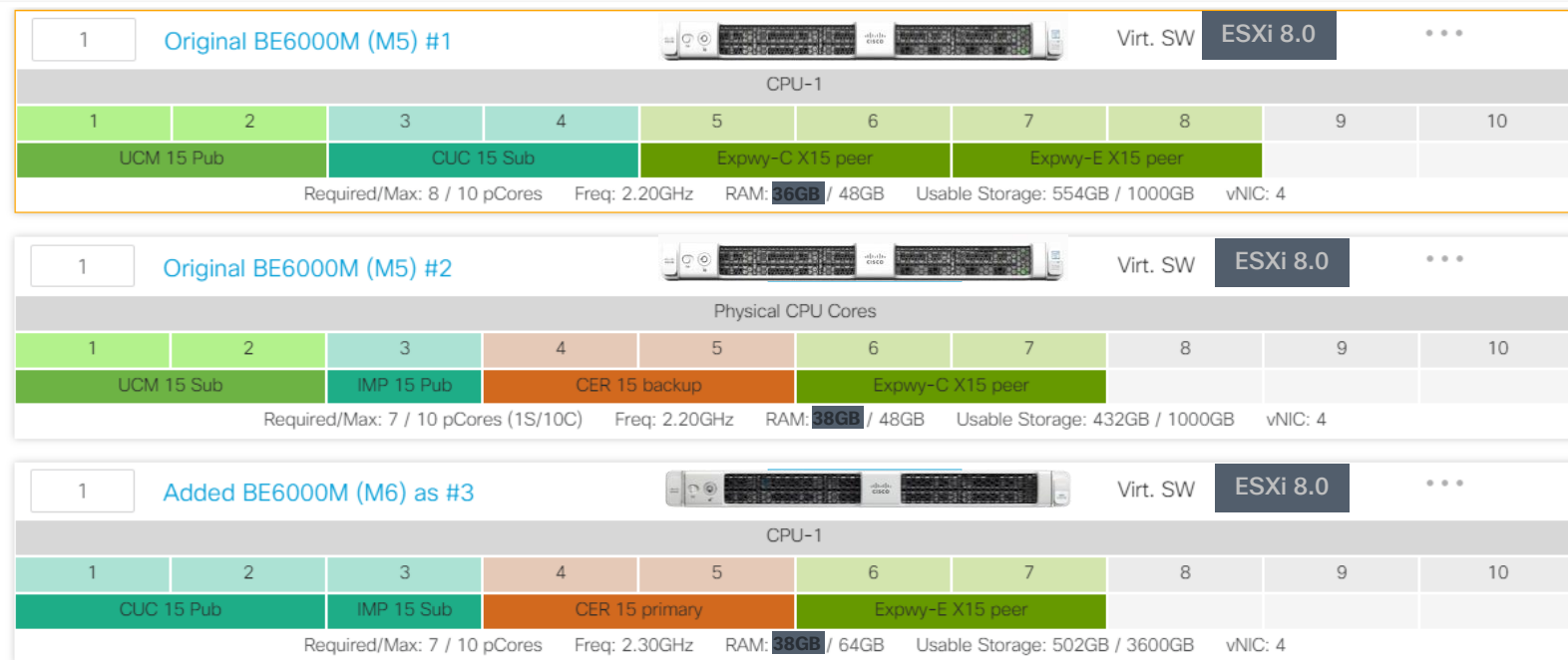
Hardware capacity planning

Example #1 – Small Collaboration (cont'd) with BE-6000

- Is cloud calling an option? **No (airgapped).**
- Would migrating IMP VM's to Webex cloud messaging help? **No (airgapped).** Other wise would free up 1 pcore & 6GB RAM.
- Can Expressway be moved to CE Appliance?
- Can I up-spec the HW? **No (CPU swap not supported, and if can't fix CPU/pcores, trying to add RAM is moot).**

Solution:

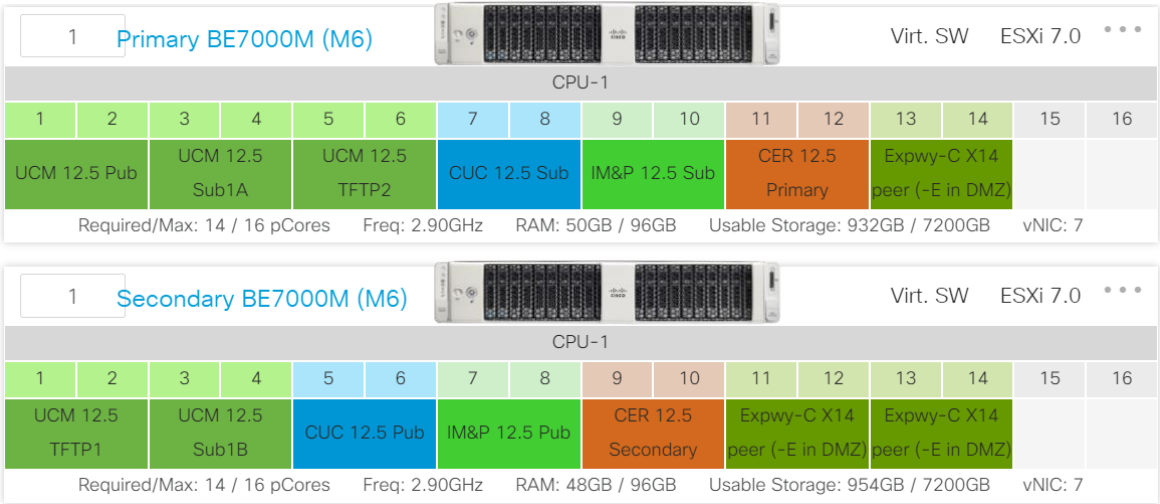
- Add another appliance. **Provides better redundancy, more expansion headroom, easier change management.**



Hardware capacity planning

Example #2 – Medium Collaboration

As example, Typical Medium Collaboration (5K devices)
 Single-site, redundant BE7000M (M6) appliances
 Currently running ESXi 7.0 and Collab app 12.5 versions
 What is needed for ESXi 8.0 and Collab version 15?



	Capacity per BE7M-M6-K9	Per Appliance	Per application Virtual Machine					Total Needed To Upgrade
		ESXi 7.0>8.0	CUCM 12>15	CUC 12>15	IMP 12>15	CER 12>15	Expressway -C / -E X14.3 >X15	
CPU (pcores)	16C (2.9 GHz)	-	-	-	-	-	-	14C → 14C ... fits!
RAM (GB)	96 GB	+8 GB	+4 GB	+6 GB	+6 GB	+2 GB	-	~50 GB → 84 GB ... fits!
Usable Storage (GB)	4x ~1000 GB	-	-	-	-	-	-	~954 GB → no change ... fits!

Upgrade Options

Run Pre/Post Upgrade COP Files ! What are they checking?

[www.cisco.com/web/software/286319173/139477/Post Upgrade COP 00043 Readme.pdf](http://www.cisco.com/web/software/286319173/139477/Post_Upgrade_COP_00043_Readme.pdf)







- Virtual Network adapter type
- Network status (intra-cluster connectivity, DNS/NTP reachability, NTP stratum clock drift)
- Database sanity & cluster status (non-standard entries?, node authN state, replication state)
- License status
- Using deprecated features? (IMP Remote Call Control with Microsoft Lync Server Feature, UCM H.323 Gatekeeper Control)
- VM Tools type (VMware or Open)
- Store Installed COPs, Services Status, Service+Enterprise Parameters, Trunk Status, (un)Registered Phone+CTI Endpoint counts.
- Date of last backup
- Check disk space & if stale vdisk, partitioning, filesystem type
- Common Security Password length
- Deprecated phones?

Do what the Upgrade Readiness COP files say!

- Expect to iterate:
 - Run, get output file. Fix any **CRIT**, **FAIL**. **WARN** might need fix or be ok.
 - Re-run until all checks are **PASS** or explainable **WARN**.
 - After upgrade, run post-upgrade-COP (different file) for before/after comparison of certain items “before”.
- **FAIL** on **legacy vdisk layouts**, **guest OS partitions**, **swap** or certain **ext3** means you *must* either:
 - Direct Migrate to 15
 - Backup/Restore all nodes, then you can Direct Upgrade to 12.5
 - No shortcuts/hacks!

Review: Upgrade/Migration Mechanisms

(as defined in *Upgrade and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 15 and SUs*)

		In these versions...	Admin / Devops Experience			Duration	Service Impact	Admin Touch
Old UCM Version	 Direct Upgrade (Standard)	All (default experience)	App-native	API or UI	Per-node only	Slower	Downtime	High-touch
	 Direct Upgrade (Refresh/RU)							
	 Direct Upgrade (PCD Upgrade Task)	Source 10.5+ Dest 11.5+	Separate mgmt app	No API, UI only	Cluster & Multi-Cluster	Slower	Downtime	Medium-touch
	 Direct Migrate (PCD Migration Task)	Source 10.5+ Dest 11.5+	Separate mgmt app	No API, UI only	Cluster & Multi-Cluster	Faster if HW + Readdress	↓Downtime if HW + Readdress	Medium-touch
	 Direct Upgrade (Simple Upgrades)	Source 12.5+ Dest 12.5+	App-native	No API, UI only	Cluster	Fastest	Least Downtime	Least-touch
	 Direct Migrate (Fresh Install w/ Data Import)	Source 10.5+ Dest 12.5su5+	App-native	API or UI	Cluster & per-Node	Faster	Less Downtime	Lower-touch

Platform Strategy

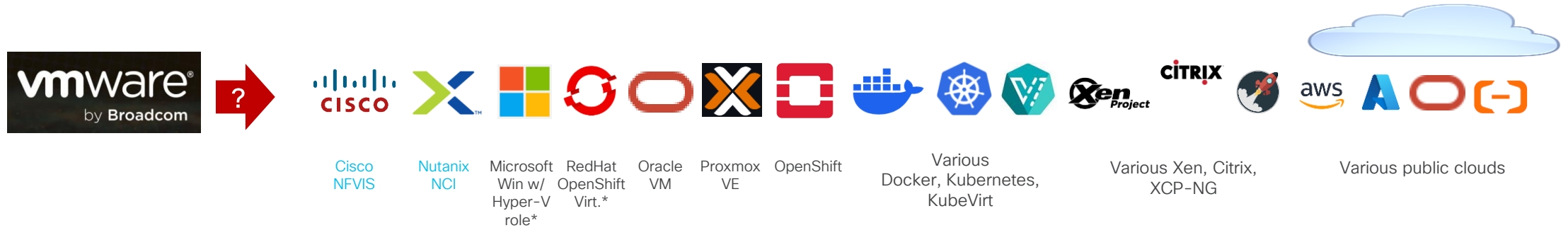
**New Hypervisor plans - Tackle
VMware disruption**

Situation

- **Broadcom has disrupted.**
 - **Customers of Cisco** with VMware dependencies.
 - **Cisco-internal usage** of VMware (clouds, IT, lab).
 - **Cisco OEM** / channel partner of VMware.
 - More than just Cisco ... literally **ALL OTHER** global VMware customers/partners/OEMs.
- **Cisco customers asking for alternatives when Webex not feasible.**
 - **Minimal deployment changes** (e.g. server count, VM placement/count, scale).
 - **Rationalizable TCO** (“right-priced”, predictable pricing, investment leverage).
 - **Certainty** (no surprise EOL, won’t be suddenly acquired / changed)
 - **One-stop-shop support** (for application, hypervisor, and hardware).

No perfect solutions - Price-neutral/change-neutral alternatives don't exist - tradeoffs decisions will be required.

Market Remains Fragmented



Multiple challenges:

- **No clear #2 market leader** (VMware was 70+% share, demand not converging on ONE option)
- **No normalization solution** (vs. unrealistic to support “many” or “all” of these options).
- **No perfect solutions** (none of these cover all customer and Cisco concerns).

* Hyper-V Server discontinued. Now use Windows Server w/ Hyper-V role.
RHV / RHEV discontinued. Now use OpenShift Virtualization.

Customer Options

Roadmap
Subject to
Change

1

Stay On VMware



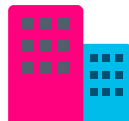
Cisco On-Prem Apps



VMware vSphere ESXi



Existing Hardware



Available Today

2

Go to Webex Calling



Cloud Workloads



Cloud Infrastructure



Available Today

3

Cisco Hypervisor



Cisco On-Prem Apps
(select)



Cisco NFVIS



Cisco Appliances
BE6K/7K (UCS-C Appliance)
M5/M6, M7 Later
CE1400V M7



Target Beta Q4CY25
Target FCS Q1CY26
(15 SU4+ Only)

4

Nutanix



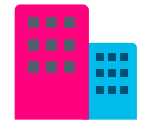
Cisco On-Prem Apps



Nutanix AHV+AOS+Prism



Cisco Compute
Hyperconverged
HCI/UCS-C M6/M7/M8
HCI-X/UCS-X M7/M8



Concept Committed
Pending final execute
Commit

Calling

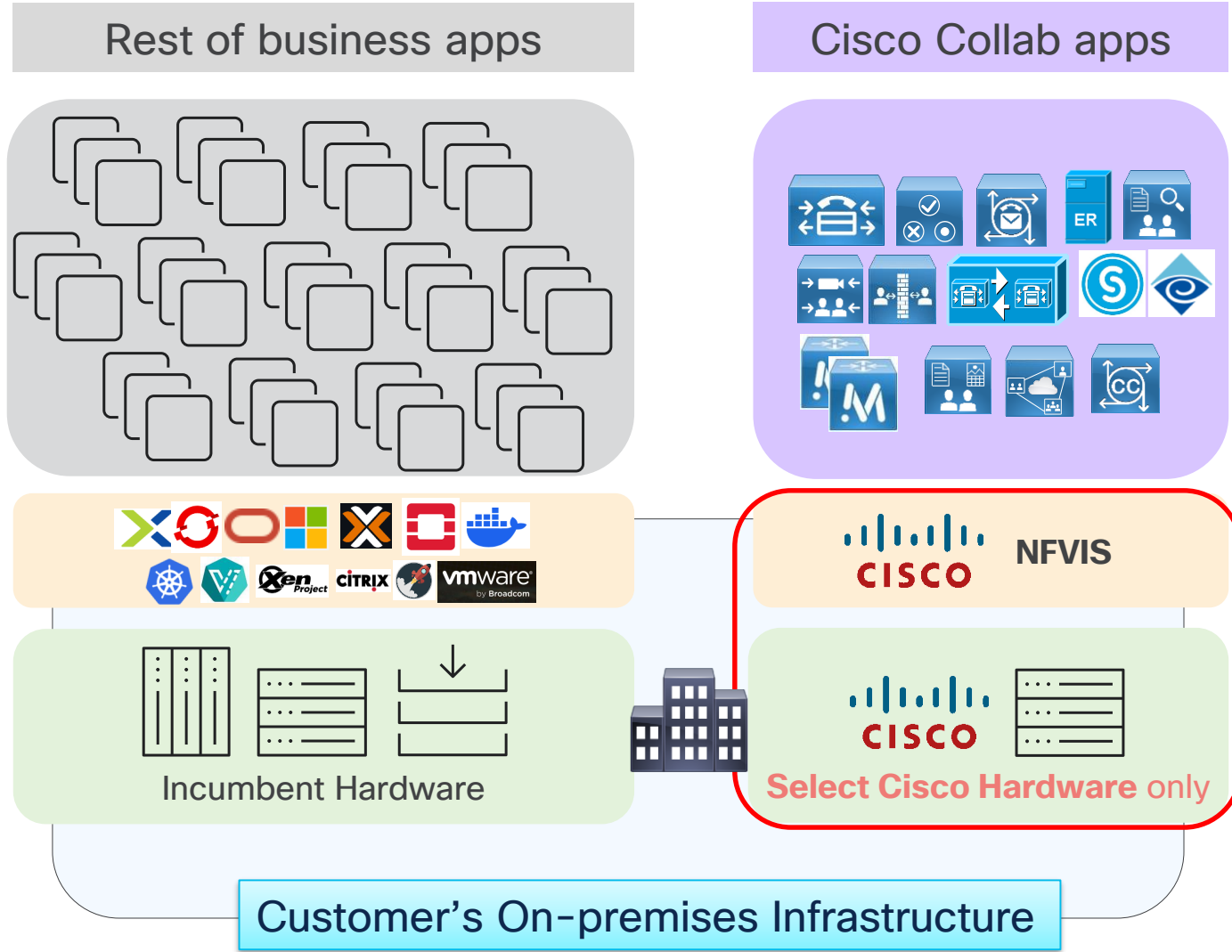
Hypervisor

Hardware

Deployment

Cisco NFVIS: Deployment Implications

Roadmap
Subject to
Change



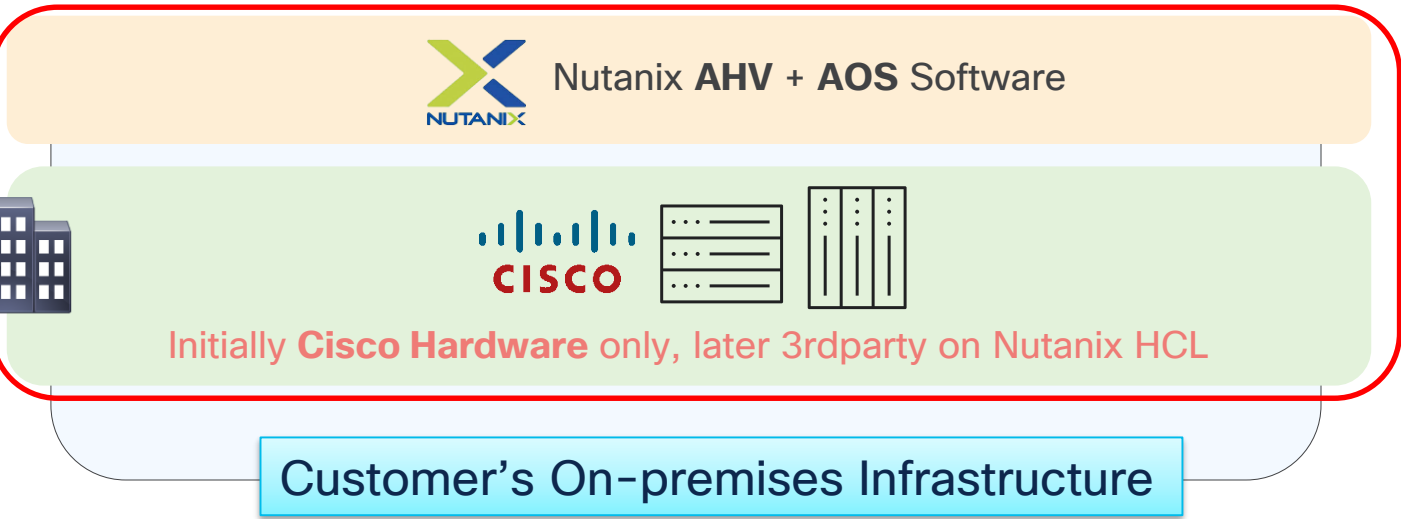
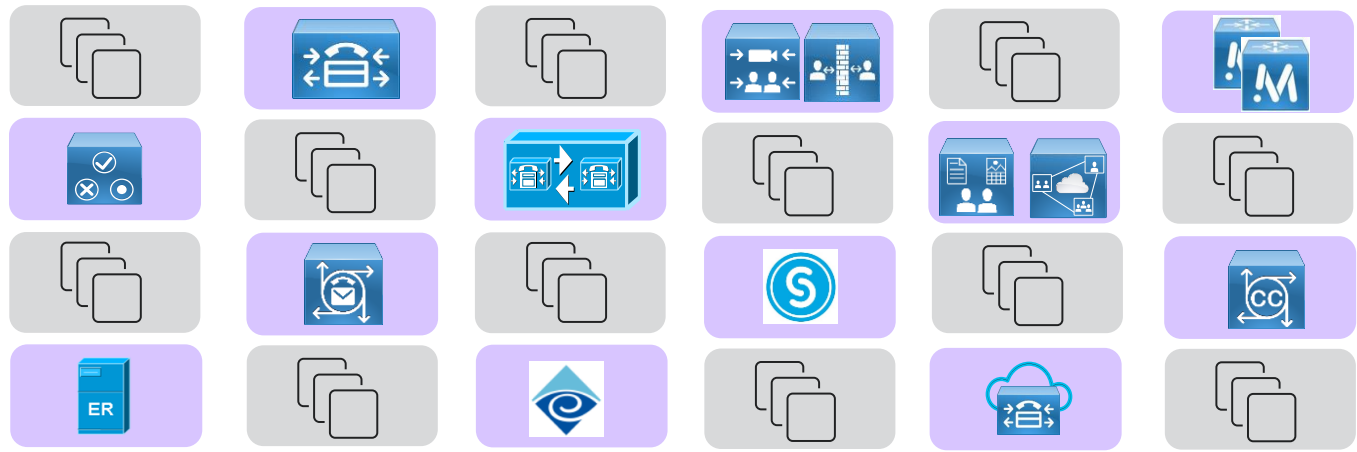
Targets *limited-purpose* needs.

- OK with carving out Cisco Collab, run on mandated Cisco infra. Do what you need to for rest of environment.
- OK with Cisco Collab-only workloads.
- OK with select Cisco hardware only.
- Does NOT require advanced hypervisor features.
- Best fit for UC-centric deployments like appliances, typical customers with <1K-5K phones OR separate UC depts in larger enterprise/SP.
- Cisco NFVIS not targeting parity with 3rdparty hypervisor products or solving for “pan-Cisco” needs.

Cisco Compute Hyperconverged with Nutanix: Deployment Implications

Roadmap
Subject to Change

“Interleaved” Cisco Collab & other business apps



Targets *general-purpose* needs.

- Needs **common infra** for Cisco Collab & all other workloads.
- Needs 3rdparty workload support
- Needs 3rdparty hardware support
- Needs hypervisor-layer advanced deploy/operate/manage features.
- Best fit for **datacenter-centric** deployments like large enterprise/SP with 20Ks-100K's of users or separate admins for applications vs. infra.
- If ESXi off-limits, only way we plan to address general-purpose needs.

Installed Base Hardware Refresh/Add-on BE6K/BE7K & CE1400V Appliances

Roadmap
Subject to Change

Business Edition
6000 / 7000
Appliance
Models



virtualized

BE6000M M6/M5
BE6000H M5
(M4/older eoSupport)



BE6000 (M7)
BE6K-M7-K9



virtualized



virtualized

BE7000M M6/M5
BE7000H M6/M5
(M4/older eoSupport)



BE7000M (M7)
BE7M-M7-K9



virtualized



virtualized

BE7000H (M7)
BE7H-M7-K9



bare-metal

CE1300 (M6)
CE1200 (M5)
(CE1100/500 eoSupport)



CE1400V (M7)
CE1400V-M7-K9

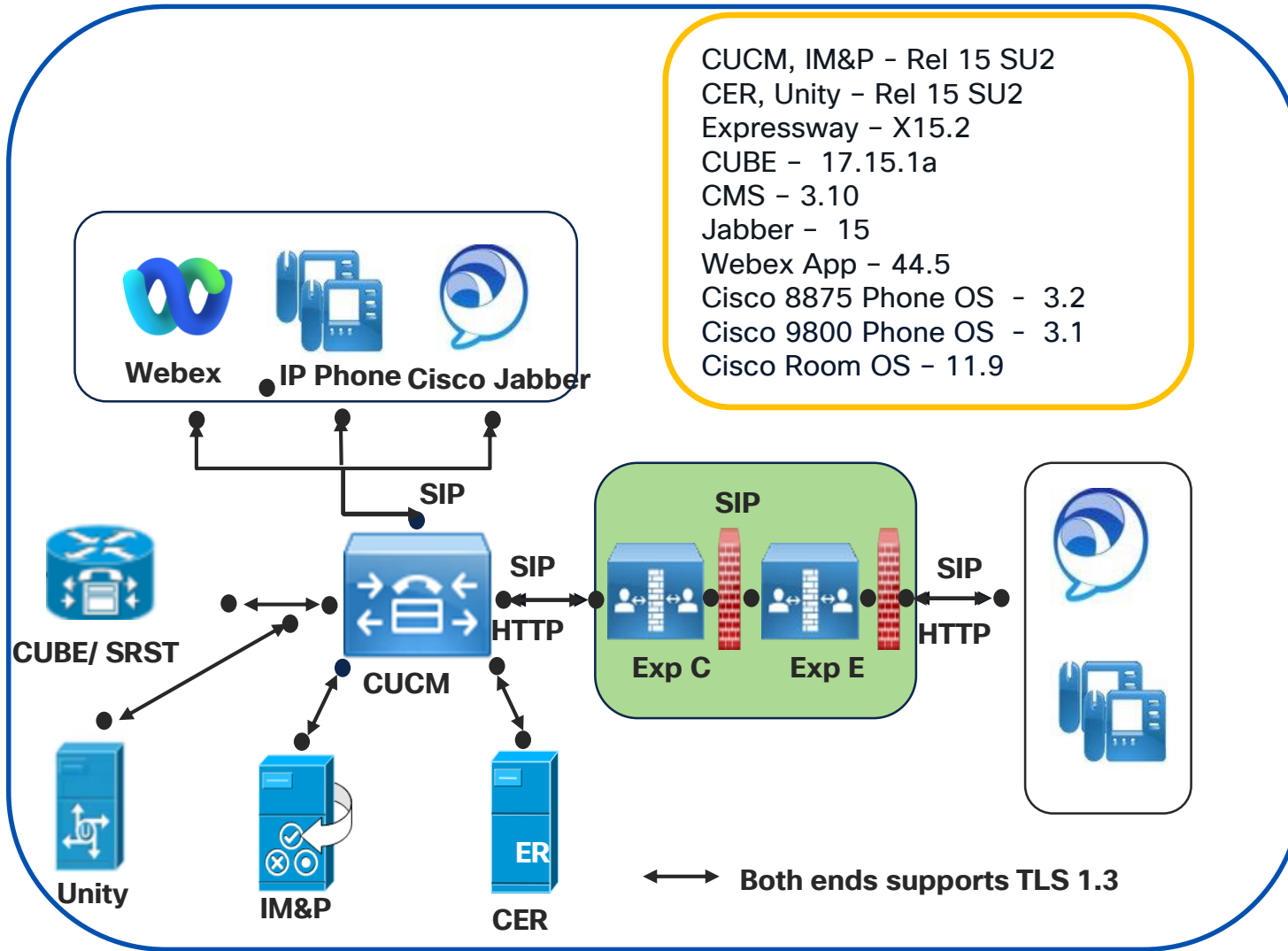


virtualized

Expressway
CE1x00
Appliance
Models

Raising the bar on Security & Compliance

Cisco UC - TLS 1.3 support



Benefits

- Improved Security – TLS 1.3 more secured than TLS 1.0, 1.1 and 1.2.
- Improved performance – Shorter handshake mechanism
- Simplified Cipher Suites – Use of simple and stronger Cipher suites

Salient Features

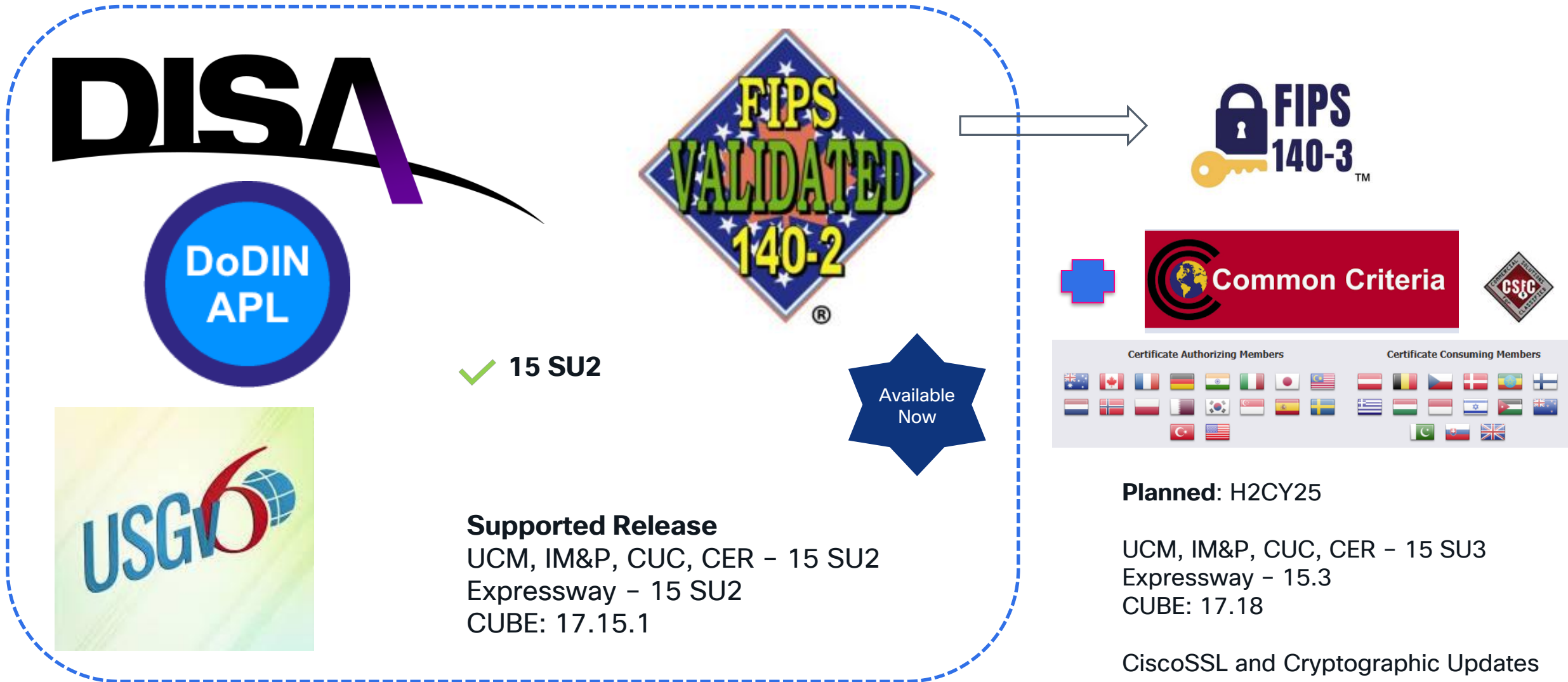
- Solution is backward compatible with older TLS version
- End to end support at solution level.
- Support applicable to both inbound & outbound connections.
- Fresh Install – Default TLS 1.1
- Upgrades – As configured (No deprecation)

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/TLS/TLS1-3-Compatibility-Matrix.html

CUC Client Tools : Q3CY25
Others: Available Now (from 15 SU2)

Global Certifications - Translating to better security posture for all customers

Roadmap
Subject to Change



E911 - New Meraki Switch support for Cisco Emergency Responder



Switch Port Tracking:

CER can track phones and endpoints within the enterprise down to the switchport.

Individual Cisco switch models need to be supported in CER as we test that the switch SNMP is correctly parsed by CER.

The following new Cisco Meraki models have been added to CER:

MS130 series -

MS130-8
MS130-8P
MS130-8P-I
MS130-8X
MS130-12X
MS130-24
MS130-24P
MS130-24X
MS130-48
MS130-48P
MS130-48X

C9300-M series -

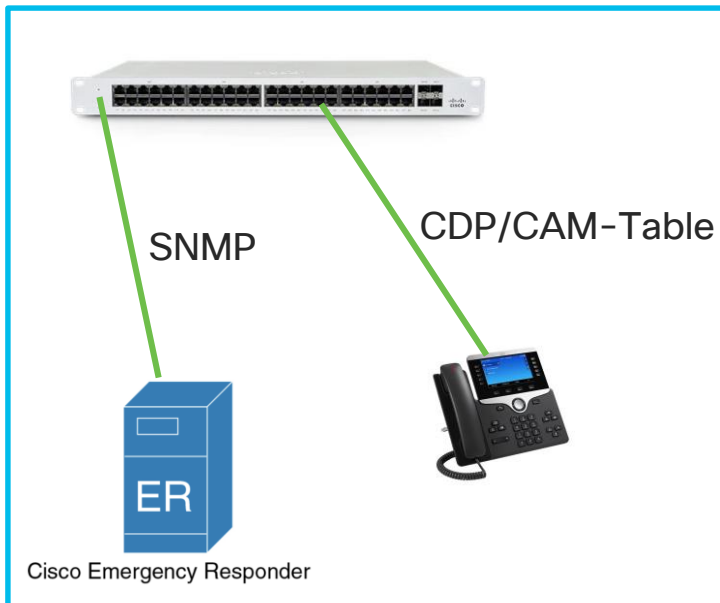
C9300-24T-M (Previously supported)
C9300-24P-M
C9300-24U-M
C9300-48P-M
C9300-48U-M

Release: CER 15SU2

Please refer to the [CER release notes](#) for a full list of supported switch models

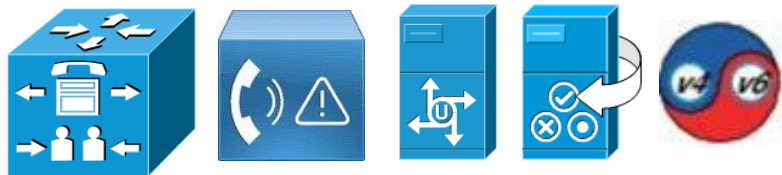


Meraki

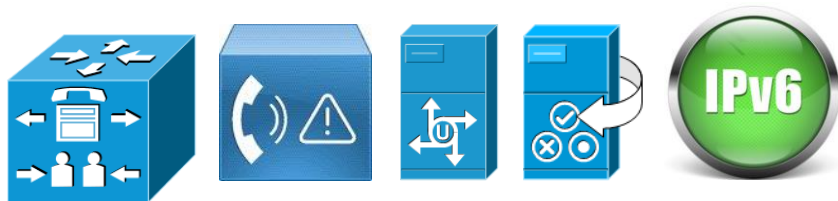


IPv6 only support on CUCM

Current



Future



Problem Statement

- IPv4 address exhaustion
- Federal (OMB) Internal Mandates

Current Recommendation: : 2

- CUCM, IMP, CER, CUC in Dual Stack
- Endpoints , SIP GW in IPv6 only

Network Infrastructure: IPv4 LDAP Dir Sync (IPv6 compliant), IPv6 NTP, IPv4 CDR / CMR/ Trace/ Backup server (IPv6 aware) , IPv4 Syslog server, IPv6 DNS, IPv6 DHCP

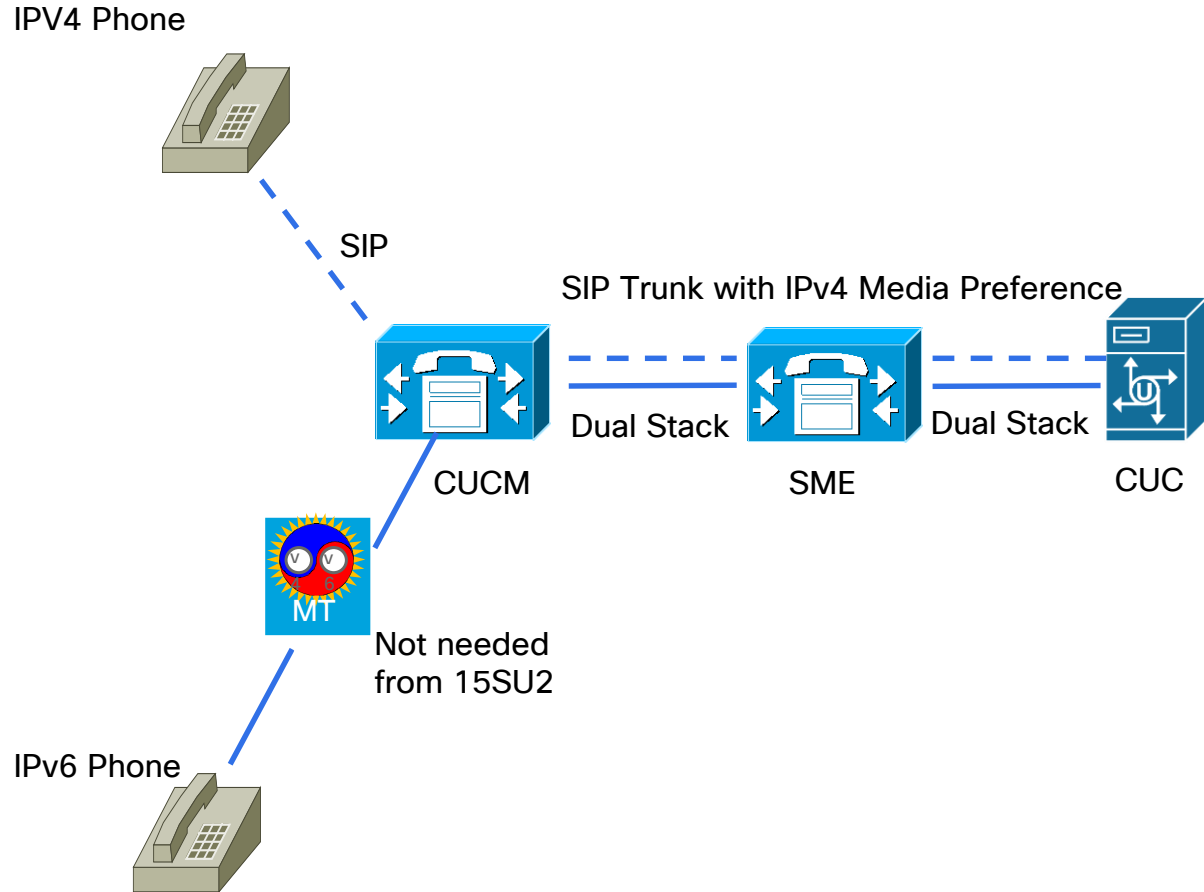
- CUCM / IM&P will be able to handle all phone services for IPv4 only endpoints as well

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/IPv6/vtgs_b_ipv6-deployment-guide-for-cisco/vtgs_b_ipv6-deployment-guide-for-cisco_chapter_0100.html#concept_7ED92C5C806786DAB2E70D3360D1A93B

Future Direction (Not committed)

- CUCM, IMP, CER, CUC in IPv6 only
- Network Infrastructure : IPv6 LDAP Dir Sync (IPv6 compliant), IPv6 CDR / CMR/ Trace/ Backup server (IPv6 aware) , IPv6 Syslog server

Optimize MTP Insertion in IPV4 / IPV6 Deployment



Problem Statement

Unnecessary MTP allocation in scenario when

- UC Infra in dual stack mode, and combination of IPv6 and IPv4 Phones
- Dual stack SIP Trunk configured with IP Addressing Mode as IPv4 and IPv6.
- “IP Addressing Mode Preference for Media” configuration is set to default – IPv4

Benefits

- MTP will not be allocated in CUCM irrespective of Enterprise configuration
- Complete Dual Stack offer is send from SME to CUCM as received from CUC
- If IPv4 & IPv6 both m-lines received at CUCM then MTP is not allocated else legacy experience “where MTP is allocated” is provided

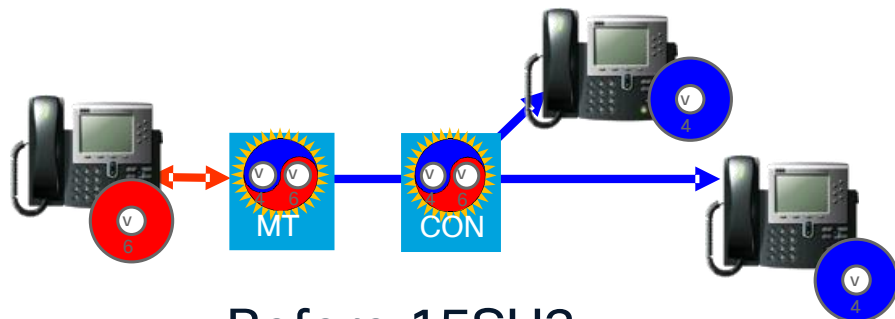
Key Features

- Supported Call flows
 - SIP trunk to SIP Line.
 - SIP Trunk to SIP Trunk.

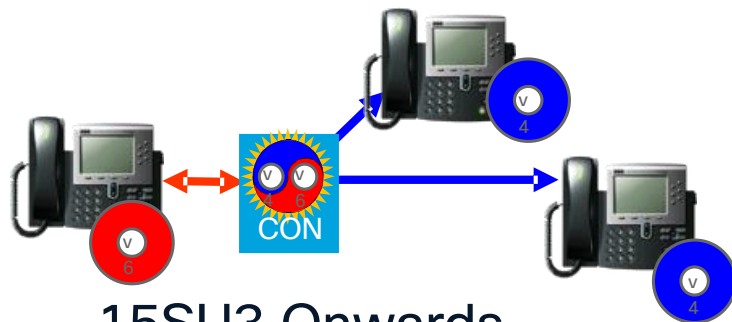
Specific Platform releases

- UCM :15 SU2

Hardware Gateway based IPv6 Conference Bridge support in CUCM



Before 15SU3



15SU3 Onwards

Problem Statement

MTP resources are allocated to conference IPv6 endpoints

Benefits

- Native IPv6 support of Conference Bridge avoiding the need of Dual Stack MTP resources
- Dual Stack (IPv4 and IPv6) registration of Conference Bridge in CUCM

Key Features

- IPv6 Secure conferencing

Minimum supported release

- Cisco UCM : 15 SU3

Uplifting User Experience

Cisco Desk Phone 9800 Series



Desk Phone 9841



Desk Phone 9851



Desk Phone 9861



Desk Phone 9871

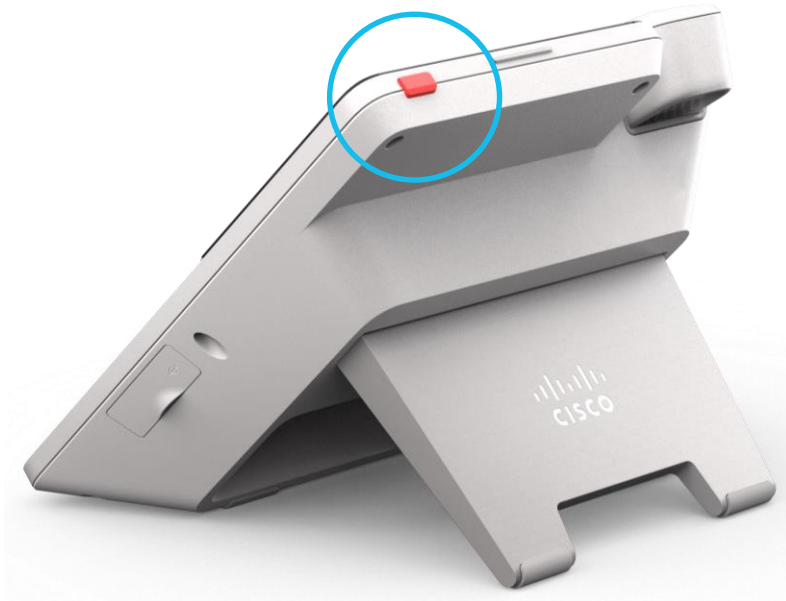


Key Expansion Module (KEM)

SECURE | MANAGEABLE | SUSTAINABLE
MORE THAN A PHONE. POWERED BY PHONEOS

UCM and Webex Calling

Action Button Feature Timeline



- 3.0 Firmware (CUCM & Cloud) – March 2024
- 9841 & 9851 – Action Button & Silent Emergency Call

- 3.1 Firmware (CUCM & Cloud) – July 2024
- 9861 & 9871 – Action Button & Silent Emergency Call

- 3.2 Firmware (CUCM & Cloud) – October 2024
- Custom Label
- Custom Service
- XML Application Support
- Multicast Paging with Visual Notifications: Webex Calling

- 3.3 Firmware (CUCM & Cloud) – January 2025
- Multi-Trigger
- HTTP POST

- 3.4 Firmware (CUCM & Cloud) – April 2025
- Single Trigger for Multiple Events
- Silent Emergency Call Retrieval

Action Button Multi-Trigger

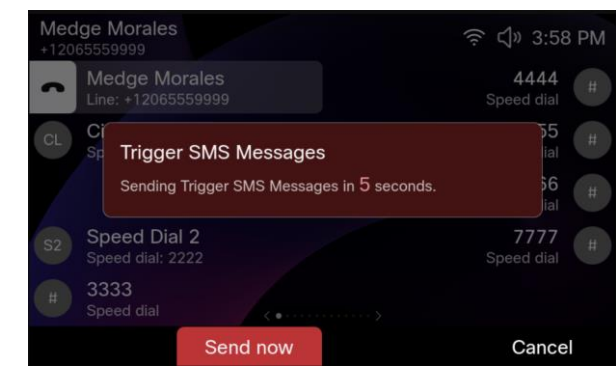
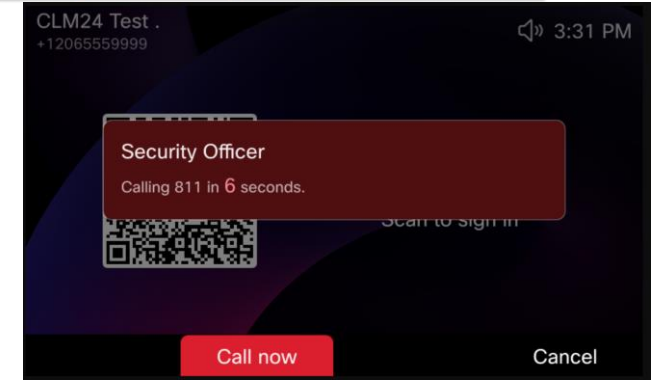
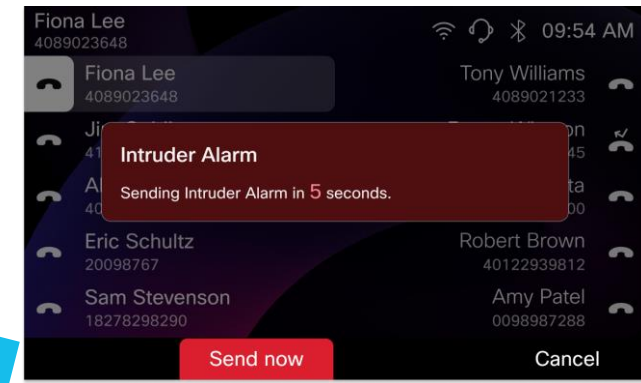
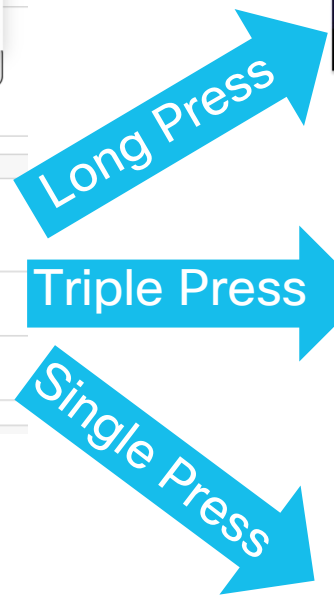
Trigger different actions by pressing Action Button a specific number of times.

Service Trigger	Service Trigger
Supported device types	Cisco 9851
Service Trigger	Long Press
MultiTrigger	Press Three Times
	Single Press



Examples:

- Single press for internal IT support
- Three presses for emergency call
- Long press for service URL



Thousand Eyes w/ 9800 Series Desk Phones

Troubleshoot faster with hop-by-hop network path provided by ThousandEyes.

- CUCM & WxC: 9861 & 9871

Control Hub > Troubleshooting

End-to-cloud network path

Harry Potter

12:54:38 12:54:42 12:54:47 12:54:51 12:54:56 12:55:00 12:55:05

12:54:38 12:55 PM

Network Path 12:54 - 12:55

⚠ We detected packet loss issue (loss rate > 10%), click each end point to view details.

Private Network Private Network Cisco System... Private Network Cisco System... Private Network

Name	IP Address	Private IPv4	Loss	Latency	Jitter	Location
SEP845A3EC210...			100%			Santa Clara, Calif...

[Launch ThousandEyes Dashboard](#) [Copy ThousandEyes URL](#)

ThousandEyes Portal

Path Visualization Map Table

Showing data from Thu, Mar 14 17:54 - 17:55 UTC (1 hour ago)

Showing: VPN Overlay Add a filter

Grouping: Agents by Network Interfaces by Network

Highlighting: Forwarding Loss > 10% (1 node) Link Delay > 100 ms (0 links)

Selecting: Click a node or link Quick selections by Warning (1)

2 hops 0 hops

Highlight nodes that match all / any

Search on Network, Country, IP address, Prefix, or Title...

Node Labels by None

Cisco Systems (128.107.0.0/16) 1 6 Unknown 8 Cisco Systems, Inc. (AS 109) 23.89.1.182 (23.89.1.182)

Save energy by turning on Deep Sleep

32.8 MWh

Saved per year by turning on deep sleep for outside office hours on 1,000 pcs of DP-9871

...equating to estimated annual savings of...

\$5,707	€2,121	€2,914	€1,756
US**	Germany*	Italy*	France*

* The EU electricity prices is the average prices by countries in Mar 2024, referring to [Statista Research](#)

** The US electricity price is the average price in Mar 2024, referring to [Bureau of Labor Statistics](#)



Jabber Release 15.0

Dec'24



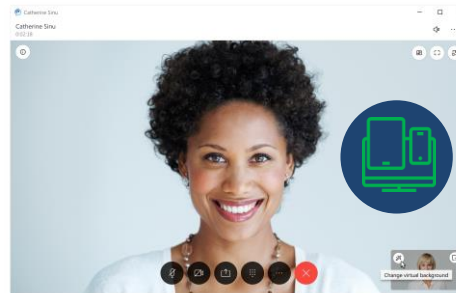
Devices and OS

- Operation System
 - iOS 18 Support
 - Android 15 Support
 - macOS Sequoia
- New device support:
 - iPhone 16 Series



User Experience

- Admin control to disable call preservation
- Accessibility Improvements



Security & Stability

- LDAP Channel Binding
- Exchange Extended Protection: Integration for the "Save Chats to Outlook"
- TLS 1.3
- FIPS 140-2

Admin control to disable call preservation



Call preservation in Jabber ensures that an active call remains connected even if there are temporary network interruptions.

However, if the end user leaves the office and the network switches from Wi-Fi to cellular, the call cannot continue and gets stuck in a call preservation state.

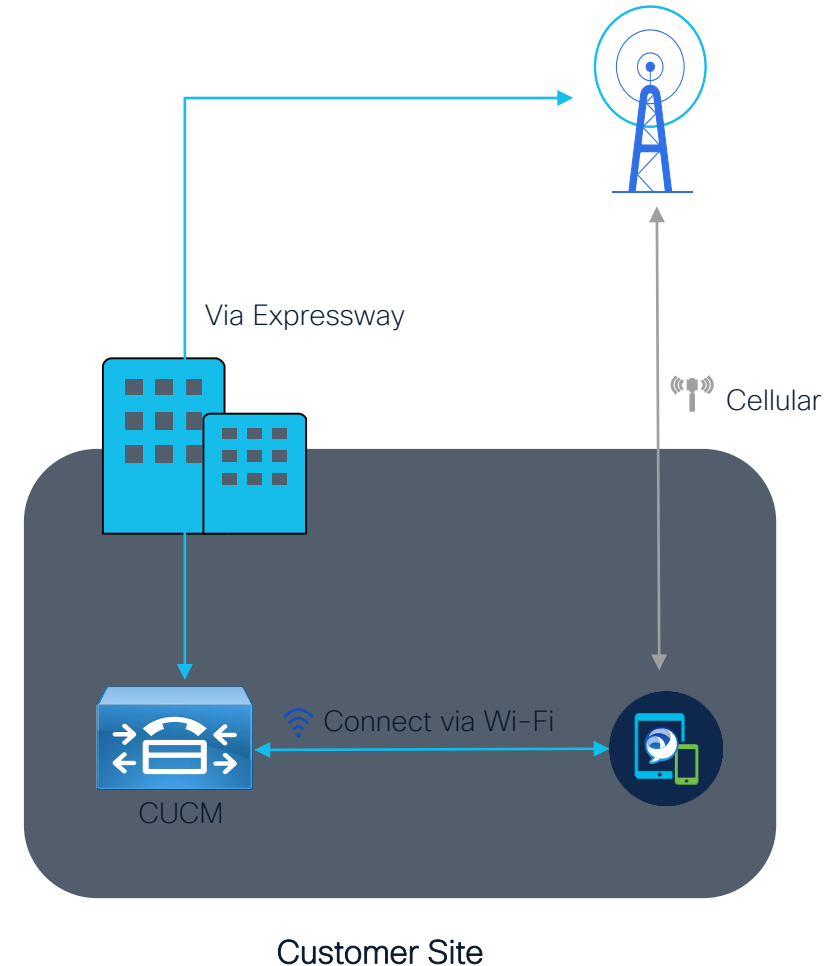
An admin can disable call preservation if the Wi-Fi quality is good, allowing the call to disconnect automatically when the network switches from Wi-Fi to cellular.

Specific Platform:

- Jabber for iOS and Android

Pre-requisite:

- Cisco Jabber 15.0.4



Jabber Release 15.1

April '25



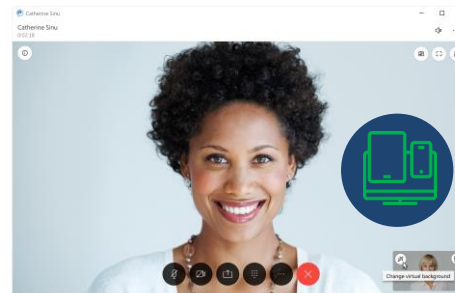
Devices and OS

- Honeywell EDA57
- Samsung Xcover 7 Pro



User Experience

- Windows: Blur video background
- Option to disable DND presence
- Android: Option to disable FTE



Security & Stability

- FIPS 140-3
- Common Criteria
- HTTP 2 support
- Quality Improvements

Blur video background



This feature enables users to blur their self-video background, ensuring that information in the background remains hidden from their peers.

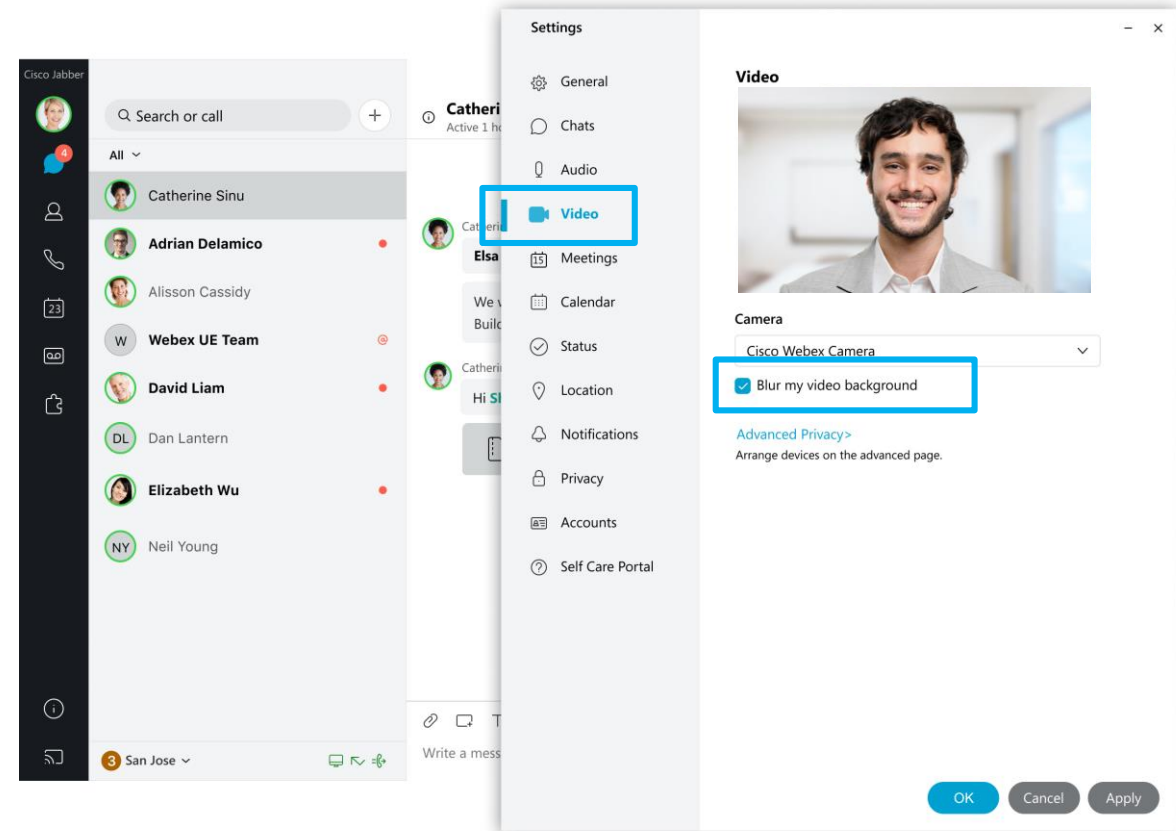
By selecting the "Blur my video background" option in the Video tab of Settings in Cisco Jabber, users can protect their privacy effectively. Once set, this preference will remain for future calls.

Specific Platform:

- Jabber for Windows

Pre-requisite:

- Cisco Jabber 15.1



New OS and Devices support



Available
Now

Cisco Jabber can support the last released OS:

- Android 15
- iOS 18
- Mac OS 15.1

You need upgrade to Mac OS 15.1 or later to use Cisco Jabber.

New device support:

- Honeywell EDA57
- Samsung Xcover 7 Pro
- iPhone 16 Series

Pre-requisite:

- Cisco Jabber 15.1



Admin option to disable DND presence



Some end users set the Do Not Disturb (DND) presence in Jabber but forget to change it back, resulting in missed important calls or messages.

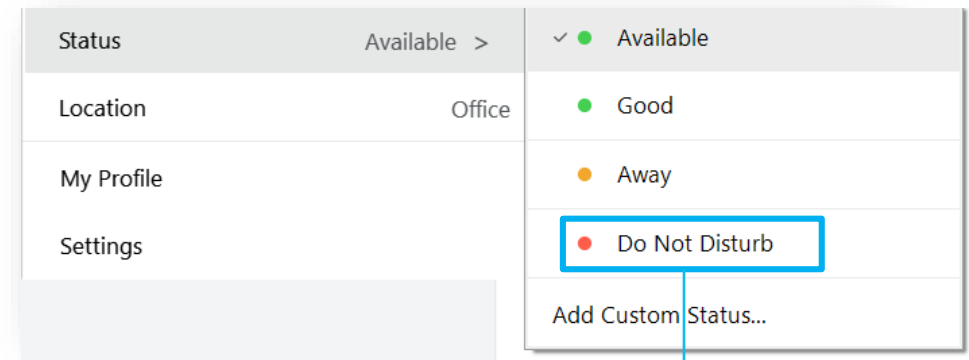
An admin has the option to disable the DND presence for users who rely on Jabber for critical business

Specific Platform:

- Jabber for Windows, Mac, iOS and Android

Pre-requisite:

- Cisco Jabber 15.1



DND presence would not be shown

Accessibility

Continuous Accessibility enhancements including:

- Keyboard navigation
- Elements support for screen reader
- Focus order and visible
- Use of color

Compliance with WCAG 2.1 Level A and AA requirements.

UCM Supported releases (Continued phased work):

- UCM, IM&P, CUC, CER – 15 SU2+
- Expressway – 15.3+

Jabber Support:

- Jabber for Windows, Mac, Android, iOS
- Cisco Jabber 15.0+

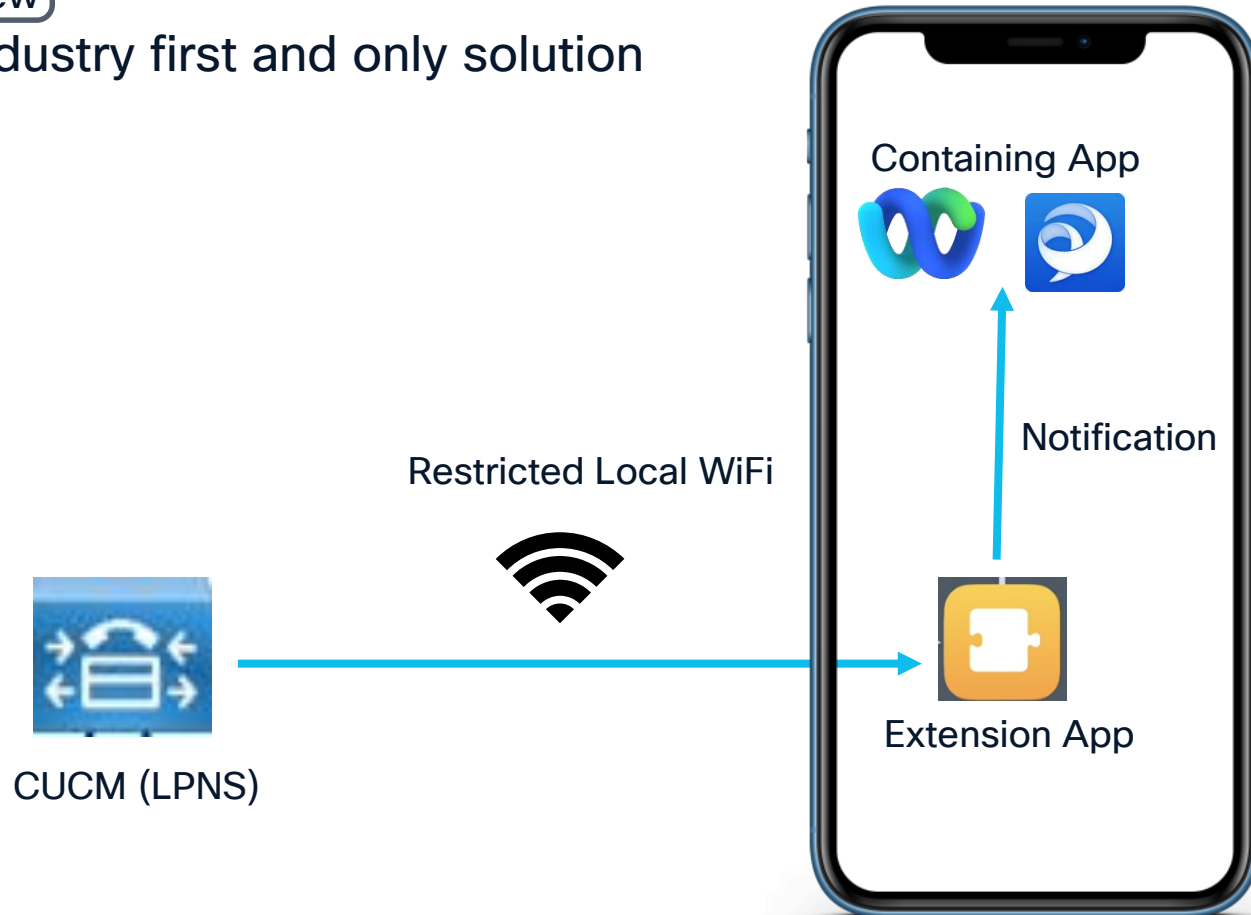


iOS Local Push Connectivity for calls (LPNS)



New

Industry first and only solution



Benefits

- **Reliable & Secure** way to notify Webex App / Jabber users on iOS devices of incoming VoIP call when iOS devices operate in a WiFi constrained network when there is **no internet connection** and doesn't have access to APNs

Key Features

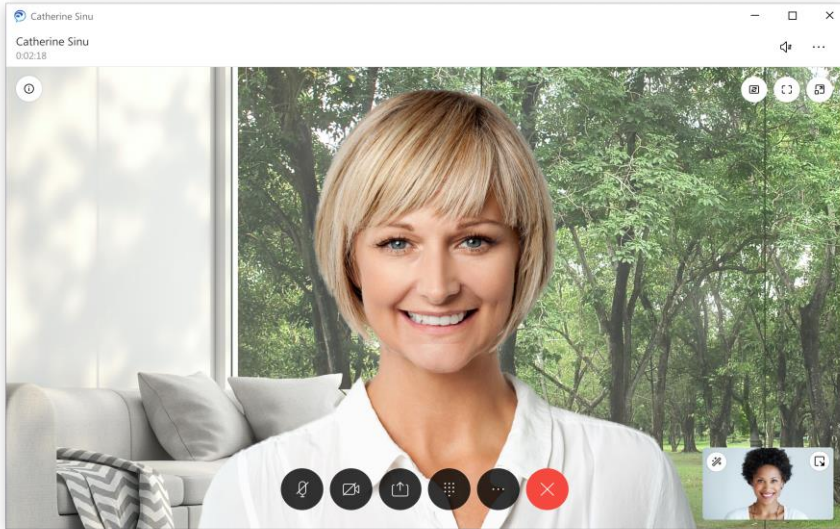
- To the user, LPNS and APNS notifications will be identical
- Mission critical / Time critical Local notifications get delivered when App is suspended and running in background
- Persistent connectivity to LPNS service

Supported Releases:

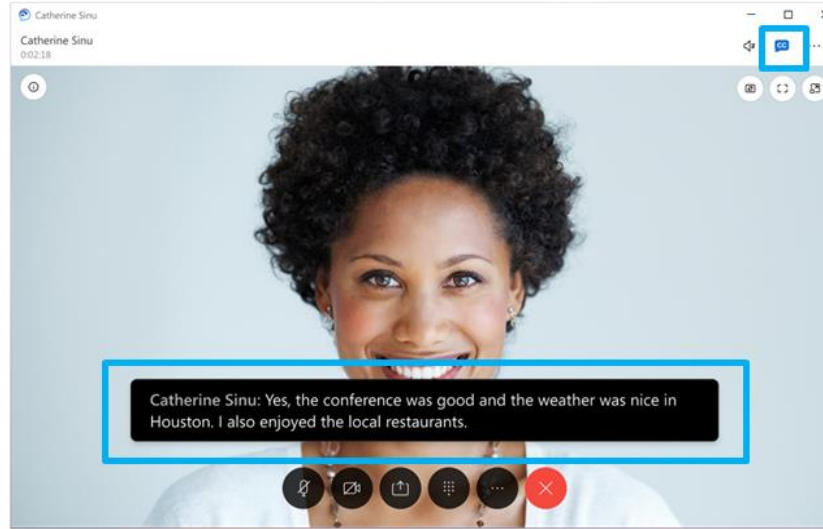
- Cisco UCM: 15, 14SU3 onwards
- Webex App 43.6
- Jabber: 14.2

Further Jabber Innovation

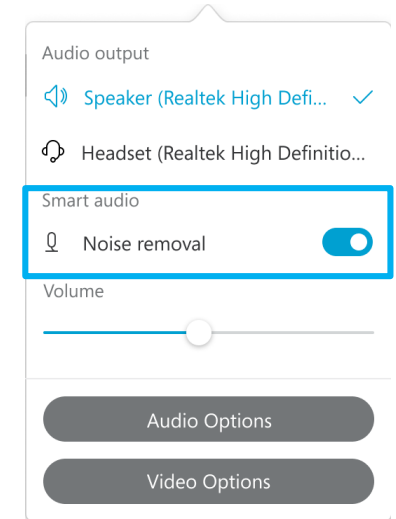
Roadmap
Subject to
Change



Virtual video background



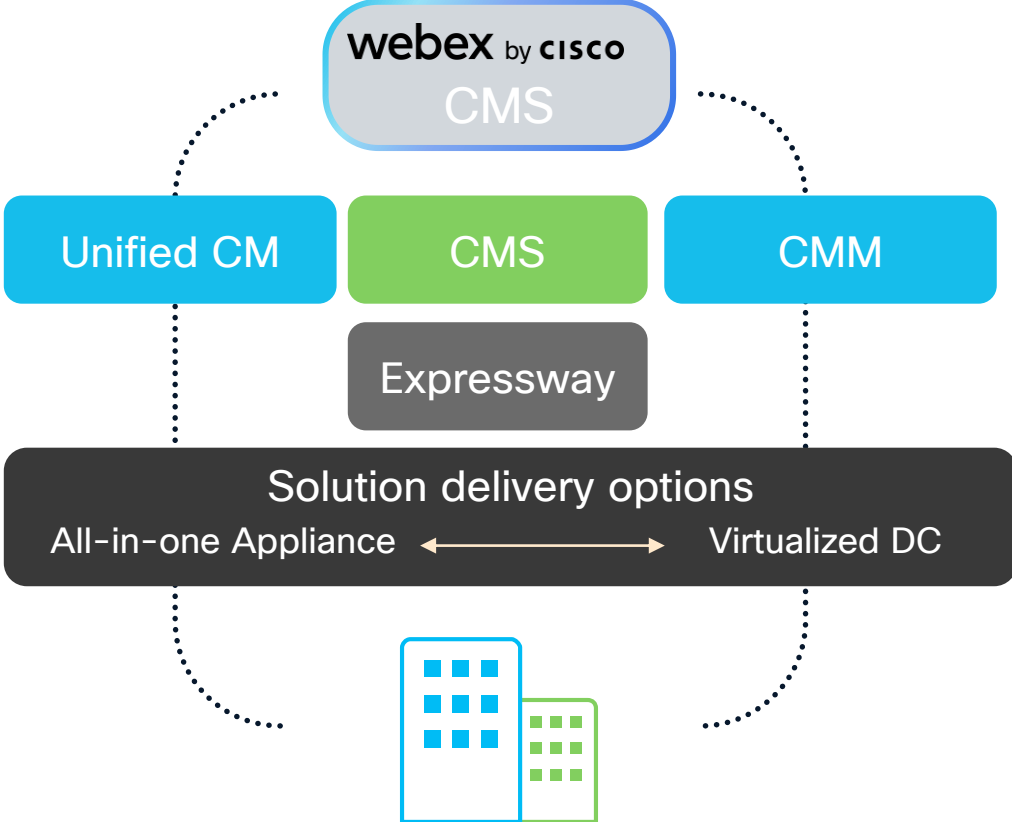
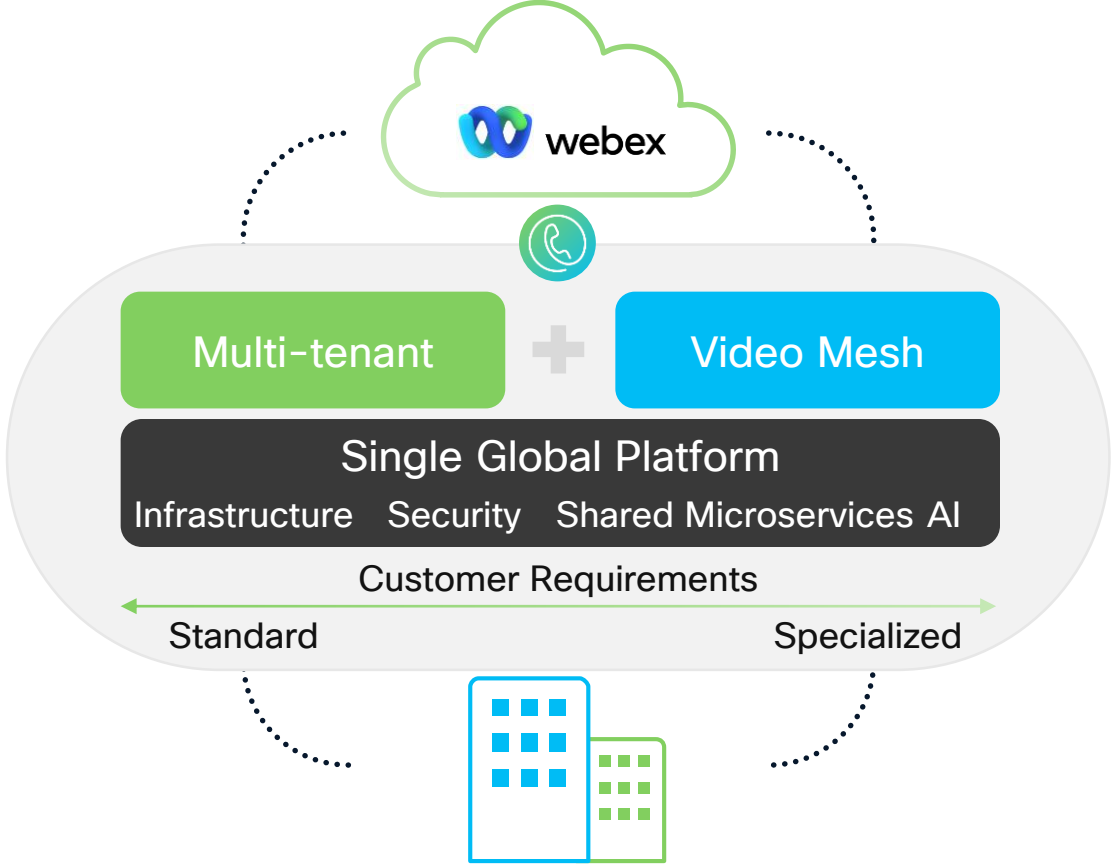
Closed Captions



Noise Removal

Cisco Meeting Server (CMS)

A comprehensive meetings portfolio



Release 3.11

GA: April 2025

Meeting Experience (CMS and web app)



Engaging Experience

- custom “help” links [Beta]
- Support for 44.1Khz sampling rate for streamer
- User Identification on web app

Security & Interoperability

- Accessibility Improvements
- Encryption for Category-C/D Smart Accounts
- Secure storage for CMS 1K/VM
- TLS 1.3 support for scheduler

Meeting Management

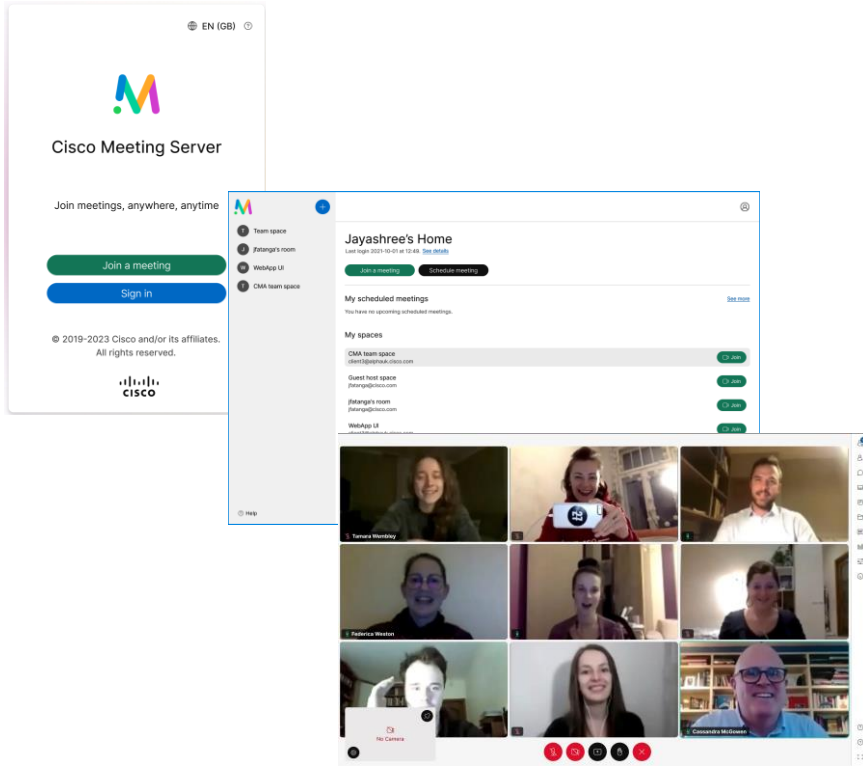


Management

- Display participant IP address/Device type
- Custom layout/Pane placement for new participants
- Send messages to all participants
- Participant rotation in pane placement
- Far end camera control
- Retain Audio/Video settings when moving participants

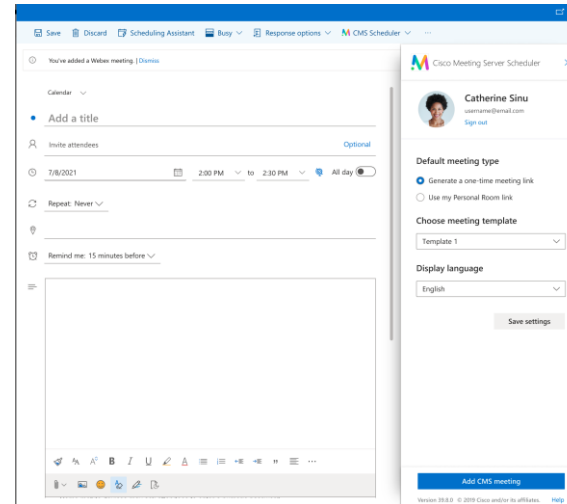
CMS Product Focus

Improve User experience on web



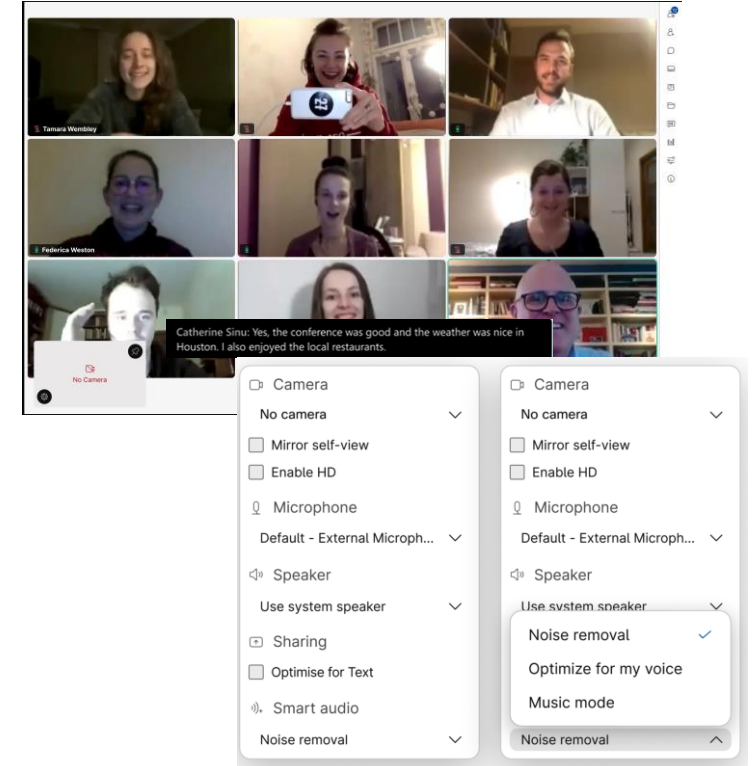
A Fresh perspective

- Refreshed UX
- Support for Audio participants as tiles
- Better Media resiliency w/ Support for TWCC and Enhanced MARI



More features for web app

- Breakout Rooms
- VDI Support

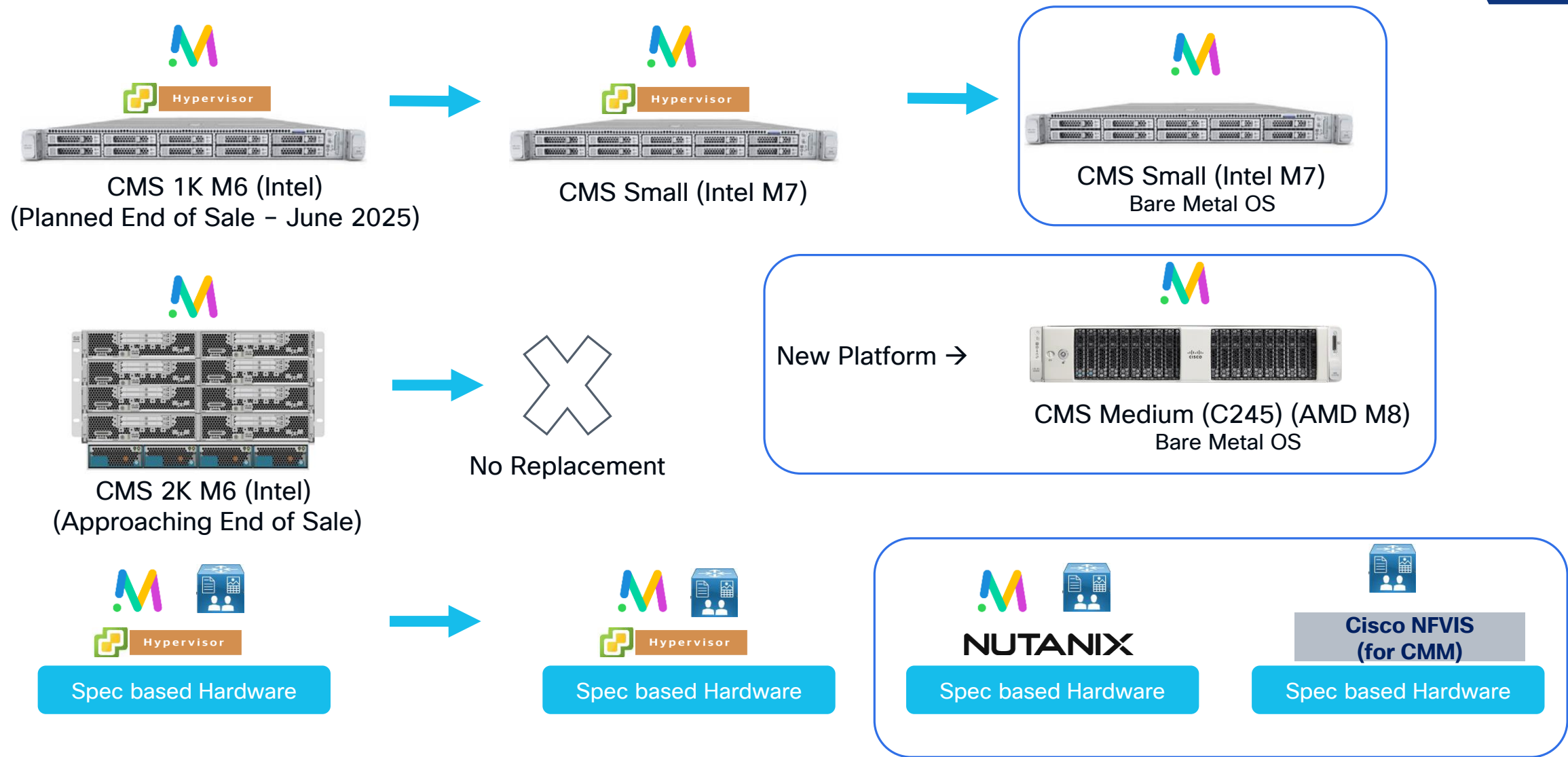


AI Powered

- Automated Closed captions
- Noise Removal (Client and Server side)
- Improved background blur

CMS Hardware and Hypervisor

Roadmap
Subject to Change





Enabling Hybrid

**Drive Higher Value from Cloud
for your On-Prem deployment**

Webex Cloud-Connected UC & Hybrid Services

CCUC

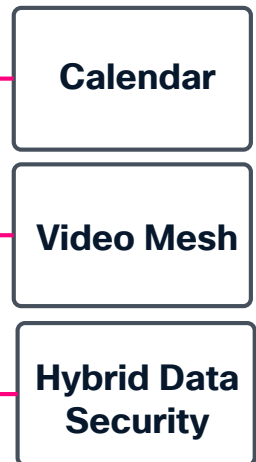
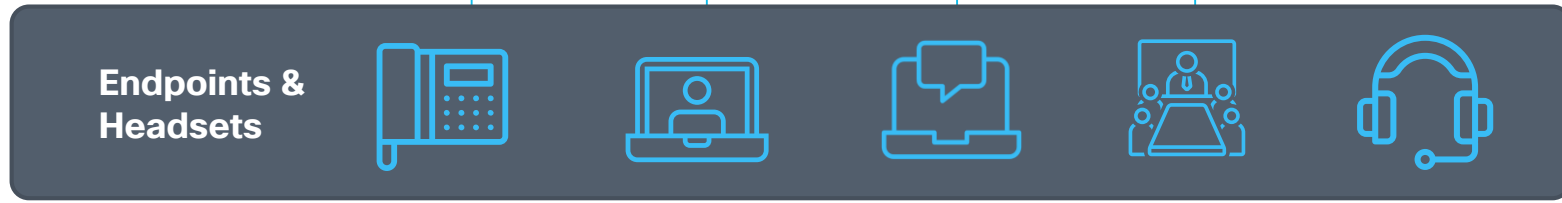
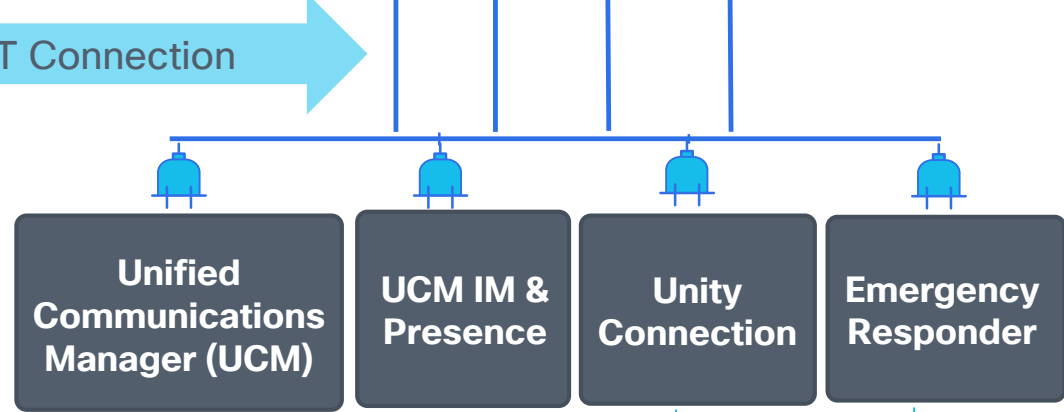
Hybrid Services

Certificate Management	Migration Tools
Troubleshooting	Webex® App Auto-Provisioning
Analytics	MS Teams "Presence" Integration (WxApp), Call History, Voicemail
WebRTMT	Directory Service - Azure AD Support
Touchless Provisioning for Webex App	Rich Presence for Webex App
Borderless CTI	Speechview Voicemail Transcription
Webex App Centralised Call History	



- Calendar to Exchange
- Keep Video on-prem
- KMS and Secure Index to prem
- Enhanced Survivability

Supercharge your on-premises calling with the power of cloud

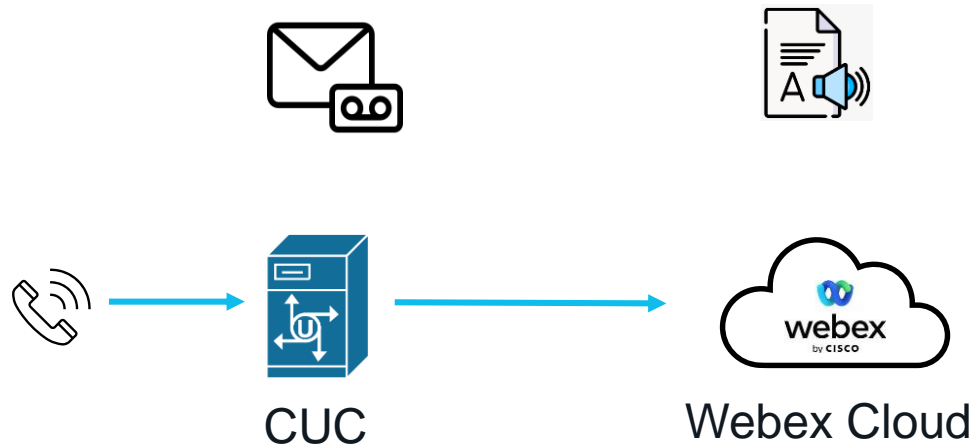


Native Webex Voicemail Transcription (Speech View Update)



SpeechView enables voicemail and its transcript to be sent in email.

The 3rd party service used for transcription has stopped working from 6-Jan-2025.



- Migration of SpeechView transcription service to Webex in-house transcription.
- Reduce the complexity of configuring SMTP and leverage the capabilities of Webex.

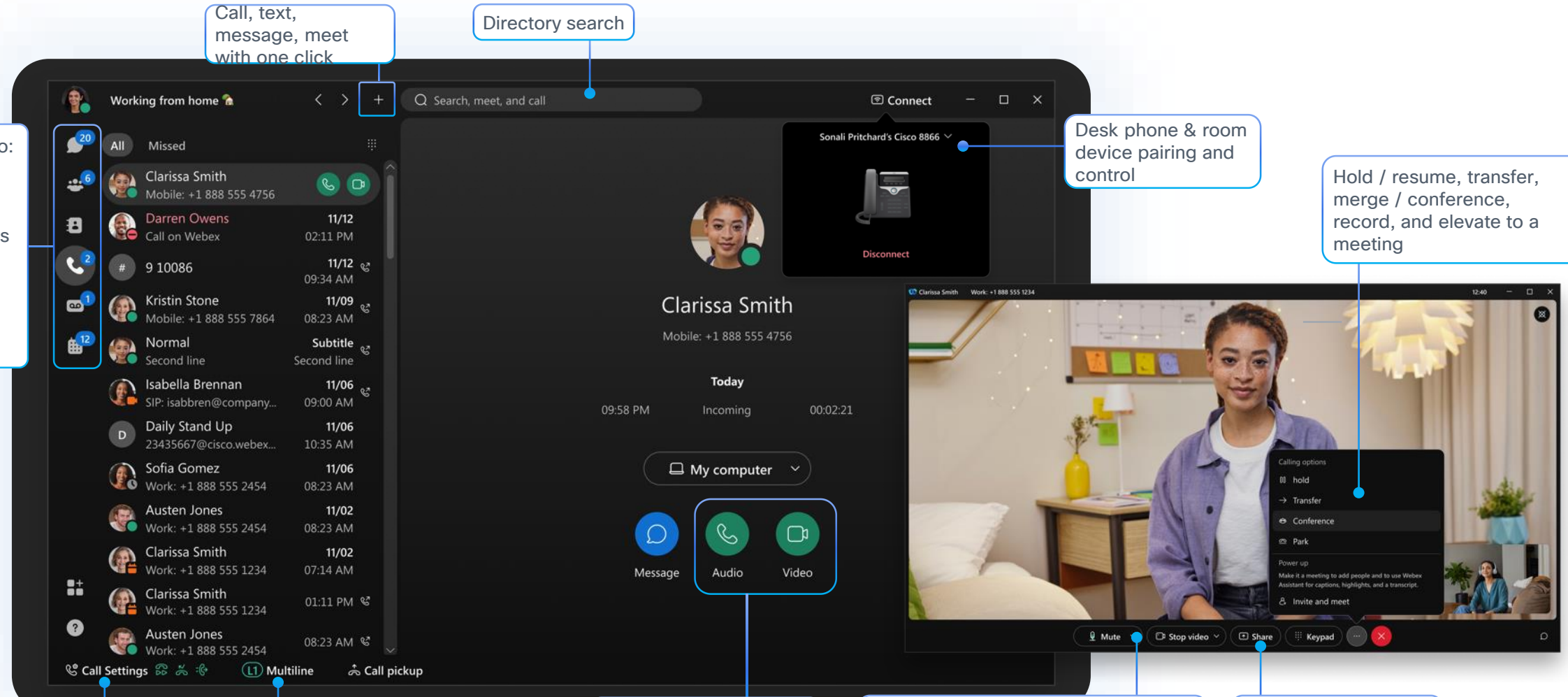
Supported Release: CUC 14 SU4 & CUC 15 SU2

Pre-requisite:

CUC onboarded to Webex Cloud-Connected UC (CCUC)

Caveats: Transcription available for English and specific foreign languages.

Calling features you need, available anywhere





Calling Feature parity

Webex App reached feature parity with Cisco Jabber for knowledge workers

		Webex App (Unified CM)	Cisco Jabber
Messaging	IM-only Share	✓	✓
	Remote Desktop Control (Mouse & Keyboard)	✓	✓
Device	Desk-phone Control	✓	✓
	HD Video & Audio Softphone	✓	✓
Calling	Contacts (Corporate, Personal, Local Search)	✓	✓
	In-a-call Presence, DND	✓	✓
	Hold/Resume, Consultative Transfer, Conference	✓	✓
	Call History	✓	✓
	Voicemail (Visual & MWI & Call VM)	✓	✓
	Hunt Group	✓	✓
	Call Pickup	✓	✓
	Call Park	✓	✓
	Extend & Connect & Dial-via Office	✓	✓
	In-Call Sharing	✓	✓
	Call Recording	✓	✓
	Multi-Line	✓	✓
	FECF (Far End Camera Control)	✓	✓
	ICE Media Optimization	✓	✓
	3rd Party Headset Control	✓	✓
	CTI-Control by Other Application	✓	✓
	Enterprise Contact Center (UCCE/X) Support	✓	✓
Virtual Desktop Integration (VDI)	✓	✓	

Summary of features in Webex App

Not available in Jabber

Calling

- Blur, virtual & custom background
- Noise removal and music mode
- Remote side (PSTN) noise removal
- HD-Voice – bandwidth Extension
- Calling Dock
- Seamless call handover between networks (Wi-Fi, LTE/4G)
- B2B2C app-to-app calling with annotation and whiteboard
- Seamless Move call to meeting
- E911 RedSky native support
- App share with desk phone control
- Desk phone control over MRA
- Common call history cross devices
- Multi-line experience on mobile
- Webex AI codec (MT)
- Closed Caption and transcription(MT)
- AI Assistant features – recorded summary, live & transfer summary, and many more to come(MT)
- Personal call recording(MT)
- Voicemail transcription(MT)
- Business texting(MT)

Admin/Deployment

- Analytics and monitoring with Webex control hub
- Centralized Cisco desk phone and headset management
- App auto update
- Webex for Linux
- Webex APIs and SDKs
- Webex Go Mobility(MT)

Device Integration

- Proximity pair with Joining Meeting and 1:1 calling
- Seamless move between device and Webex App
- Wireless share & whiteboard with cloud devices
- Hot Desking(MT)

Many more to come... !



Common Call History for UCM Calling



When users are not signed in Webex app calls placed/received on other devices are not seen. The result is inconsistency across the devices.

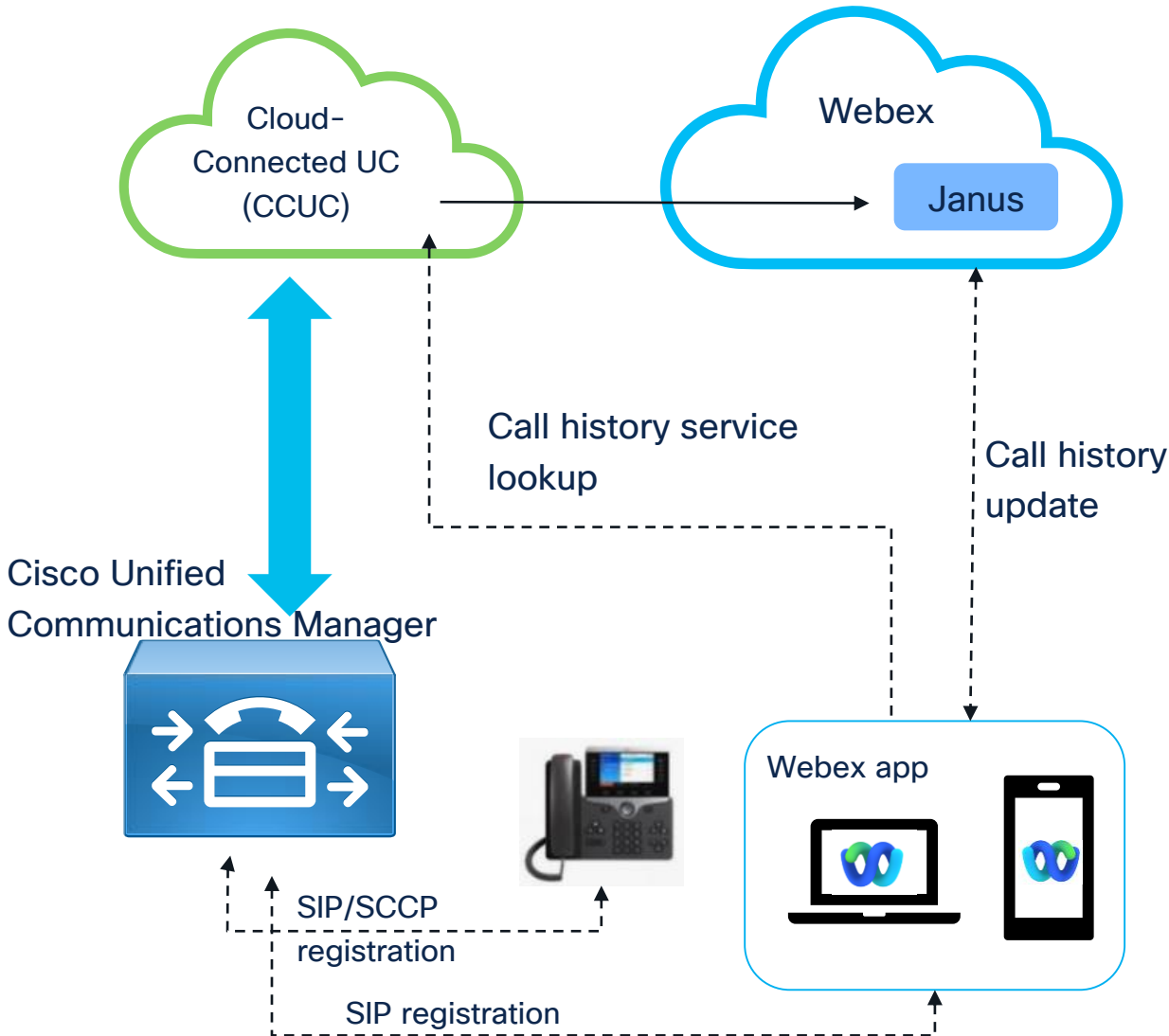
With this feature, users will get synchronized call history on Webex app registered to UCM.

IT admin can turn on required options through CCUC on Control Hub.

Specific Platform releases/dates:
Webex App on Desktop and mobile

Pre-requisite:

- Webex Cloud-Connected UC (CCUC)
- UCM 14 SU4 / 15 SU2
- Webex App 44.6





UCM Calling Multiline on Webex App mobile



Enables enterprise power users to handle multiple calls simultaneously, increasing efficiency and productivity

Key Features

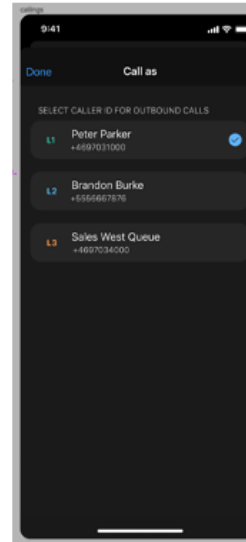
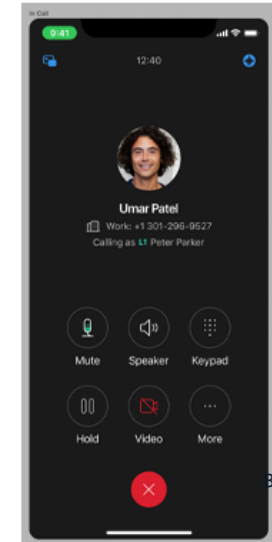
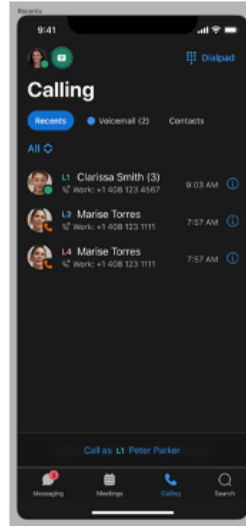
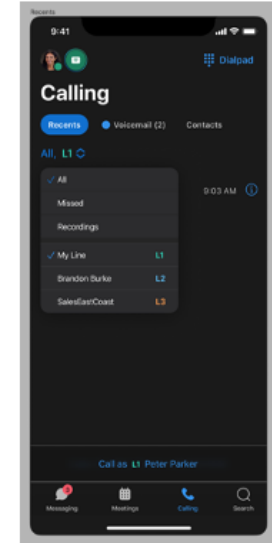
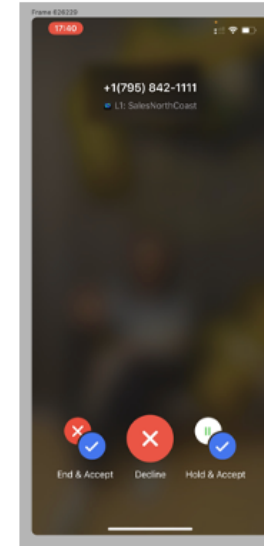
- Enhanced User Experience
- Up to 8 lines supported
- Android , iOS devices (mobiles and tablet)

Caveats/Limitations on feature:

- Max 2 calls on the devices
- Basic mid-call functions for Executive / Admin shared line case
- Other mid-call functions & tablet will be delivered later, No CUCM update is needed

Pre-requisite:

- Webex App on mobile 44.12
- UCM :15 SU2





Customize incoming call ringtones



Allows users to customize the ringtone for incoming call notifications on their mobile devices.

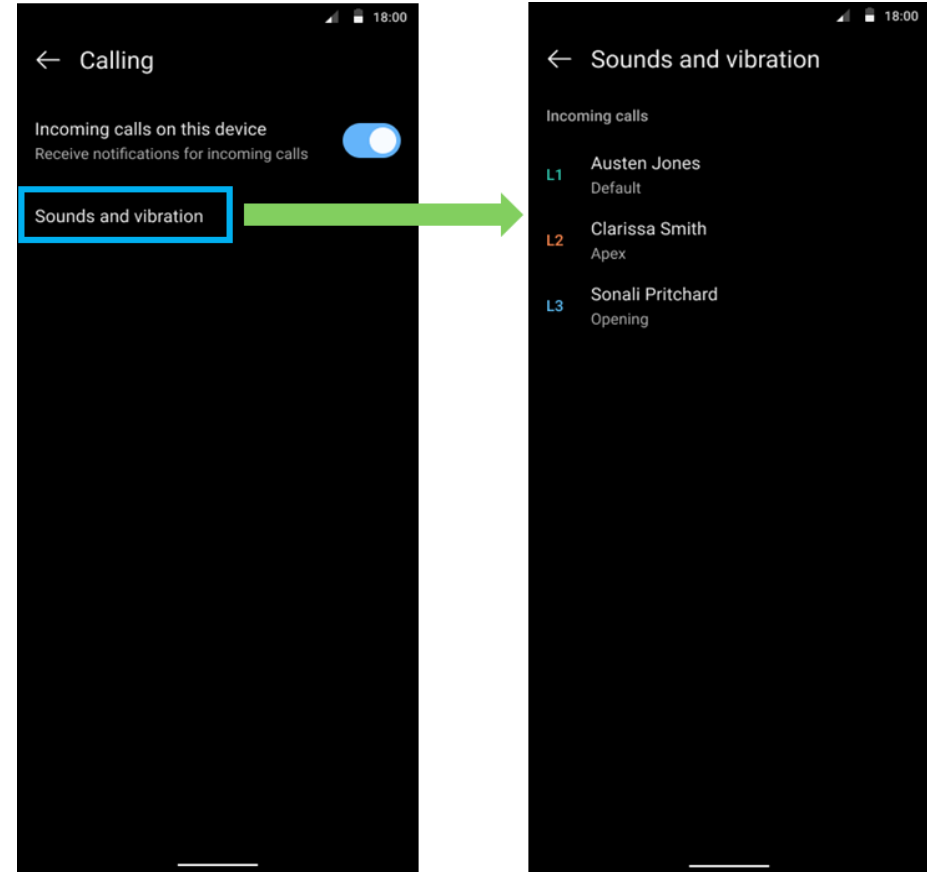
"Settings -> Notifications -> Calling: Incoming calls on this device is ON", users can select a ringtone for incoming call notifications.

Applicable to single-line and multi-line users.

Multi-line users can select a ringtone for each line.

Pre-requisite:

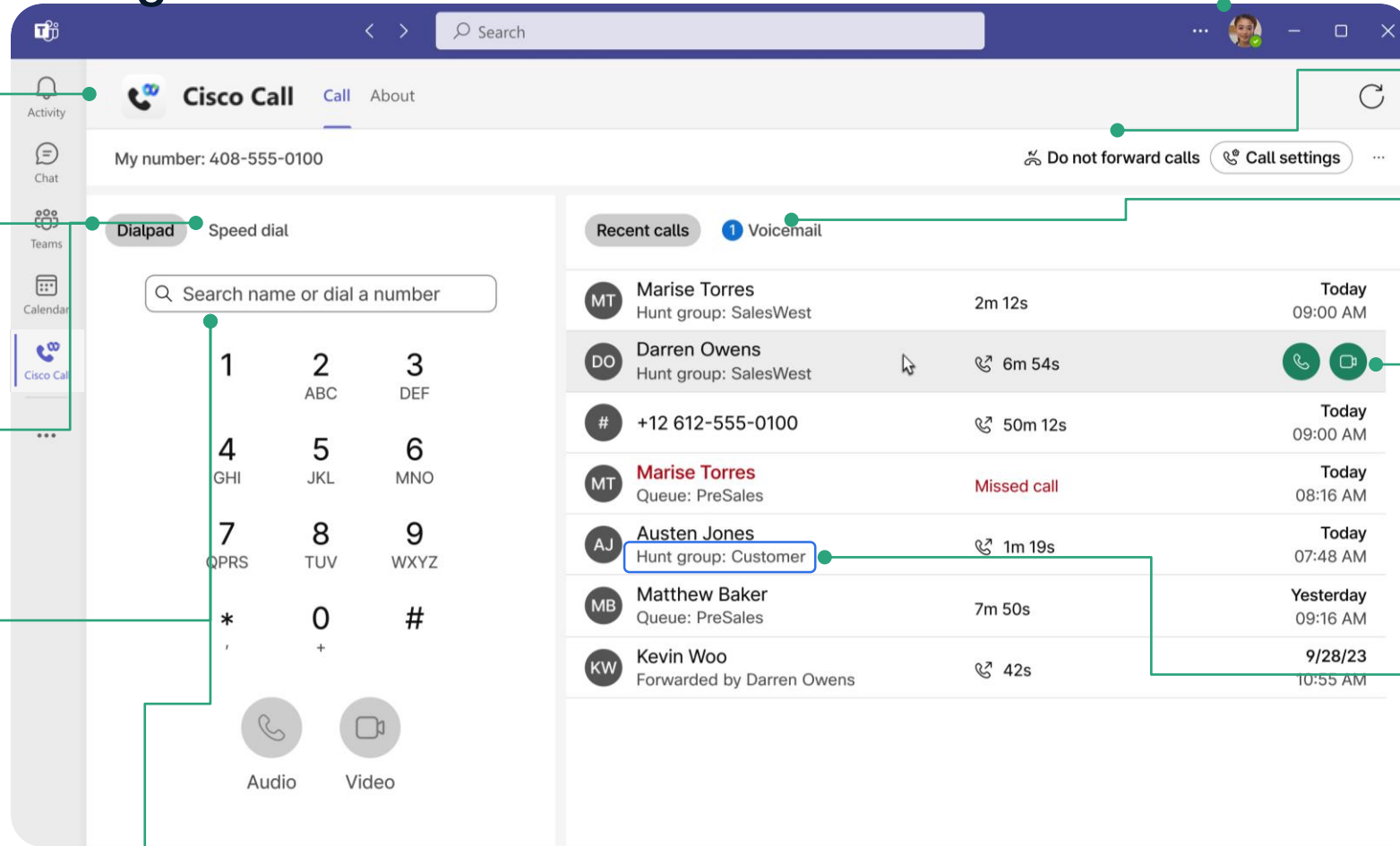
- Android: GA July 2025
- iOS: single line: GA June 2025; multiple lines: Q4 FY25



Cisco Call for Microsoft Teams

UCM, Webex Calling Dedicated Instance & Multi Tenant

Presence Sync
User presence kept consistent between MS teams and Webex



Call Tab
Access dial pad, contact search and speed dials

Dialpad
Access to dialpad to key in numbers

Add Speed dial
Click to add up to 25 speed dial cards

Contact Search
Search for personal and corporate contacts

- Azure AD Contacts
- Outlook 365 Contacts

Contact Resolution
Resolves the incoming call identifier to Azure AD

Call/Search Input
Enter a number, SIP address or type a name to search for a Azure AD/Outlook contact

Call Forwarding
See your call forwarding status at a single glance

Voicemail
Access and play back the voicemail

Call
Select number and call contact

Call History
See history of incoming/outgoing/missed calls
Also shows if the call comes from a **Hunt Group or Call Queue (MT)**

Pre-requisite:

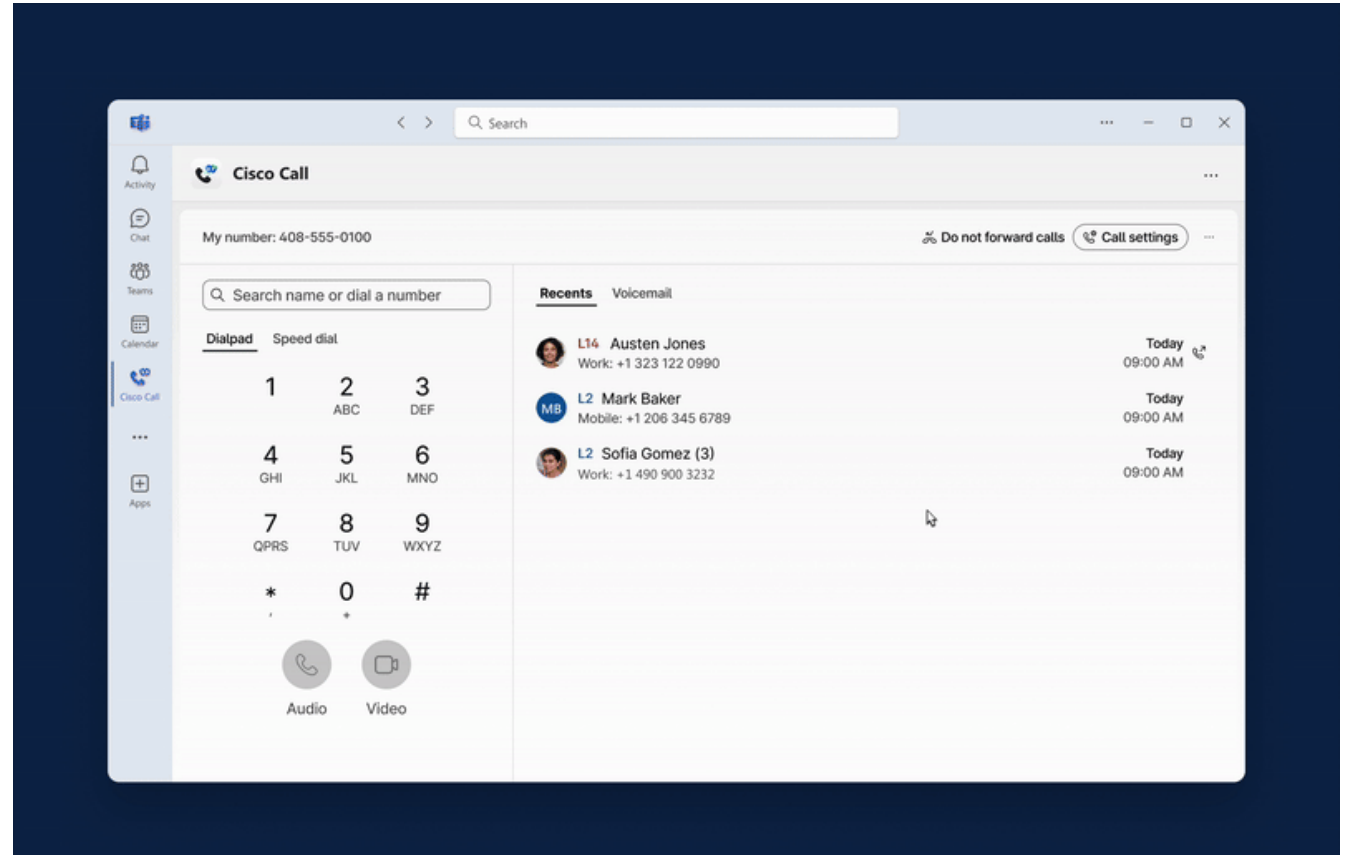
- UCM 12.5 SU7 or 14 SU3 or 15 SU1
- CUC - 12.5 / 14 SU3 / 15
- On-premises: Webex Cloud-Connected UC (CCUC)

Cisco Call for Microsoft Teams

What's New

Seamless single app experience with recent additions like:

- Single app appearance (remove branding, no Webex icon in Tray)
- Phone disconnection prompt
- Calling dock toggle
- E911 indicator
- Mute calls when on teams meeting
- Bot for missed calls & voicemail notifications (New)

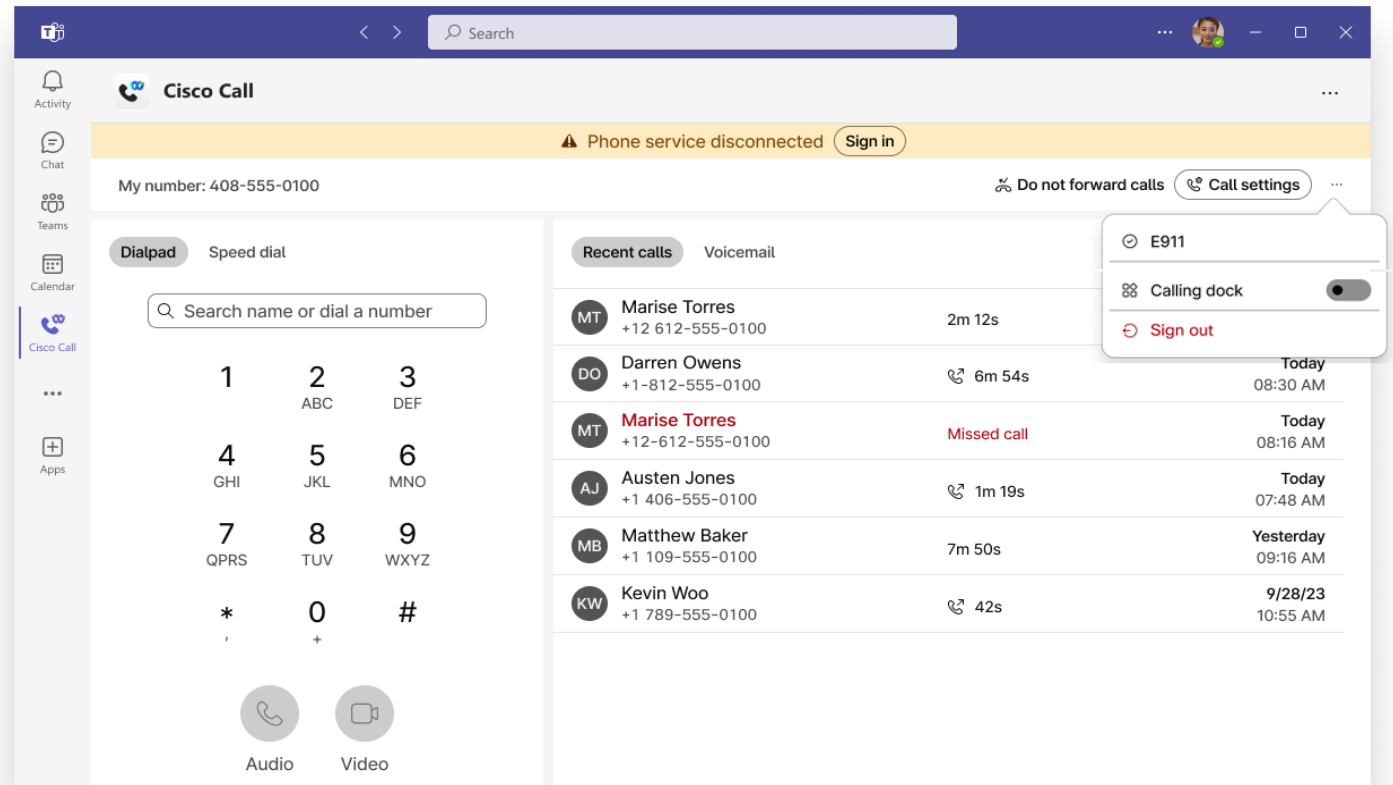


Cisco Call for Microsoft Teams

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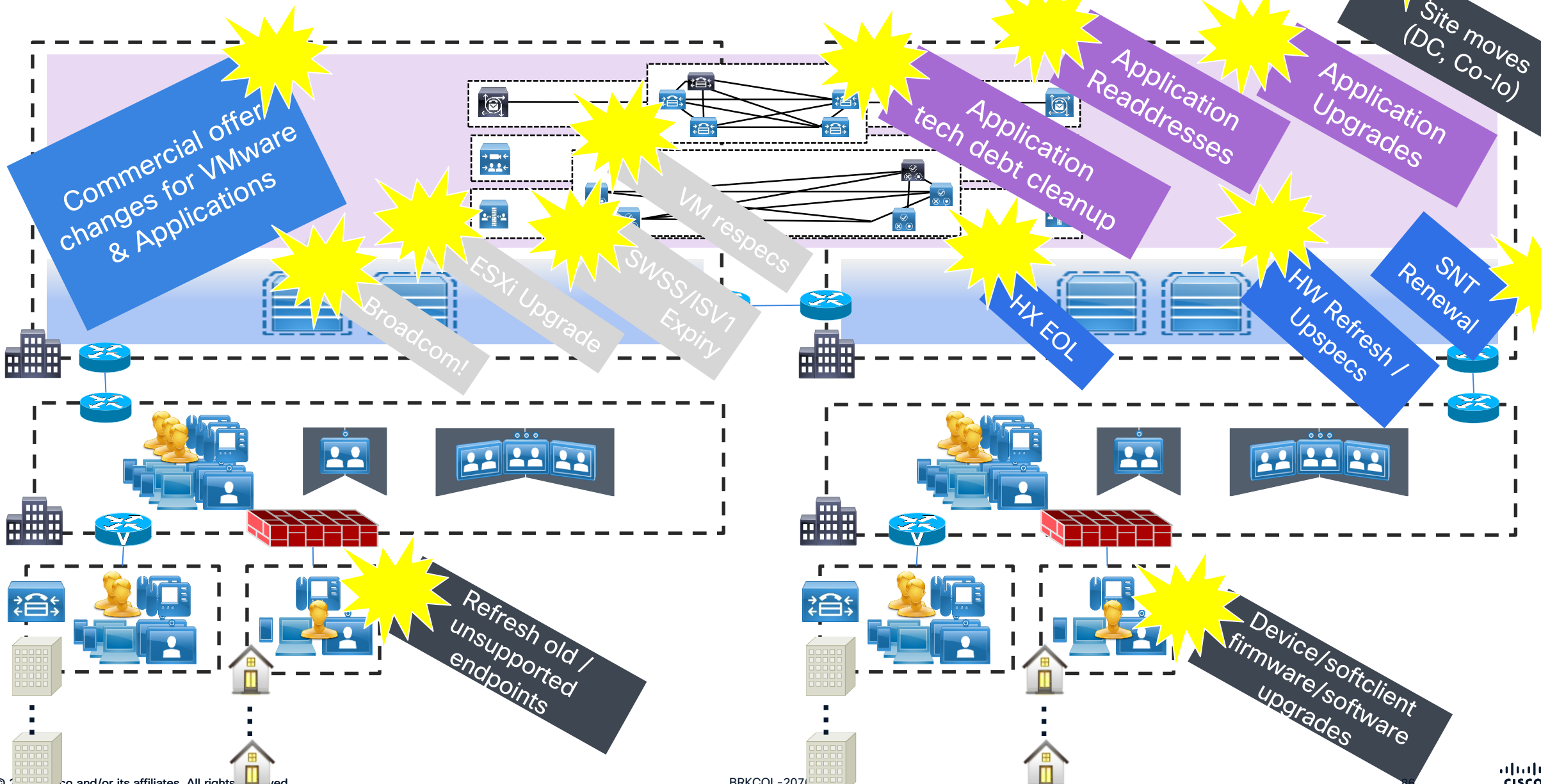




**Enabling Transformation to
Cloud**

**Webex Calling Dedicated
Instance**

“Get Current” means all this. If you’d rather not deal with it...



Cloud Calling – The way you want it

WxC MT DC / Media Nodes
WxC DI DC



95%+

Feature parity with UCM



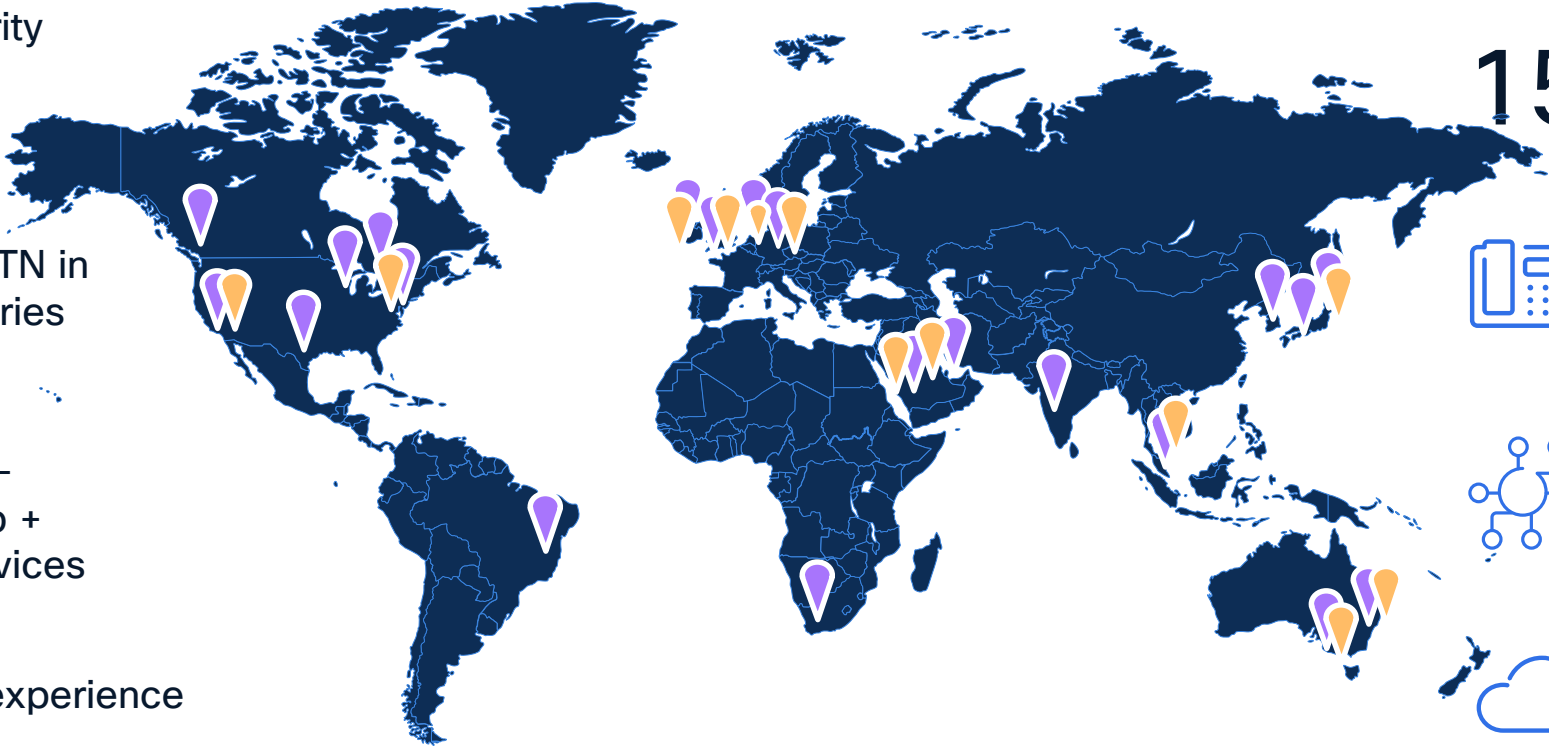
Flexible PSTN in 190+ countries



Continuous Innovation - Webex App + modern devices



Customer experience solutions



15

Latest version of UCM



Support for legacy endpoints



Preserve UCM workflows and integrations



Enhanced Survivability

Dedicated Instance

What UCM customers can expect when moving to the cloud



Cisco Managed and Partner enabled



Flexible Connectivity / Peering



No disruptions supports the same rich set of UCM features Augmented with Control hub features



Transition to Cloud No impact on Phones or Integrations



Familiar user experience that facilitates swift employee migration.



Modernize in phases with Power of MT Platform



Cisco contact center interoperability for enhanced customer experience



Built in Security & Sustainability supporting all employee workflows



Responsibilities Matrix (RACI)



It is important for partners and customers to refer to the detailed responsibility matrix available in Webex Help: [Responsibility Matrix](#)

Multi-tenant and Dedicated Instance

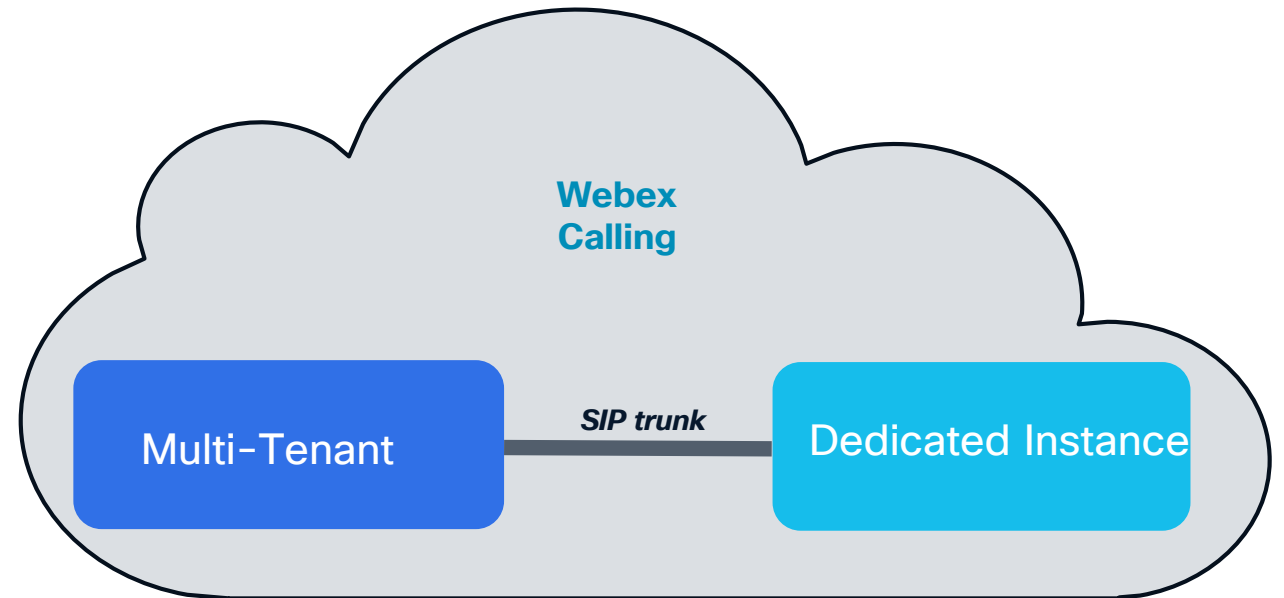
Pre-configured to work together

Flexibility to use best persona for different knowledge worker type

No external hardware or SBC configurations required by partners or customers

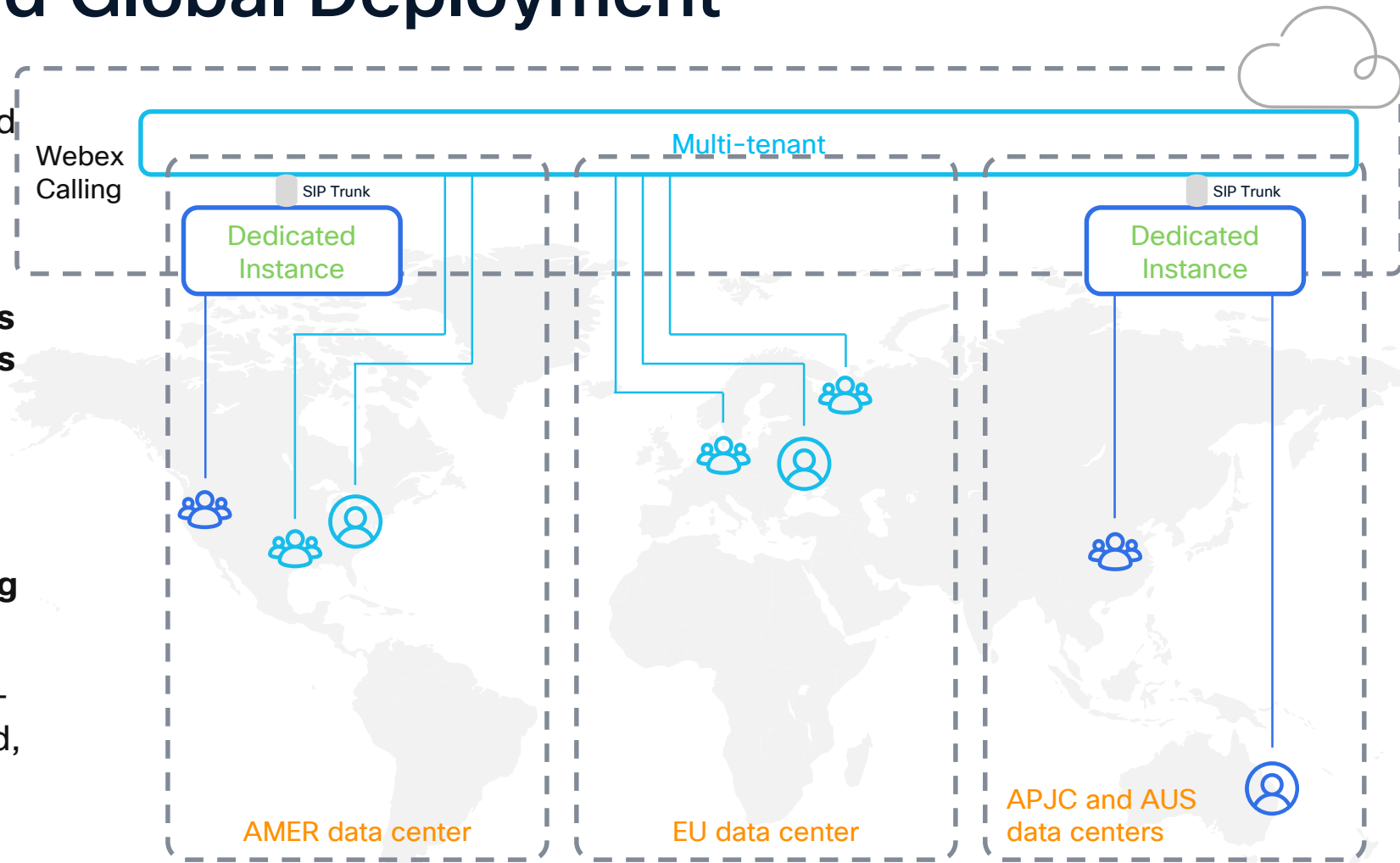
No additional license requirement to integrate call flows across Webex Calling
Multi-Tenant & Dedicated Instance

Easy dial plan integration that helps customers use their existing enterprise dial plans



Webex Calling Hybrid Global Deployment

- Global cloud calling platform: A dedicated cloud instance option based on Cisco Unified Communications Manager architecture.
- **Integrated into Webex Calling and takes advantage of Webex® platform services**
- Centralized administrative experience from the cloud
- **Multi-tenant and Dedicated Instance platforms pre-integrated for call routing interoperability**
- Flexibility to provision users across multi-tenant and Dedicated Instance as needed, to best address cloud calling business needs
- Webex App for a unified end-user experience



APJC and AUS data centers

Departments across the Globe

- HQ: Dedicated Instance
- Sales: Multi-tenant
- Support: Dedicated Instance

Healthcare with UCaaS

Hospital - Critical Care

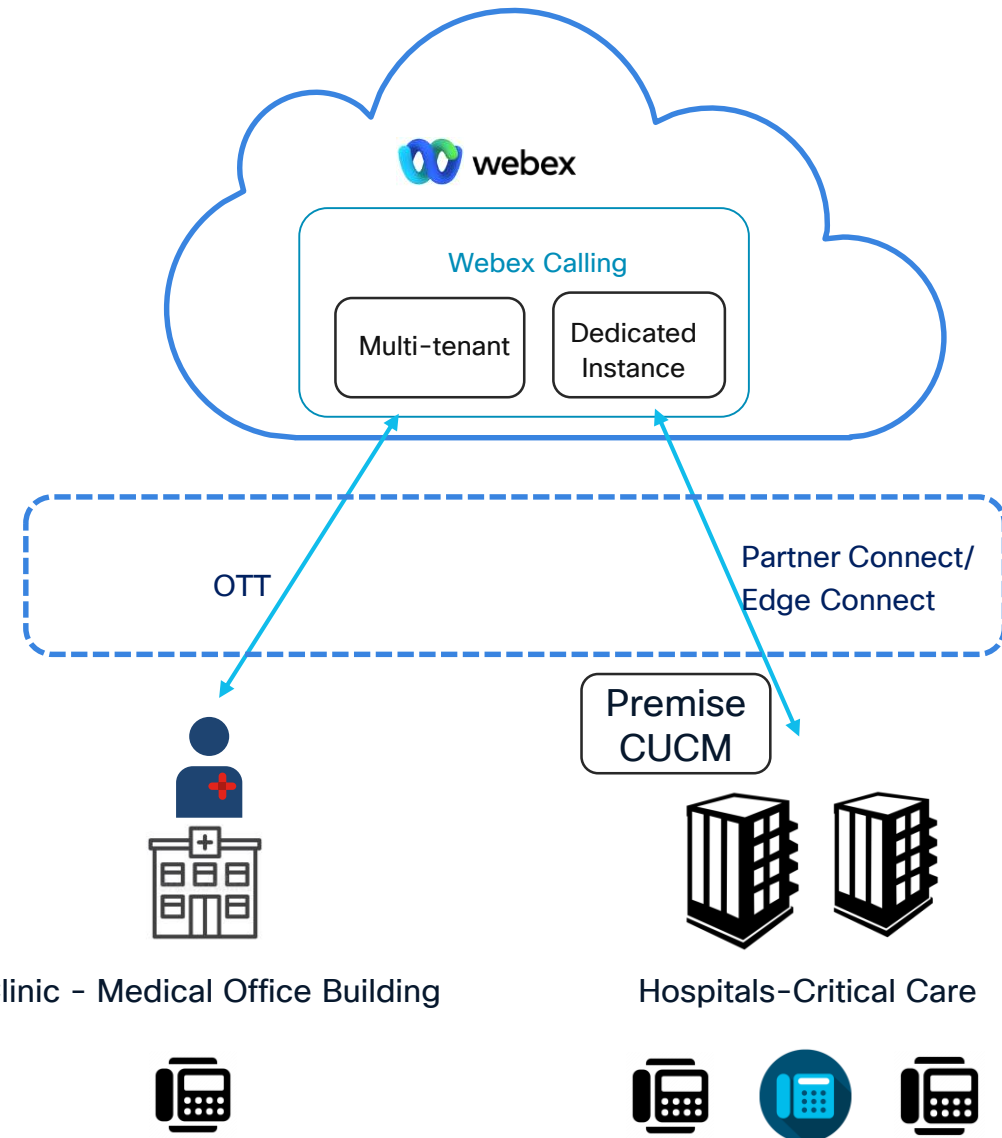
Personas: Doctors, Nurses, Admins

- Deployed in Dedicated Instance
- Connected over a Partner or Edge Connect to Cisco
- Enhanced Survivability for full failover capability
- Support for legacy end points and 3rd party integrations

Clinic - Medical Office Building

Personas: Doctors, Admins, Clinical Staff

- Clinicians are highly mobile now, go between Clinic and Hospital locations regularly
- Webex Go for doctors
- OTT Connectivity with local survivability



Epic

Cerner

vocera

Hill-Rom

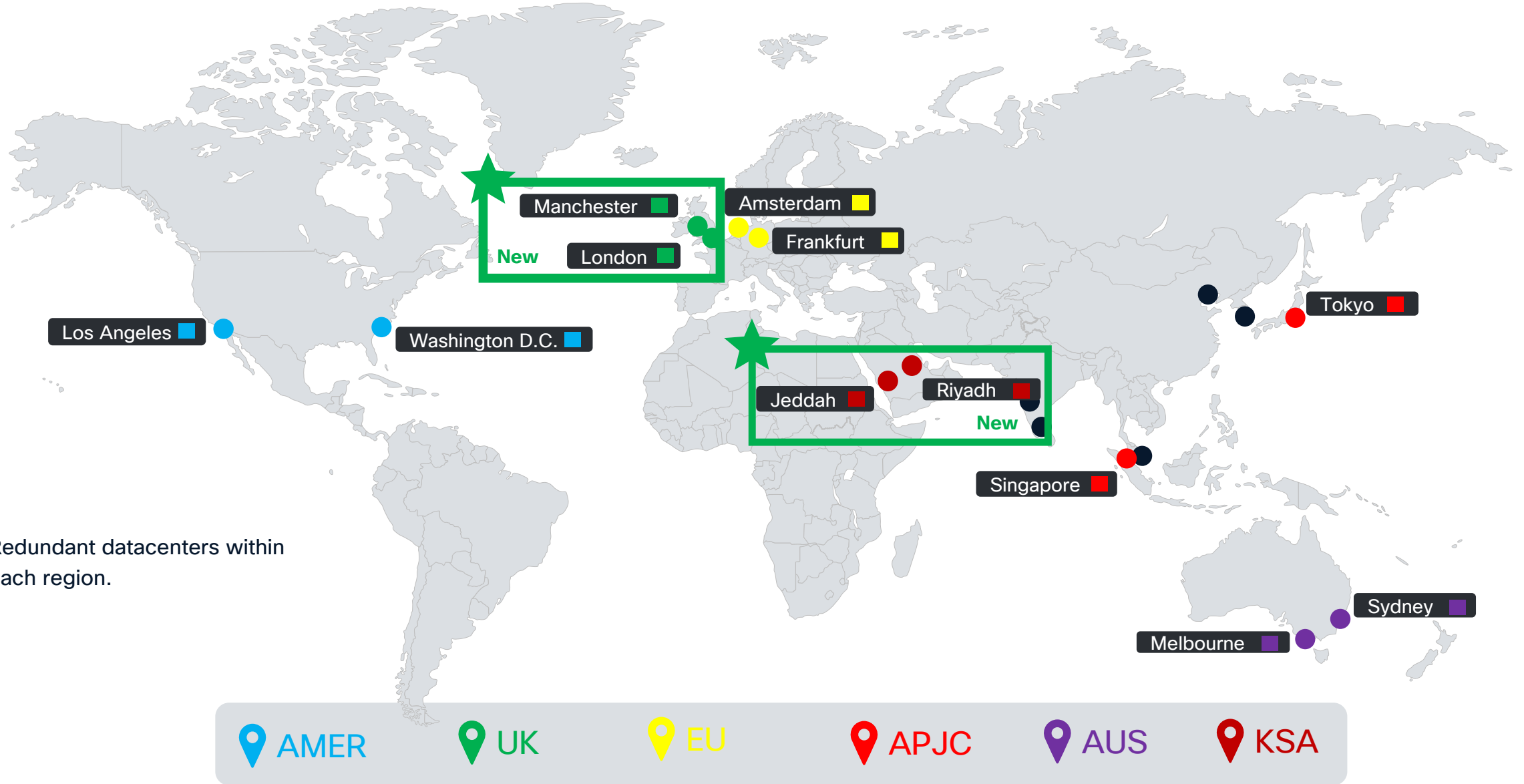
Rauland

VALCOM

BOGEN COMMUNICATIONS, INC.

CISCO

Dedicated Instance Regions – Data Center Loc.



Cloud Connectivity Options

Dedicated Instance service is primarily delivered over a private connection to the customer premises

Connection requires peering via **Webex® Edge Connect, or Partner Connect, or Virtual Connect**

OTT access is included to service mobile and remote workers (**MRA**)

Webex® Edge Connect

Equinix handles network flow from customer's peering point to the Webex data center.

Partner Connect

Partner creates a physical connection to Equinix and connects to Webex® PE's either via cross connect or ECX.

Virtual Connect

Virtual Connect enables Customers to securely extend their Private Network over the internet using point-to-point IP VPN Tunnels.

What's New

Unified peering for Webex Meetings, Webex Calling multi-tenant and dedicated instance.

Megaport peering support enables customers to leverage their existing Megaport DC presence.

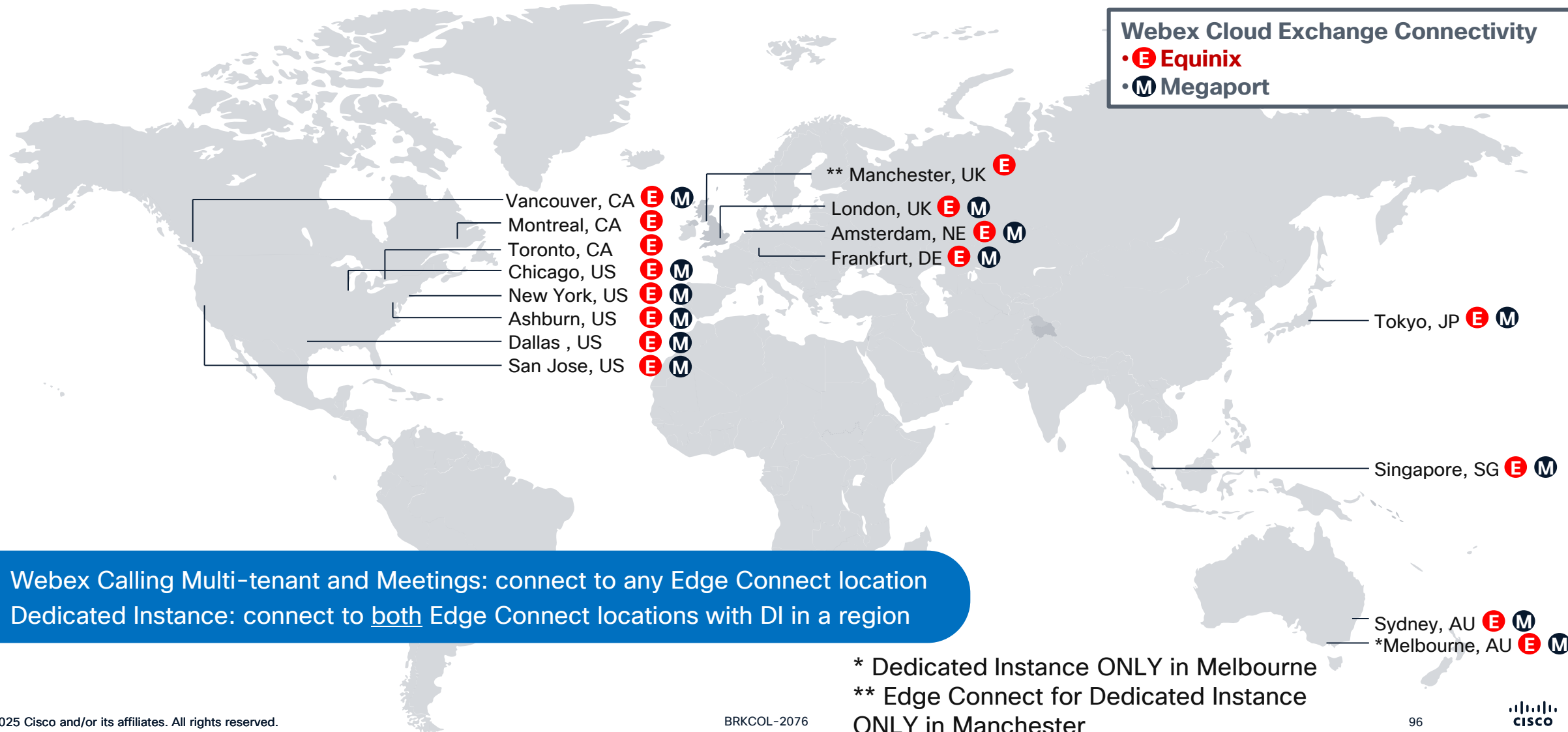
Partner Connect can now be activated now from Control Hub for customers.

Virtual Connect can be activated from Control Hub for customer peering.

Edge Connect in Equinix^E and Megaport^M

Webex Cloud Exchange Connectivity

- **E** Equinix
- **M** Megaport



Webex Calling Multi-tenant and Meetings: connect to any Edge Connect location

Dedicated Instance: connect to both Edge Connect locations with DI in a region

* Dedicated Instance ONLY in Melbourne

** Edge Connect for Dedicated Instance ONLY in Manchester

Dedicated Instance - PSTN options

Partner Hosted

- SP provides PSTN service via the ECX (partner cage)
- SP provider partner responsibility to manage dual connections

Bring Your Own PSTN (Local GW)

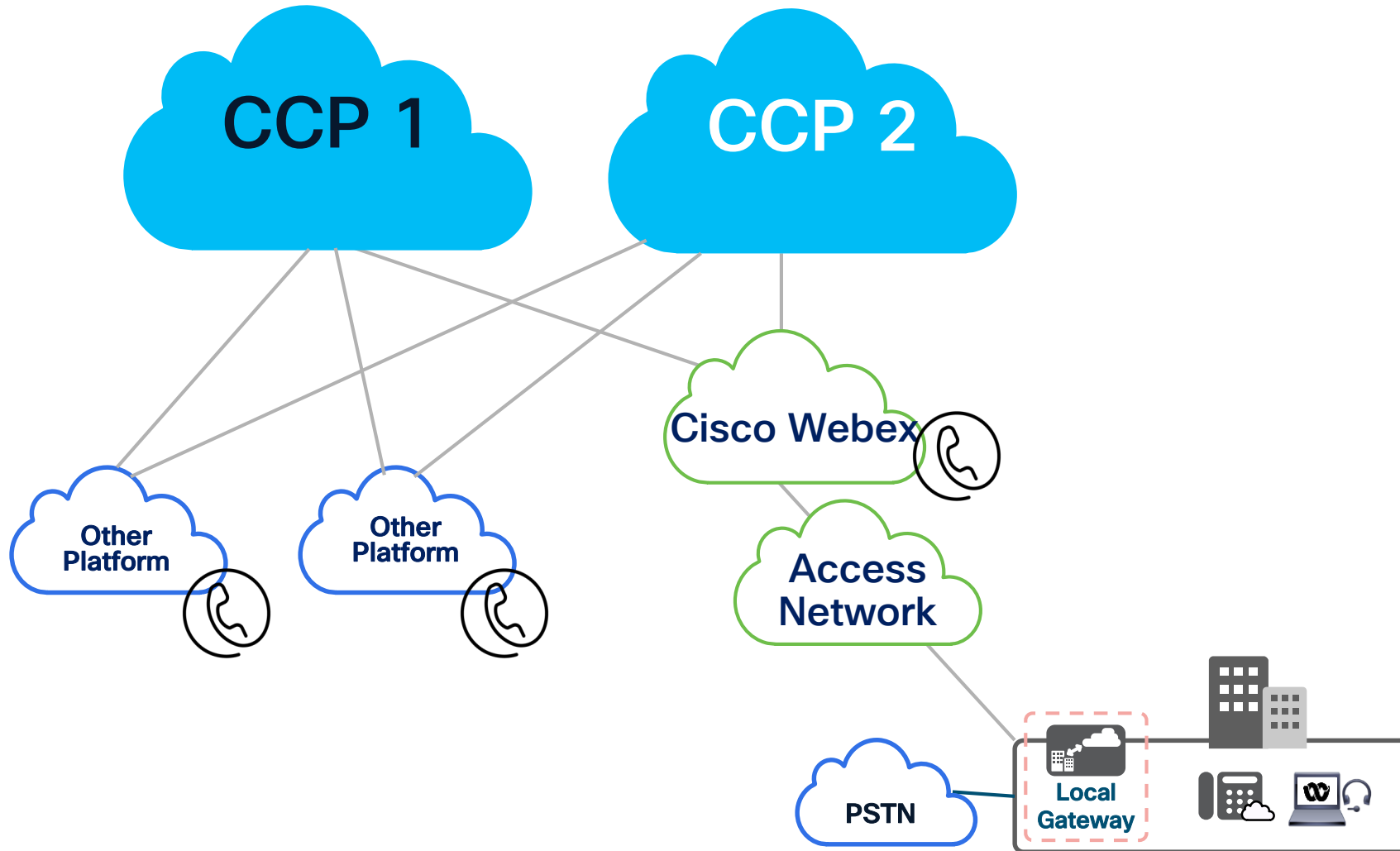
- Local Gateway via customer premises
- Customer/Partner responsibility to manage the connection
- Not limited to CUBE. Includes all voice gateways supported by Unified CM including ISR and ASR.
- Third Party gateways are allowed but validation is a Partner/Customer responsibility

Cloud Connect for Webex Calling (CCP)

- Cloud Connect for Webex® Calling enables global cloud PSTN calling options for Webex Calling Dedicated Instance (DI)
- Dedicated Instance leverages existing CCP partner peering with Webex Calling Multi-tenant for this feature



Using Multiple CCP's to Simplify PSTN



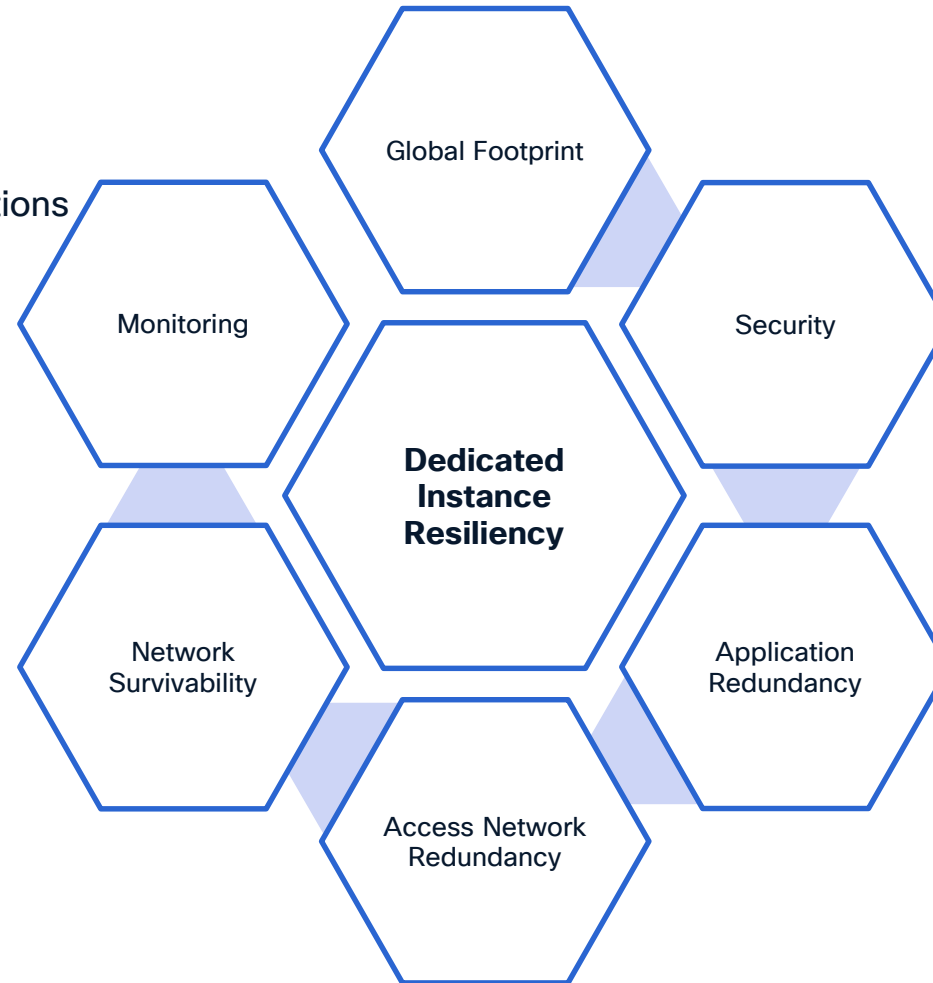
- Simplify the configuration and deployment of PSTN using Cloud Connected Partners PSTN where they can connect to other systems as well as Cisco
- Eliminate the multiple routing requirements and CUBE/SBC's in the environment.

DI Resiliency

- Proactive maintenance
- Centralized Control Hub notifications

- Survivable telephony with SRST
- Industry-first Enhanced Survivability with On Premise, Cloud managed service for comprehensive full stack experience
- Local Push notifications for Webex App on Apple iOS for LAN notifications

- Global DC presence across all regions
- Dual DC per region and WAN redundancy
- Flexible connectivity options



- SOC2, ISO27K, and C5 Certification
- Built in multi-level security
- Hardened devices, 802.1x, GCM/EC crypto

- Redundant HW across DCs
- UC Apps redundancy with Clustering over WAN
- WAN redundancy
- Daily DC back up, with 3-day storage

- Flexible Network options – Webex, Edge connect, Partner / Virtual connect and OTT (MRA)
- Link redundancy

Survivability for Webex Calling and Dedicated Instance

Survivable Appliance

Works just like SRST does now

Supports both the Webex App and Devices

Supported on Physical and Virtual ISR's

No configuration to manage but Dial Plans

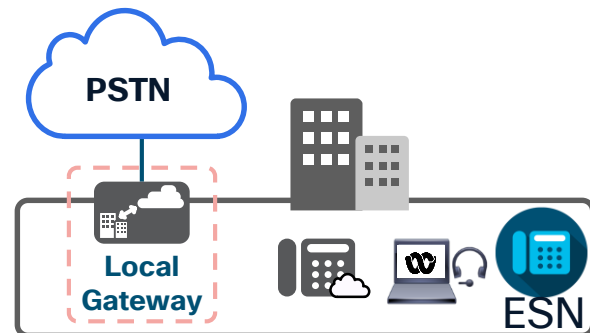


Enhanced Survivability Node

With Dedicated instance, fully operational Subscriber when Active

Supports all typical CUCM

Fully Managed by the Cloud, 8 Nodes supported per cluster



Network Path First

Calling works over secondary Internet connections

Calls will heal and re-connect when primary outage happens

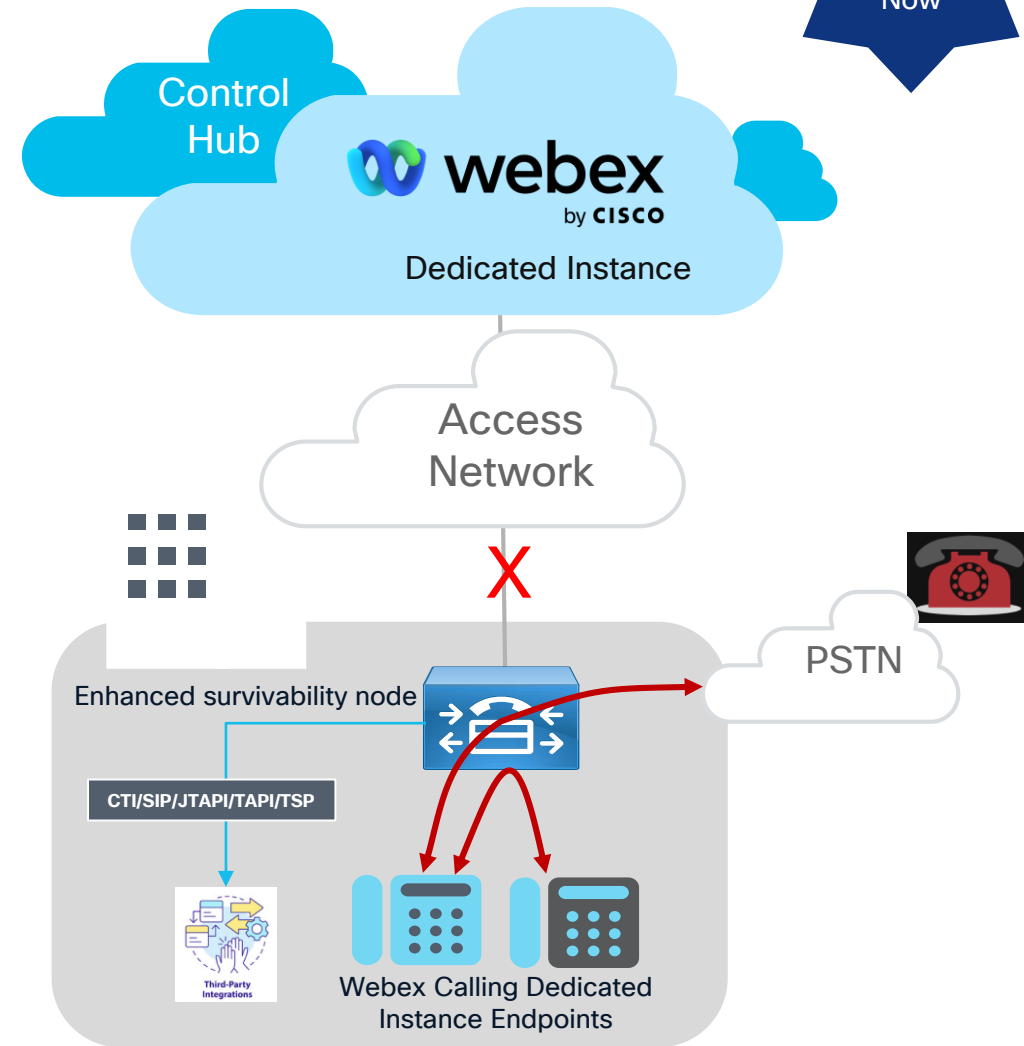
Webex Calling supports Highly Latent Environments



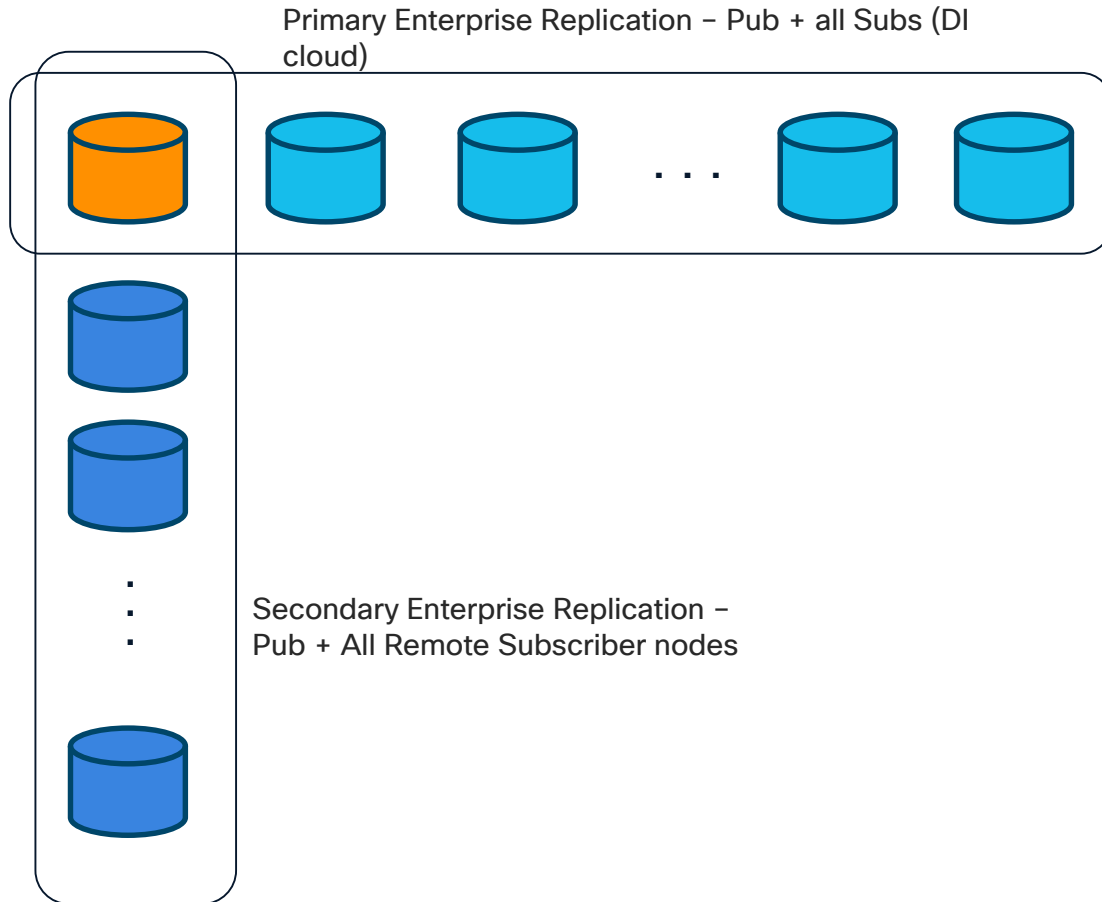
Enhanced Survivability Solution Overview

Available Now

- Deployed on-premises and connects to Dedicated Instance in the cloud
- Devices register to the enhanced survivability node when cloud services are unavailable
- All call control functions, and 3rd party integrations (SIP/CTI/JTAPI/TAPI/TSP) are preserved in failover mode (3rd party client needs to support tertiary UCM node configuration).
- High density survivability - supports up to 7500 hard endpoints per node.
- Maximum 8 enhanced survivability nodes per cluster
- Cloud managed from Control Hub
- It is supported only over Partner Connect or Webex Edge Connect
- **Roadmap Focus :**
 - Pro-active monitoring and Analytics for Enhanced Survivability in Control Hub.



How it works, CUCM and ESN....



New Replication group created for Remote Survivable nodes

Only applicable for Dedicated Instance

RTT time for remote nodes >200ms (proposed)

One way sync from publisher to remote node (no User facing feature sync)

Support up to 8 remote nodes per DI cluster

Remote node is the tertiary node in the CM group

Dedicated Instance Service Experience - Focus Areas

Service Assurance

- Strengthen monitoring / assurance framework
- Proactive monitoring w/ anomaly detection & configuration best practice
- Thousand eyes for failure correlation

Visibility

- Consolidated UC App Services Dashboard with critical service status
- Communication Enhancements for maintenance & outages
- Detailed, granular RACI
- Real time Quality metrics (Ex: Call Volume/Failures, Media stats, Peering status)
- Alert notification templates for partner automation

Onboarding & Management Simplification

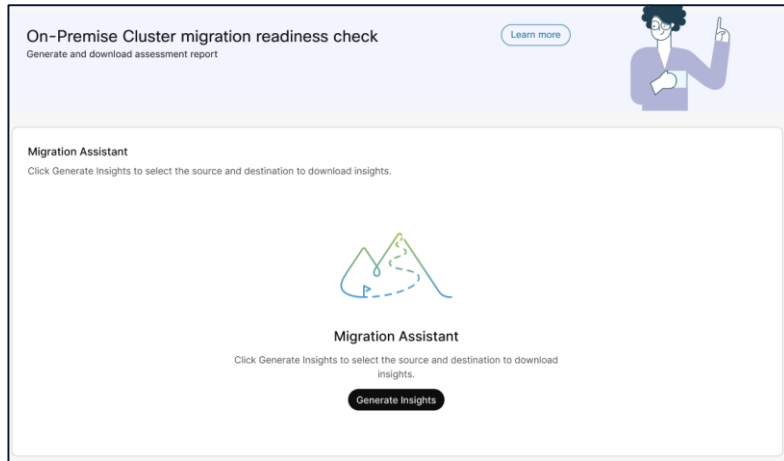
- Control Hub Service Requests (Ex: Peering, VPN, Network/IaaS changes, Upgrade/reschedule)
- Customer driven lifecycle management
- Certificate Renewal automation

Resiliency

- Harden backbone network connectivity, HA & Infrastructure
- Enhanced Survivability Node (ESN) enhancements
 - Onboarding, app upgrade automation
 - 11 node support
 - Proactive monitoring of survivability events and CH alerts
- Improved media security for DI to MT flows

Choose the migration path that's best for you

Partner led migration or Self serve aided by Migration Assistant



3rd Party tools and partners to help you migrate and manage your calling workloads

yarnlab

kurmi

tuki
by Correnet

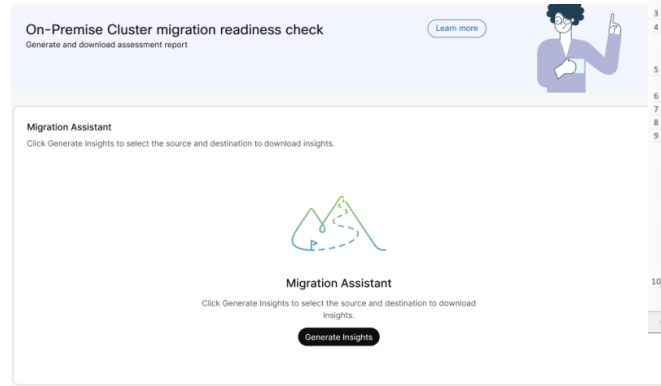
nuwave

Cisco Setup Assist, CX Services and partner migration services augment your resources to reach your goals



DI Migration Assistant

- Clear and Actionable Insights for Accelerating Migration Planning
- Generate Migration readiness report for DI clusters.
- Generate Insights and recommendations for migration planning based on comparing source and destination clusters.
- The generated Insights and reports simplify preparation and planning for the migration process.
- Note: The wizard will not address the actual data migration process which is already handled by solution plus partners.



Category	Sub-Category	Source Details	Migration Recommendation	Comments/References
Cisco Applications	CUCM	Source CUCM Cluster Publisher: mig-sm-e2e-int-v11-ccm-pub.hcscnt8.cisco.com[11.5.1.23900-30] Subscribers: mig-sm-e2e-int-v11-ccm-sub2.hcscnt8.cisco.com[11.5.1.23900-30], mig-sm-e2e-int-v11-ccm-sub1.hcscnt8.cisco.com[11.5.1.23900-30]	Destination CUCM Cluster Publisher: mig-sm-e2e-int-v14-ccm-pub.hcscnt8.cisco.com[14.0.1.13900-155] Subscribers: mig-sm-e2e-int-v14-ccm-sub2.hcscnt8.cisco.com[14.0.1.13900-155], mig-sm-e2e-int-v14-ccm-sub1.hcscnt8.cisco.com[14.0.1.13900-155]	
	IMP	Publisher: mig-sm-e2e-int-v11-ccm-imp1.hcscnt8.cisco.com Subscribers:	Call Processing Nodes - (Initial) Target Version 14 SUS Publisher: mig-sm-e2e-int-v14-ccm-imp1.hcscnt8.cisco.com[14.0.1.13900-8]	In case of moving to webapp, IM&P nodes
Geo Location				Americas
Cluster Security Mode				Mixed
Devices	Voice Gateways	Non-Secure Cisco Catalyst 6000 T1 VoIP Gateway H.323 Gateway		
	Telepresence Endpoints			
	SoftPhones	SCCP gateway virtual phone		
	Analog Gateways			
DeskPhone				Follow the recommendations to upgrade the IOS For devices and gateways compatibility recommendations, refer Phone and Gateway recommendation Tab , Compatibility Matrix - https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/lsc_system/unified/communications/system/compatibility/CS-Compatibility-Matrix-interactive/TML.html Note: For the IOS devices, Cisco TAC would Outbound Ports to be opened on DI firewall: 7000, 5090, 5080, 5070

Device pool Name	Product	Counts at Source Cluster	Counts at DI Cluster	Data Mismatch	
1	Default	Annunciator	5	5	No
2	DP-Test1	Remote Destination Profile	2	2	Yes
3	DP-Test1	SIP Trunk	2	2	Yes
4	DP-Test2	SIP Trunk	1	1	Yes
5	DP-Test1	Cisco Catalyst 6000 T1 VoIP Gateway	1	1	Yes
6	DP-Test1	CTI Port	1	1	Yes
7	DP-Test1	Cisco 8811	1	1	Yes
8	DP-Test1	Cisco 8821	1	1	Yes
9	DP-Test1	Cisco 8865	1	1	Yes
10	Default	Music On Hold	5	5	No
11	Default	Cisco Media Termination Point Software	5	5	No
12	Default	SIP Trunk	5	5	No
13	DP-Test1	Cisco 7960	5	5	Yes
14	Default	Cisco Conference Bridge Software	5	5	No
15	DP-Test1	Cisco 7841	1	1	Yes
16	DP-Test1	Cisco 7940	1	1	Yes
17	DP-Test1	H.323 Gateway	1	1	Yes
18	Default	Interactive Voice Response	5	5	No
19	Default	CTI Port	5	5	Yes
20	TestDP1	Remote Destination Profile	1	1	Yes
21	TestDP1	Cisco 7960	1	1	Yes
22	TestDP1	Cisco 8865	1	1	Yes
23	TestDP2	SIP Trunk	1	1	Yes
24	TestDP1	Cisco 7841	1	1	Yes
25	TestDP1	Cisco 7940	1	1	Yes
26	TestDP1	Cisco Catalyst 6000 T1 VoIP Gateway	1	1	Yes
27	TestDP1	SIP Trunk	1	1	Yes
28	TestDP1	H.323 Gateway	1	1	Yes
29	TestDP1	H.323 Gateway	1	1	Yes

Conclusion

- Stay on Premises - UCM 15 and long-term Platform Updates

- Derive higher value from Cloud with Cloud Connected UC, Webex App

- Migrate to Cloud with Enhanced Survivability - Dedicated Instance

- Enterprise Grade Cloud Calling Innovation with Webex Calling multi-tenant

Complete your session evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to win 1 of 5 full conference passes to Cisco Live 2026.



Earn 100 points per survey completed and compete on the Cisco Live Challenge leaderboard.



Level up and earn exclusive prizes!



Complete your surveys in the Cisco Live mobile app.

Continue your education



Visit the Cisco Showcase for related demos



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

Contact me at: justjord@cisco.com

Thank you

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