COLLABORATION TRANSITIONS

Messaging:

Transitioning from Unified CM IM&P / Webex Messenger to Jabber Team Messaging

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Collaboration Transitions

Messaging: Transitioning to Jabber Team Messaging Mode

Scenario Introduction
This scenario applies specifically to transitioning Jabber messaging workload from on-premises Unified CM IM&P to Webex Teams.

Do not make the transition if you have these requirements:

» Very strict compliance requirements
  • Pre-delivery message blocking
  • Ethical firewalls
  • FIPS\(^1\) mode

» B2B federation with third-party messaging service

» Intradomain federation with Microsoft

» Heavy use of Jabber IM only mode desktop share

\(^1\) Federal Information Processing Standards
Messaging: Transitioning to Jabber Team Messaging Mode

Scenario Introduction: Overview

Messaging transitions scenario covering transition from an on-premises to cloud messaging service

Scenario Objective

- To evaluate the transition FROM traditional on-premises Cisco Unified CM IM & Presence (IM&P)¹ TO cloud-based Cisco Webex Teams.
- To explore the messaging solution transition with a focus on:
  - User experience: Messaging features and functions.
  - Administrative experience: Provisioning, management, and troubleshooting.

¹ For transitions from Cisco Webex Messenger, refer to the Alternate Transitions: Webex Messenger to Teams Messaging section near the end of this document.
Messaging: Transitioning to Jabber Team Messaging Mode

Scenario Introduction: Base Architecture

» Architecture based on the **Enterprise On-Premises Preferred Architecture** (version 12.x).

» Messaging deployment with on-premises **Unified CM IM&P**.

» **Directory** for corporate identity (Active Directory).

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

» **Expressway-C/E** pairs for firewall traversal: Clients connect to on-premises services directly or **optionally** through Expressway.
Messaging: Transitioning to Jabber Team Messaging Mode

Jabber Team Messaging Target Architecture – Detail

Webex

Contacts/Directory

Messaging

Meetings

On-Premises

LDAP/UDS

Unified CM

Unity Connection

Jabber

Directory

Contacts

Calling

Voicemail

SCENARIO FOCUS

**Messaging: Transitioning to Jabber Team Messaging Mode**

**Scenario Introduction: Scope**

- Messaging resources are moved from on-premises (Unified CM IM&P) to cloud hosted (Cisco Webex Teams Messaging).

- Only features and functions for on-premises messaging deployment were evaluated with the Cisco Jabber Team Messaging mode solution. (Phone mode is not part of this scope).

  » 80/20 Rule: It is expected that this scenario will be applicable to ~80% of 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.

- Only Cisco Jabber (desktop and mobile) was evaluated.

  » All clients remain registered to on-premises call control: Unified CM.

  » Cisco Webex Teams clients are not considered for this scenario.

1 Or cloud messaging in the case of Webex Messenger – see the Alternate Transition: Webex Messenger to Team Messaging section at the end of this document.
Collaboration Transitions

Messaging: Transitioning to Jabber Team Messaging Mode

Mapping the Transition
Messaging: Transitioning to Jabber Team Messaging Mode

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. Expressway MRA is an optional feature.
Messaging: Transitioning to Jabber Team Messaging Mode

Mapping the Transition: Step 0 – Jabber IM&P Messaging

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

1. Expressway MRA is an optional feature.
Messaging: Transitioning to Jabber Team Messaging Mode

Cisco Jabber On-Premises Messaging Deployment

Directory: Corporate users synchronized\(^1\) between LDAP directory and Unified CM.

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

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

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

\(^1\) 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 used for remote connections.
Messaging: Transitioning to Jabber Team Messaging Mode
Cisco Jabber On-Premises Messaging Flow

0

Expressway MRA flow is optional.
Messaging: Transitioning to Jabber Team Messaging Mode

Mapping the Transition: Step 1 – Jabber Team Messaging

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

Expressway MRA is an optional feature.
Messaging: Transitioning to Jabber Team Messaging Mode

What Changes with Jabber Team Messaging Mode?

• **Licensing:** Move to Flex Licensing.

• **User Accounts:** Users must be synchronized with organization’s Webex identity store/added in Webex Control Hub.

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

  » **Interoperability (optional):** Hybrid Messaging interop can be deployed for Unified CM IM&P to Webex Teams. These capabilities are optional for organizations who will do a phased migration.

• **Migration Process:** Administrator can enable the migration from Webex Control Hub. Jabber 12.5 or later deployments automatically discover that a migration is required.

• **Contact List Migration:** User Contact Lists can be migrated on a per user basis.

• **Presence:** Presence model is based on user activity.

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.
Messaging: Transitioning to Jabber Team Messaging Mode
Before – Cisco Jabber On-Premises Messaging

Expressway-C/E

Unified CM IM&P

Expressway-C/E

Jabber Clients

Directory

LDAP

Unified CM

Direct

MRA

Expressway MRA flow is optional.
Messaging: Transitioning to Jabber Team Messaging Mode
After – Cisco Jabber Team Messaging Deployment

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 used for remote connections.
3 In case of phased migration, Unified CM IM&P service nodes removed after all Jabber users have been transitioned to Team Messaging.

Cloud Messaging & Presence: Webex Teams service provides HTTPS/REST-based messaging, presence and contact list services for Jabber

Expressway-C/E

Cisco Webex

Unified CM IM&P

Jabber Clients

Remote Connectivity is an optional feature. VPN could also be used for remote connections.

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

Directory: Corporate users synchronized between Active Directory and Unified CM.
Messaging: Transitioning to Jabber Team Messaging Mode

After – Cisco Jabber Team Messaging Flow

1 Expressway MRA flow is optional.
Jabber Team Messaging is Flexible & Delivered Seamlessly

- Jabber Team Messaging mode allows an organization to move their messaging workload from on-premises to the cloud-based Cisco Webex Teams platform.
- Delivers the same recognizable Jabber user experience making the transition seamless for existing end users.
- Maintains the same Unified CM calling feature set with no loss of calling functionality.
- Fully supported with VDI deployments of Jabber.
- Meeting workload remains the same whether hosted on-premises (for example, Cisco Meeting Server) or in the cloud (for example, Cisco Webex Meetings).
Messaging: Transitioning to Jabber Team Messaging Mode

Why Move to Cisco Jabber Team Messaging Mode?

There are many other compelling reasons for transitioning from on-premises to Cisco Webex cloud messaging:

• **Persistent messaging with file sharing**: 1:1 and Spaces
• **Reduced total cost of ownership (TCO)**
  » No requirement for on-premises Unified CM IM&P services nodes.
  » No need for external database / file servers for persistent chat.
• **Webex Teams messaging APIs** for highly accessible integrations
• **Instant global federation** with other Webex Teams organizations
Messaging: Transitioning to Jabber Team Messaging Mode

What is Different When Moving to Jabber Team Messaging?

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

The considerations have been divided into the following categories:

- Compliance
- B2B Federation
- Presence Model
- Desktop Share
- Contact List
Message: Transitioning to Jabber Team Messaging Mode

Compliance Considerations

Considerations for compliance

<table>
<thead>
<tr>
<th>Category</th>
<th>Considerations</th>
</tr>
</thead>
</table>
| Compliance | • The Webex Teams platform does support integration with third-party compliance engines.  
• Message blocking is implemented after message delivery.  
• Ethical firewalls are not currently supported in Jabber team messaging mode.  
• FIPS mode is not currently supported in Jabber team messaging mode. |
# Messaging: Transitioning to Jabber Team Messaging Mode

## Federation and Presence Model Considerations

### Considerations for B2B federation and presence model

<table>
<thead>
<tr>
<th>Category</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B2B Federation</strong></td>
<td>• The Webex Teams platform supports messaging federation with other Webex Teams orgs (this can be disabled).</td>
</tr>
<tr>
<td></td>
<td>• Webex Teams does not support native B2B federation with other vendors (XMPP or SIP). NOTE: services such as m.io can provide interop to Microsoft Teams or Slack.</td>
</tr>
<tr>
<td></td>
<td>• Intra domain federation to Microsoft Lync is not supported.</td>
</tr>
<tr>
<td><strong>Presence Model</strong></td>
<td>• Webex Teams implements an activity-based presence model: Active, Active 10 mins ago, On a Call, Inactive, and so on. Activity status is based on using the application.</td>
</tr>
<tr>
<td></td>
<td>• Unified CM IM&amp;P implements an Availability based presence model: Available, Away, On a Call, and so on. Availability status is based on user setting/being logged into your device.</td>
</tr>
<tr>
<td></td>
<td>• Unified CM IM&amp;P also supports custom presence statuses, including user set location information.</td>
</tr>
</tbody>
</table>
## Messaging: Transitioning to Jabber Team Messaging Mode
### Desktop Sharing and Contact Lists Considerations

Considerations for desktop sharing and contact lists

<table>
<thead>
<tr>
<th>Category</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Desktop Sharing</strong></td>
<td>• Jabber with Unified CM IM&amp;P and Jabber team messaging mode, both support desktop sharing when on a call.</td>
</tr>
<tr>
<td></td>
<td>• Jabber for Windows with Unified CM IM&amp;P supports desktop sharing from a messaging only session. This desktop sharing also supports remote control. This functionality is not supported in Jabber team messaging mode.</td>
</tr>
<tr>
<td><strong>Contact Lists</strong></td>
<td>• Jabber team messaging mode supports contact lists. Contact lists can be maintained when migrating from Unified CM IM&amp;P to team messaging mode.</td>
</tr>
<tr>
<td></td>
<td>• Contact lists cannot be managed via Enterprise Groups.</td>
</tr>
<tr>
<td></td>
<td>• Contact lists cannot be managed in bulk (administratively).</td>
</tr>
</tbody>
</table>
Collaboration Transitions

Messaging: Transitioning to Jabber Team Messaging Mode

References
Messaging: Transitioning to Jabber Team Messaging Mode

References

Jabber Deployment Guides

• 12.x Deployment Guides:

Help Center

• Reference: Jabber team messaging mode

Adoption Toolkit

• https://community.cisco.com/t5/collaboration-applications/jabber-team-messaging-mode-adoption-toolkit/td-p/3791351

Unified CM IM&P Deployment Guides


Messaging Transition Deployment Guide

• Messaging: Transitioning from Unified CM IM&P to Cisco Jabber Team Messaging Mode Deployment Guide:
Collaboration Transitions

Messaging: Transitioning to Jabber Team Messaging Mode

Alternate Transition: Webex Messenger to Team Messaging
Messaging: Transitioning to Jabber Team Messaging Mode
Alternate Transition: Webex Messenger to Team Messaging

Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment. Expressway MRA is an optional feature.
Messaging: Transitioning to Jabber Team Messaging Mode

Before - Cisco Jabber Webex Messenger Deployment

Directory: Corporate users synchronized\(^1\) between LDAP directory and Unified CM.

Unified CM

Directory

LDAP

Expressway-C/E

Cloud Messaging & Presence: Webex Messenger service provides XMPP-based messaging, presence and contact list services for Jabber.

Webex Messenger

Cisco Webex

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

Expressway-C/E

Direct

Jabber Clients

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

Directory synchronization at Unified CM is optional. Users may also be manually created/imported.

Remote connectivity is an optional feature. VPN could also be used for remote connections.
Directory: Corporate users synchronized\(^1\) between Active directory and Unified CM.

Active Directory

Unified CM

LDAP

Call Control: \textit{Unified CM} provides client registration and call routing.

Cloud Messaging & Presence: \textit{Webex Teams} service provides HTTPS/REST-based messaging, presence and contact list services for Jabber.

Expressway-C/E

Direct

Expressway-C/E

Jabber Clients

Cisco Teams

Firewall Traversal: \textit{Expressway-E/C} provides Mobile and Remote Access (MRA) firewall traversal\(^2\) for remote Jabber client calling.

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 used for remote connections.
Messaging Transitioning to Jabber Team Messaging Mode

References: Webex Messenger to Jabber Team Messaging

**Webex Messenger Admin Guide**


**Messaging Transition Deployment Guide**

- Messaging: Transitioning from Webex Messenger to Cisco Jabber Team Messaging Mode Deployment Guide:
  