COLLABORATION TRANSITIONS

Clients:

Transitioning from Jabber to Webex

CTG Technical Marketing Engineering Team

Contents

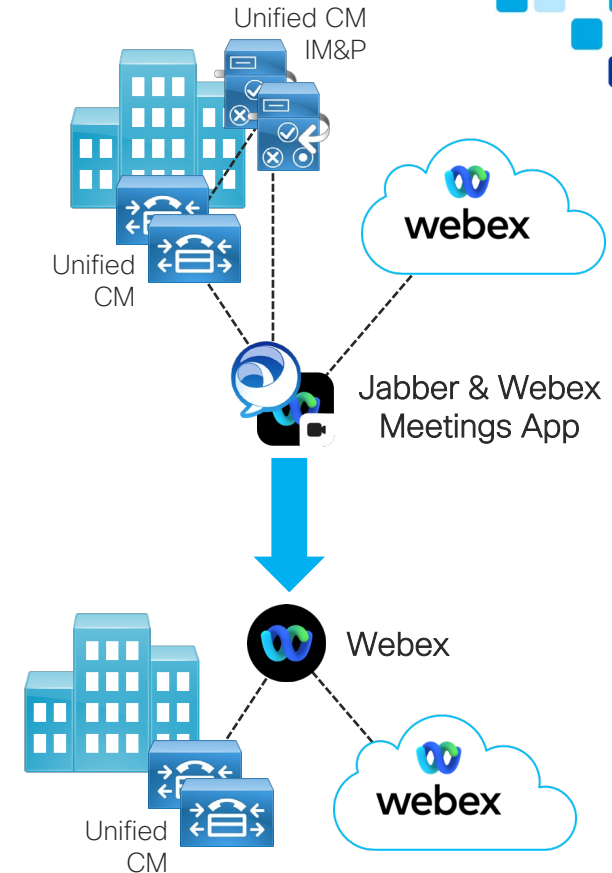# Clients: Transitioning from Jabber to Webex

Scenario Introduction

Clients: Transitioning to Webex

Scenario Introduction: Decision

This scenario covers collaboration client transition from **Jabber** on-premises to **Webex** with Unified CM Calling.

Procced with caution if you have any of these requirements:

» Unreliable Internet access.

» Zero chat retention requirement

» Very strict compliance requirements including

 ▪ Content storage in country (specific to some countries).

Unified CM IM&P

webex

Unified CM

Jabber & Webex Meetings App

Webex

webex

Unified CM

Scenario Introduction: Overview

Transition collaboration client workloads to the cloud.

Scenario Objective

On-Premises → Cloud

- To evaluate the transition FROM Cisco Jabber (traditional on-premises client) TO Webex App (cloud client).

- In this migration, the following services will be migrated from on-premises collaboration platform to the Webex platform:

  » Messaging

  » Presence

  » Contact Lists

  » Directory Services
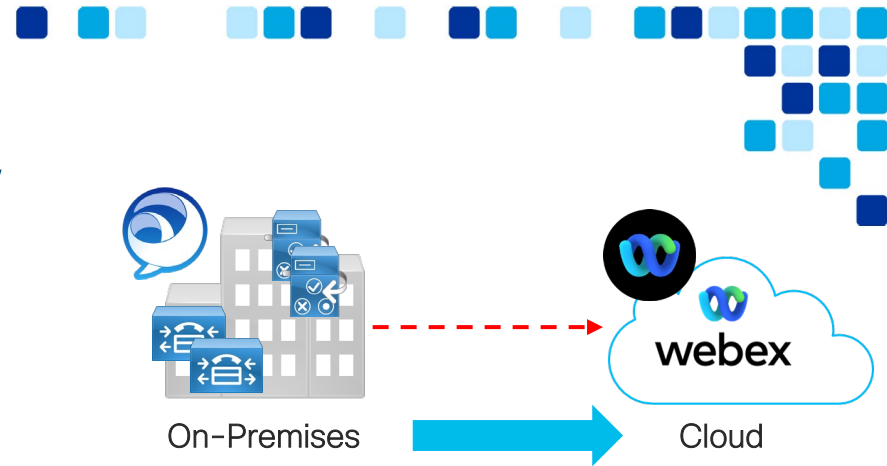
Clients: Transitioning to Webex
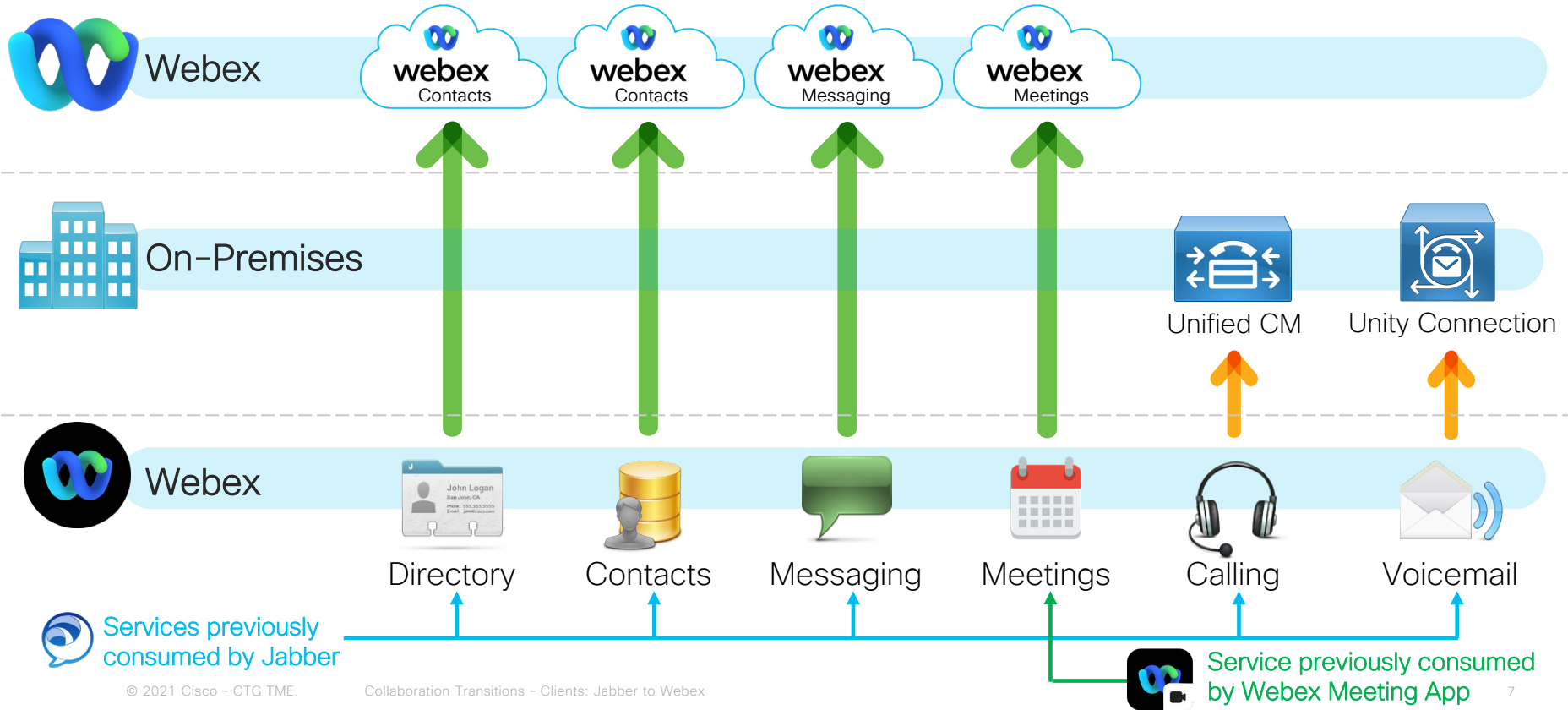# Scenario Introduction: Base Architecture

Meetings: Webex

Call Control: Unified CM

Messaging: Unified CM IM&P

Expressway-C/E
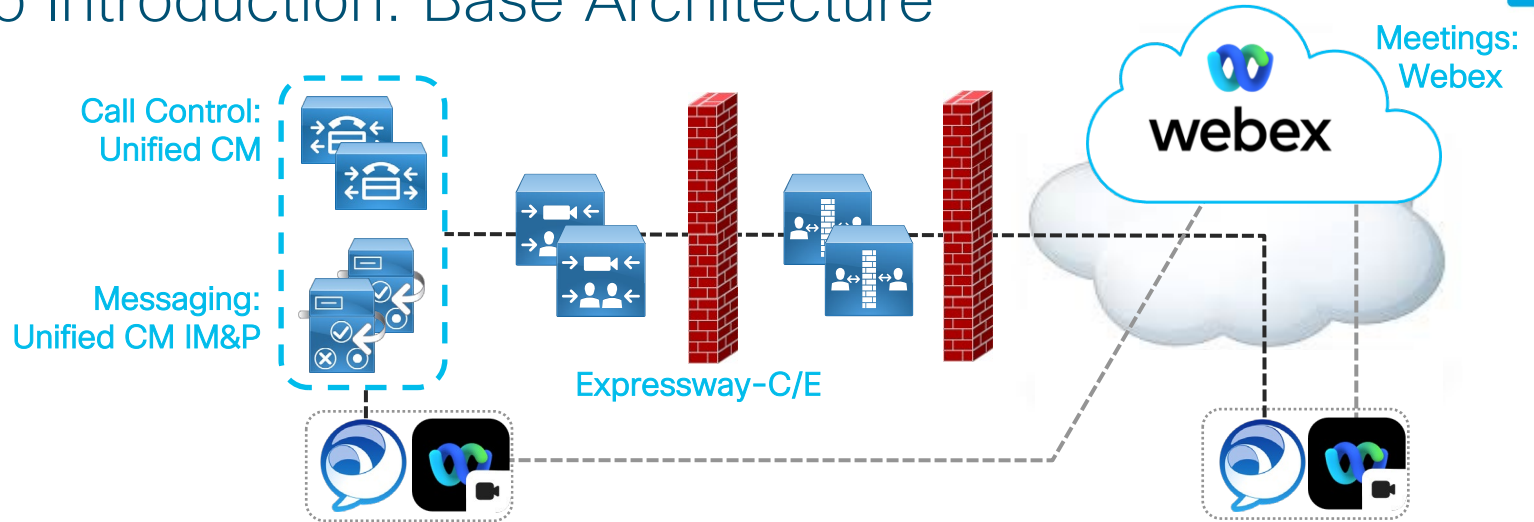
» Architecture based on the **Enterprise On-Premises Preferred Architecture** (PA).[1]

» **Messaging** services delivered by on-premises Unified CM IM&P.

» **Jabber** clients register to on-premises Unified CM call control.

» Webex Meeting app connects to Webex for cloud meeting services. (optional)

» Expressway-C/E pairs for firewall traversal: Jabber connects to on-premises services directly or optionally through Expressway.

[1] The latest on-premises PA includes on-premises Cisco Meeting Server (CMS) rather than cloud-based Webex Meetings.

Clients: Transitioning to Webex
Jabber to Webex Architecture – Detail

Webex

webex Contacts · webex Contacts · webex Messaging · webex Meetings

On-Premises

Unified CM · Unity Connection

Webex

Directory · Contacts · Messaging · Meetings · Calling · Voicemail

Services previously consumed by Jabber

Service previously consumed by Webex Meeting App

Clients: Transitioning to Webex
Scenario Introduction: Scope

- The focus of this scenario is transitioning users from Jabber to Webex enabling cloud-based Webex messaging and meetings while maintaining on-premises Unified CM calling[1].

    » **80/20 Rule:** We expect this scenario will be applicable to ~80% of our enterprise customers, understanding that ~20% of customers may have additional considerations or requirements not covered. However, even in those cases, this transition map may still be used as a potential future transition path.

- The end user client application will change from Jabber to Webex.

    » The Webex client application will register to on-premises Unified CM call control.

    » On-premises and cloud-registered hardware endpoints are not considered for this scenario.

Clients: Transitioning from Jabber to Webex

Mapping the Transition
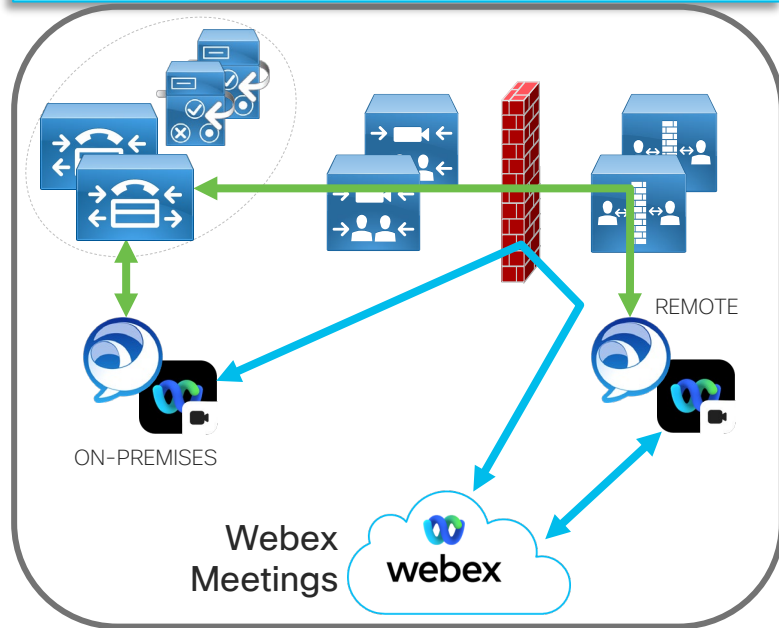
Mapping the Transition: High-Level Transition Map

Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.
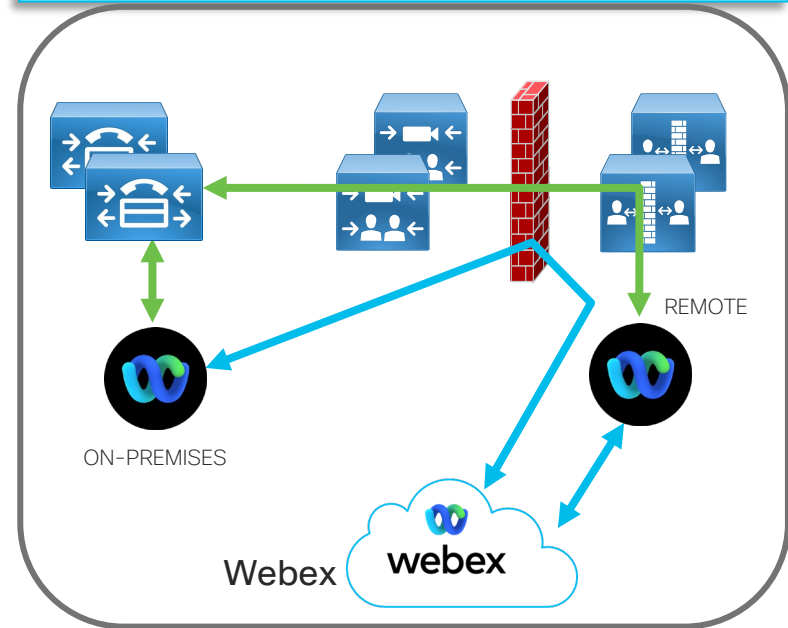
Mapping the Transition: Step 0 – Cisco Jabber

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

Clients: Transitioning to Webex
Cisco Jabber Deployment

Directory: Users synchronized[1] between LDAP directory and Unified CM. Directory services delivered by UDS or LDAP to Jabber.

Call Control: Unified CM provides client registration and call routing.

Firewall Traversal: Expressway-E/C provides Mobile and Remote Access (MRA) firewall traversal[2] for remote Jabber clients

Meetings: Webex

Directory

Call Control: Unified CM

LDAP

Messaging: Unified CM IM&P

Messaging & Presence: Unified CM IM & Presence (IM&P) provides XMPP-based messaging, presence, and contact list services for Jabber.

Expressway–C/E

Clients: Jabber registers to Unified CM for calling. Webex Meeting App connects to Webex for meetings.

[1] Directory synchronization at Unified CM is optional. Users may also be manually created/imported.
[2] Remote connectivity is an optional feature. VPN could also be user for remote connections

Clients: Transitioning to Webex
Cisco Jabber Flow

0

Call Control: Unified CM

Directory

Messaging: Unified CM IM&P

Expressway-C/E

Meetings: Webex

webex

MRA[1]

Legend:

- Calling – SIP (registration, call routing)
- Messaging – XMPP (messaging, presence)
- Meetings – HTTPS (meeting)
- Directory – LDAP (contact search)
- Directory Sync – LDAP (optional)

[1] Expressway MRA flow is optional.

Mapping the Transition: Step 1 – Webex
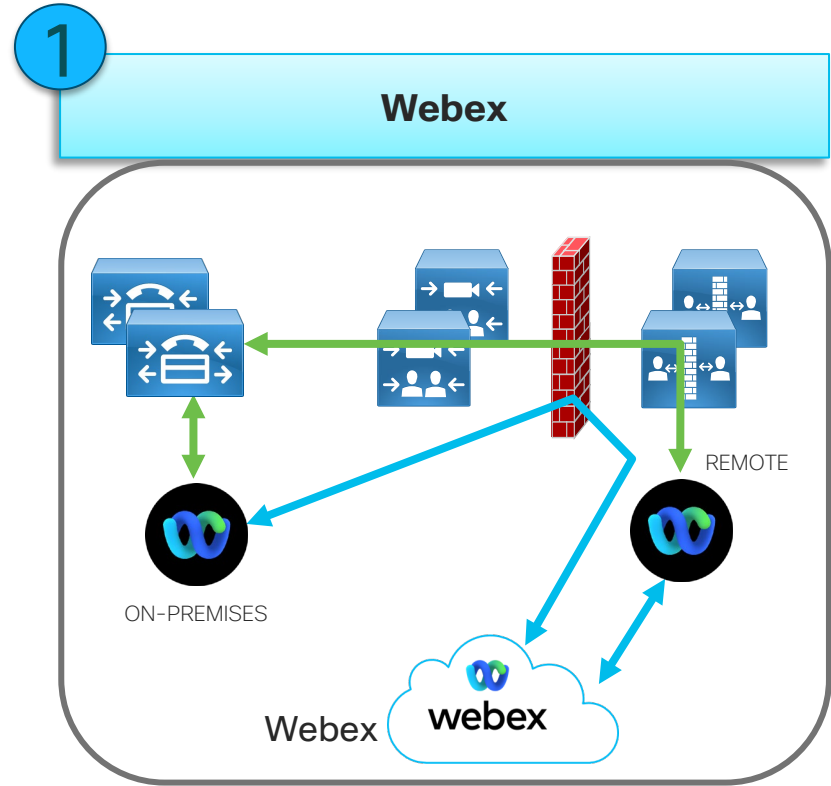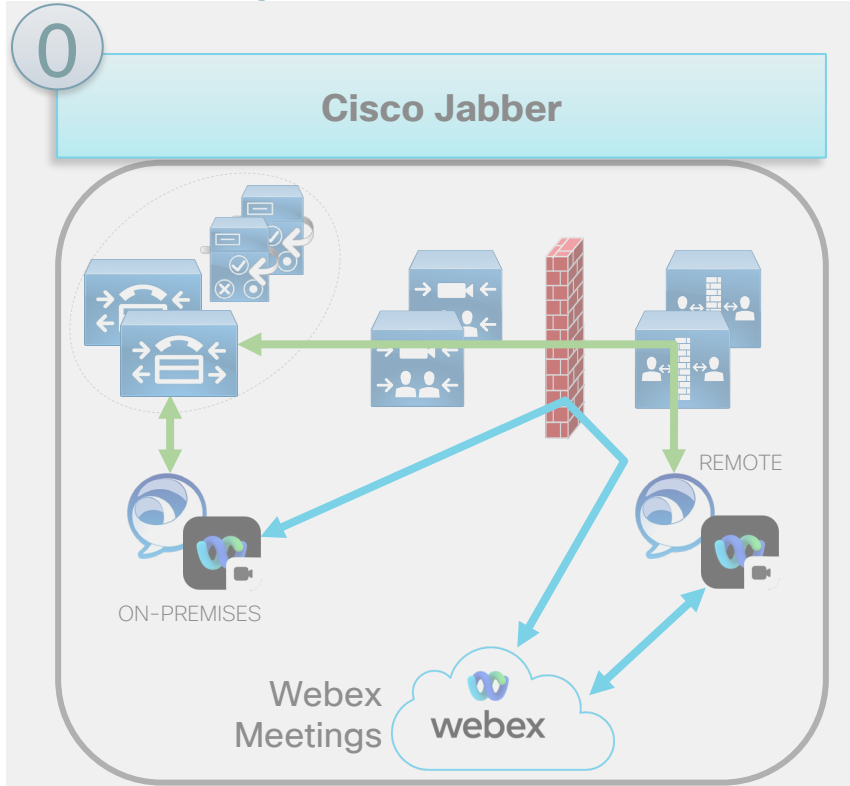
Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

Clients: Transitioning to Webex
What Changes with Webex? (1 of 2)

- **Licensing:** Move to Flex Licensing.

- **Users / Directory:** Directory lookups and user identity are delivered by Webex.

  » **User accounts:** Users must be synchronized with organization's Webex identity store/added in Control Hub.

  » **Directory services:** Webex provides a directory service to the Webex App.
  LDAP / UDS services are not be used by the Webex App.

- **Messaging Resources:** Remove on-premises Unified CM IM&P messaging / presence service nodes.[1] These are no longer needed with cloud messaging.

  » **Interop (optional):** Hybrid Messaging Interop can be deployed for IM&P to Webex messaging migration. Interop capabilities are optional for organizations who will do a phased migration.

  » **Contact list migration:** Per user Jabber contact list migration.

[1] Maintain Unified CM IM&P for phased migration or if co-existence (dual messaging services) is required. Consider hybrid messaging interop to address co-existence scenarios.

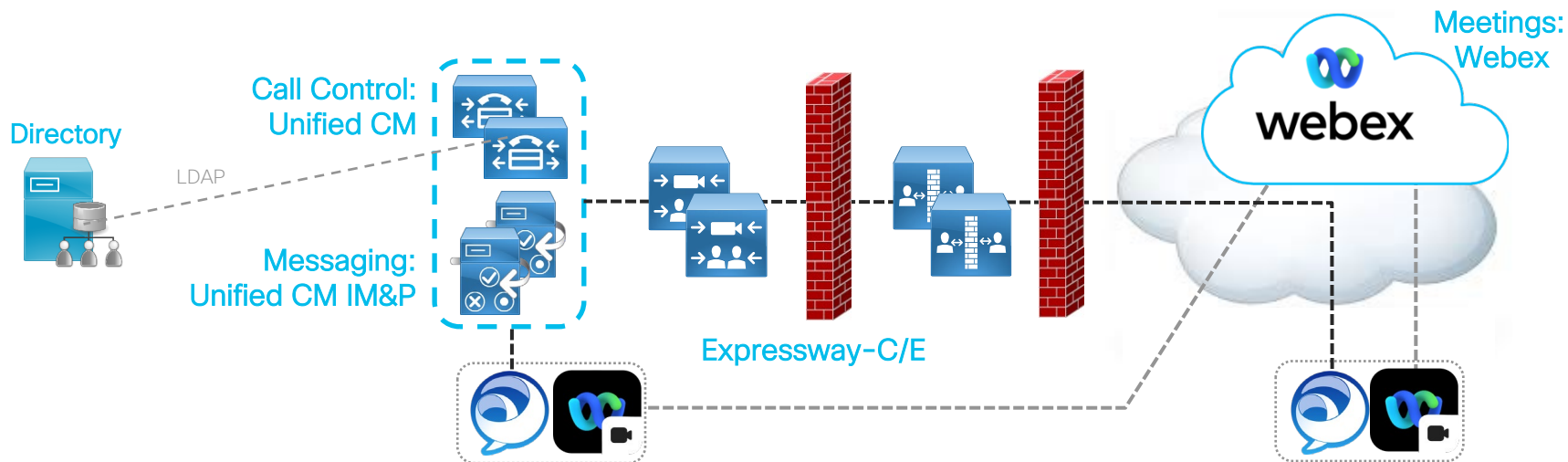Clients: Transitioning to Webex
What Changes with Webex? (2 of 2)

- **Meetings:** Webex meetings remain in place with the Webex App replacing the Webex Meetings App for meetings.

  » **Site linking:** Webex Meeting sites on Site Admin linked to Control Hub.

  » **Meeting experience:** Webex org enabled for Webex Meetings experience in Webex App.

- **Calling:** Unified CM calling remains in place with the Webex App replacing Jabber as the user's calling client.

  » **On-premises calling:** The Webex App registers to Unified CM for enterprise call routing leveraging Jabber DNS SRV service discovery and Unified CM Jabber device configuration.
    - o Existing Expressway MRA infrastructure will also be used by the Webex App to enable connectivity for remote users.
    - o CTI integration for deskphone control is also supported with the Webex App.

  » **Cloud calling:** The Webex App provides Webex-based cloud calling to other Webex Apps and devices.[1]

[1] Cloud calling to the PSTN not supported. Calls destined for PSTN are routed via enterprise Unified CM.
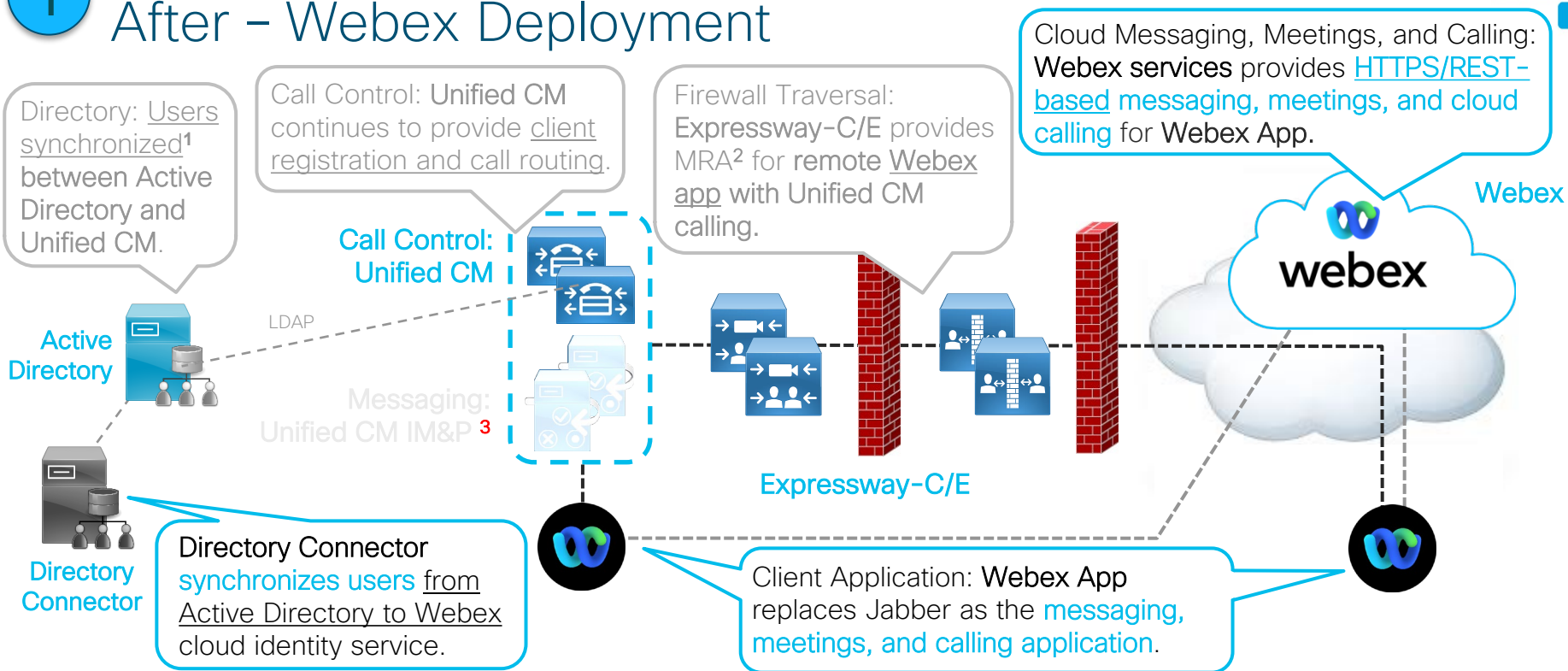
Clients: Transitioning to Webex
Before – Cisco Jabber

0

Meetings: Webex

Directory

LDAP

Call Control: Unified CM

Messaging: Unified CM IM&P

Expressway–C/E

webex

After – Webex Deployment

1

Directory: Users synchronized[1] between Active Directory and Unified CM.

Call Control: **Unified CM** continues to provide client registration and call routing.

Firewall Traversal: Expressway–C/E provides MRA[2] for remote Webex app with Unified CM calling.

Cloud Messaging, Meetings, and Calling: **Webex services** provides HTTPS/REST-based messaging, meetings, and cloud calling for **Webex App**.

Call Control: Unified CM

LDAP

Messaging: Unified CM IM&P [3]

Active Directory

Webex

Expressway–C/E

Directory Connector synchronizes users from Active Directory to Webex cloud identity service.

Directory Connector

Client Application: **Webex App** replaces Jabber as the messaging, meetings, and calling application.
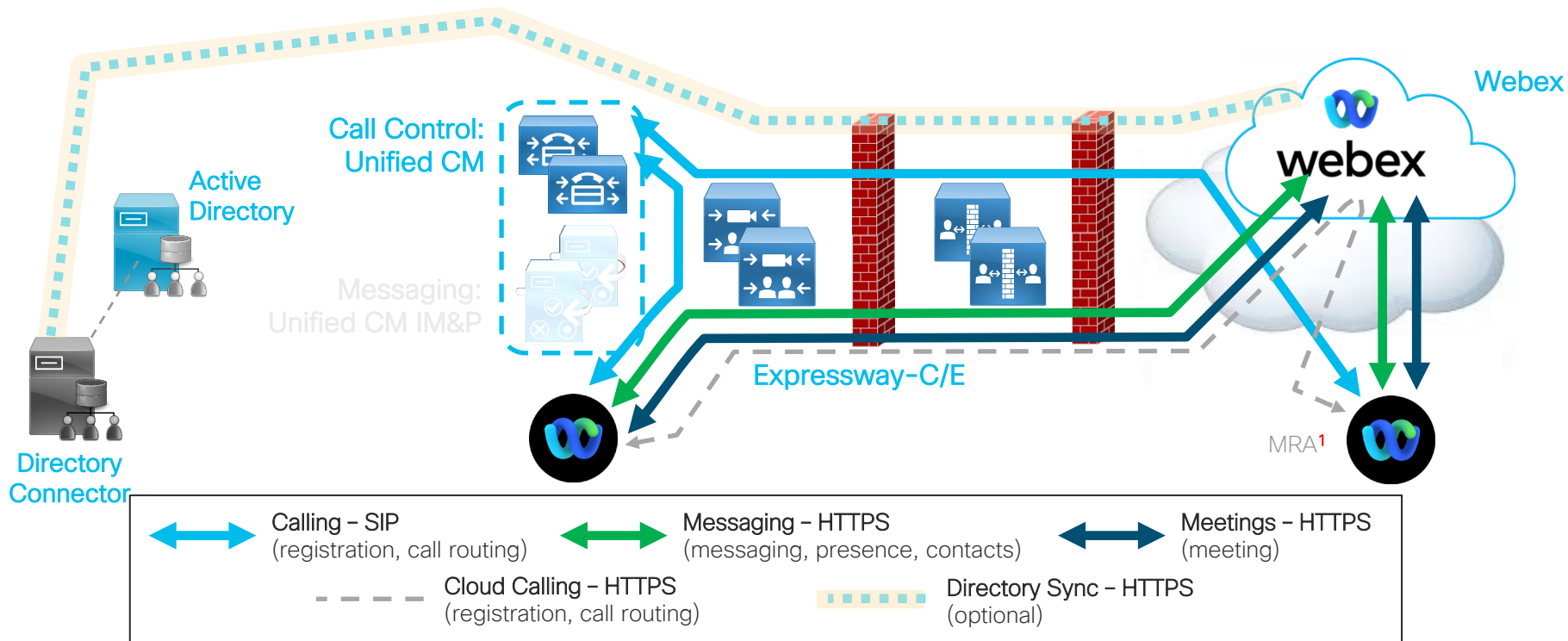
[1] Directory synchronization at Unified CM is optional. Users may also be manually created/imported.

[2] Remote connectivity is an optional feature. VPN could also be user for remote connections

[3] In case of phased migration, Unified CM IM&P service nodes removed after all Jabber users have been transitioned to Webex.

Clients: Transitioning to Webex
After – Webex Flow

Webex

Call Control: Unified CM

Active Directory

Messaging: Unified CM IM&P

Expressway–C/E

Directory Connector

MRA[1]

Calling – SIP
(registration, call routing)

Messaging – HTTPS
(messaging, presence, contacts)

Meetings – HTTPS
(meeting)

Cloud Calling – HTTPS
(registration, call routing)

Directory Sync – HTTPS
(optional)

[1] Expressway MRA flow is optional.

Why Move to Webex?

There are many compelling reasons for transitioning from Jabber to Webex:

- **Persistent messaging.**
  - » 1:1, Spaces, and file sharing including integrations with enterprise content tools.

- **Reduced total cost of ownership (TCO).**
  - » No requirement for on-premises Unified CM IM&P services nodes or external database / file servers for persistent chat.

- **Reduce application footprint**:
  - » Webex App is a single application providing the same functionality available with Jabber and Webex Meetings

- Integration with rich Webex APIs.

- **Federation** with other Webex organizations and XMPP partners.

- Maintain existing on-premises Unified CM calling deployment.

What is Different When Moving to Webex?

The following tables highlight key technical considerations to be aware of when transitioning **from** an on-premises client deployment **to** a cloud-based client deployment.

The considerations have been divided into the following categories:

» Directory

» Meetings

» Messaging

» Calling

Directory and Meetings Considerations

Considerations for directories and meetings

Category	Considerations
Directory	• The Webex platform provides the directory service for the Webex App. The Webex App will not connect directly to LDAP or UDS services for directory. It is important to sync the entire company directory to the Webex platform, to allow the entire company directory to be searchable from the Webex app. • Use contacts and preference migration to migrate user's contact lists from Jabber to Webex.
Meetings	• Site linking between Webex Site Admin organization and Control Hub is mandatory.

Messaging Considerations

Considerations for the messaging workload

Category	Considerations
Messaging	**Compliance:** • Compliance model based on integration with 3rd party tools to remove specified content from a space • Message data will be stored in a Webex datacenter (encrypted based on end-to-end encryption methodologies) **Presence:** • Webex implements an activity-based presence model (for example, *Active, Active 10 mins ago, On a Call, Inactive,* and so on). Activity status is based on using the application on mobile, while it's based on the desktop being unlocked. Locking the desktop will not set an *Inactive* status immediately. Webex also supports custom status. • Unified CM IM&P implements an availability-based presence model (for example, *Available, Away, On a Call,* etc.). Availability status is based on user setting/being logged into device.

Messaging Considerations

Considerations for the messaging workload (cont.)

Category	Considerations
Messaging	Presence (cont.): • Unified CM IM&P also supports custom presence statuses, including user set location information. Location sharing is not available with Webex. • Deskphone *Off Hook* status will not be set if the user's Webex App is not running. There is no direct presence integration between Unified CM and Webex.

Calling Considerations

Considerations for the calling workload

Category	Considerations
Calling	• The Webex App supports Unified CM calling features that may be used in a contact center environment including Multiline, Hunt Groups, Pickup Groups, and Built in Bridge. However, certain features are only available in Jabber including: » Ad Hoc Call Recording » Silent Monitoring » Agent Greeting » Whisper Announcement » Supervisor Barge » Recording Tone » Zip Tone • If users require the features in the above list, they can be enabled for the Webex App with cross launch to Jabber for calling. This is a mode where Jabber is cross launched when the user makes a call to a phone number or SIP URI from the Webex App. Refer to the *Webex with Jabber Cross Launch* application note for more information.

Collaboration Transitions

Clients: Transitioning from Jabber to Webex

References

Clients: Transitioning to Webex
References (1 of 2)

Directory Integration and User Accounts

- Getting Started with Cisco Webex Control Hub

  https://help.webex.com/en-us/nkhozs6/Get-Started-with-Cisco-Webex-Control-Hub

- Deployment Guide for Cisco Directory Connector

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

Webex Application

- Welcome to Webex

  https://help.webex.com/ld-n0bl93g-CiscoWebex/Welcome-to-Webex

- Webex Installation and Automatic Upgrade

  https://help.webex.com/en-us/nw5p67g/Webex-Installation-and-Automatic-Upgrade

Messaging

- Deployment Guide for Cisco Webex Hybrid Messaging Service

  https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/messageservice/cmgt_b_spark-hybrid-message-deployment-guide.html

- Data Residency in Webex

  https://help.webex.com/en-us/oybc4fb/Data-Residency-in-Webex

Clients: Transitioning to Webex
References (2 of 2)

Meetings

- Upgrade Webex Meetings App to Webex App

  https://help.webex.com/en-us/nda7hb0/Upgrade-Webex-Meetings-app-to-Webex-app

- Link Cisco Webex Sites to Control Hub

  https://help.webex.com/en-us/341eud/Link-Cisco-Webex-Sites-to-Control-Hub

Collaboration Transitions

- Collaboration Transitions landing page

  https://www.cisco.com/go/ct

- Clients: Transitioning 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