MESSAGING

Transitioning from Webex Messenger to Jabber Team Messaging

Deployment Guide

January 22, 2020

CISCO

Contents

Introduction

Target Audience

This migration document is intended to be used by teams who are currently running Cisco Jabber with Webex Messenger and are looking to migrate to Jabber team messaging mode. Jabber team messaging mode is a deployment model of Jabber, where calling is serviced by Unified CM, while messaging and presence services are serviced by the Webex Teams platform. There are links to other documentation throughout this document to assist.

Overview

Cisco Jabber is a modular UC client that can be deployed in a number of ways. Jabber provides for numerous collaboration workflows including:

- Softphone audio and video calling
- Deskphone control audio and video calling
- Messaging and Presence
- Contacts Integration
- Meetings
- Voicemail

Organizations can deploy Jabber to meet their requirements by enabling some or all of the above workflows. For example, Phone-Only mode is a deployment model of Jabber where messaging is disabled.

Messaging, presence, and meetings workflows can be serviced from the cloud or on-premises. For example, Jabber can utilize Webex Meetings (cloud) or Cisco Meetings Server (on-premises) for meetings service. Messaging and presence can be serviced from Unified CM IM&P (on-premises) or from Webex Messenger (cloud). Beginning with Jabber 12.6, the Webex Teams platform can also be utilized for messaging and presence.

Figure 1 shows an architecture diagram where Jabber is utilizing Webex Messenger for messaging and presence services while using Unified CM for calling.

Figure 1. Webex Messenger based Jabber Deployment: Calling and Messaging/Presence
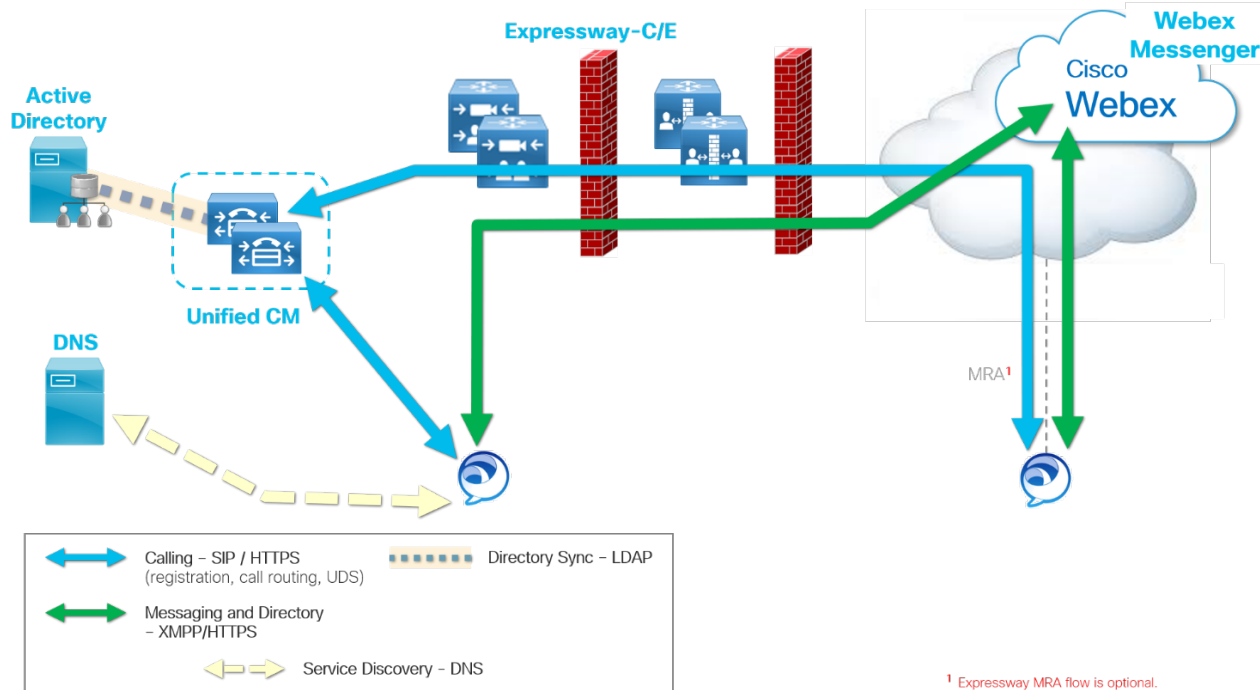

Table 1 lists the components used and functions provided with this on-premises calling, and Webex Messenger based messaging, and presence deployment.

Table 1. Webex Messenger Deployment Components and Functions

Product	Description
Webex Messenger	Provides Jabber messaging and presence functionality via XMPP. Provides directory services via HTTPS. Webex Messnegher also provides contact list functionality to Jabber.
Unified CM	Provides calling functionality to Jabber (softphone mode) via SIP. Unified CM also provides configuration services via the UDS service (HTTPS).
Expressway-C / E	Expressway Mobile and Remote Access (MRA) enables Jabber clients to connect securely from outside the organization. Expressway is deployed in pairs to proxy external Jabber clients through the firewall. Jabber will not use Expressway to connect to Webex Messenger service.

Jabber is a modular client. This means user services such as messaging can be added, removed, or migrated to a different service. This document focuses on the Jabber messaging service transition from Webex Messenger to Webex Teams. This deployment model is called Jabber team messaging mode.

Deploying Jabber in team messaging mode provides numerous benefits including

- Persistent 1:1 and group space messaging along with file sharing

- Highly accessible Webex Teams API and bot framework interactions.

- Modern administrative interface via Webex Control Hub

- Comprehensive views of the organization's utilization patterns and in-depth reporting and diagnostics with Webex Control Hub Analytics capabilities

Note: Messages and group chats archived with Webex Messenger archiving service will NOT be migrated during the transition to Jabber team messaging. Message history data may be archived to a read-only PDF that can be signed, secured, and shared as a reference ensuring important information is not lost.

Figure 2 shows the target deployment architecture with messaging and presence services delivered from the cloud (Webex Teams) and calling delivered from on-premises (Unified CM).

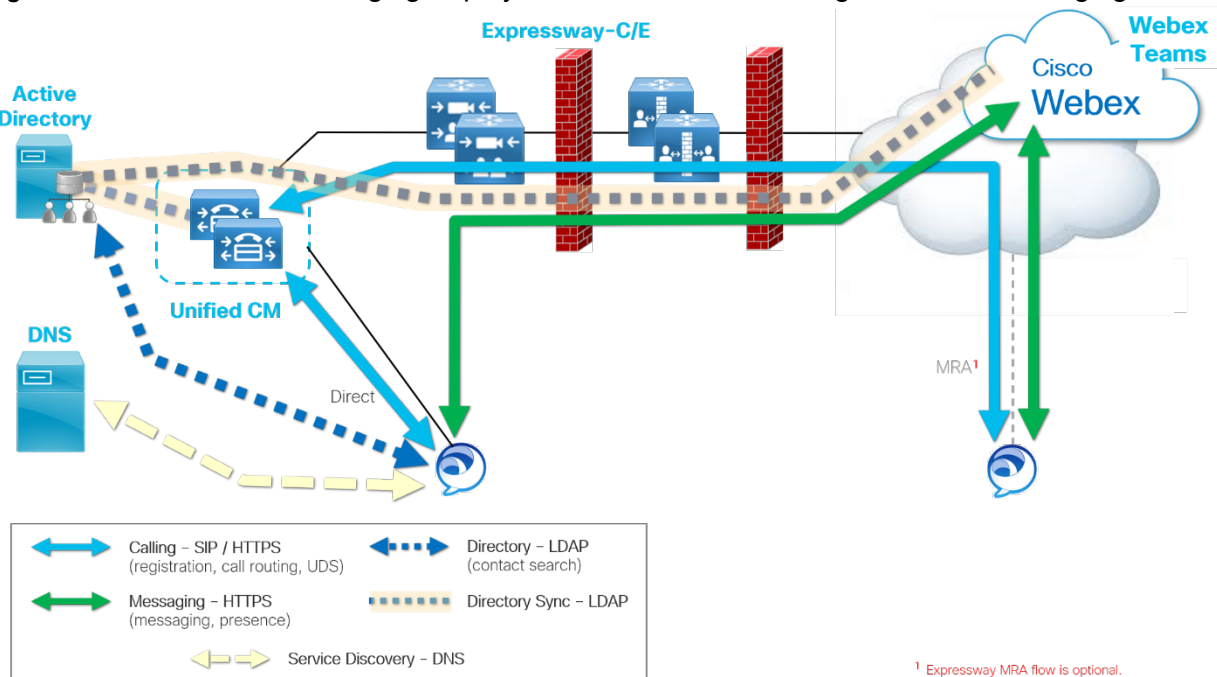**Figure 2.** Jabber Teams Messaging Deployment: On-Premises Calling and Cloud Messaging/Presence

Table 2 lists the components used and functions provided with this Jabber team messaging deployment.

Table 2. Jabber Team Messaging Deployment Components and Functions

Product	Description
Unified CM	Provides calling functionality to Jabber (softphone mode) via SIP. Unified CM also provides configuration and directory services via the UDS service (HTTPS).
Webex Teams	Provides messaging and presence functionality via HTTPS. Webex Teams also provides contact list functionality to Jabber.
Expressway-C / E	Expressway Mobile and Remote Access enables Jabber clients to connect securely from outside the organization. Expressway is deployed in pairs to proxy external Jabber clients through the firewall.
Active Directory (any LDAPv3 directory)	Provides contact resolution and contact search capabilities to Jabber. Optionally, the LDAP directory may also be used to authenticate Jabber users.
Domain Name System (SRV Records)	Jabber uses Domain Name System (DNS) services to determine whether the client is inside or outside the coporate network by automatically discovering on-premises servers or Expressway Mobile and Remote Access points on the public Internet.

Existing Architecture

Consider the following before beginning a migration to Jabber team messaging mode
- Service Discovery and Configuration
- Authentication
- Directory Integration
- Contact List
- User Impact of Migration

Each of these items should be understood for the existing Webex Messenger deployment first.

Webex Messenger Service Discovery

Figure 3 below details a first time Jabber login for a Webex Messenger / Unified CM deployment. On startup, the Jabber client sends a query to a Connect Authentication Service (CAS) Webex URL (for example, http://loginp.webexconnect.com/cas/FederatedSSO?org=[domain_name]) (see Figure 3, step 1A). The query checks whether the domain is enabled for the Webex Messenger service. Simultaneously, the Jabber client sends a DNS SRV query to the DNS server for _cisco-uds._tcp.domain.com and _collab-edge._tls.domain.com (where domain.com is replace with the domain name for the deployment as specified by the user at sign in) (see Figure 3, step 1B).

This example deployment is Webex Messenger based. Webex will return a positive result to Jabber for Webex Messenger discovery. Jabber sets Webex Messenger as the primary authenticator and makes its initial connection to Webex Messenger service.

When the user completes the authentication process, Jabber downloads a UC profile from Webex Messenger. The UC profile details the Unified CM and Unity Connection (if available) server addresses that Jabber should connect to for calling and voicemail services. Jabber will then connect and authenticate to these services. If Jabber is remote, it will connect to UC Manager and Unity Connection services via Mobile and Remote Access (Expressway).

> **Note:** Jabber will determine if it is remote based on the initial DNS SRV query. If Jabber DOES NOT discover _cisco-uds DNS SRV record, but DOES discover _collab-edge DNS SRV record, Jabber understands it is remote and connects via the discovered Expressway-E cluster.

Jabber will also download the Jabber configuration file (jabber-config.xml) file which details user and device specific configuration. This Jabber configuration file can be

downloaded from either Webex Messenger service or from Unified CM. This depends on where the administrator has deployed the configuration file.

The discovery flow can be summarized as shown in Figure 3:

1. Jabber will send discovery queries (Webex and DNS)

2. If Webex Messenger is discovered, Jabber makes its primary connection to Webex Messenger. The UC Profile is downloaded from the Webex Messenger service. The Unified CM nodes specified in the UC Profile are part of the users Unified CM Home Cluster. This means that the administrator must specify the correct Unified CM address on a per user basis in the UC Profile. Jabber will not perform "Home Cluster discovery" when in a Webex Messenger-based deployment.

3. Jabber will connect to the Unified CM, Unity Connection and Webex meetings services detailed in the UC Profile.
Jabber will download the jabber-config.xml file from Webex Messenger or/and from Unified CM, depending on where the administrator has deployed the file.

Figure 3. Webex Messenger-based Jabber Deployment: Service Discovery
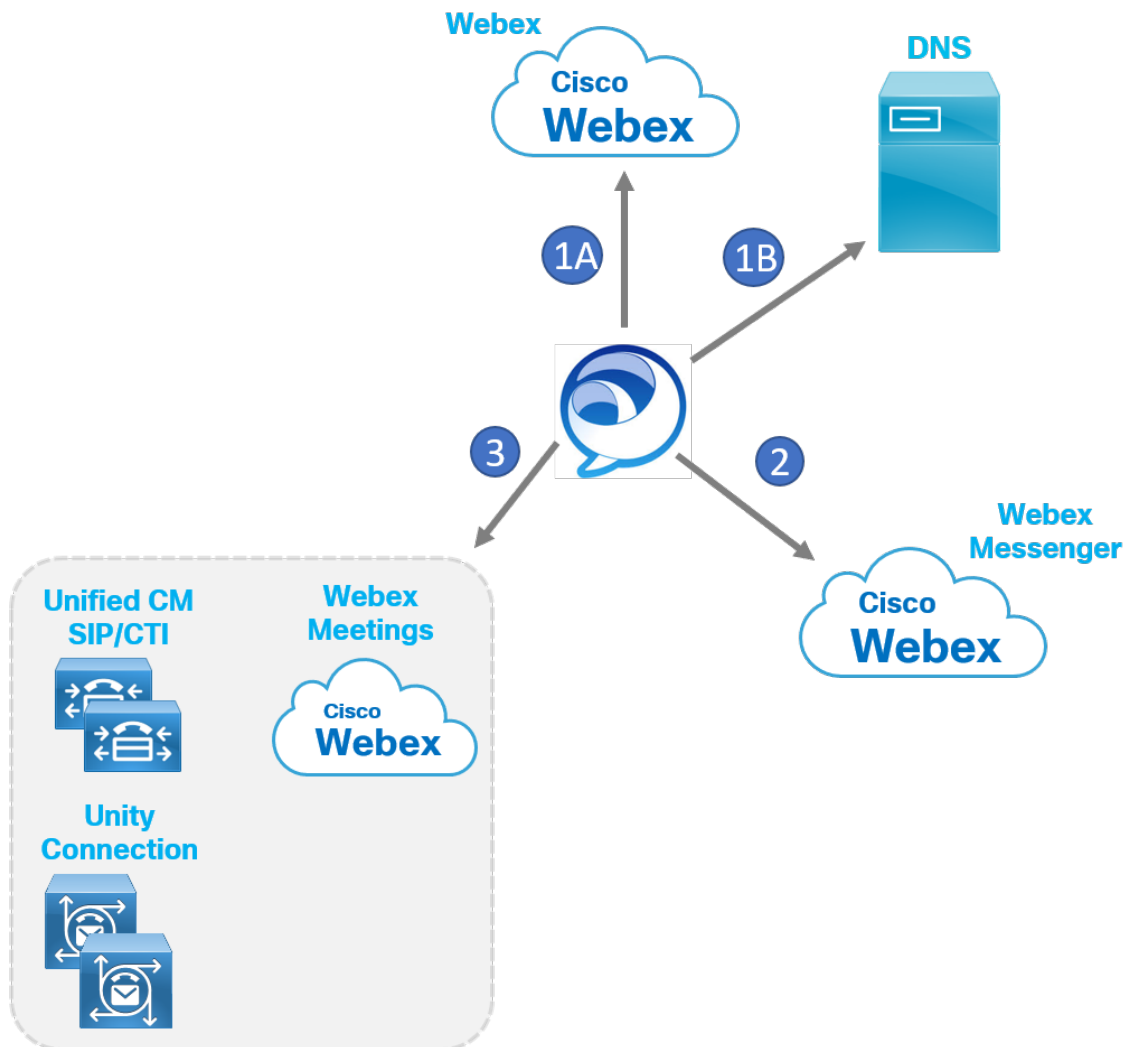
From Jabber 12.5 and later, Jabber will also query Webex if Jabber Team Messaging Mode has been enabled for the user. If Team Messaging Mode has been enabled, Jabber will connect to the Webex Teams service.

In Team Messaging Mode Jabber will download a Service Profile from Unified CM detailing

- CTI Server Address
- Voicemail Address
- Meetings Site

This will be covered in more detail in the Transition section.

Authentication

In a Webex Messenger-based deployment, Jabber will authenticate with a number of independent services. For example, Jabber will make its primary authentication to Webex Messenger, download the UC Profile and then authenticate to Unified CM, Unity Connection and Webex Meetings. To ensure a smooth login experience for the end user, Single Sign On (SSO) is recommended to be enabled on all services. With SSO enabled, Jabber will authenticate a single time to an Identity Provider (IdP). This will grant Jabber access to all services integrated with the IdP. It is assumed that SSO is enabled on all services for the rest of this document.
Jabber Team Messaging Mode has a similar hybrid model architecture to a Webex Messenger deployment. SSO will greatly enhance the first-time user experience when migration to Team Messaging Mode is complete.

Directory Integration

In a Webex Messenger based deployment, Jabber uses the Messenger service to provide directory integration
Jabber relies on this directory integration for several functions

- Contact Resolution including directory photos
- Directory Search
- Incoming Call Number Resolution

The Webex Messenger directory service provides a number of key attributes for contact resolution. These attributes include Display Name, Phone Number, Job Title, Photo and Address. After migrating to Jabber Teams Messaging Mode, Jabber will no longer use the Webex Messenger directory service. Jabber will use the directory service of the Webex Teams platform. The Webex Teams platform supports a number of attributes including Display Name, Phone Number, Job Title, and Photo. In Teams Messaging Mode, Jabber can also integrate with a LDAP directory or the UDS directory service on Unified CM. This document assumes that the Webex Teams directory service meets post-migration requirements, and that integration with LDAP/UDS will not be required.

Contact List

In a Webex Messenger based deployment, the Jabber client retrieves its contact list from the Webex Messenger service. Jabber retrieves the contact list in the form of Jabber IDs (JIDs). Jabber then resolves the JIDs to DisplayName using the Webex Messenger directory service. As shown in Figure 4, Jabber writes the contact list to a local cache file on the device. At startup the Jabber client reads the cache file containing the contact list, this ensures faster login times as well as offline mode login. This cache file will be used to migrate contacts to Jabber team messaging mode.

Figure 4. Webex Messenger–based deployment: Contact List

Webex Messenger
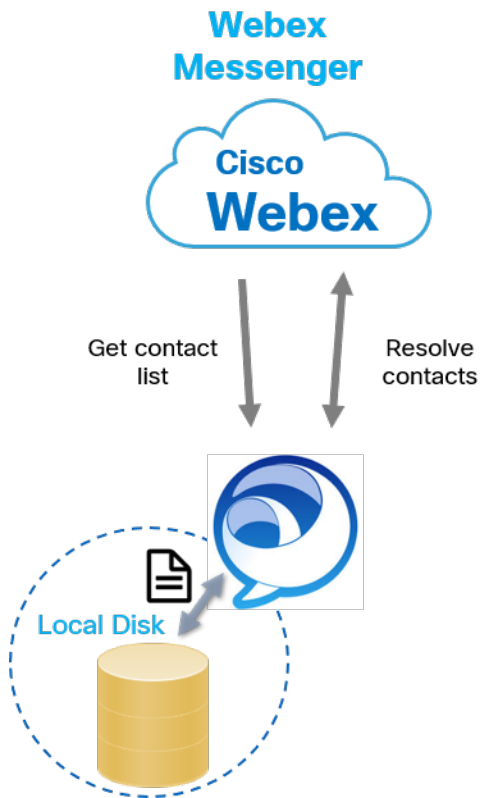
Client User Experience

Jabber 12.7 introduces a new user experience (UX) to align with the Webex Teams application. Prior to this UX alignment, the Jabber client typically operated in a two-window mode with the conversation window separate from the main client contacts window. The new UX puts contacts and conversation in a single window pane. Another UX alignment introduced with Jabber 12.7 was dark mode for the desktop client which is a software option that makes the overall user interface darker. It changes light backgrounds to a dark color and changes text from dark to light. The UX alignment of Jabber and Webex Teams will simplify an application transition in the future, if desired (Jabber to Webex Teams application).

Transition

Consider the following during the transition to Jabber team messaging mode

- Licensing Requirements for Jabber Team Messaging Mode
- Linking Webex Messenger and Webex Teams
- Webex Control Hub
- Team Messaging Mode Authentication
- Team Messaging Mode Service Discovery
- Directory Integration in Team Messaging Mode
- Contact Lists in Team Messaging Mode
- Completing the Transition
- Post Transition

Licensing Requirements for Jabber Team Messaging Mode

Flex licensing is required for Jabber team messaging mode. Flex licensing allows users to consume Cisco cloud and on-premises services together. Ensure Flex Licensing is being used with your deployment before proceeding.

Linking Webex Messenger and Webex Teams

The organization's Webex Messenger site can be linked to the Webex Teams organization. (This is known as "CI enabling the Messenger org"). This will allow for a more seamless migration process because linking:

- Automatically syncs the user accounts to Webex Teams
- Enables messaging interop between Messenger and Teams users within the organization

Site linking can be enabled for your organization by the Cisco Webex Ops Team. For more details see section *Migration from WebEx Messenger to Common Identity SSO Authentication* in the following document: https://www.cisco.com/c/dam/en/us/td/docs/collaboration/webex-connect/jabber-ci-sso/SSO-for-CI-ADFS.pdf. Otherwise, contact your Cisco Account Team/Customer Success Manager.

Webex Control Hub

If site linking is not performed, the Webex Teams org will need to be configured and user accounts created. Even if site linking has been performed, the following should be done:

- Enable SSO for the Webex Teams org to provide a seamless login experience
- Enable Directory Connector for continuous user account management

Enabling SSO for the Webex Teams organization is recommended, but the procedure for setting up SSO with Webex Teams is not covered in this document. Details are available at https://help.webex.com/en-us/lfu88u/Single-Sign-On-Integration-in-Cisco-Webex-Control-Hub

There are a few methods for provisioning user accounts. Directory Connector is the recommended approach. Deploying Directory Connector is not covered in this document. Refer to the *Deployment Guide for Cisco Directory Connector,* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/directoryconnector/cmgt_b_directory-connector-guide-admins.html

You will enable Jabber team messaging mode using Webex Control Hub, however, before enabling, it is important to understand the Jabber team messaging login flow.

Jabber Team Messaging Mode Authentication

In team messaging mode, Jabber can connect to several different services

- Webex Teams
- Unified CM (on-premises calling)
- Webex Meetings
- Unity Connection (voice messaging)

Without SSO enablement, the user will need to perform manual authentication (enter their username and password) with each of these services individually. The login flow would be as follows:

1. User manually authenticates with Webex Teams service
2. User manually authenticates with Unified CM
3. User manually authenticates with Webex Meetings
4. User manually authenticates with Unity Connection

Asking a user for multiple manual authentications is a poor user experience and will lead to issues and complaints. Further, without SSO, Jabber team messaging mode is not capable of OAuth Refresh Token Support or SIP OAuth.

Before migrating to Jabber team messaging mode it is highly recommended you enable SSO for the following components (see Figure 6):

- Webex Teams Organization

- Webex Meetings
- Unified CM
- Unity Connection
- Expressway–C/E (MRA)

Figure 5. Jabber Team Messaging Deployment: User Authentication with SSO
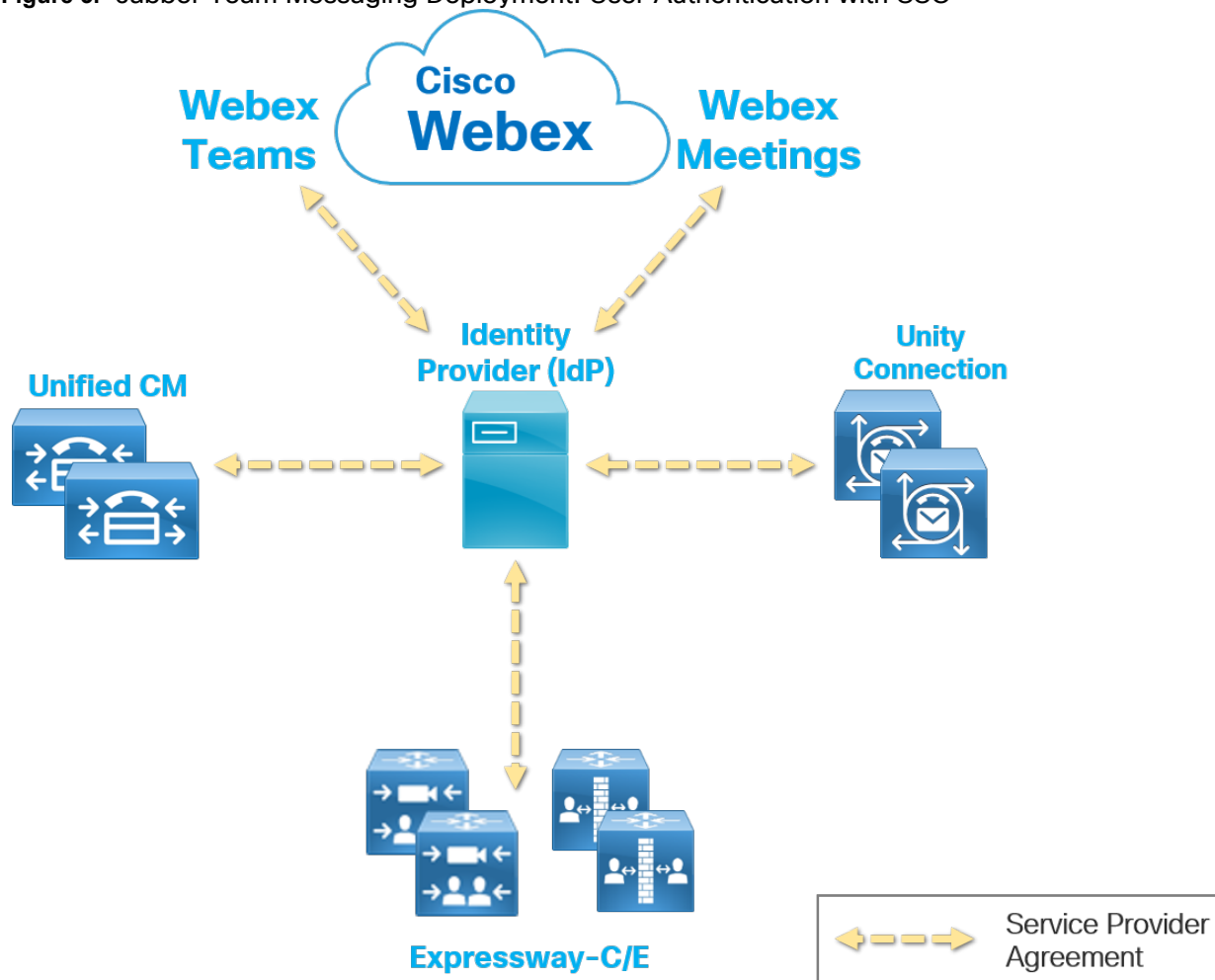
With SSO enabled on all services, the user will only need to perform an initial manual authentication. Once authenticated, Jabber will use the SAML Assertion received from the IdP to authenticate with each service automatically.

Jabber Team Messaging Mode Service Discovery

In Jabber team messaging mode, the Webex Teams service is the primary authenticator. This means, at first login, Jabber will connect to the Webex Teams

service first, and then connect to Unified CM, followed by the voice messaging and meetings services.

As shown in Figure 6, the discovery flow begins with the simultaneous DNS SRV and Webex CAS queries sent from the Jabber client (step 1A and 1B). As previously discussed, Jabber queries for _cisco-uds and _collab-edge DNS SRV records based on domain entered by the user at startup. Likewise, the Webex discovery query is sent for the same domain with the user ID entered by the user at startup.

In team messaging mode, Jabber will download the Service Profile from Unified CM. The Service Profile details several configurations for Jabber including:

- CTI Server Address(es)
- Unity Connection Server Address(es)
- Webex Meetings Site Address
- Jabber Configuration File (Unified CM 12.5 and above)

In Messenger mode, these items were downloaded from the Messenger service. These configurations must be put in place in the Unified CM UC Service Profile(s) before beginning the migration.

Figure 6. Jabber Team Messaging Deployment: Service Discovery
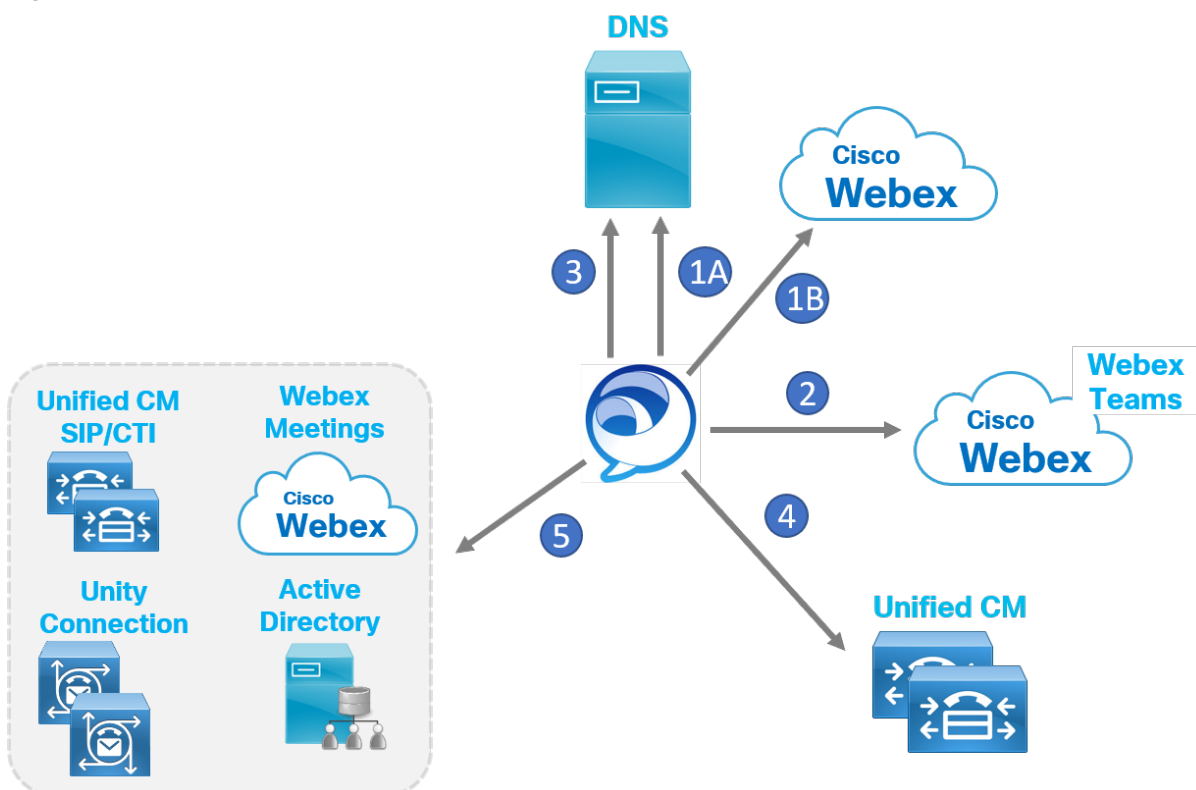
Assuming the domain **AND** user are enabled for team messaging mode, the Jabber client will connect to the Webex Teams service (Figure 6, step 2). The user authenticates via SSO and the client then connects to Webex Teams services for messaging, presence and contact list. Jabber downloads a configuration setting for the Voice Services Domain. This is set by the admin and details the domain to perform DNS SRV discovery of Unified CM. (The configuration of Voice Services Domain is discussed later in this document).

The Jabber client performs a second DNS SRV query to the same DNS server using the Voice Services Domain received from Webex Team (Figure 6, step 3). Based on the results of this second DNS lookup, Jabber will connect to either Unified CM or Expressway-E (MRA).

If the DNS server returns a result for _cisco-uds, the Jabber client will connect to the Unified CM server returned in the result (Figure 6, step 4). Jabber will then perform full home cluster discovery on Unified CM based on the user ID. Just like an on-premises deployment, the client will be redirected to the user's home cluster where it will connect to a Unified CM node and download configurations (User Profile, Service Profile, Jabber Config, Device Config). Jabber will use the SAML Assertion already received from the IdP to authenticate with Unified CM with no user action required (assuming SSO is enabled).

In the case of MRA where DNS server returns a result for _collab-edge, the Jabber client will connect to Expressway-E which will forward inside to Expressway-C which proxies the Unified CM home cluster discovery and configuration file download on behalf of the Jabber client.

Once the Service Profile is applied, Jabber connects to services configured in the service profile (for example, Webex Meetings, Voicemail, and so on). Jabber will use the SAML Assertion already received from the IdP to authenticate with Webex Meetings and Unity Connection. Again, no user action is required (provided SSO is enabled).

Directory Integration in Jabber Team Messaging Mode

Just like a Webex Messenger based deployment, Jabber team messaging mode relies on a directory integration for things like contact resolution and directory lookups.

The Jabber client integrates with both Webex Teams and LDAP/UDS for directory service. However, since this document is focusing on existing Webex Messenger deployments, it is assumed that an on-premises LDAP or UDS directory service is not required (and that the directory attributes provided by the Webex Teams directory service meets the needs of the organization)

There is no special configuration needed to enabled Jabber integration with the Webex Teams directory service. Ensure that all desired attributes are being synced to the Webex Teams service via Directory Connector.

Contact List in Jabber Team Messaging Mode

Webex Teams provides a contact list service for Jabber team messaging mode. As shown in Figure 7, contact list migration is supported from Jabber Webex Messenger Mode to Jabber team messaging mode. Contact list migration is enabled by the administrator.

Figure7. Jabber Team Messaging Deployment: Contacts Migration
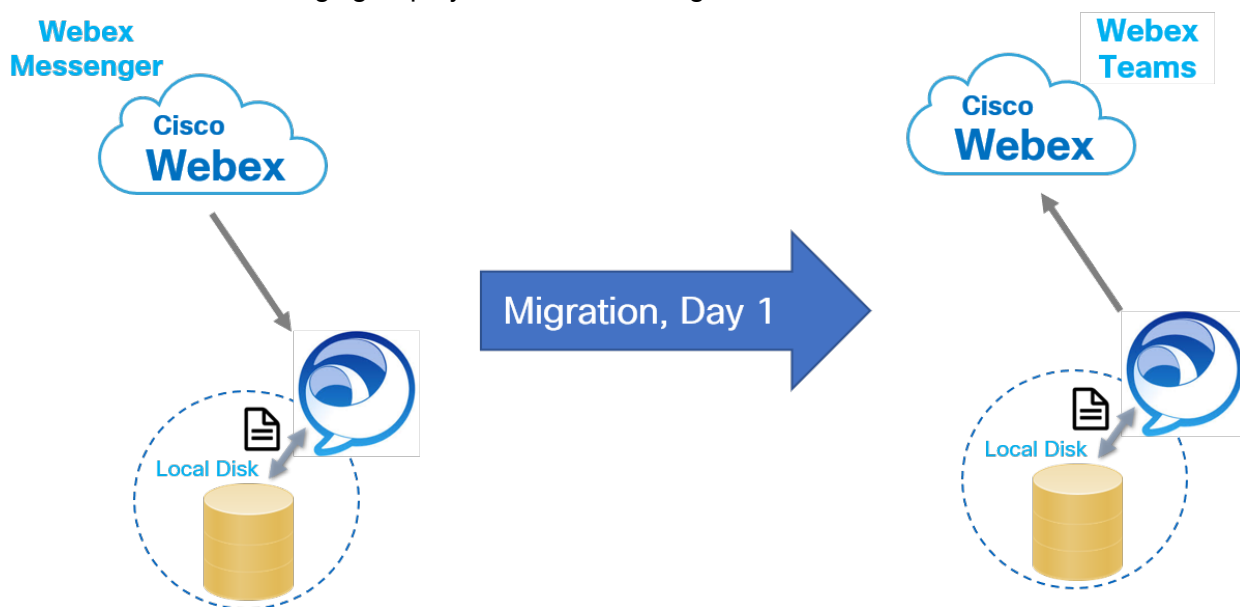
Contact list migration from Webex Messenger mode to team messaging mode is implemented by Jabber. It is a client-side migration, meaning there is no direct migration of contacts from Webex Messenger to the Webex Teams service. Contact list migration works as follows:

- In Webex Messenger mode, the Jabber client downloads the users contact list from the Webex Messenger service and caches the list to disk.
- The administrator enables Contacts Migration for users migrating to team messaging mode.
- When Jabber migrates to team messaging mode, the client reads the contacts cache file, and writes the information to the Webex Teams contact service database. This is a one-time occurrence, that happens on day 1 of the transition.
- Jabber can now retrieve the Contacts List in team messaging mode (from Webex Teams service).

Note: Contact list migration is only supported with Jabber desktop clients (Windows and Mac). Contacts migration relies on Jabber having a contacts cache present on disk. This means Jabber should NOT be reset before migration.

Note: Contact list migration is only supported for deployments where the Webex Teams org domain matches the Webex Messenger Domain

Completing the Transition

Once the previously mentioned pre-transition steps have been taken, including engaging Flex Licensing, site linking Webex Messenger to Webex Teams organization, enabling SSO (recommended) for Webex Teams organization and Unified CM, deploying Service Profiles on Unified CM, and synchronizing users to Webex Team platform (Directory Connector recommended), you are ready to initiate the transition to Jabber team messaging mode.

This transition involves the following steps:

1. Enable Jabber Team Messaging Mode for Webex Teams Organization

2. Enable Jabber Team Messaging Mode for Users

3. Service Discovery and First Connection to Jabber Team Messaging Service
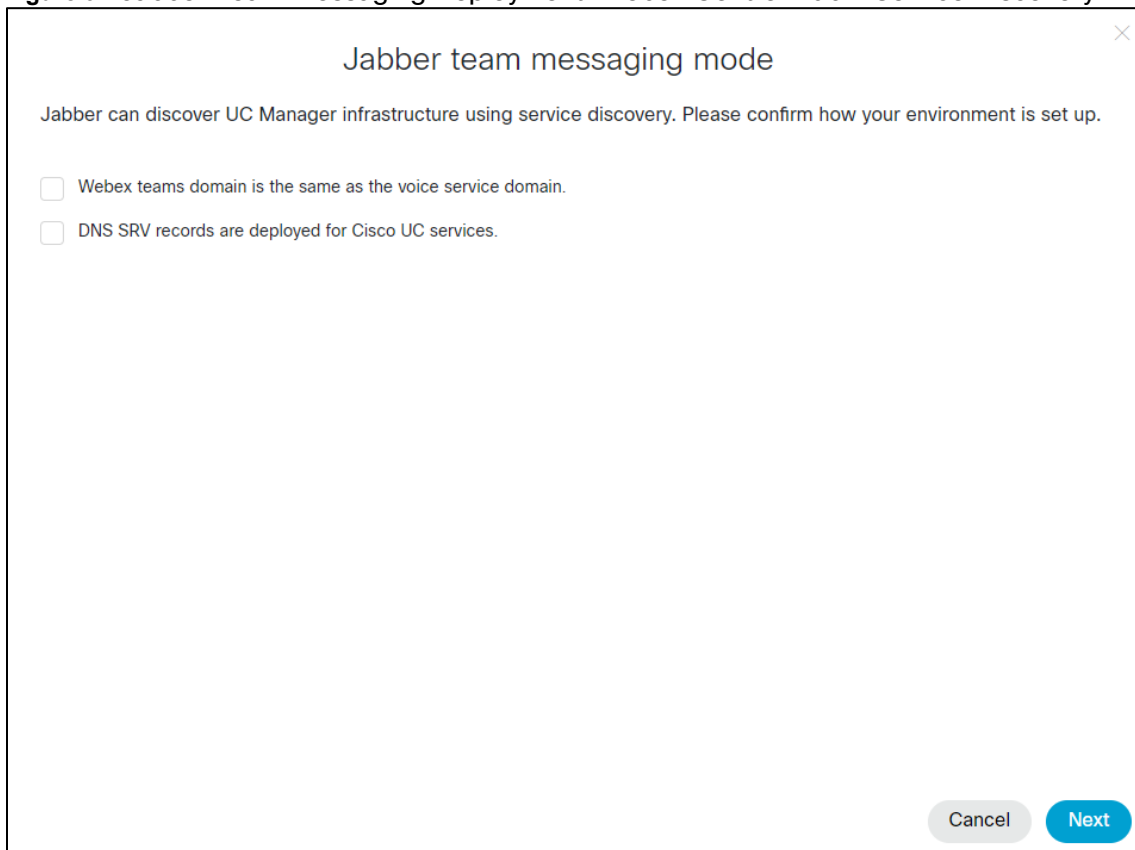
Enable Jabber Team Messaging Mode for the Webex Teams Organization

The transition is initiated by the administrator enabling Jabber team messaging mode in Webex Control Hub (https://admin.webex.com/). This begins with running the team messaging mode wizard by navigating to **Services > Messaging** and clicking the toggle *Enable Jabber team messaging mode* (see Figure 8).

Figure 8. Jabber Team Messaging Deployment: Webex Control Hub – Enabling Jabber Team Messaging

As shown in Figure 9, this initiates the wizard which begins with UC Manager service discovery settings for team messaging mode.

Figure 9. Jabber Team Messaging Deployment: Webex Control Hub - Service Discovery Environment

If the **Webex Teams domain is the** <u>same</u> **as the domain where _cisco-uds and _collab-edge SRV records are deployed**, <u>check both boxes shown in Figure 9</u> and click **Next**. Jabber will perform Service Discovery for Webex Teams and Voice Services on the same domain.

If the **Webex Teams domain is** <u>different</u> **from the domain where _cisco-uds and _collab-edge SRV records are deployed**, leave the '*Webex teams domain is the same as the voice service domain*' unchecked, but check '*DNS SRV records are deployed for Cisco UC services*' (assuming you have already deployed DNS SRV records as recommended). Then, click **Next**.

In the final window of the wizard, specify a Profile Name, for example, **Jabber Team Messaging Mode Users** (see Figure 10). This profile can be assigned to individual users or groups of users. Next, specify the appropriate domain in the Voice Services Domain Name field. This is the domain where the _cisco-uds and _collab-edge SRV records are deployed. Click **Save**.

Figure 10. Jabber Team Messaging Deployment: Webex Control Hub – UC Manager Profile

The Jabber client will retrieve the Voice Services Domain configuration at login time and perform DNS SRV discovery against that domain. Full home cluster discovery will be performed against the Unified CM node returned by DNS.

Note: There is an option to specify the actual Unified CM node that Jabber will connect to after connecting to Webex Teams. This can be enabled by clicking the *UDS Server* radio button in the wizard window and specifying the FQDN of the Unified CM node. With this setting, Jabber will bypass home cluster discovery. It is recommended to use the Voice Services Domain setting instead of specifying a static Unified CM UDS server.

Enable Jabber Team Messaging Mode for Users

With Jabber team messaging mode services now enabled for the Webex Teams organization, Jabber team messaging mode needs to be enabled at a user level. This can be performed by the administrator in bulk via a comma-separated values (CSV) file or can be done on a per user basis.

Figure 11 shows enabling Jabber team messaging mode for an individual end user (in this case, Jai Valluri). To enable on a per user basis, select a specific user from the Users tab. On the right-hand Services window, select Messaging.

Figure 11. Jabber Team Messaging Deployment: Webex Control Hub – User Services
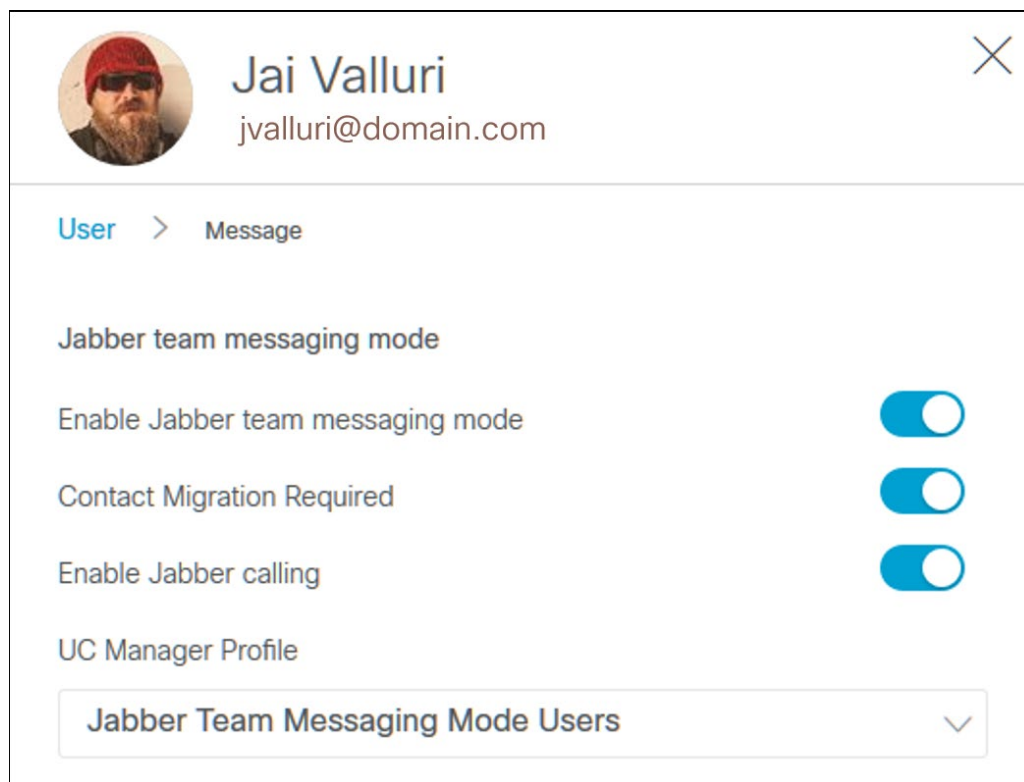
You will first enable the toggle for '*Enable Jabber team messaging mode*'. This will set the user's Jabber client to discover Webex Teams during Service Discovery. Next, if contact list migration (as previously described) is desired, enable the toggle for '*Contact Migration Required*' (see Figure 11).

Finally, enable the toggle for '*Enable Jabber calling*' (see Figure 11) if the Jabber client will also connect to on-premises Unified CM for phone services while in team messaging mode. Select the UC Manager Profile previously created during the wizard process (Jabber Team Messaging Mode Users in this example). Jabber team messaging mode is now enabled for this user.

Service Discovery and First Connection to Jabber Team Messaging Service.

Once the administrator enables Jabber team messaging mode in Webex Control Hub for a user or group of users, the Webex Teams service will become discoverable by Jabber clients.

Jabber clients perform Service Discovery at the following intervals:

- Each time the Jabber client starts up from a zero-config state (no cached configuration).

- Between zero and 5 mins after Jabber start up from a cached configuration state.

- A random time every 7 to 9 hours whenever Jabber is running.

At the next Service Discovery interval, the Jabber client will send the usual discovery queries: Webex Teams, Webex CAS and DNS SRV (_cisco-uds and _collab-edge)

Because Jabber team messaging mode is now enabled for domain AND user, the client detects this and notifies the user that the configuration has been updated and prompts them to sign out (and then sign in again) to refresh their configuration (see Figure 12).

Figure 12. Jabber Team Messaging Deployment: Jabber Configuration Change Detection
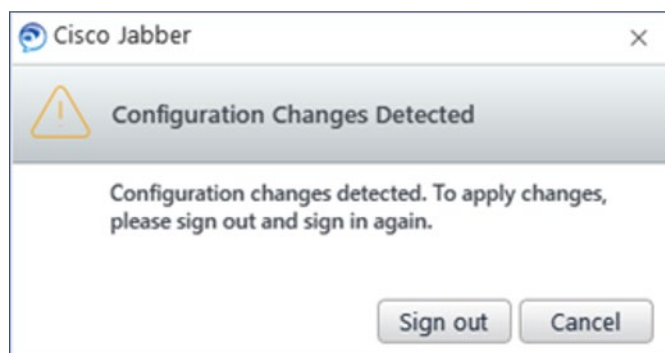
Once the user clicks **Sign out**, the client will sign out of services (Webex Messenger, Unified CM, and other services such as voicemail and meetings if enabled).

Next, the Jabber client connects to the Webex Teams service, and receives an authentication challenge (SSO is recommended). Once the user provides appropriate authentication credentials, Jabber successfully connects to Webex Teams. The Jabber client then applies the two additional configuration parameters set in Webex Control Hub previously when you enabled the user for Jabber team messaging mode:

- Contact Migration Required

  If *Contact Migration Required* was set when you enabled the user for Jabber team messaging, the user is prompted to migrate their contacts as shown in Figure 13.

Figure 13. Jabber Team Messaging Deployment: Jabber Contacts Migration Prompt

If the user clicks **OK**, Jabber will read the contact list cache on the local disk and write the contact list to the Webex Teams contact list service. The contact list is now imported into Webex Teams and will be available when a user logs into Jabber team messaging mode from desktop or mobile devices.

> **Note:** Contact migration is only supported on with desktop Jabber clients (Windows or Mac). If the user clicks **Cancel** to the Jabber contacts migration dialog, they will be presented with the same option on next login and will continue to be presented with this option until they click OK.

- Enable Jabber calling

  If *Enable Jabber calling* is <u>not</u> set, client login is complete. Jabber will not attempt to connect to Unified CM.

  If *Enable Jabber calling* is set, Jabber will perform a second DNS SRV discovery based on the Voice Services Domain specified in the UC Manager Profile you created previously (Jabber Team Messaging Mode Users, refer back to Figure 10).

  Jabber should discover either Unified CM or Expressway (MRA) depending where the client device and user are located. For example, if Jabber is on-premises and discovers _cisco-uds SRV record, it will attempt to connect directly to Unified CM.

  If Unified CM is SSO enabled, the Jabber client will use the existing SAML Assertion (obtained during the Webex Teams service authentication leg) to authenticate. The authentication happens in the background. The user does not need to manually authenticate. (If SSO is not enabled on either Webex Teams or Unified CM, the user will need to open the Jabber Options > Accounts menu to enter Unified CM credentials manually).

Once Jabber successfully signs in to Unified CM, the Service Profile is downloaded, and the client connects to Meeting, Voicemail, CTI, and other services. Jabber will also register to Unified CM in softphone mode, if enabled.

This user is now migrated to Jabber team messaging mode. Enable Jabber team messaging at larger scale by migrating users in bulk with a CSV file template. Details on this method of bulk user input is available at https://help.webex.com/en-us/e2okky/Modify-Users-in-Cisco-Webex-Control-Hub-with-the-CSV-Template

Post Transition

After the transition is completed, Jabber clients will receive phone services from Unified CM and messaging services from Webex Teams.

Once all users have been migrated to Jabber team messaging mode, the Webex Messenger site and all its data can be deleted. The Cisco Webex Ops team can perform this task on your behalf.

References

Site Linking Webex Messenger to Webex Teams
https://www.cisco.com/c/dam/en/us/td/docs/collaboration/webex-connect/jabber-ci-sso/SSO-for-CI-ADFS.pdf

Directory Connector Deployment
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/directoryconnector/cmgt_b_directory-connector-guide-admins.html

SSO Enabling Unified CM
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/12_0_1/cucm_b_saml-sso-deployment-guide-1201/cucm_b_saml-sso-deployment-guide-1201_chapter_010.html

SSO Enabling Webex Teams
https://help.webex.com/en-us/lfu88u/Single-Sign-On-Integration-in-Cisco-Webex-Control-Hub

User Modification via CSV
https://help.webex.com/en-us/e2okky/Modify-Users-in-Cisco-Webex-Control-Hub-with-the-CSV-Template

Webex Control Hub Information
https://help.webex.com/en-us/nuylwki/Cisco-Webex-Control-Hub