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The bridge to possible

Migrating from Jabber to the Webex App

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Agenda

- Introduction
- The Journey Map
- Webex app Calling
- Webex app Messaging
- Webex app Meeting
- Control Hub Fundamentals

Webex app

Meetings

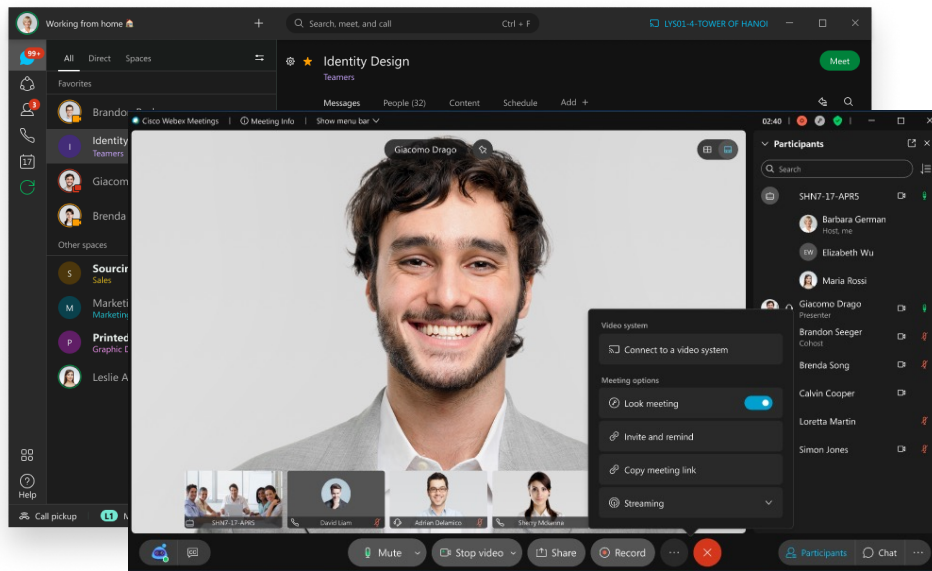
Full-feature Webex Meetings UX

Calling

New calling capabilities such as hold / retrieve, 2nd line, IP Phone control. Supports CUCM or Webex cloud calling

Messaging

Persistent chat with new capabilities such as reactions, threading, ECM integration



Wireless Pair and Share

Pair/share wirelessly with your Cisco video devices to join your meetings or share content on screen and in-meeting

Integrations

Simplify and accelerate workflows by Integrating business applications directly into the Unified app

Centralized Management

Control Hub: single pane of glass to deploy, manage and support the Unified app

Enterprise-grade Security and Compliance

Integration with DLP; Cisco CloudLock-ready or 3rd-party CASB integration

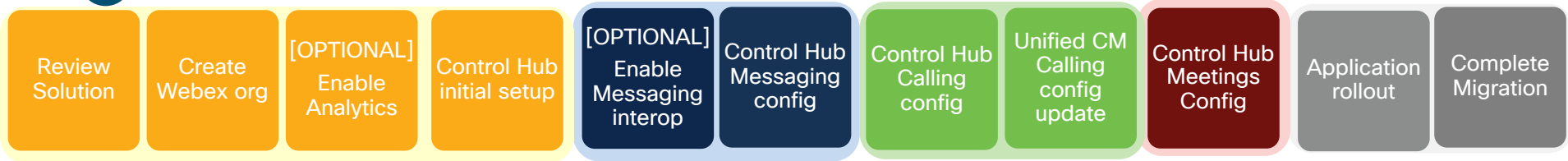
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The Journey

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Journey to the new Webex



- Review Solution**
 - All teams review migration plan
 - Create rollout communications strategy
- Create Webex Org-Control Hub**
 - Create Webex Org-Control Hub
- [OPTIONAL] Enable Analytics**
 - Cloud Connected UC -View Unified CM Analytics in Control Hub
 - Jabber Telemetry-View jabber analytics in Control Hub
- Control Hub initial setup**
 - Licensing template
 - Verify Domain SSO setup
 - User Provisioning /Directory connector (or SCIM/CSV/people APIs)
 - Calendar connector
- [OPTIONAL] Enable Messaging interop**
 - Consider centralizing IM&P
 - Deploy Hybrid Messaging service
 - Enable as needed
- Control Hub Messaging config**
 - Message retention Policy
 - Content Management
 - External Message Policy
 - XMPP federations
- Control Hub Calling config**
 - Verify Control Hub Calling configuration (Calling Licensing, Voice Services domain, calling configs)
- Unified CM Calling config update**
 - Verify DNS/Unified CM/ Expressway config (SRV records, ILS, home cluster, service profiles etc)
- Control Hub Meetings Config**
 - Verify you are in the correct WDA version
 - Meetings Site Linking
 - Claim Users
 - Enable Meeting Experience
 - Productivity tools
- Application rollout**
 - Validate network requirements
 - Configure app update schedule
 - End user communication
 - Jabber to Webex app migration tool
 - Remove Jabber
 - Remove Webex Meetings
- Complete Migration**
 - Archive IM & presence content
 - Decommission IM&P

Stakeholder

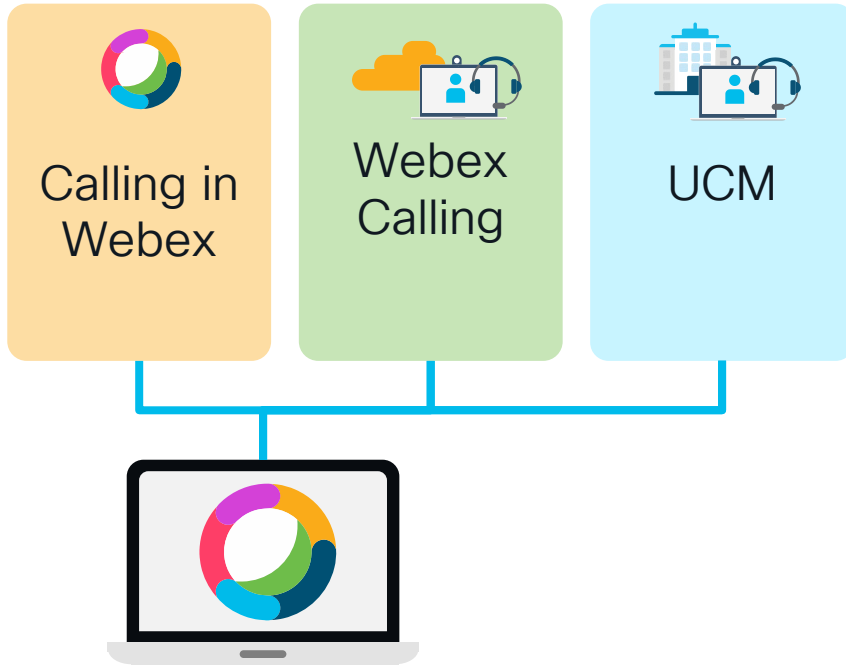


- Collab Team
- Directory Services Team
- Security Team
- Software Deployment Team
- Comms & Help Desk Team
- Network Team

Webex app Calling Migration



Webex app calling deployment options



- Webex provides a number of different calling options that can be deployed to meet difference requirements.
- Calling in Webex
 - Native service allowing users call other Webex users using the app.
 - Basic call control
 - No PSTN integration
- UCM
 - Webex app can register to UCM for softphone or desk phone control mode services
 - Calling support for the knowledge worker up to the Contact Center agent
- Webex Calling
 - Webex app can register to the Webex Calling service for softphone or desk phone control mode services

High Level Jabber to Webex app comparison

Meeting	Pre-During-Post Meeting with Cognitive Collab in Single App	✓	✗
	Simple Join with paired Webex Device or desk phone	✓	✗
	Active Control with CMS Meeting	☑ CY21	✓
Messaging	Advanced Persistent Chat with Teams/reaction/threading	✓	✗
	ECM & Embedded 3rd-party workflows	✓	✗
	IM-only Share	✓	✓
	Remote Desktop Control (Mouse & Keyboard)	✓	✓
Device	Wireless Share & Whiteboard with Cloud Device	✓	✗ Prem only
	Proximity pair with Joining Meeting & 1:1 Calling	✓	✗
	Seamless Move between Device & App	✓	✗
Calling	HD Video & Audio softphone & Desk Phone Control mode	✓	✓
	Secure & Encrypted media	✓	✓
	In-a-call presence, DND	✓	✓
	B2B2C App-to-App calling with Annotation/Whiteboard	✓	✗
	Call Features : Hold/Resume, Transfer, Conference, Call Fwd, SNR (Mobility)	✓	✓
	Voicemail (Visual & MWI & Call VM)	✓	✓
	App Share with Desk-phone Control	✓	✗
	VDI	✓	✓
	Hunt Group, Call Pickup	✓	✓
	Contact (Corporate, Personal, Local Search)	✓	✓
	CTI control by another application (CTI Servitude)	✓	✓
	Call Recording (BIB)	✓	✓
	Multi-Line	✓	✓
	Call-back/Dial-via-office/Extend & Connect	✓	✓
	Call Park	✓	✓
	ICE Media Optimization	✓	✓
	Seamless Calls Escalation to Meeting	✓	✗
	Blur, virtual & custom background	✓	✗
	Noise Cancellation	✓	✗
	Other advanced Contact Center features (Agent greeting...)	☑ CY21	✓

Webex app UCM Calling Jabber

Supported Calling Features

Presence & DND

Personal Contacts

Call History & Dial-pad

Visual Voicemail

Hunt Group

Forward Phone Calls to
4083325568

Single Number Reach
+4089023067

Open Call Preferences

Frequent Call Settings:
Call-forwarding, Single Number Reach, Hunt-Group Log-in

Open UC call preferences

HD Audio and Video calls with sharing

Advanced Call Control: Share-line, Hold / Resume, Transfer, Merge/Conference, Call Pickup

Connect to a device

Desk-phone & Room Device Pairing and Control

Split audio/video

Integrated Corporate Directory

Optional Webex Teams call

Desk-phone & Room Device Pairing and Control

Other Features

- VDI
- Hunt Group
- Call Pickup
- Call Recording BIB
- DTMF
- Call-back/Extend-and-Connect
- Mobile Dial-via-office
- Call Park
- Silent Monitoring
- Call notification control for Admin
- Call Windows control for user & Admin
- Zip Tone for Auto pickup

The Journey from Jabber to Webex app

OPTION 1: Migrate to Webex app for best integrated experience



Cisco Jabber

-  **Messaging**
Cisco IM&P Server
-  **Calling**
Cisco UC Manager



Webex app

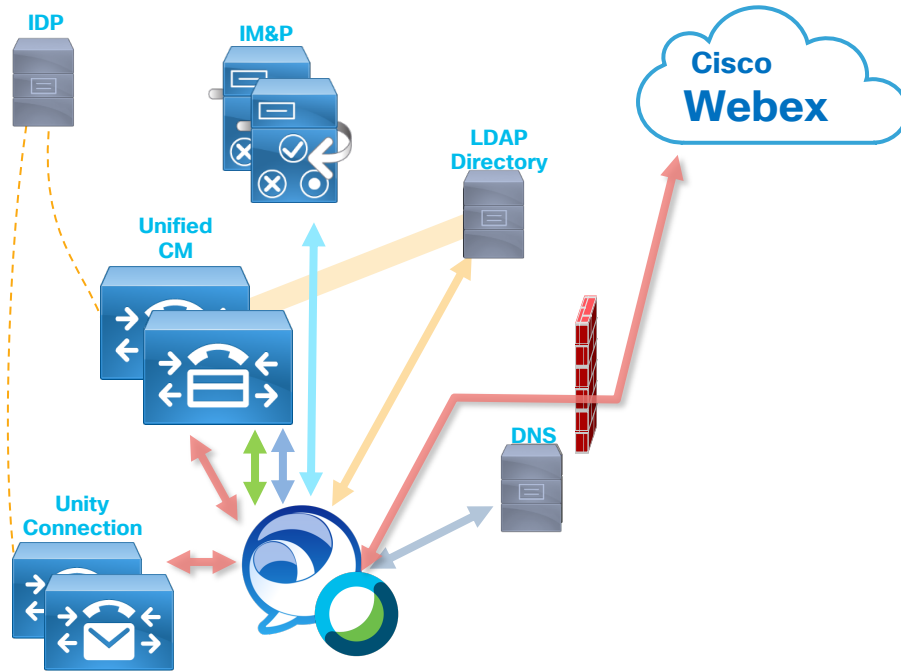
-  **Meetings**
Webex Meetings
 -  **Messaging**
Webex Teams
 -  **Calling**
Webex Calling
UCM Cloud, HCS or
On-Premises UCM
- or
- 



Continued support for On-Premises / HCS only Solutions

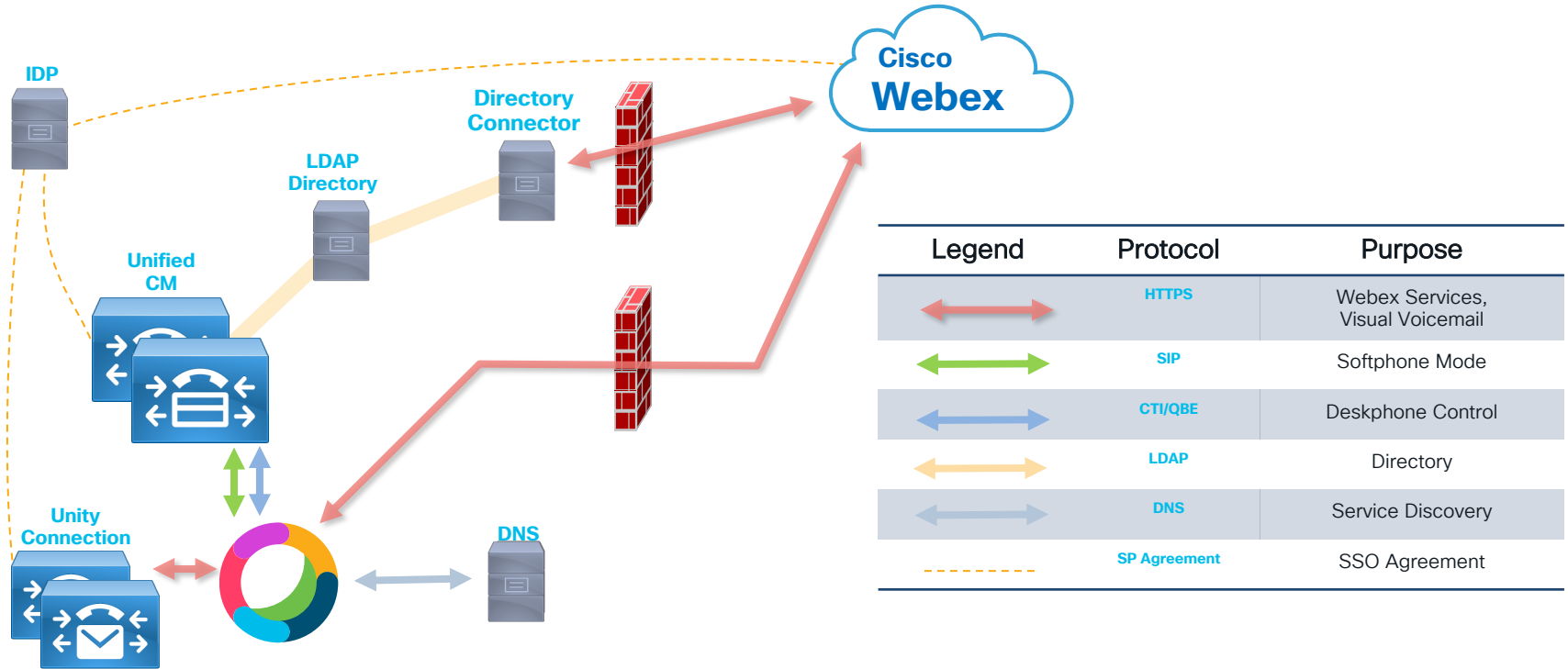
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Jabber Architecture (On Network)



Legend	Protocol	Purpose
	HTTPS	UDS/Visual Voicemail
	SIP	Softphone Mode
	CTI/QBE	Deskphone Control
	XMPP	Message & Presence
	LDAP	Directory
	DNS	Service Discovery
	SP Agreement	SSO Agreement

Webex Unified CM Architecture (On Network)



Configuration – Webex Control Hub

- Webex app ALWAYS makes its initial connection to the Webex Service
- UCM Calling enablement via Control Hub
- SSO enablement of Webex Org is highly recommended!
- Bulk enablement via CSV – Enablement based on attribute coming soon

The screenshot displays the Cisco Webex Control Hub interface. The top navigation bar includes the Cisco Webex Control Hub logo and a user profile for Rylee Fitzpatrick, Sales Engineer. The main content area is divided into three sections:

- MONITORING:** Overview, Analytics, Troubleshooting, Organization Health.
- MANAGEMENT:** Users (selected), Workspaces, Devices, Apps, Account, Organization Settings.
- SERVICES:** Messaging, Meeting, Calling, Contact Center, Connected UC, Hybrid, TME Demo.

The 'Users' section shows a search bar with 'rylee' and a table of users:

First Name	Last Name	Display Name	Email
Rylee	Fitzpatrick	Rylee Fitzpatrick	rfitzpa

The 'Calling Behavior' configuration panel for Rylee Fitzpatrick is shown on the right, with the following options:

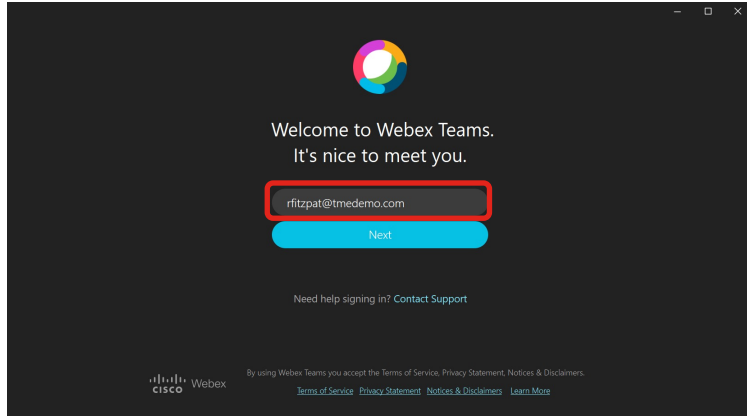
- Organization Setting: Calling in Webex
Use the setting you've specified at the organization level.
- Calling in Webex
Make calls directly in Webex, backed by Webex Calling or Hybrid Calling.
- Calling in Webex (Unified CM)
Make calls in Webex registered to Unified CM for mid-call features.
 - Use my organization's domain
 - Use a UC Manager Profile for Calling
- Webex Calling app
Make calls in the Webex Calling app or through a cross-launch from Webex app.
- Cisco Jabber app
Make calls in Cisco Jabber or through a cross-launch from Webex app.
- Third-Party app
Make calls in a third-party calling app or through a cross-launch from Webex app.

Configuration - UCM

- UCM configuration is based on Jabber UCM configuration
 - User Account
 - Home Cluster Setting
 - Device Config
- jabber-config.xml file used for hunt group and pickup
- CTI/Voicemail Profile is obtained from UCM Service Profile
- SSO enablement of UCM is highly recommended – via the same IDP!

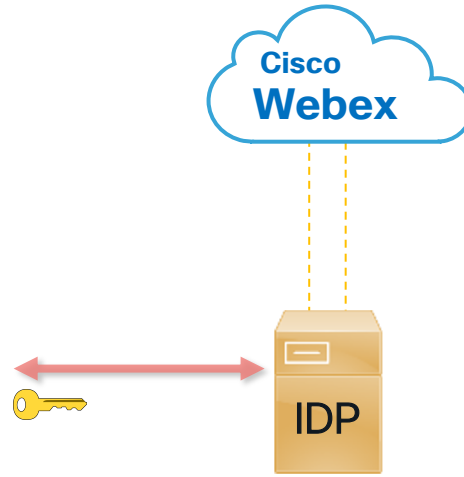
The screenshot shows the 'End User Configuration' page for a user named Rylee Fitzpatrick. The 'Service Settings' section is highlighted with a red box, indicating that the 'Home Cluster' checkbox is checked. Below this, there is a note: 'Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)'. Other sections include 'Status' (Ready), 'User Information' (User ID: rftzpat, Self-Service User ID: 0427, PIN: [redacted], Last name: Fitzpatrick, etc.), and 'Convert User Account' (Convert LDAP Synchronized User to Local User).

Service Discovery



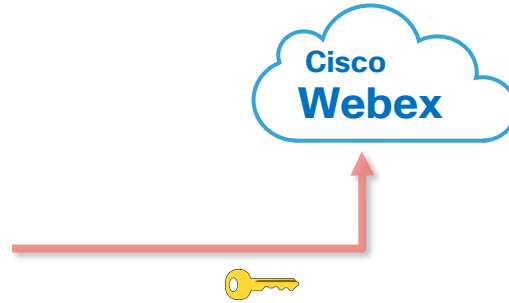
- Primary Connection is always to Webex Service
- rfitzpat@tmedemo.com used to find Webex app org

Service Discovery



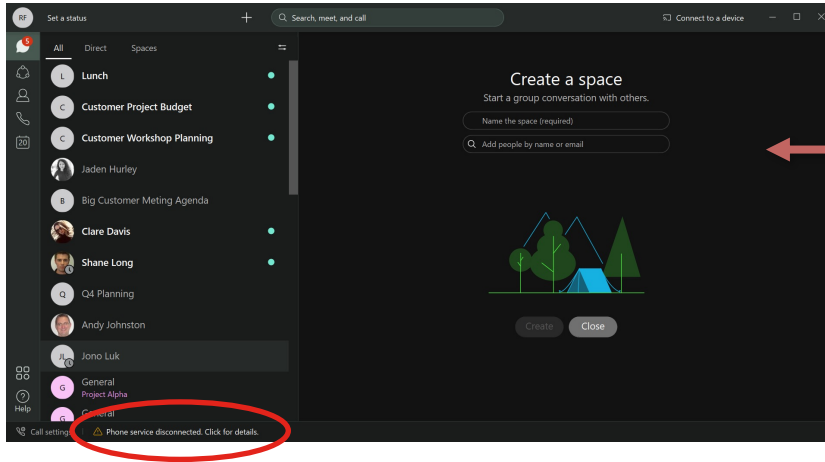
- Webex Org is SSO enabled.
- Webex app displays embedded browser redirected to the IDP
- User authenticates
- IDP provides SAML assertion

Service Discovery

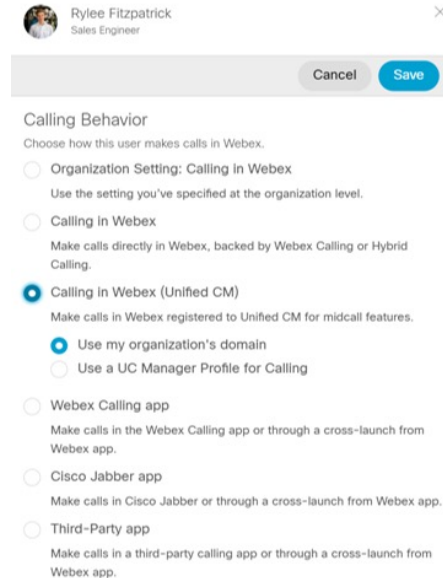


- Webex app sends SAML assertion to Webex Service. Webex grants Webex app Access

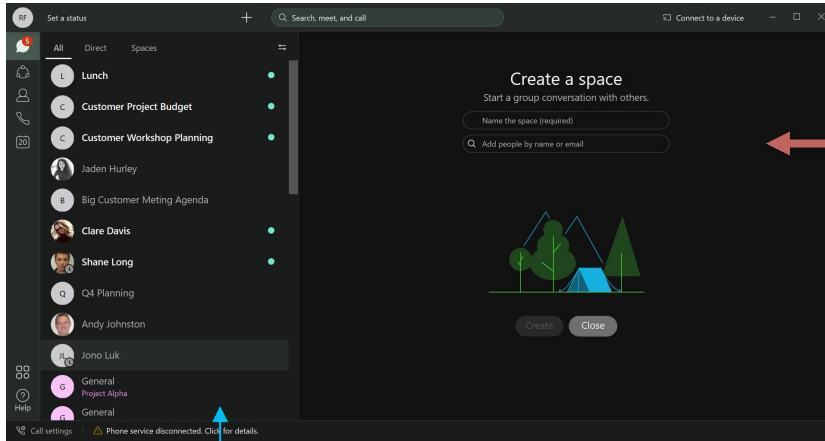
Service Discovery



- Webex app connects to conversation service and downloads configuration (including “Calling Behaviour” setting)



Service Discovery



- Webex app initiates UCM discovery
- 2 DNS SRV queries are sent
 - Edge Detection
 - Service Address

• Internal DNS Server:
`_cisco-uds` -> UCM A record

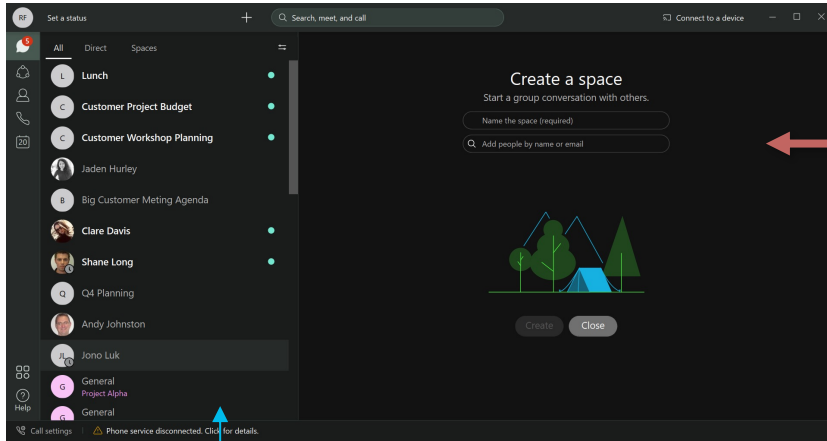
• External DNS Server:
`_collab-edge` -> Expressway-E A record

• Domain used for DNS discovery is `tmedemo.com`
(`rfitzpat@tmedemo.com`)

`_cisco-uds._tcp.tmedemo.com`
`_collab-edge._tls.tmedemo.com`



Service Discovery



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`_cisco-uds` -> UCM A record
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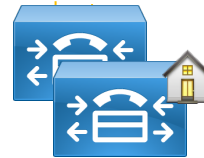
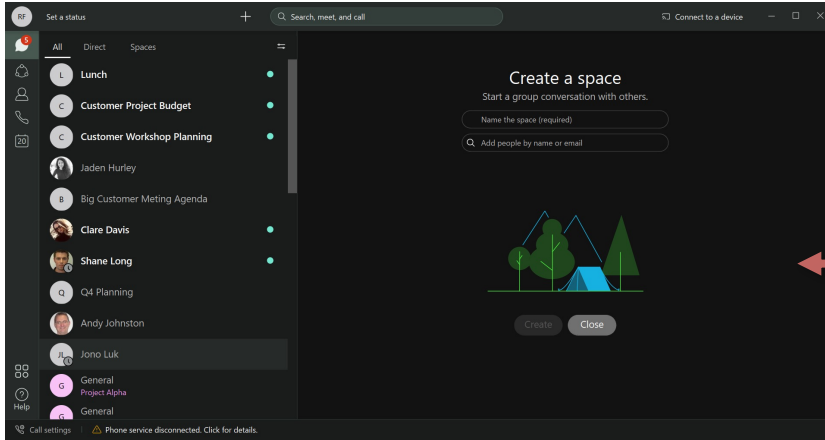


`_cisco-uds._tcp.tmedemo.com`
`_collab-edge._tls.tmedemo.com`

Voice Services Domain

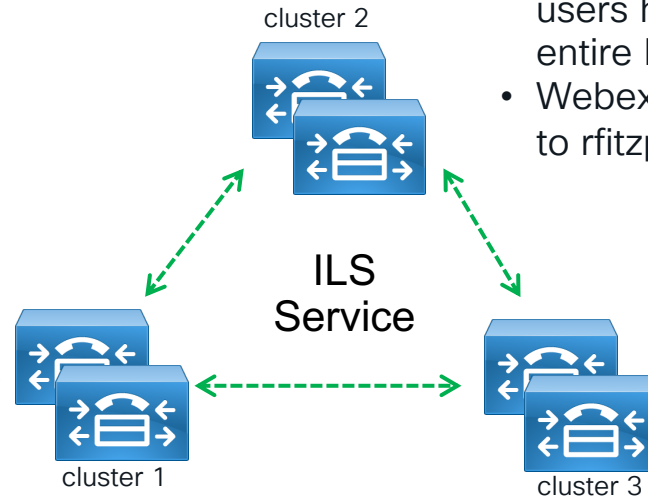
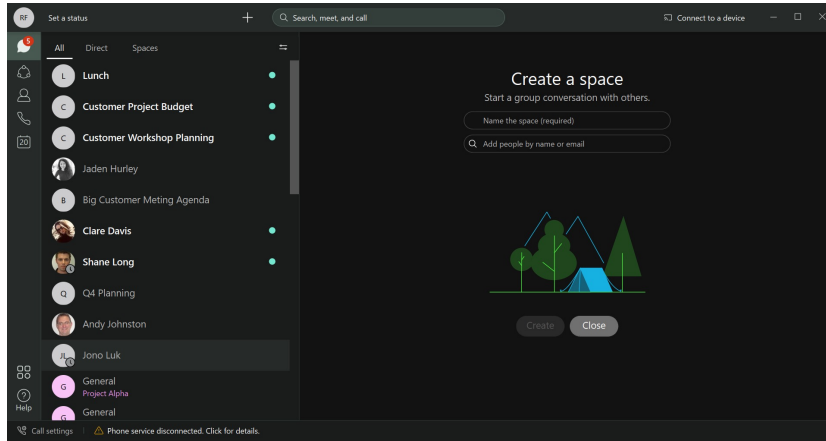
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Service Discovery



- Webex app connects to the UCM homecluster
- Webex app uses existing SAML assertion to gain access to UCM – without SSO the user would have a secondary login
- *Webex app for mobile will require a secondary login for UCM even if SSO is enabled – this will be addressed in UCM/Expressway 14.0

Service Discovery

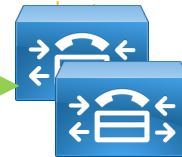
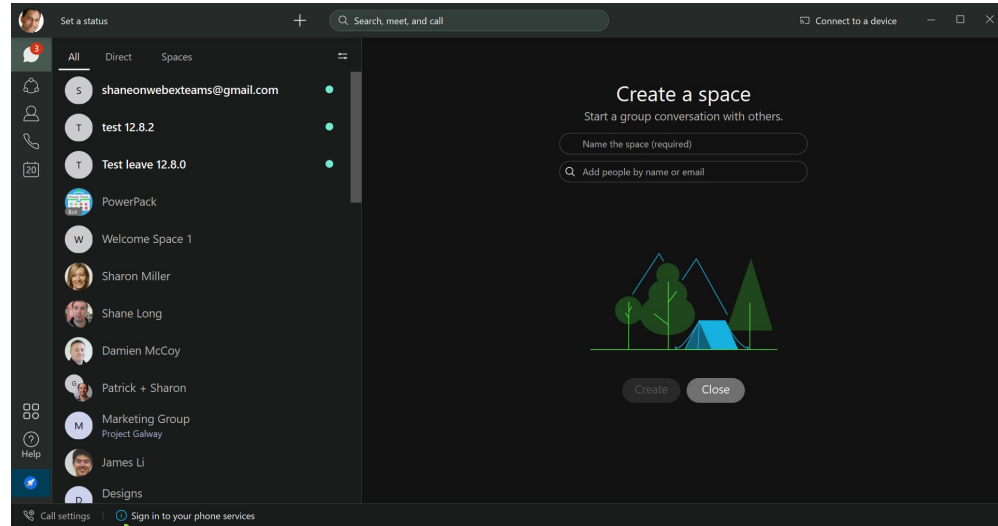


- Webex app queries for homecluster against the UCM node returned from DNS
 username or email
- UCM is aware of every users homecluster for the entire ILS cluster
- Webex app is redirected to rfitzpat's home cluster

<https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?username=rfitzpat>

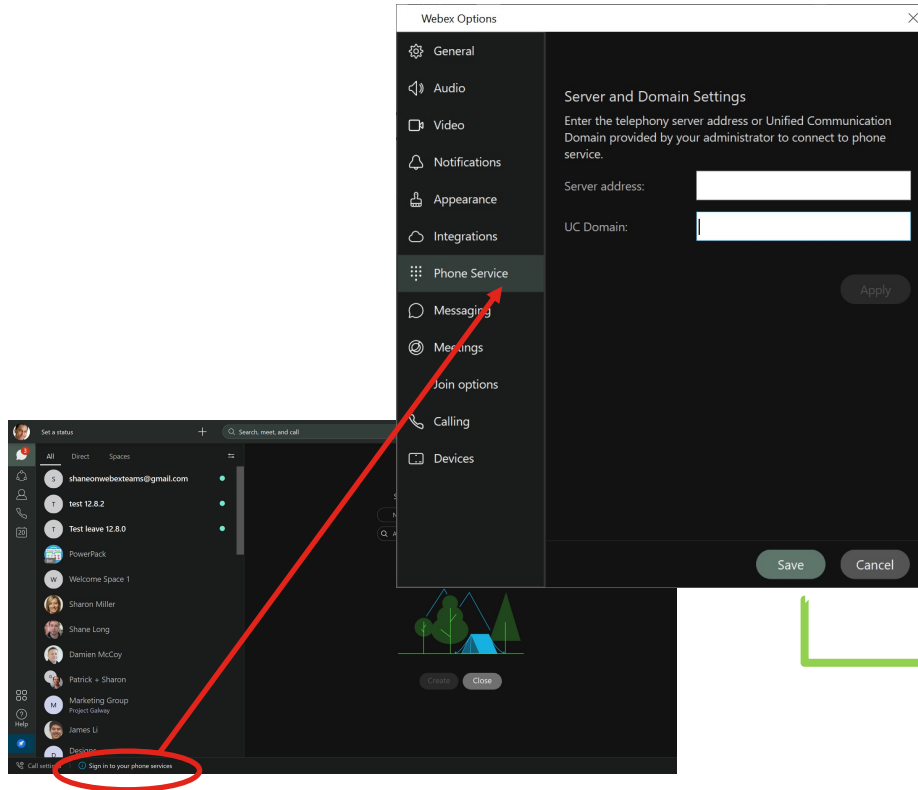
<https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?email=rfitzpat@tmedemo.com>

Service Discovery

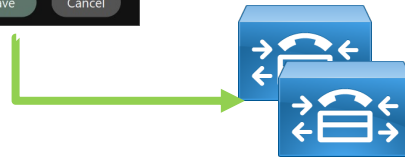


- Webex app performs SIP registration against node as per UC Manager Group preferences
- Appropriate device type must be configured
 - Desktop: CSF
 - Tablet: TAB
 - iPhone: TCT
 - Android Phone: BOT

Authentication



- If UCM is not enabled for Single Sign On
- User must manually sign in via Phone Service menu
- It is highly recommended to SSO enable UCM



Voice Services Domain

- By default, Webex app will send DNS SRV queries based on the Webex domain (e.g. rfitzpat@tmedemo.com)
- If the Webex domain does not match the existing Voice Services Domain, a Voice Services Domain can be set via Control Hub, and associated with specific users
- Example
 - rfitzpat@tmedemo.com signs into Webex
 - Voice Services Domain = ucdomain.example.com
 - DNS Discovery
 - _cisco-uds._tcp.ucdomain.tmedemo.com
 - _collab-edge._tls.ucdomain.tmedemo.com

UC Manager Profile

Enter a Voice Services Domain if you have SRV records but the login email domain is not used for service discovery. It's required for Mobile Remote Access (MRA), as well. You can also enter a UDS server if the Webex account user ID does not match the Unified CM user ID or Intercluster Lookup Service (ILS) is not enabled in a multiple Unified CM cluster deployment. With both values entered, Webex app uses UDS first for the premises and Voice Services for MRA.

Profile Name

User Group 1

Voice Services Domain

Domain Name

ucdomain.tmedemo.com

UDS Server

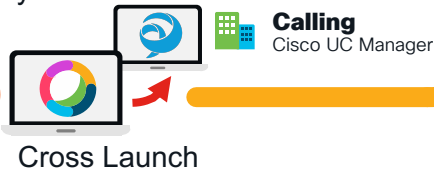
Allow users to edit server address
This option is only supported for Jabber.

Cancel Save

The Journey from Jabber to Webex app

OPTION 1: Migrate to Webex app for best integrated experience

OPTION 2: User Jabber phone only for advanced calling users



- Meetings**
Webex Meetings
- Messaging**
Webex Teams
- Calling**
Webex Calling
UCM Cloud, HCS or On-Premises UCM



- Messaging**
Cisco IM&P Server
- Calling**
Cisco UC Manager

Cisco Jabber

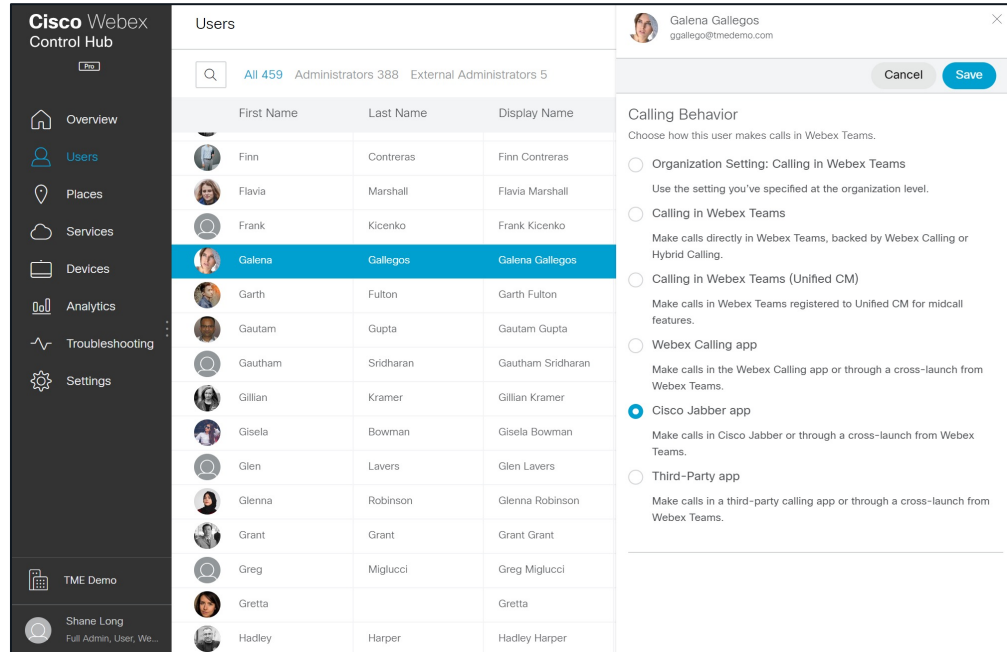


Continued support for On-Premises / HCS only Solutions

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Cisco Jabber Calling

- Optional configuration for organisations who want to maintain calling in another application (e.g. Cisco Jabber running in Phone Only Mode)
- Recommended for Contact Center users until all CC features delivered natively in Webex app
- Ability to cross launch Jabber from Webex app when making a call



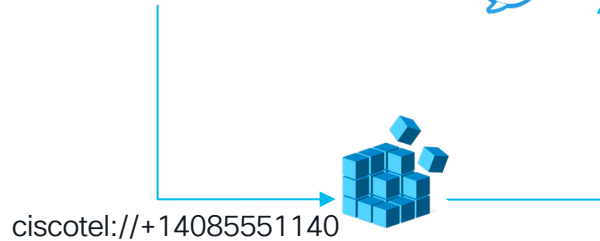
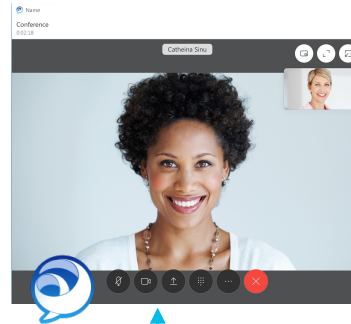
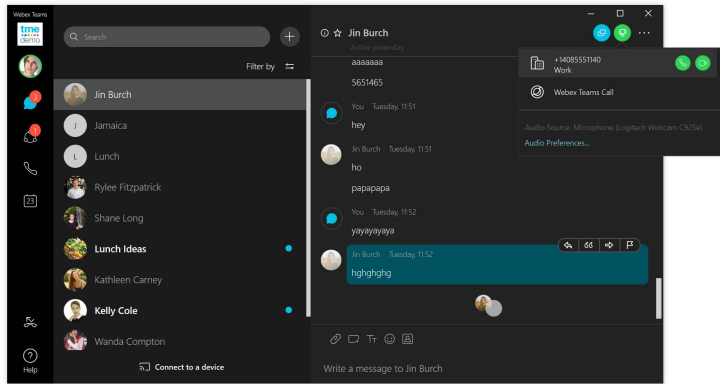
The screenshot displays the Cisco Webex Control Hub interface. On the left is a navigation sidebar with options: Overview, Users, Places, Services, Devices, Analytics, Troubleshooting, and Settings. The main content area shows the 'Users' page with a search bar and filters for 'All 459', 'Administrators 388', and 'External Administrators 5'. A table lists users with columns for First Name, Last Name, and Display Name. The user 'Galena Gallegos' is highlighted in blue. To the right, a configuration panel for Galena Gallegos is open, showing 'Calling Behavior' settings. The 'Cisco Jabber app' option is selected, indicating that calls will be made in the Cisco Jabber app or through a cross-launch from the Webex Teams.

First Name	Last Name	Display Name
Finn	Contreras	Finn Contreras
Flavia	Marshall	Flavia Marshall
Frank	Kicenko	Frank Kicenko
Galena	Gallegos	Galena Gallegos
Garth	Fulton	Garth Fulton
Gautam	Gupta	Gautam Gupta
Gautham	Sridharan	Gautham Sridharan
Gillian	Kramer	Gillian Kramer
Gisela	Bowman	Gisela Bowman
Glen	Lavers	Glen Lavers
Glenna	Robinson	Glenna Robinson
Grant	Grant	Grant Grant
Greg	Migliucci	Greg Migliucci
Gretta		Gretta
Hadley	Harper	Hadley Harper

Calling Behavior
Choose how this user makes calls in Webex Teams.

- Organization Setting: Calling in Webex Teams
Use the setting you've specified at the organization level.
- Calling in Webex Teams
Make calls directly in Webex Teams, backed by Webex Calling or Hybrid Calling.
- Calling in Webex Teams (Unified CM)
Make calls in Webex Teams registered to Unified CM for midcall features.
- Webex Calling app
Make calls in the Webex Calling app or through a cross-launch from Webex Teams.
- Cisco Jabber app
Make calls in Cisco Jabber or through a cross-launch from Webex Teams.
- Third-Party app
Make calls in a third-party calling app or through a cross-launch from Webex Teams.

Cisco Jabber Calling



- Jabber registers to “ciscotel” protocol handler at installation time
- Webex app will call “ciscotel” protocol handler and pass the telephone number
- The OS will pass the number to Jabber. Jabber makes the call (via UCM)

Cisco Jabber Calling

The following configuration steps are recommended when enabling Cross Launch of Jabber

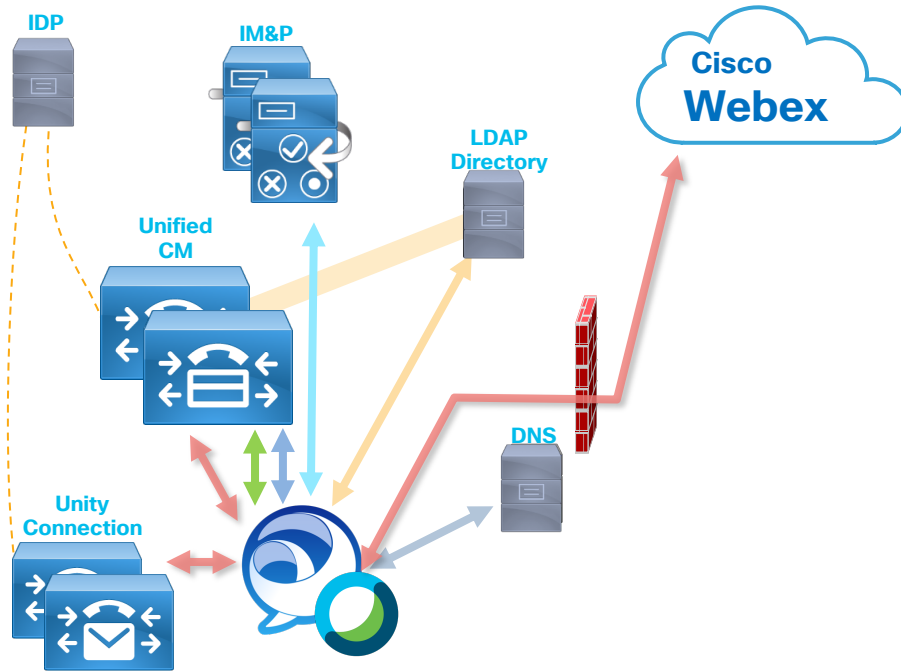
Jabber Recommendation	Jabber Config
Disable Proximity	<code><EnableProximity>>false</EnableProximity></code>
Disable Calendar Integration	<code><CalendarIntegrationType>0</CalendarIntegrationType> <MacCalendarIntegrationType>0</MacCalendarIntegrationType> <EnableCalendarIntegration>>false</EnableCalendarIntegration></code>
Disable Meetings Integration	<code><Meetings_Enabled>>false</Meetings_Enabled></code>
Disable Cisco Headset Integration	<code><BlockAccessoriesManagerPlugins>CiscoHIDPlugin.dll</BlockAccessoriesManagerPlugins></code>
Set Do Not show Docked window	<code><DockedWindowVisible>>false</DockedWindowVisible></code>
Set Start client when OS boot up	<code><Start_Client_On_Start_OS>>true</Start_Client_On_Start_OS></code>
Enable SIP URI Dialing	<code><EnableSIPURIDialling>>true</EnableSIPURIDialling></code>

Messaging

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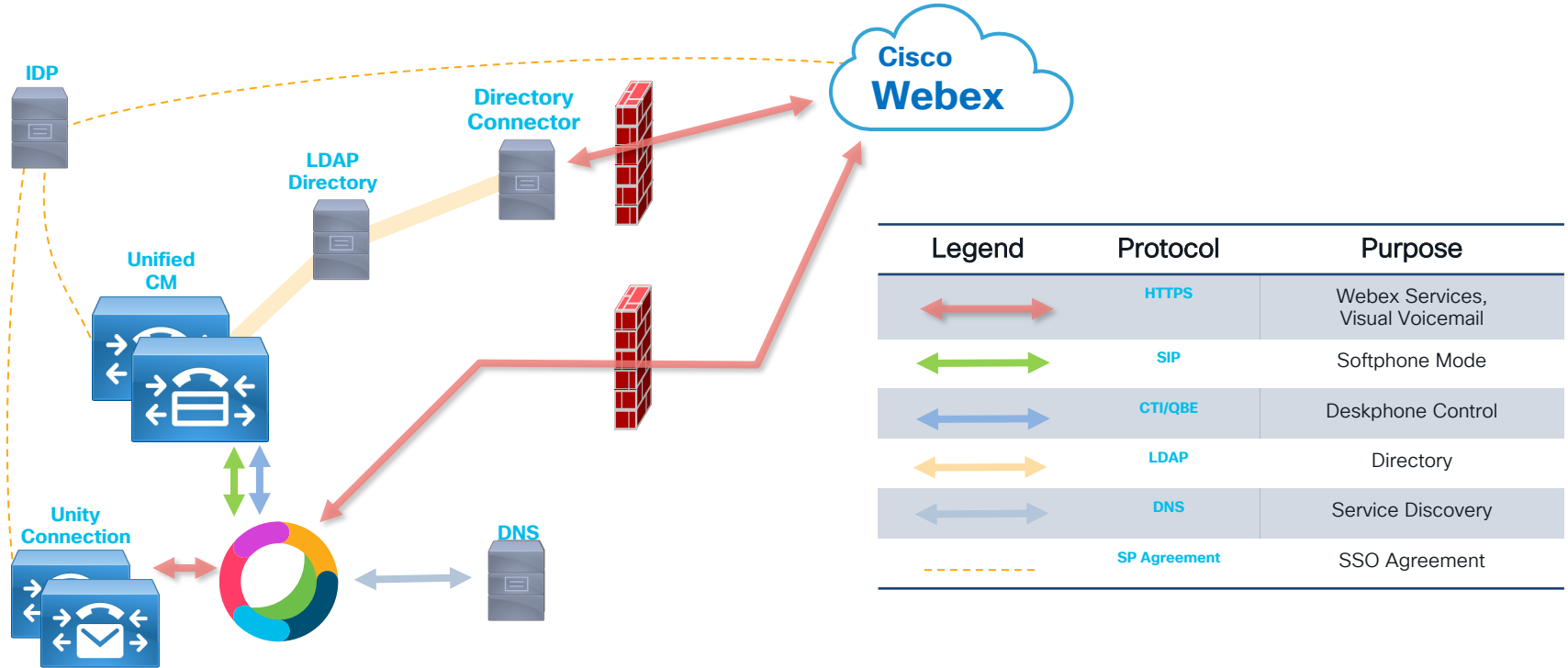


Jabber Architecture (On Network)



Legend	Protocol	Purpose
	HTTPS	UDS/Visual Voicemail
	SIP	Softphone Mode
	CTI/QBE	Deskphone Control
	XMPP	Message & Presence
	LDAP	Directory
	DNS	Service Discovery
	SP Agreement	SSO Agreement

Webex Unified CM Architecture (On Network)



Message Retention Policy

What is it?

- This means that messages and files sent using the Webex app are written to storage in a Webex datacenter and will be available within 1:1 and groups spaces within the Webex app for a defined period of time. This period of time is known as the retention period.
- Things affected by this policy.
 - 1:1 Messages
 - Group Spaces
 - Content on spaces
 - whiteboards
- The Webex Administrator defines this period in Control Hub.

Why leave it?

- Message deletion at the end of a retention period is permanent. Messages cannot be retrieved once they are deleted.
- One of the benefits of Webex messaging is the fact that messages and files are persistent
- Setting a short retention period will diminish this benefit and will result in a less than ideal user experience.

Admin Setup Webex Control Hub

Cisco Webex
Control Hub

Overview

MONITORING

Analytics

Organization Health

Troubleshooting

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Messaging

Meeting

Calling

Contact Center

Connected UC

Hybrid

TME Demo

Organization Settings

Retention

Retention setting for Teams and Meetings

Sets the amount of time before accumulated data is retired and removed from the system.

Webex Teams Retention policy

Retention time set to Indefinite days

Settings

Webex Meetings Retention policy

Retention time set to 300 days

Settings

Virtual Background

These settings control virtual backgrounds on Webex meetings, one to one video calls, and meetings in spaces.

Enable Virtual Backgrounds

Allow users to use Cisco default backgrounds during the Webex meetings, one to one video calls, and space meetings. When the toggle is on, Cisco default backgrounds are enabled.



Allow all users to use their own backgrounds

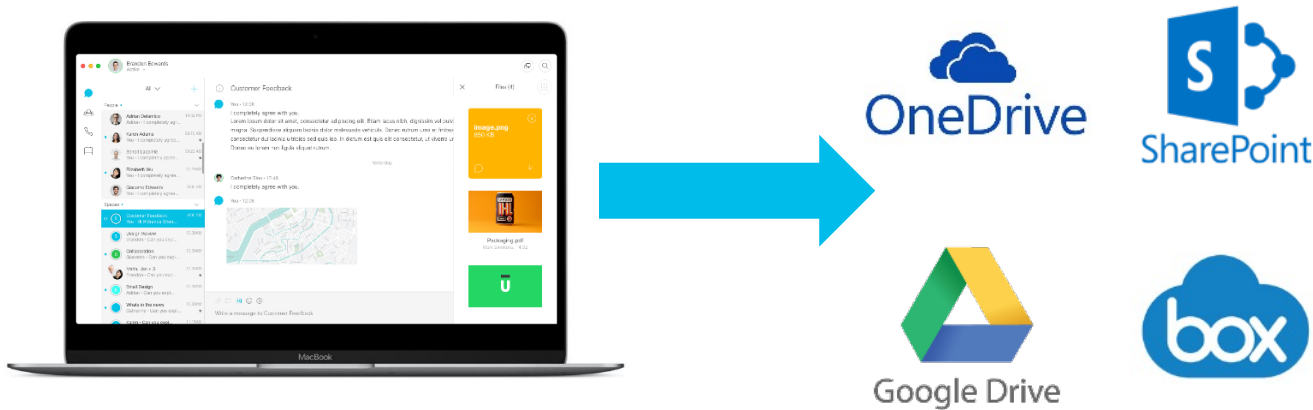
VDI for Webex app

Enable VDI Optimization for Webex app

If you enable VDI for Webex app, users can use the built-in messaging, meetings, and calling functionality on their thin client through VDI infrastructure. The VDI solution optimizes media streams, audio and video streams directly between the thin client and the server.

Enterprise Content Management

- Allows organisations to replace Webex app File storage with their own content management system, through an optimised integration
- Files never leave your corporate file management service



Admin Setup (Webex Control Hub)

The screenshot displays the Cisco Webex Control Hub Admin Setup interface. The top navigation bar includes the Cisco Webex Control Hub logo and user profile information. The left sidebar is divided into three sections: MONITORING (Analytics, Organization Health, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Messaging, Meeting, Calling, Contact Center, Connected UC, Hybrid). The main content area is titled 'Messaging' and contains 'Content Management' and 'Team Guest Restrictions' sections. The 'Content Management' section includes 'Content Management Settings', 'Content Management Platform', 'Screen Captures', and 'Manage Users'. The 'Manage Users' section has two radio button options: 'Manually enable for each user' (selected) and 'Globally enable for all users'. A red box highlights the 'Manually enable for each user' option. Red arrows point to 'Content Management' in the sidebar, 'Edit Settings' button, and 'Messaging' in the sidebar.

Cisco Webex Control Hub

Overview

MONITORING

- Analytics
- Organization Health
- Troubleshooting

MANAGEMENT

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

SERVICES

- Messaging
- Meeting
- Calling
- Contact Center
- Connected UC
- Hybrid

TME Demo

Messaging

Settings

Content Management

Content Management Settings

Manage which content management platforms will be used in Cisco Webex Teams. You can manage what users have access to content management.

Content Management Platform

Cisco Webex Teams Native Storage, Microsoft, Google Drive, BOX

Screen Captures

Enabled

[Edit Settings](#)

Manage Users

Select how you want to enable users in your organization if you have third party content management enabled.

- Manually enable for each user**
Manually enable or disable third party content management for users on the [Manage Users](#) page.
- Globally enable for all users**
Globally enable third party content management for all users in your organization. This will override custom settings made for any user.

Team Guest Restrictions

Enable restrictions for team guests

A team guest is a person who is a participant in a space that is part of a team, but is not a member of the team. They can participate fully in the space, but can't see or join other spaces in the team. This option further restricts team guests from adding or removing other

Admin Setup (Webex Control Hub)



Content Management Settings

Content Management Platforms

Select which content management platform to use in Cisco Webex Teams.

Cisco Webex Teams Native Storage

Always store files, including whiteboard, screen captures and annotations, using Cisco Webex Teams native storage, regardless if another third party content management platform is selected.

Microsoft

OneDrive, SharePoint Online
Microsoft SharePoint Linked Folders

Disable linked folders

Users can't link a folder to a Webex Teams space

Enable linked folders

Users can link a folder to a Webex Teams space and they can choose if a file shared in the space is also added to the linked folder

Enable linked folders and make them the default storage location

Users can link a folder to a Webex Teams space and all files shared in the space are added to the linked folder.

Azure Active Directory (AD) Tenant Name (Optional) [Learn More](#)

e.g. 9a3c7772-5f70-4313-ba86-c576322761be or
contoso.onmicrosoft.com

Google Drive

Google Drive Storage

Email Domain for Google Drive

BOX

Box Storage



Cancel Save

External Messaging

- By default, Webex allows for native external messaging such that Webex app users in Webex Organization example.com can message Webex app users from other Webex Organizations.
- Webex app supports Allow Listing of domains for external messaging (Webex app to other Webex app orgs **AND** Webex app to XMPP Federated partner)
- External messaging can be restricted by the administrator in Webex Control Hub in one of the following ways:
 - Block external messaging
 - Restrict external messaging to administrator specified allow list
- The administrator can add domains to the allow list directly in Webex Control Hub.

NOTE: Allow List will apply to both inter domain native messaging and your XMPP Federations messaging



Admin Setup Webex Control Hub

The screenshot displays the Cisco Webex Control Hub Administration Console. The left sidebar contains navigation menus for Overview, MONITORING (Analytics, Organization Health, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Messaging, Meeting, Calling, Contact Center, Connected UC, Hybrid). The main content area is titled "Organization Settings" and features a sub-section for "External Communication".

Under "External Communication", there are three main settings:

- Block external messaging:** A toggle switch is currently turned off. Description: "Block your users from inviting external contacts to Cisco Webex Teams spaces and prevent your users from joining external Cisco Webex Teams spaces."
- Whitelist domains for external messaging:** A text input field labeled "Enter Domain Name" is present, followed by "Check domain" and "Add" buttons. Description: "Type to check and add specific domains. To learn more about domain claim and verify, click [here](#)."
- Group Spaces:** A toggle switch is currently turned off. Description: "Limit access to only join group spaces owned by your organization. This doesn't apply to spaces with just one other person."

A table below the domain input field lists currently claimed and unclaimed domains:

Domain	Status	Action
cisco.com	Claimed in Webex Teams	Remove
ucdemolab.com	Claimed in Webex Teams	Remove
webexteams.ie	Neither verified nor claimed	Remove

Red arrows in the image point to the "Organization Settings" menu item in the sidebar, the "External Communication" section header, the "Block external messaging" toggle, the "Whitelist domains" input field, and the "Group Spaces" toggle.

Webex app – XMPP Federation

Option A



3rd party XMPP client
charlie@acme.org



3rd party XMPP server for *acme.org*

New XMPP Domain
fed1.com

New Federation

existing XMPP Federation



Webex app
alice.smith@fed1.com



CUCM IM/P



Cisco Jabber
alice.smith@example.com

1. Charlie (3rd party XMPP client) needs to update contact information for Alice (automatically notified by a script)
2. ACME Organization needs to allow Federation to *fed1.com*

Webex app – XMPP Federation

Option B



3rd party XMPP client
charlie@acme.org



3rd party XMPP server for *acme.org*

existing XMPP Federation



Webex app
alice.smith@example.com



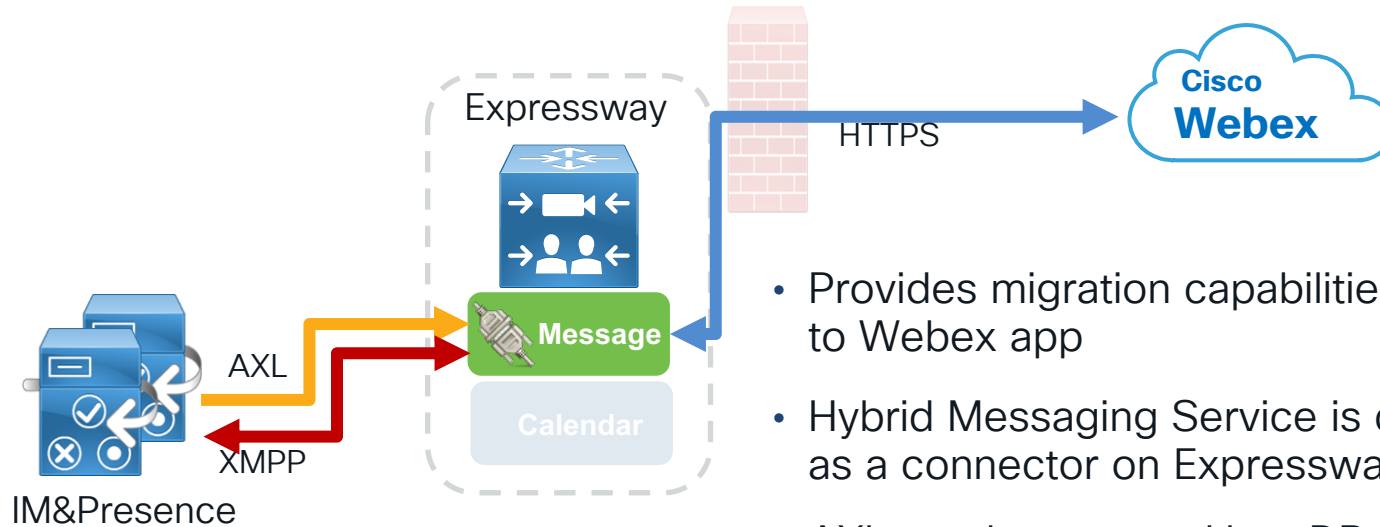
CUCM IM/P



Cisco Jabber
alice.smith@example.com

Cluster	SRV	A Record	Port
Europe Cluster	_xmpp-server._tcp.domain.com	wx2i-k.wbx2.com	5269
US Cluster		wx2i-a.wbx2.com	

Hybrid Messaging Service -OPTIONAL



- Provides migration capabilities for IM&P to Webex app
- Hybrid Messaging Service is deployed as a connector on Expressway C
- AXL used to access User DB on IM&P

Hybrid Messaging Architecture

Node User Assignment (gmt-cup2.cisco.com)

Status

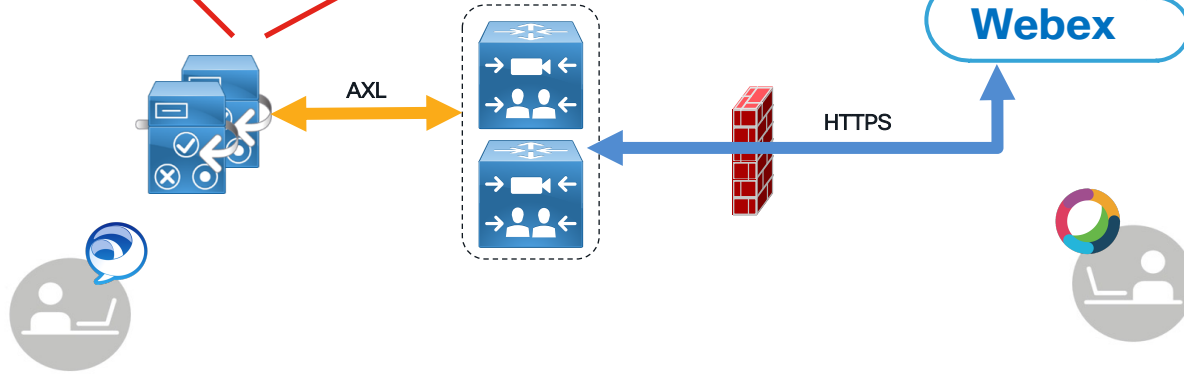
1 records found

User Assignment (1 - 1 of 1)

Find User Assignment where User ID begins with shal

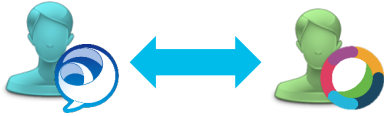
User ID	First Name	Last Name	JM Address	Directory URI	Failed Over	Node	Presence Redundancy Group
shalong	Shane	Long	shalong@alpha-cup.cisco.com	shalong@cisco.com		gmt-cup2.cisco.com	DefaultCUPSSubcluster

First Name	Last Name	Display Name	Email	Status
Shane	Long	Shane Long	shalong@cisco.com	live



- IM&P routes messages based on JID
- IM&P database also stores a users email address (Directory URI)
- Webex app routes messages based on email
- Hybrid Message Connector periodically syncs users JIDs and emails from IM&P via AXL. The connector maintains a mapping of JID : email
- Hybrid Message Connector maintains a heartbeat with Webex app (HTTPS)

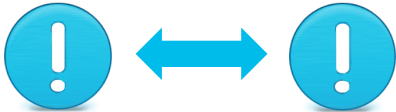
Hybrid Messaging Capabilities



1:1 Messaging between Jabber and Webex app



Presence Mapping: Webex app Presence will be mapped into Jabber presence

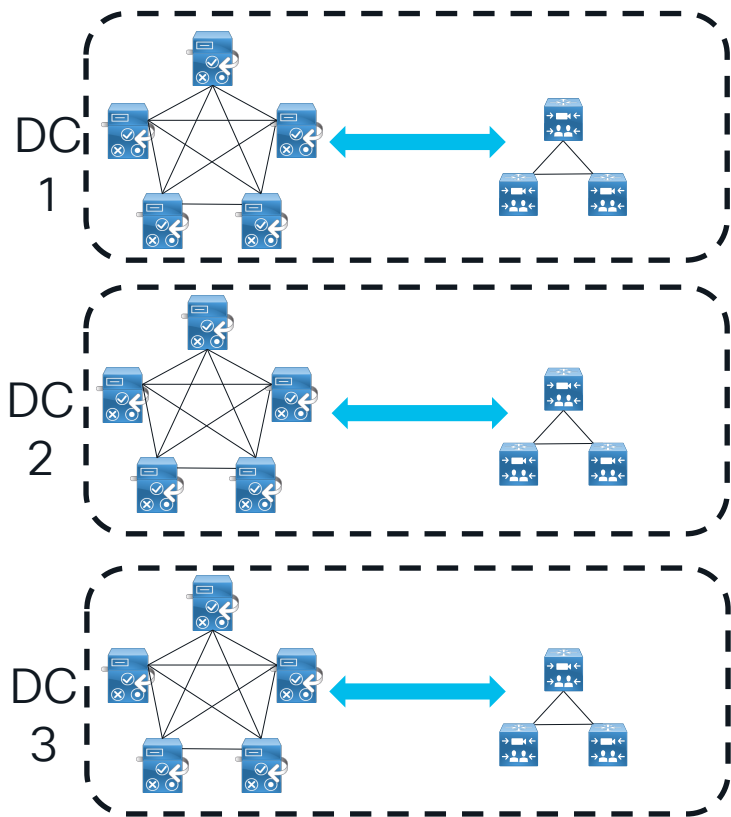


Notifications: Message, Message Read, “is Typing”, Missed Messages (in Webex app), Message deleted



File transfer: Not supported. (Webex app user can post file, Jabber will receive notification to get file in Webex app web client)

Multi Cluster Deployment Scenario



- Centralize IM&P clusters as much as possible!
- For multiple IM&P cluster based deployments, it is recommended to deploy an Expressway cluster running Hybrid Messaging Connector for each IM&P cluster
- Failover will be within the cluster

Meetings

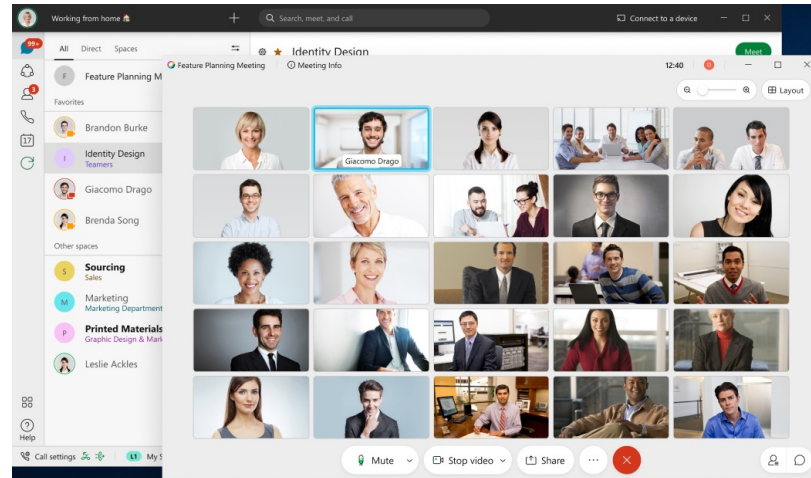
CISCO *Live!*



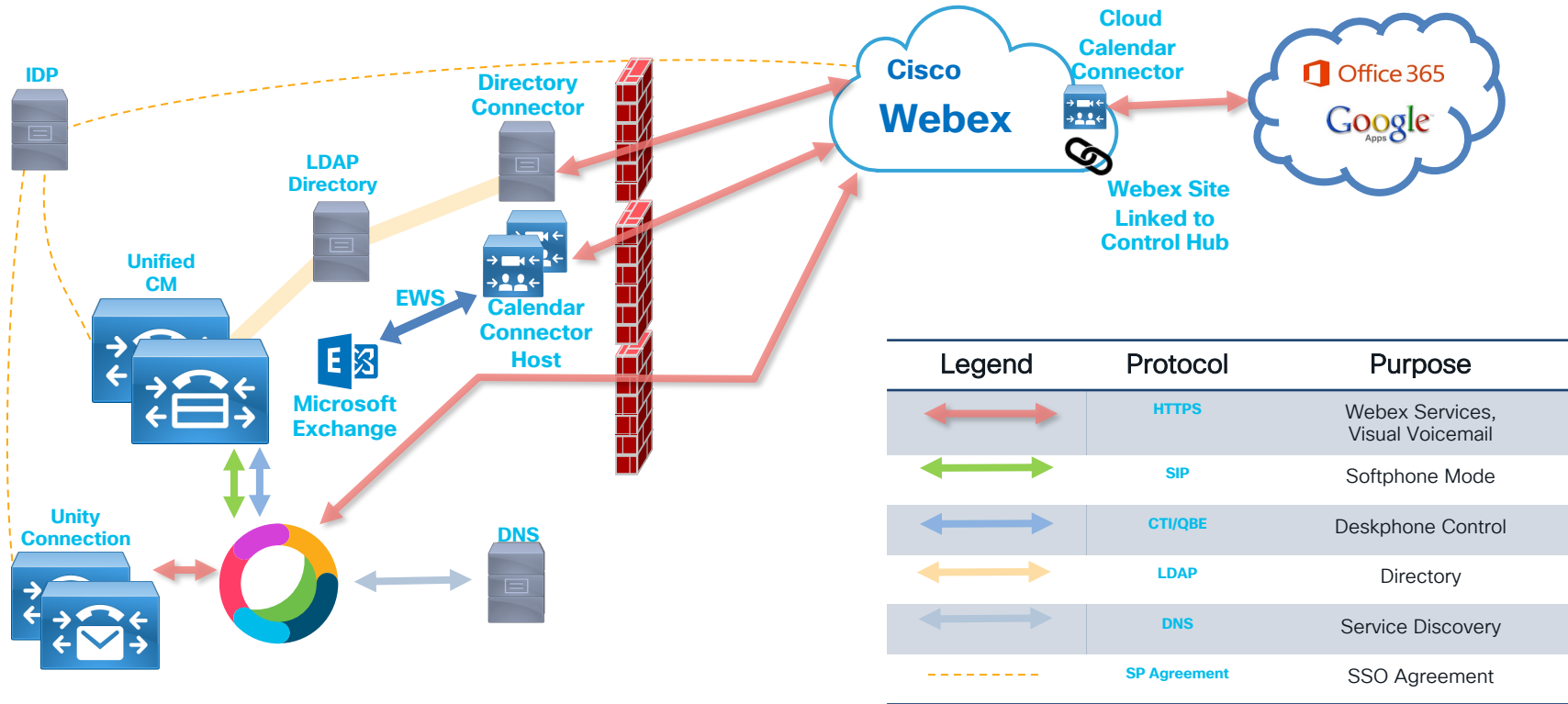
Webex meetings in the Webex app

- Webex app has seamless meeting experience for users. They can go from messaging to calling to meeting fluently in one single solidify flexible app

- Schedule ✓
- Start ✓
- Join ✓
- Space meetings ✓
- Full feature meetings ✓



Webex Unified CM Architecture (On Network)



Webex Schedule and PMR Meetings

Meeting Information

Breakout Sessions

Virtual Backgrounds

Settings

- Speaker and microphone
- Camera
- Speaker: Use System Setting (Intel(R) Dis... Test
- Output level
- Output volume
- Microphone: Microphone (HD Pro Webcam C... Test
- Input level
- Input volume
- Automatically adjust volume
- Remove background noise
- Sync mute button status on microphone device
- Music mode

Participants (1)

- Back to list
- Technical Marketing Engineer
- Cisco Systems, Inc. 2019 - Present
- TME Demo - Present
- Source: Internal Directory

Webex Assistant Highlights

- Highlights
- Rodriguez need to go ahead and talk to finance after call. 4:20
- Highlight created using the Highlight Button by Juan Rodriguez.
- Meeting options
- Rodriguez sion we are going to buy Webex. 10:39
- Highlight created through a voice command.

Notes

- Notes
- Polling
- Captions & Highlights

Annotations:

- Remove Background Noise
- Music Mode
- Webex Assistant
- Closed Captions
- Mute/Unmute
- Recording
- Reactions
- Participants
- Chat
- Live Streaming
- Polling
- Webex Assistant Highlights
- People Insights
- Device Paring

Diagram:

- Cisco Webex (Cloud)
- HTTPS

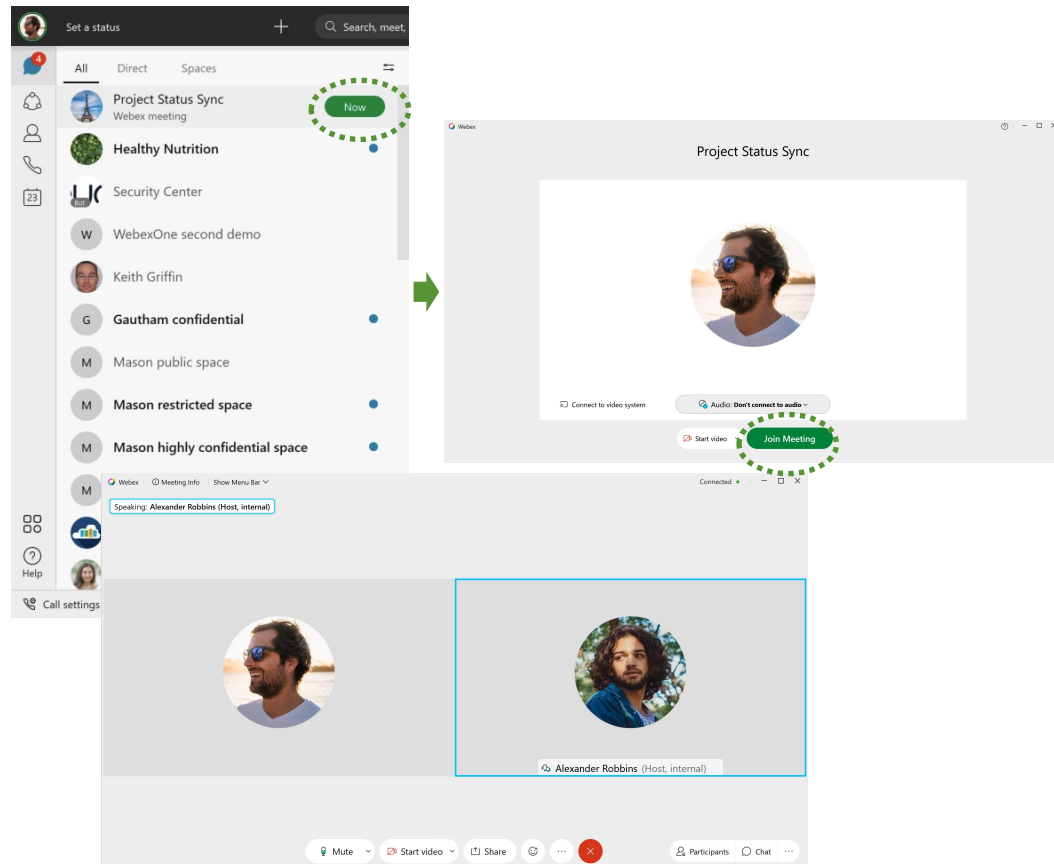
cisco Live!

Prerequisites to enable Webex Meetings in Webex app

- Verify Domains in Control Hub
- Setup Auto License Template
- Meeting site must be on 40.12 or higher (doesn't support Slow Channel or FedRAMP sites)
- Meeting site and users must be linked to Control Hub
- Contact your CSM to enable the meeting experience for your organization
- Optional – Enable Hybrid Calendar

Caveats - Webex app Full Featured Meeting Experience

- Proximity features that are not available when joining Webex Meetings:
 - Moving meeting from video device to app or vice versa
 - CTI call control support
- Webex app does not support Video Mesh for Schedule and PMR meeting. It works properly for Space Meetings.
- If installing on VDI there are a few caveats you have to check before installing
- Webex app doesn't support custom background for full featured meeting experience



Webex app Calendar Schedule

The screenshot shows the Webex app interface. At the top, there's a header with a profile icon, 'Set a status', a search bar, and window controls. Below is the 'My Personal Room' section with a URL and three main actions: 'Start a meeting', 'Join a meeting', and 'Schedule a meeting'. Below this is a 'Meetings' calendar view for Saturday, January 23, 2021, listing three meetings: 'Project Status Sync', 'Video Shooting', and 'Q4 Budget'. A 'Now' button is visible on the first meeting card.

Preferred site set by users.
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
Calendar Service
enabled

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

Control Hub

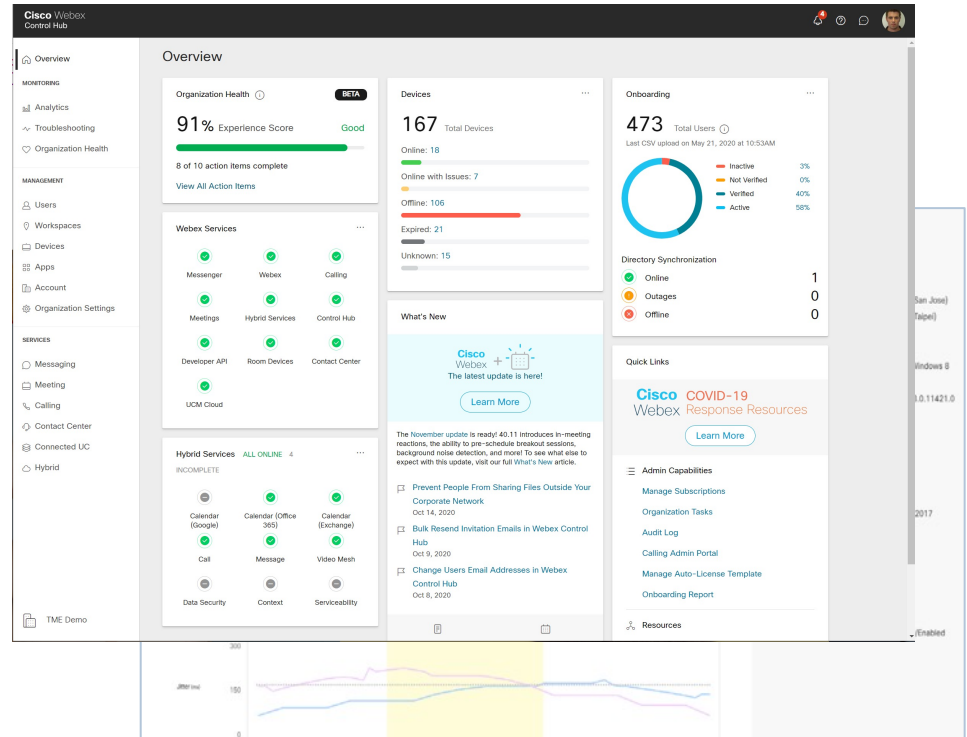
CISCO *Live!*



Webex Control Hub

- Single pane of glass for organization and user management
- Manage user accounts
- Configure user services for message, call and meet
- Advanced Analytics and Diagnostics to see detailed information for each meeting, device and participant for faster diagnostics
- Understand usage and adoption, and optimize resource usage
- <https://admin.webex.com>

[Control Hub Getting Started](#)

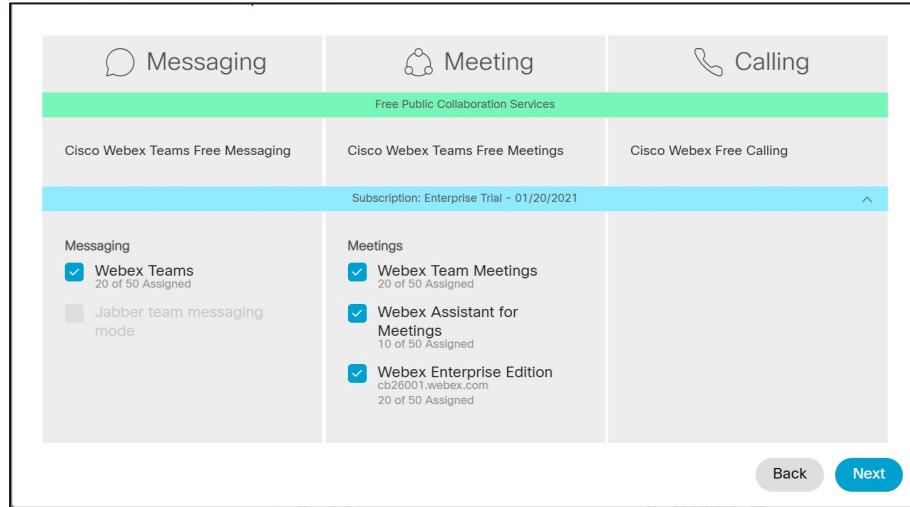


Data Residency



- Before creating your Webex organization (Control Hub), choose where you want your organization to be hosted
 - USA or EMEAR
- Organization hosting defines where data is stored
 - User Data
 - Message data
- *Note this diagram does not include globally deployed Webex meetings services

License Assignment Template

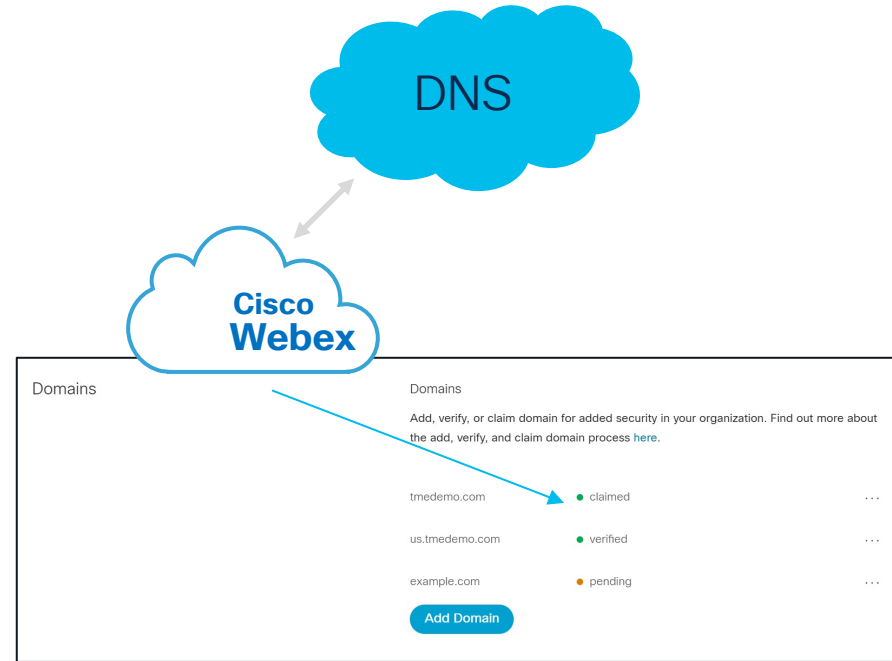


- Create License Assignment Template before syncing users to Control Hub
- New users will be automatically licensed as per the template
- Existing users will not be impacted

Verify and Claim Domain

- Verify Domain using DNS TXT record
 - Proves domain ownership
- Claim a verified domain
 - Prevents your domain users from signing up to consumer organization using domain email
 - Allows you to turn off activation emails
 - Existing users with free Webex accounts can be claimed to your managed organization
- See the helpdesk article for details

[Verify and Claim Domains](#)



Flexible JID enabled?
Consider each IM&P presence domain as a domain that should be verified and claimed

Single Sign On

- Webex supports SAML SSO
 - As does UCM/Expressway etc
- What IDPs are supported with Webex?
 - Any SAML compliant IDP should work
 - Cisco tests integration with
 - [Active Directory Federation Services \(ADFS\)](#)
 - [Duo](#)
 - [F5 Big-IP](#)
 - [Google Apps](#)
 - [Microsoft Azure](#)
 - [OKTA](#)
 - [PingFederate](#)
 - [Shibboleth](#)
 - [SimpleSAML](#)



UPDATE

Cisco has recently added support for UCM SSO with Azure IDP

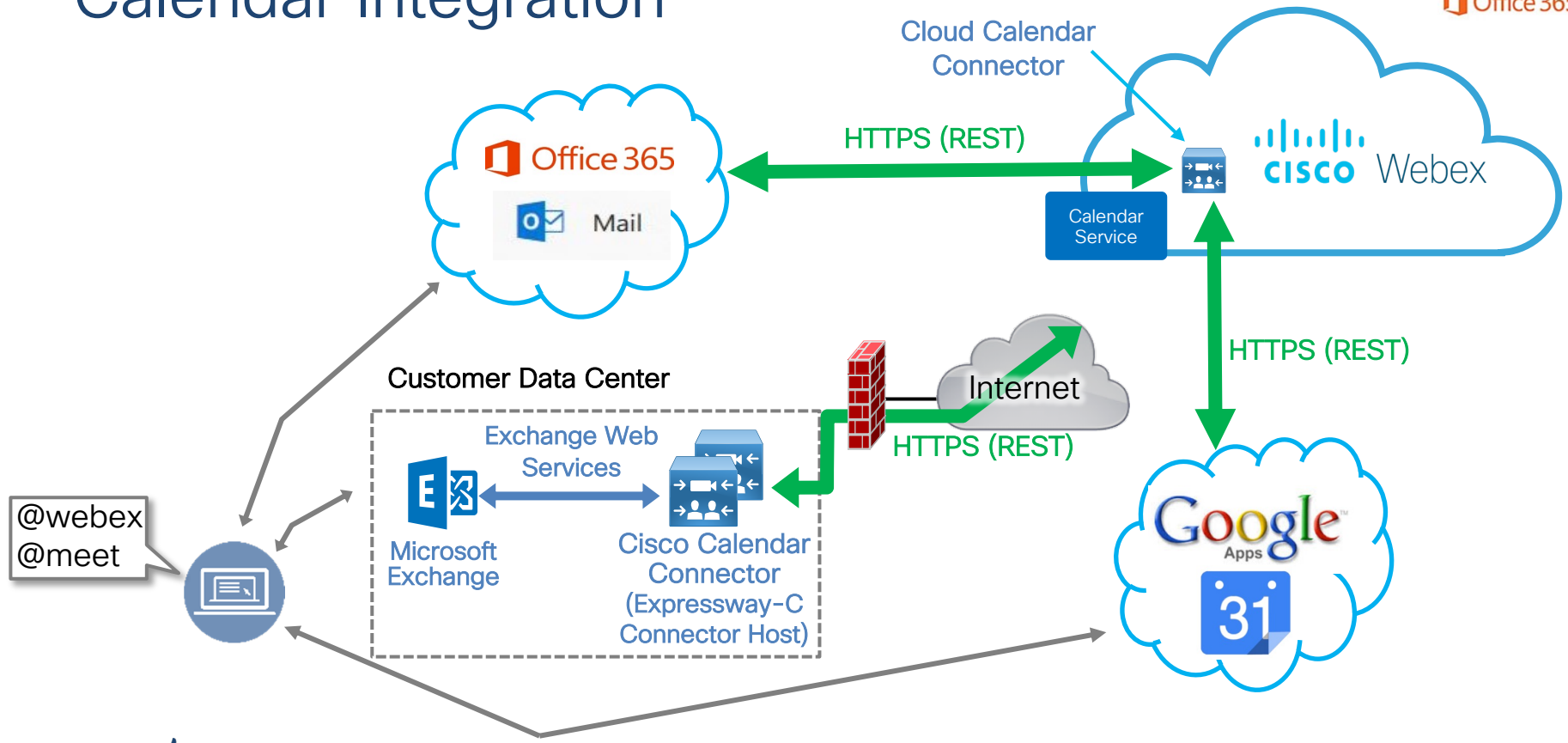
See [UCM SSO Azure IDP Guide](#)

For more detail on Webex and SSO see [Cisco Live Webex SSO Session](#)

User Provisioning – Creating users in Control Hub

Method	Description	Solutions
Directory Connector	Automatic method for creating, updating and deactivating user accounts and groups.	Active Directory, AD LDS
SCIM	Automatic method for creating, updating and deactivating user accounts	Azure, Okta
CSV file	Admin can create and update users by importing a CSV file into Control Hub	3 rd party/manual
API	Admin can create, update delete and list users by using Webex API's	Developer/Integration
Manual	Admin can use Control Hub to manage user accounts	Admin one by one

Calendar Integration



Reference for Messaging



- Centralized IM&Presence services
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/DEPLOYMENT_MESSAGING-UnifiedCM_IMP_Distributed_to_Centralized.pdf
- Deploying hybrid Messaging Services
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/messageservice/cmgt_b_spark-hybrid-message-deployment-guide/cmgt_b_spark-hybrid-message-deployment-guide_chapter_00.html
- Transition from Jabber to Webex Deployment guide
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/DEPLOYMENT_CLIENTS_Jabber_to_Webex.pdf

Reference for Other Calendar Connectors



- For Hybrid Calendar Service with Microsoft Exchange (Expressway-based Calendar Connector), see <https://help.webex.com/en-us/mwka5l>
- For Hybrid Calendar Service with Google Calendar, see <https://help.webex.com/en-us/m2az0i>
- For latest Calendar Service feature and deployment information, see <https://www.cisco.com/go/hybrid-services-calendar>



Reference for Other Calling

- Deployment guide for Calling in Webex (UCM calling)
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf
- 2 day migration workshop - from IMP & UCM in Jabber to the Webex app
<https://webexpartners.cisco.com/learn/course/1379/play/5492/1-introduction-patrick-eustace>
- Deployment guide for Jabber to Webex app
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/DEPLOYMENT_CLIENTS_Jabber_to_Webex.pdf



The bridge to possible

Thank you

CISCO Live!

#CiscoLive





TURN
IT
UP

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