

COLLABORATION TRANSITIONS

Customer Journeys and Readiness:

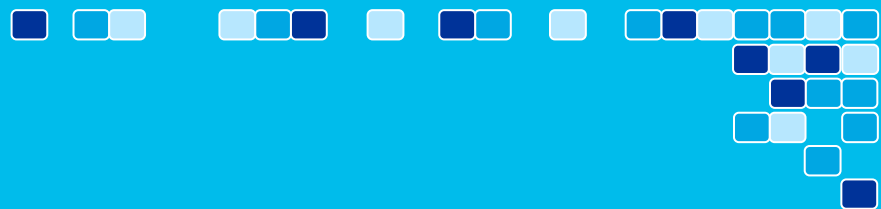
Webex Migrations

CTG Technical Marketing Engineering Team

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Collaboration Transitions

Webex Migrations

Migration Journeys

Webex Migrations Guidelines

The following icons are used to indicate the Collaboration workloads, platform deployment, and Webex App capabilities that is being referenced on a page.



Messaging



Meetings



Calling



Jabber



Webex Meetings App
(WDA)



Premise Deployment



Webex Cloud Deployment



Webex App



Webex App (Meetings)*











* FFM = Full Featured Meetings

Webex Migrations

Webex App Journeys

¹ Org is enabled for "Full-Featured Meeting Experience"
Mobile devices still require Webex Meetings App
Events (classic), Support and Training do not use the Webex App

Note: Calling platform migration (e.g., on-premises UCM to Webex Calling) is NOT part of these journeys.

Workload(s)	Migrating From	Migrating To	Migration Complete When Webex App is Used for:
Calling + Messaging + Meetings			<ul style="list-style-type: none"> Calling with On-prem UCM Webex Messaging Webex Meetings¹
Calling + Messaging			<ul style="list-style-type: none"> Calling with On-prem UCM Webex Messaging
Calling + Meetings			<ul style="list-style-type: none"> Calling with On-prem UCM Webex Meetings¹
Calling			<ul style="list-style-type: none"> Calling with On-prem UCM
Meetings			<ul style="list-style-type: none"> Webex Meetings¹

Webex Migrations

Webex Calling Journeys (From UCM)¹

¹ Multi-tenant or Dedicated Instance. Can also include Messaging and/or Meetings workloads.

** Note: If you still require IM&P messaging to comply with specific features or compliances, users can stay on Jabber and move to Dedicated Instance.*

Option 1: Single phase migration



Webex Migrations

Webex Calling Journeys (From UCM)¹

¹ Multi-tenant or Dedicated Instance. Can also include Messaging and/or Meetings workloads.

** Note: If you still require IM&P messaging to comply with specific features or compliances, users can stay on Jabber and move to Dedicated Instance.*

Option 1: Single phase migration



Option 2: Two phase migration



Webex Migrations

Webex Calling Journeys (From UCM)¹

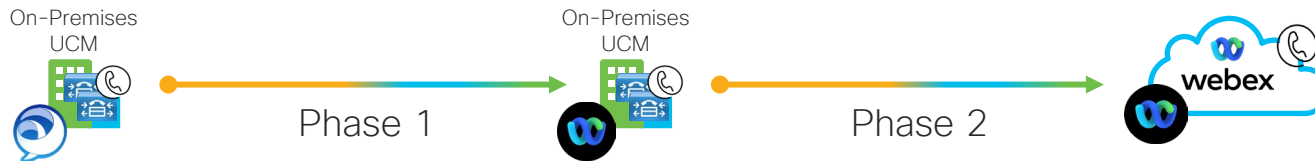
¹ Multi-tenant or Dedicated Instance. Can also include Messaging and/or Meetings workloads.

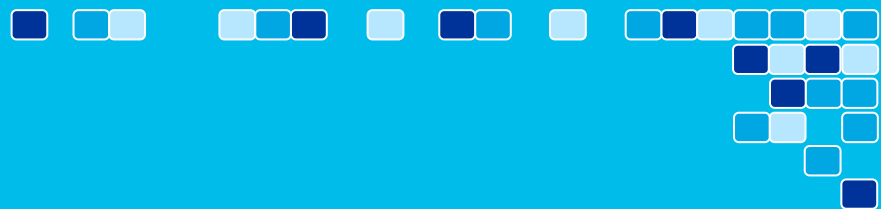
** Note: If you still require IM&P messaging to comply with specific features or compliances, users can stay on Jabber and move to Dedicated Instance.*

Option 1: Single phase migration



Option 2: Two phase migration





Collaboration Transitions

Webex Migrations

Pre-Migration Activities

How to be Migration Ready



- ✓ Understand architecture and platform changes
 - ❖ New connection requirements
 - ❖ User login experience
 - ❖ User provisioning and management
 - ❖ Changes to traffic flows
 - ❖ New components or services
 - ❖ New clients
 - ❖ Existing components being removed from environment
 - ❖ Etc. ...
- ✓ Review and Complete pre-migration work for:
 - ALL required activities
 - Any recommended/optional activities to meet your requirements

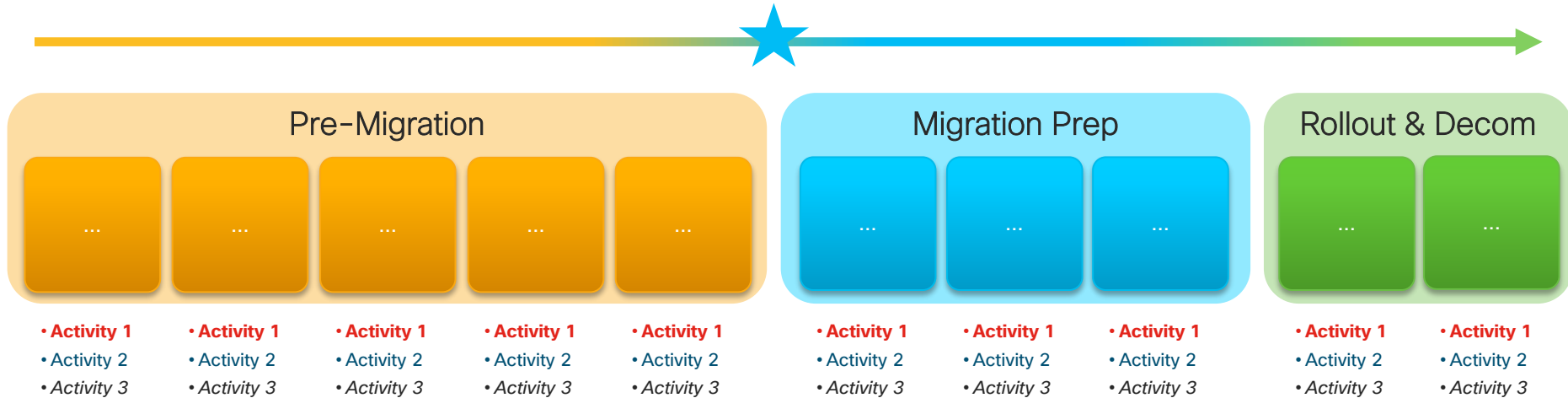
Webex Migrations

3 Phase Approach



Required Activity
Recommended Activity
Optional Activity

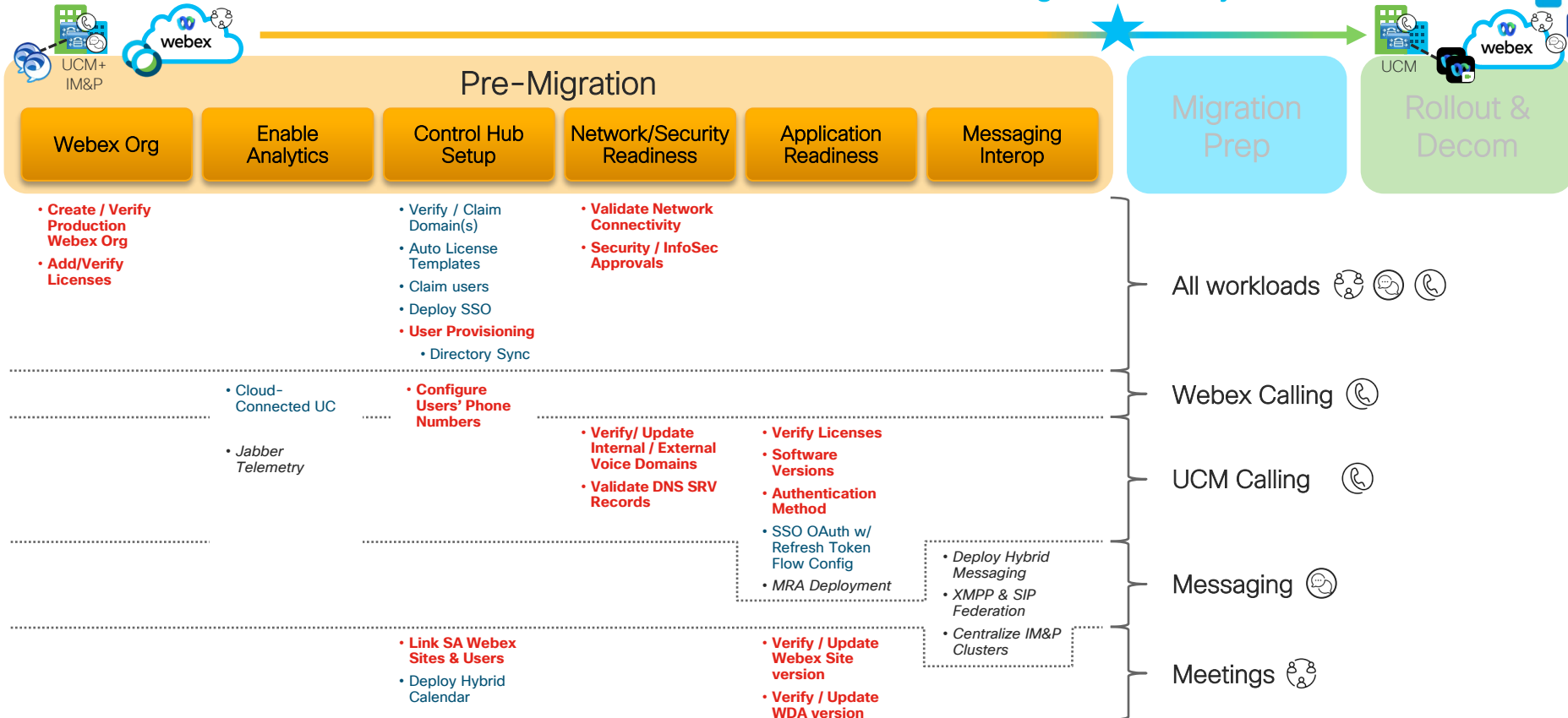
Migration Ready

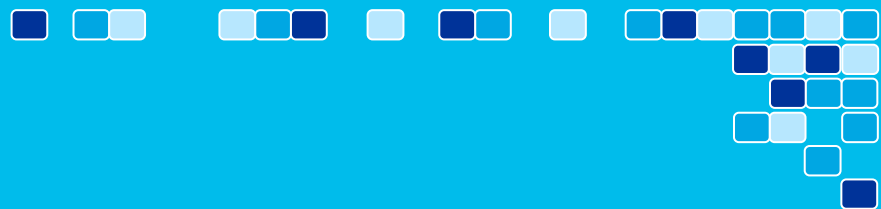


Webex Migrations

Pre-Migration Activities

Required Activity
Recommended Activity
Optional Activity





Collaboration Transitions

Webex Migrations

Migrations by Workloads




Collaboration Transitions

Webex Migrations

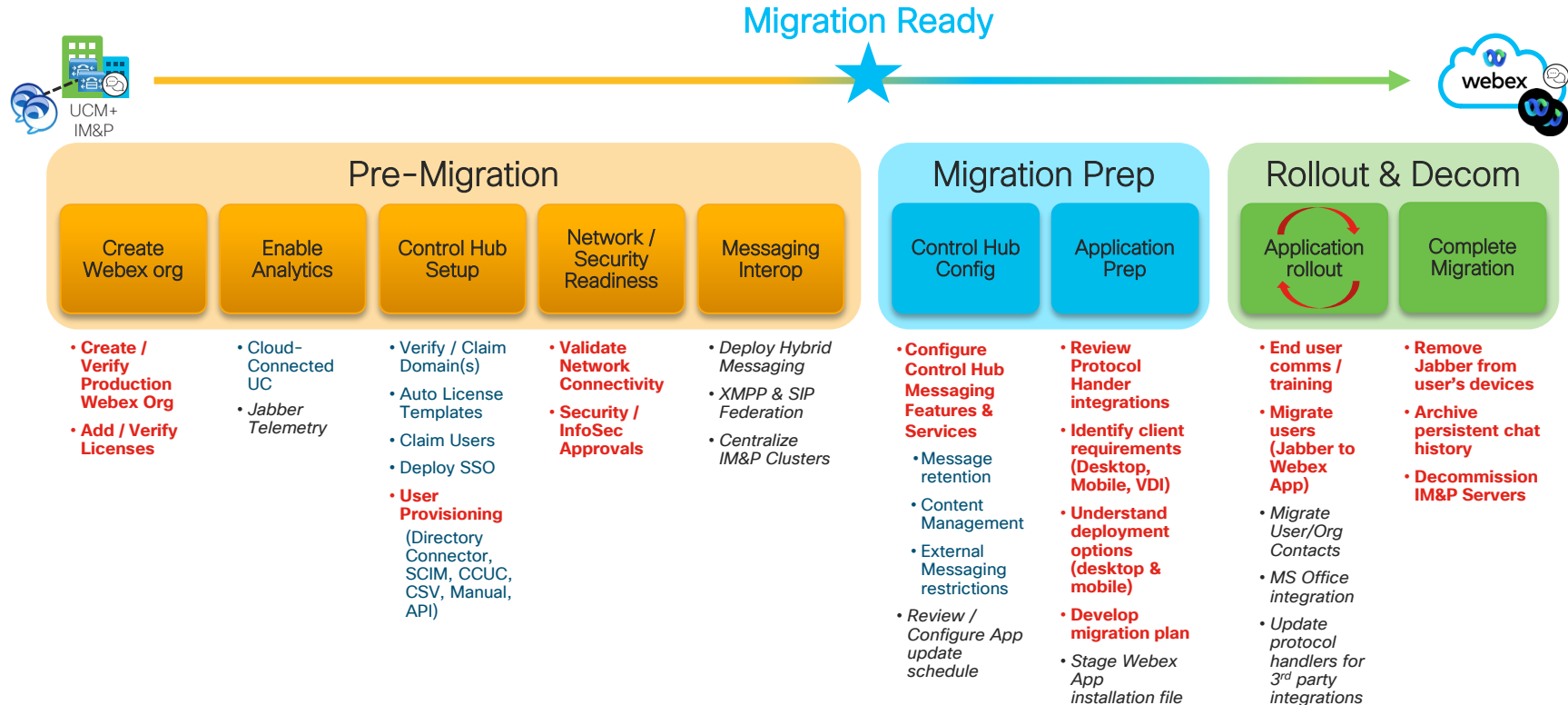
Messaging Migration

Webex Migrations

Messaging Journey



Required Activity
Recommended Activity
Optional Activity



Webex Migrations

Messaging Readiness Checklist



- ✓ Mandatory
- Highly Recommended
- Optional

Checks	Required
Production Webex Org ¹	✓
Required Licenses Available in Control Hub	✓
Network Connectivity (to Webex) – Protocols, Ports, Bandwidth	✓
Security / InfoSec Approvals	✓
Verify Domain(s) <i>(Best Practice)</i>	●
Claim Domain(s) <i>(Best Practice)</i>	●
Claim Users <i>(Best Practice)</i>	●
Auto License Template <i>(Best Practice)</i>	●

¹ Consider Data Residency (which Webex datacenter stores customer's data)

Checks	Required
SSO Enabled <i>(Best Practice)</i> Webex Control Hub	●
User Provisioning	✓
Directory Sync <i>(Best Practice)</i> Webex Control Hub – Directory Connector / SCIM / CCUC	●
UC Analytics Enabled CCUC Jabber Telemetry	● ○
XMPP or SIP Federation	○
Hybrid Messaging Services ²	○
Centralize IM&P clusters	○

² May be desired for phased migrations

Messaging Migration Prep Considerations

*Required

- Types/Groups of Jabber users
 - Messaging only, Calling only, Full UC, etc.
- Review Jabber only Features
 - Persistent Chat Rooms
 - Managed File Transfer
 - Etc...
- Webex Messaging Services/Configurations:
 - Message Retention Policy
 - Content Management
 - 3rd party ECM (Enterprise Content Management) integrations
 - External Messaging Policy/Restrictions
- Review 3rd party app integrations using Protocol Handlers
 - Launching Webex App from other applications*
- Client Requirements: Desktop (Win, Mac), Mobile, VDI*
- User log-in experience, Push notifications, etc.
- Webex App Deployment Options*
- Develop Migration Plan*
- Contact Migration Options:
 - Users' personal contacts and Org contacts
- MS Office/Outlook Integration Requirements



Collaboration Transitions

Webex Migrations

Meetings Update

Webex Migrations

Meetings Journey



Required Activity
Recommended Activity
Optional Activity



Migration Ready



Pre-Migration

Create
Webex org

Control Hub
Setup

Network /
Security
Readiness

Application
Readiness

- Create / Verify Production Webex Org
- Add / Verify Licenses

- Link SA Webex Sites & Users
 - Verify / Claim Domain(s)
 - Auto License Templates
 - Claim Users
 - Deploy SSO
- User Provisioning (Directory Connector, SCIM, CCUC, CSV, Manual, API)
- Deploy Hybrid Calendar

- Validate Network Connectivity
- Security / InfoSec Approvals

- Verify / Update Webex Meeting site version
- Verify / Update WDA version

Migration Prep

Control Hub
Config

Application
Prep

- Verify users are assigned correct meeting licenses
- Verify / Enable Org for Full Feature Meeting Experience
 - Set Meeting Data Retention Policy
 - Review / Configure App update schedule

- Identify client requirements (Desktop, Mobile, VDI)
- Understand deployment options (desktop & mobile)
- Develop migration plan
- Stage Webex App installation file

Rollout & Decom

Application
rollout

Complete
Migration

- End user comms / training
- Update user's app (WDA to Webex App)
- MS Office integration

- Remove WDA from user's devices

Webex Migrations

Meetings Readiness Checklist



- ✓ Mandatory
- Highly Recommended
- Optional

Checks	Required
Production Webex Org	✓
Required Licenses Available in Control Hub	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Security / InfoSec Approvals	✓
Webex Meeting Site(s) Version ¹	✓
Webex Site & User Linking ²	✓
Verify Webex Desktop App (WDA) Version ³	✓

¹ Webex Meetings site must be on 40.10 or later (latest version recommended)

² For Site Administration sites, Webex Meetings site(s) and Webex Meeting users must be linked to Webex Control Hub

³ WDA 41.2 or later (latest version recommended)

Checks	Required
Verify Domain(s) <i>(Best Practice)</i>	●
Claim Domain(s) <i>(Best Practice)</i>	●
Claim Users <i>(Best Practice)</i>	●
Auto License Template <i>(Best Practice)</i>	●
SSO Enabled <i>(Best Practice)</i> Webex Control Hub ⁴	●
User Provisioning	✓
Directory Sync <i>(Best Practice)</i> Webex Control Hub - Directory Connector / SCIM / CCUC	●
Hybrid Calendar Services <i>(Best Practice)</i>	●

⁴ **Highly** recommend to enable SSO on Control Hub if SSO is enabled on Site Admin managed sites before updating. This is to avoid possible different authentication methods for users.

Meetings Update Prep Considerations



*Required

- Verify Users are Assigned Correct Meeting License in Control Hub*
- Verify/Enable Org for “Full-Featured Meeting” Experience*
- Set Meeting Data Retention Policy
- Configure App Update Schedule
- Client Requirements: Desktop (Win, Mac), Mobile, VDI*
 - User log-in experience, Push notifications, etc.
- Webex App Deployment Options*
- Calendar Service Capabilities and Options (Outlook, In-App)
- Understand Video Mesh Implications*
- Productivity Tools and Webex Scheduler will **NOT** be Impacted
 - Note: Productivity Tool EOL – last release is June 2022
Start migration to Webex Scheduler
- Requirements for Webex Events, Webex Support and/or Webex Training



Collaboration Transitions

Webex Migrations

UCM Calling Migration

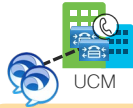
Webex Migrations

UCM Calling Journey



Required Activity
Recommended Activity
Optional Activity

Migration Ready



Pre-Migration

Webex Org

Enable Analytics

Control Hub Setup

Network / Security Readiness

UC Applications

• **Create / Verify Production Webex Org**

• Cloud-Connected UC
• Jabber Telemetry

• Verify / Claim Domain(s)
• Claim Users
• Auto License Templates
• Deploy SSO
• **User Provisioning**
(Directory Connector, SCIM, CCUC, CSV, Manual, API)
• **Configure Users' Phone Numbers**

• **Validate Network Connectivity**
• **Security / InfoSec Approvals**
• **Verify / Update Internal / External Voice Domains**
• **Validate DNS SRV Records**

• **Verify Licenses**
• **Software Versions (CUCM, Expwy, CUC)**
• **Authentication Method (CUCM / CUC)**
• SSO OAuth w/ Refresh Token Flow Config (CUCM, Expwy, CUC)
• **MRA Deployment**

Migration Prep

Control Hub Config

Unified CM, Expressway Configs

Application Prep

• **Configure Control Hub Calling**
(UC Profiles, Org settings, Calling settings, Client settings, etc.)
• **Review / Configure App update schedule**

• **Verify CUCM / Expwy Configs**
(End Users configs, ILS, Home clusters, Service profiles, Jabber-config, Security profiles, Secure calls/ SIP OAuth, QoS, Push notifications, etc.)

• **Review Protocol Handler integrations**
• **Identify client requirements** (Desktop, Mobile, VDI)
• **Understand deployment options** (desktop & mobile)
• **Develop migration plan**
• **Stage Webex App installation file**

Rollout & Decom

Application rollout

Complete Migration

• **End user comms / training**
• **Migrate users (Jabber to Webex App)**
• **Migrate User/Org Contacts**
• **MS Office integration**
• **Update Protocol Handlers for 3rd party integrations**

• **Remove Jabber from user's devices**

Webex Migrations

UCM Calling Readiness Checklist



- ✓ Mandatory
- Highly Recommended
- Optional

Checks	Required
Production Webex Org	✓
Required Licenses Available in UCM	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Security / InfoSec Approvals	✓
UCM / CUC Authentication Method	✓
Verify Internal and External Voice Domains are the Same	✓
Validate DNS Configurations	✓
Verified Domain(s) <i>(Best Practice)</i>	●
Claimed Domain(s) <i>(Best Practice)</i>	●
Claim Users <i>(Best Practice)</i>	●
Auto License Template <i>(Best Practice)</i>	●
SSO Enabled <i>(Best Practice)</i>	
Webex Control Hub	●
UCM	●
Expressway ¹	●
Unity Connection ²	●

¹ SSO required on Expressway if enabled on UCM for Mobile and Remote Access (MRA)

² SSO required on CUC if enabled on UCM

Checks	Required
User Provisioning	✓
Directory Sync <i>(Best Practice)</i> Webex Control Hub - Directory Connector / SCIM / CCUC UCM Unity Connection	● ● ●
Users' Phone Numbers Configured in Control Hub	✓
UC Analytics Enabled CCUC Jabber Telemetry	● ○
Software Versions ³ UCM Expressway Unity Connection (align with UCM version)	✓ ✓ ✓
SSO OAuth w/ Refresh Token Flow <i>(Best Practice)</i> UCM Expressway Unity Connection	● ● ●
MRA for remote users	○

³ Minimum:

* UCM: 11.5(1)SU3 / 12.5(1) --or-- 11.5(1)SU8 / 12.5(1)SU3 (for iOS)

* Expressway: X8.11.4 / X12.5.0

UCM 12.5(1) or later required for secure calling (SIP OAuth) - SIP and media

UCM 12.5(1)SU4 or later and Expressway X14.0 or later recommended for best mobile SSO experience

UCM Calling Migration Prep Considerations



*Required

- Types/Groups of Jabber users
 - Messaging only, Calling only, Full UC, etc.
- Control Hub Calling Setting*
- Webex App Update Schedule
- Review UCM and Expressway Configurations*
- Identify Users' Home Clusters
- UCM End-User Source
- UCM/Jabber Directory Integrations
- Desk Phone Control Requirements
- Understand Contact Center Requirements*
- Client Requirements: Desktop (Win, Mac),
 - Mobile, VDI*
 - User log-in experience, Push notifications, etc.
- User's Primary Number/Dial-plan: *
 - E.164 vs Extensions
- Develop Migration Plan*
- Webex App Deployment Options*
- Contact Migration Options:
 - Users' personal contacts and Org contacts
- MS Office/Outlook Integration Requirements
- Review 3rd party app integrations using Protocol Handlers
 - Launching Webex App from other applications*



Collaboration Transitions

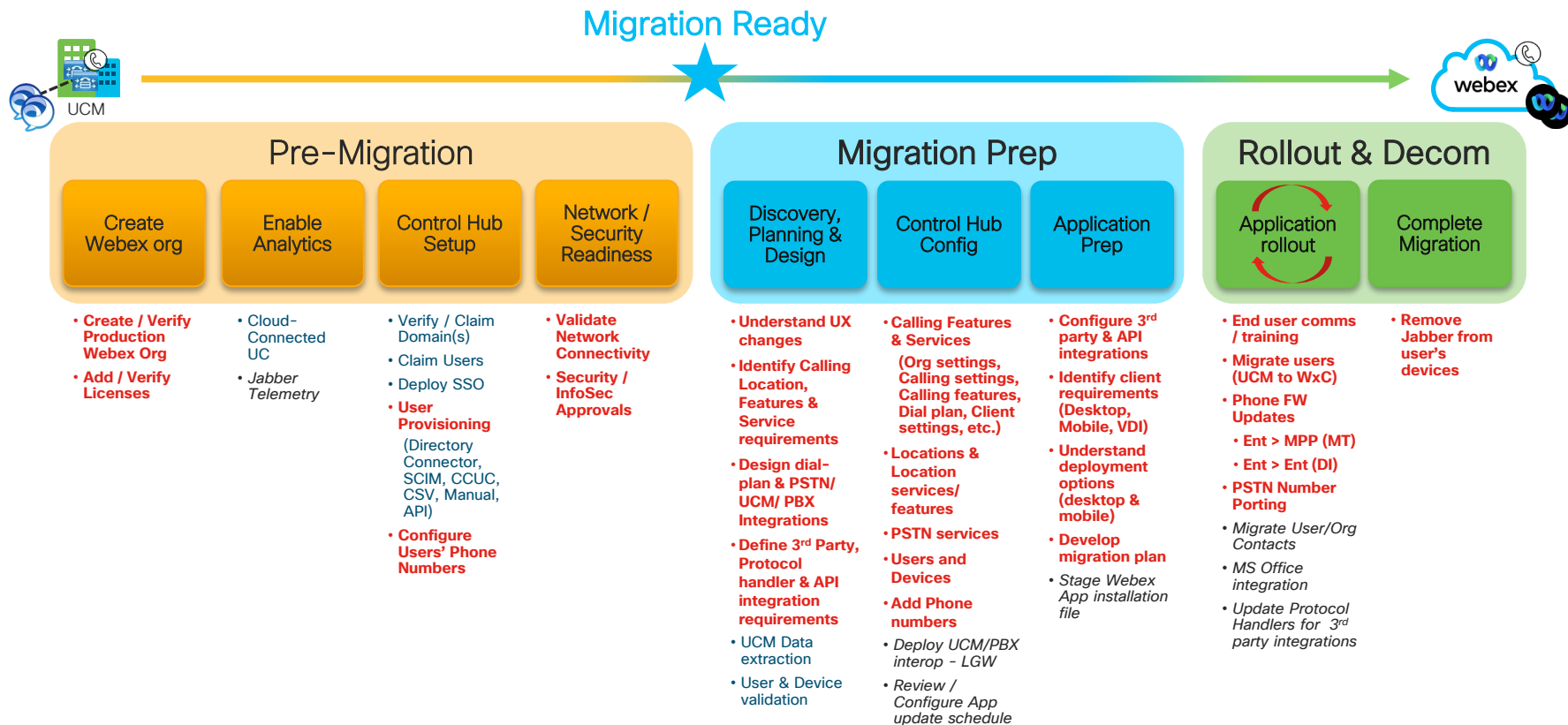
Webex Migrations

Webex Calling Migration

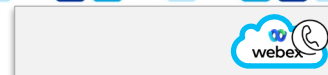
(From On-Prem UCM)

Webex Migrations

Webex Calling Journey (from UCM)



Webex Calling Readiness Checklist (from UCM Prem)



- ✓ Mandatory
- Highly Recommended
- Optional

Checks	Required
Production Webex Org	✓
Required Licenses Available in Control Hub	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Users' Phone Numbers Configured in Control Hub	✓
Security / InfoSec Approval	✓
Verified Domain(s) (Best Practice)	●
Claimed Domain(s) (Best Practice)	●
Claim Users (Best Practice)	●

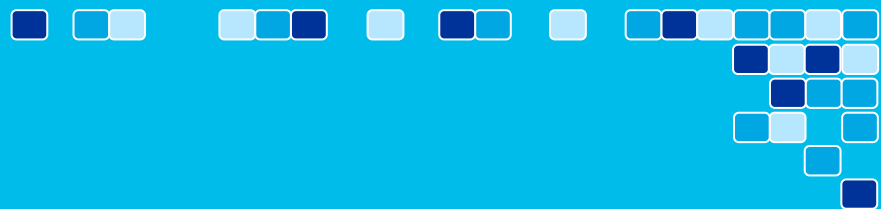
Checks	Required
SSO Enabled (Best Practice) Webex Control Hub	●
User Provisioning - Webex Control Hub	✓
Directory Sync (Best Practice) Webex Control Hub - Directory Connector / SCIM / CCUC	●
UC Analytics Enabled CCUC Jabber Telemetry	● ○

Webex Calling Migration Prep Considerations



*Required

- Types/Groups of Calling Users*
 - Calling only, Full UC, etc.
- Understand UX Changes*
- User & Location Feature and Service Requirements*
- Understand Contact Center User Requirements*
- Dial-plan Design*
 - User Phone Numbers, Extensions, Site Codes, etc.
- PSTN Services*
- User and Device Inventory/Validation*
- UCM Data Extraction and Transformation
 - Users, Devices and Active Features
- Control Hub Calling Setting*
- On-prem PBX Integration (LGW Deployment/Config)
 - Prem & cloud call routing, phased dial-plan, LGWs, trunks
- Webex App Update Schedule
- Client Requirements: Desktop (Win, Mac), Mobile, VDI*
 - User log-in experience, Push notifications, etc.
- Develop Migration Plan*
 - Flash Cut or Phased Migration
- Webex App Deployment Options*
- Contact Migration Options:
 - Users' personal contacts and Org contacts
- MS Office/Outlook Integration Requirements
- Review 3rd party app integrations using Protocol Handlers: launching calls via Webex App from other applications



Collaboration Transitions

Webex Migrations

Customer Readiness

Pre-Migration Activity Details

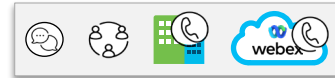


Collaboration Transitions

Webex Migrations

Required Activities

Webex App – Required Activities



Production Org – Webex Control Hub

- Critical to ensure the customer Org is not on a Trial. If necessary, work with your Cisco Webex Partner or Cisco Account team to migrate to a production Org before starting any migration activities.
- For Webex Calling it is important to identify/select the best region for initial provisioning to provide the lowest delay in signaling traffic for the majority of the users.
- Reference Links:

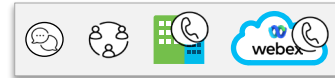
[Get Started with Cisco Webex Control Hub](#)

Required Licenses – Webex Control Hub

- Critical to ensure the appropriate licenses and quantities have been added to your production Org for user assignment.
- Contact your Cisco Account team or Cisco Webex Partner for additional information on license requirements and/or purchasing additional licenses.
- Reference Links:

[View License Usage in Cisco Webex Control Hub](#)

Webex App – Required Activities



Network Connectivity – Webex Control Hub

- Critical to ensure the customer network allows for the appropriate protocols, ports, bandwidth and security policies to allow the Webex App to connect to the Webex cloud services.

- Reference Links:

[*Network Requirements for Webex, Webex Meetings, and Cisco Jabber*](#)

[*Network Requirements for Webex Services*](#)

[*How Do I Allow Webex Meetings Traffic on My Network?*](#)

[*Bandwidth Planning in your Cisco Webex Meetings Environment White Paper*](#)

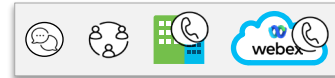
[*Cisco Webex Hybrid Services Bandwidth Management*](#)

[*Cisco Webex Network Test*](#)

Security / InfoSec Approvals

- Critical to starting working with your InfoSec/Security team early in the planning. This will allow for more time to provide them any security information they need to review and/or approve before deployment.

Webex App – Required Activities



User Provisioning

- **All users who will be consuming Webex services must be provisioned in your Org's Control Hub.**
- Add individually users manually, add multiple users via CSV templates, or add users via People APIs.
- Additional options are available to synchronize users (see Directory Sync slide).

- Reference Links:

[Add Users Manually in Control Hub](#)

[Edit Service Licenses in Control Hub for Individual Users](#)

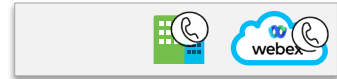
[Add Multiple Users in Control Hub with the CSV Template](#)

[Modify Users in Control Hub with the CSV Template](#)

[Migrate Users to Webex](#) (Using Cloud-Connected UC)

[People API](#)

Webex App – Required Activities



Sync Users' Phone Numbers – Webex Control Hub

- **Critical to ensure all users have a phone number set/configured in Control Hub.**
- Required for contact lookup and click-to-dial.
- Add/Update individual user's phone number manually, add/update multiple users' phone numbers via CSV template, or add/update users' phones numbers via People API.
- Additional options are available to synchronize phone numbers with users.
- Reference Links:

[Change Users' Phone Numbers](#)

[People API](#)

[Deployment Guide for Cisco Directory Connector](#) (see "Map User Attributes" and "Active Directory and Cloud Attributes" sections)

[Synchronize Azure Active Directory Users into Control Hub](#) (see "Map User Attributes from Azure to Webex" section)

[Synchronize Okta Users into Cisco Webex Control Hub](#)

Webex App – Required Activities

Validate DNS SRV Records

- **Critical to configure DNS SRV records for service discovery to verify they are all correct.**
- If migrating from Jabber to the Webex App these should already be in place but recommend to confirm the configuration.
- Reference Links:

[*Deploying Calling in Webex App \(Unified CM\) – Configure DNS SRV Records*](#)

Verify Internal/External Voice Domains

- **Critical to ensure your internal voice domain and external voice domain are the same for service discovery.**
- It is possible to have multiple voice domains for different groups of users, but the voice domain for each must be the same internally and externally.
- Reference Links:

[*Cisco Collaboration Solution Analyzer*](#) (use the “SRV checker” to check your public domains for the correct service records)

[*UC Manager Profiles in Cisco Webex Control Hub*](#)

Webex App – Required Activities

Software Upgrades – UC Premise (UCM, Expressway, Unity)

- Critical to upgrade to the version(s) that provides the required admin and user experience and meets any security requirements.

- Minimum:

UCM: 11.5(1)SU3 or 12.5(1)

Expressway: X8.11.4 or X12.5.0

Unity: Same version as UCM servers

- ★ Best Desktop & Mobile Experience (including SSO): **Recommended**

UCM: 12.5(1)SU4 or later;

Minimum :12.5(1)SU3 or later required
for iOS Push Notifications

Expressway: X14 or later

Unity: Same version as UCM servers

- Secure Calling – signaling & media (SIP OAuth):

UCM: 12.5(1) or later

- MRA failover:

UCM: 14.0 or later

Expressway: X14.0 or later

Webex App – Required Activities

Authentication Method – UC Premise (UCM, Unity)

- Critical to ensure that UCM and Unity are using the same authentication method and user credentials (e.g. legacy SSO, OAuth SSO, or non-SSO).

Webex App – Required Activities



Webex Site & User Linking – Webex Control Hub (Site Admin sites only)

- **Critical to link Site Admin managed Webex Meeting sites and users to Control Hub so you can access and manage the sites and users in Control Hub.**
- Allows for advanced analytics, detailed troubleshooting data, People Insight features, plus a few other new features and capabilities.
- Allows for users to have the “full meeting experience” from the Webex App.
- Reference Links:

[Link Cisco Webex Sites to Control Hub](#)

Verify Webex Site(s) Version(s) & WDA Version – Webex Control Hub

- **Critical to ensure a smooth upgrade from the Webex Meetings Desktop App (WDA) to the Webex App.**
- Webex Meetings site must be on 41.10 or later (latest version recommended).
- If updating WDA to the Webex App via the “Update” button, WDA must be on 41.2 or later (recommend updating to the latest version before updating to the Webex App).



Collaboration Transitions

Webex Migrations

Highly Recommended Activities

Webex App – Highly Recommended Activities



Verify Domain(s) – Webex Control Hub

- Critical to inform Webex which Org a domain belongs to in order to ensure the security and integrity for the organization.
- Allows customer Administrators to prove to Webex they own the domain.

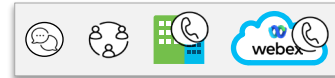
Claim Domain(s) – Webex Control Hub

- Critical to ensure that any new user created from the customer domain is automatically added to the customer's Org, including users who sign themselves up for the Webex App.
- Allows for Administrators to manage the services for all users in the company.

Reference Links:

[Manage your Domains – Add, Verify and Claim](#)

Webex App – Highly Recommended Activities



Claim Users – Webex Control Hub

- **Critical to ensure all users have a consistent collaboration experience and access to the same features/capabilities.**
- Allows for Administrator to move their users who are using the Webex App in the free consumer org into their Org.
- Reference Links:
[*Claim Users to Your Organization \(Covert Users\)*](#)

Auto License Template – Webex Control Hub

- **Important to assign the correct licenses to new users in order to provide them access to the correct services.**
- Helps admins simplify user onboarding and license assignments.
- Reference Links:
[*Set Up Automatic License Assignment Templates in Cisco Webex Control Hub*](#)

Webex App – Highly Recommended Activities



SSO – Webex Control Hub

- Critical to enable if the customer currently has SSO enabled for Jabber in order to maintain the same user experience.
- Critical to enable if the customer currently has SSO enabled for Webex Meetings (Site Admin) in order to maintain the same user experience.
- Important to enable if customer has one or more Webex Meeting sites with SSO enabled.
- Improve user experience by using a single, common set of credentials to log onto all Webex services.
- Reference Links:
 - [Single Sign-On Integration in Control Hub](#)
 - [Configure Single Sign-On for Cisco Webex Site](#) (Meetings workload only)

Webex App – Highly Recommended Activities

SSO – UC Premise (UCM, Expressway, CUC)

- Critical to enable if currently Jabber uses SSO in order to maintain the same user experience.
- Required to enable on Expressway if enabled on UCM for Mobile and Remote Access (MRA).
- Required to enable on CUC if enabled on UCM.
- Important to enable on UCM to maintain a consistent and simplified user experience.
- Important to enable on Unity Connection to maintain a consistent and simplified user experience.
- Improve user experience by using a single, common set of credentials to log-on to all Collaboration services.
- Reference Links:

SAML SSO Deployment Guide for Cisco Unified Communications Applications:

[Release 11.5\(1\)](#), [Release 12.5\(1\)](#), or [Release 14](#)

Mobile and Remote Access Through Cisco Expressway Deployment Guide: (“SAML SSO Configuration” section)

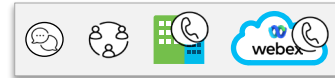
[X12.7](#), or [X14.0.1](#)

Cisco Unity Connection – Quick Start Guide for SAML SSO Access:

[11.x](#), or [12.x](#)

[SSO SAML Configurations](#) & [Configure SAML SSO on Cisco Unified Communications Manager with ADFS 3.0](#)

Webex App – Highly Recommended Activities



Directory Sync – Webex Control Hub

- **Important to maintain an up-to-date user directory in Control Hub.**
- Simplifies management (adding and deleting) of users in Webex Control Hub.
- Reference Links:

[*Deployment Guide for Cisco Directory Connector*](#)

[*Synchronize Azure Active Directory Users into Control Hub*](#)

[*Synchronize Okta Users into Cisco Webex Control Hub*](#)

Webex App – Highly Recommended Activities



Calendar Integration Configured – Webex Control Hub

- Important to enable if the customer has calendar integration with Webex Desktop App (WDA).
- Integrates user's calendar with Webex App calendar to simplify scheduling and joining Webex Meetings.
- Reference Links:

[*Deployment Guide for Cisco Webex Hybrid Calendar Service*](#)

[*Cisco Webex Hybrid Calendar Service with Microsoft Exchange Integration Reference*](#)

[*Cisco Webex Hybrid Calendar Service with Office 365 Integration Reference*](#)

[*Cisco Webex Hybrid Calendar Service with Google Calendar Integration Reference*](#)

Webex App – Highly Recommended Activities



Cloud-Connected UC (CCUC)

- Enables insights into UCM and IM&P deployment and usage (messages, calls).
- Enables operational capabilities and analytics for UCM Calling in Control Hub.
- Enables ability to use Control Hub migration tools to help with the migration effort.
- Use data to assist with user migration planning and effort.

Reference Links:

[What's New in Webex Cloud-Connected UC](#)

[Webex Cloud-Connected UC](#)

[Analytics for Your Webex Cloud-Connected UC](#)



Collaboration Transitions

Webex Migrations

Optional Activities

Webex App – Optional Activities



Jabber Telemetry

- Enables insights into the Jabber usage patterns (messages and calls).
- Use data to assist with user migration planning and needs.
- Reference Links:

[*Analytics for Your Cloud Collaboration Portfolio*](#) (see “Jabber” tab)

[*Feature Configuration for Cisco Jabber 12.8 – Telemetry with Cisco Jabber Analytics*](#)

[*Feature Configuration for Cisco Jabber 14.0 – Telemetry with Cisco Jabber Analytics*](#)

Webex App – Optional Activities

- **Mobile & Remote Access (MRA) Deployment**

- Deploy MRA to allow remote users to access their UCM voice services when they are outside the Enterprise network.
- Provides UCM phone services (registration, call control) to remote and hybrid workers.
- The Cisco Expressway servers provide secure firewall traversal and line-side support for UCM registrations.
- Reference Links:
 - [*Mobile and Remote Access Through Cisco Expressway Deployment Guide \(X12.7\)*](#)
 - [*Mobile and Remote Access Through Cisco Expressway Deployment Guide \(X14.0.2\)*](#)

Webex App – Optional Activities

- **Hybrid Messaging Service**

- Can be deployed if Jabber and Webex users need to communicate between each other during a phased migration.
- **Make sure to understand all requirements, limitations, and scale/capacity before deploying.**
 - Review *Deployment Guide for Hybrid Message and User Capacity Limits for Expressway-Based Hybrid Services* document
- If multiple IM and Presence Service clusters exists, Intercluster Sync Agent (ICSA) must be working across them. You may also consider centralizing the IM&P clusters for simplicity.

- Reference Links:

[Deployment Guide for Hybrid Message](#)

[Things to Prepare Before You Deploy Cisco Webex Hybrid Services](#)

[Message Connector release notes](#)

[User Capacity Limits for Expressway-Based Hybrid Services](#)

[Hybrid Services capacity calculator](#)

[Configuration & Administration for the IM&P Service: Configure Intercluster Peers](#)

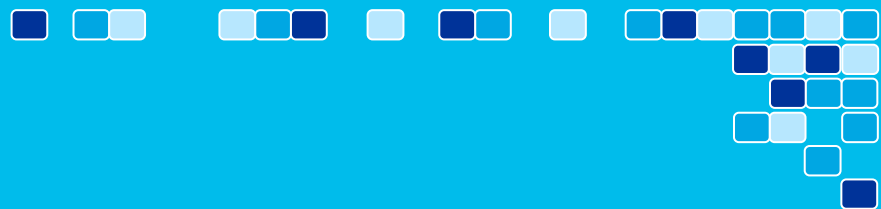
Webex App – Optional Activities

- **XMPP & SIP Federation**

- Federation can be configured for Webex Messaging if required to communicate with 3rd party solutions.

- Reference Links:

- [*Administration – SIP or XMPP Interdomain Federation for Webex*](#)
- [*XMPP Federation for Webex App*](#)



Collaboration Transitions

Webex Migrations

Customer Readiness

Migration Readiness – Next Steps

Customer Migration Readiness Assessment – Checks



Use the following assessment document from the [Migration Readiness](#) section on the Collaboration Transition page to verify readiness to migrate each workload:

[Webex Migrations – Customer Readiness Assessment](#)

COLLABORATION TRANSITIONS

Customer Migration Readiness Assessment Check

1) To start a new assessment click the "Start" button in the Workloads table.

2) Select "Yes" or "No" for each Workload the customer is migrating. **You MUST make a selection for each workload**

3) In the 'Customer Status' column select one of the dropdown answers for each question in both 'Readiness Checks' tables based on customer's current configuration

4) Use "NA" for any services or products not in use in the customer environment (e.g. Unity Connection)

COLLABORATION TRANSITIONS

Customer Migration Readiness Assessment Checks

Customer:

CTG Technical Marketing Engineering Team

Initial Version: September 25, 2021 Updated Version: June 1, 2022

© 2022 Cisco - CTG TME Collaboration Transitions - Webex Migrations Readiness Assessment

Workloads	Start	Migrating?	Readiness Checks	1 Required 2 Best Practice	Customer Status	Relevant Workloads
1 - Calling		Yes-UCM	Is the Webex Org a Production Org? ¹		Yes	1, 2, 3
a) On-prem UCM Calling ¹			Are valid licenses available in Control Hub and/or CUCM? ¹		Yes	1a,1b, 2, 3
b) Webex Calling ²			Has all Network Connectivity to Webex been implemented? ¹		No	1a,1b, 2, 3
2 - Messaging		Yes	Have all Domain(s) been Verified in Control Hub? ²		Yes	1a,1b, 2, 3
3 - Meetings		Yes	Have all Domain(s) been Claimed in Control Hub? ²		No	1a,1b, 2, 3
			Have Users been Claimed in Control Hub? ²		No	1a,1b, 2, 3
			Are Auto-License Templates Setup in Control Hub? ²		Yes	1a,1b, 2, 3
			Is MRA for Jabber required? And implemented?		Yes/No	1a
			Is SSO Enabled for: ²			
			Control Hub?		No	1a,1b, 2, 3
			Site Admin?		Yes	3
			Unified CM?		No	1a
			Expressway?		No	1a
			Unity Connection?		No	1a
			Is SSO OAuth w/ Refresh Token Flow enabled for: ²			
			Unified CM?		No	1a
			Expressway?		No	1a
			Unity Connection?		No	1a
			Is same Authentication method configured for CUCM and CUC? ¹		Yes	1a
			Are Users Provisioned in Control Hub? ¹		Yes	1a,1b, 2, 3

Readiness Checks	1 Required 2 Best Practice	Customer Status	Relevant Workloads
Is Directory Sync Enabled for user provisioning on: ²			
Control Hub?		Yes	1a,1b, 2, 3
Unified CM?		Yes	1a
Unity Connection?		Yes	1a
Do Users have Phone Numbers configured in Control Hub? ¹		No	1a, 1b
Is required software version installed on: ¹			
Unified CM (see cell note)?		Yes	1a
Expressway (see cell note)?		No	1a
Unity Connection (align with CUCM version)?		Yes	1a
Are the Internal & External UC Voice domain(s) the same? ¹		Yes	1a
Are Internal & External DNS records configured for UC voice domain(s)? ¹		Yes	1a
Is UC Analytics Enabled via:			
CCUC? ²		Yes	1a, 1b, 2
Jabber Telemetry?		No	1a, 1b, 2
Are Hybrid Messaging Services required? And implemented?		Yes/No	2
Is XMPP and/or SIP Federation required? And implemented?		No/NA	2
Is Calendar Integration Configured? ²		No	3
Are Site Admin Meeting sites linked to Control Hub? ¹		Yes	3
Are Site Admin Meeting users linked to Control Hub? ¹		Yes	3
Is Webex Meeting Site(s) on version 41.10 or later? ¹		Yes	3
Is Webex Meetings Desktop App (WDA) version 41.2 or later deployed? ¹		No	3

Customer Migration Readiness Assessment – Results



The results are generated from the assessment checks and highlight which migration readiness activities need attention.

Results on 2nd tab of [Webex Migrations – Customer Readiness Assessment](#) document

COLLABORATION TRANSITIONS				
Customer Migration Readiness Assessment Results				
* Based on assessment results address each of the non "good" checks based on the customer's requirements before starting the migration				
<div> <div> <div>Good</div> <div>Must address/fix</div> <div>Review; Recommend to address</div> <div>Optional; Review if required</div> <div>NA; Check doesn't apply</div> </div> <div> <div>Required</div> <div>Highly Recommended</div> <div>Optional</div> </div> </div>				
Core Readiness Checks	1 Required 2 Best Practice	UCM Calling	Messaging	Meetings
Production Webex Org ¹	✓	✓	✓	✓
Required licenses available in Control Hub and/or CUCM ¹	✓	✓	✓	✓
Network Connectivity to Webex (Protocols, Ports, Bandwidth) ¹	✓	✓	✓	✓
Verified Domain(s) ²	•	•	•	•
Claimed Domain(s) ²	•	•	•	•
Claimed Users ²	•	•	•	•
Auto-License Templates ²	•	•	•	•
MRA deployed for Jabber	○			
SSO Enabled: ²				
Control Hub	•	•	•	•
Site Admin				•
Unified CM	•			
Expressway	•			
Unity Connection	•			
SSO OAuth w/ Refresh Token Flow: ²				
Unified CM	•			
Expressway	•			
Unity Connection	•			
Same Authentication method for CUCM and CUC ¹	✓			
Users Provisioned in Control Hub ¹	✓	✓	✓	✓
Workload Readiness Checks	1 Required 2 Best Practice	UCM Calling	Messaging	Meetings
Directory Sync Enabled for user provisioning: ²				
Control Hub	•	•	•	•
Unified CM	•			
Unity Connection	•			
Users' Phone Number in Control Hub ¹	✓			
Software versions: ¹				
Unified CM (see cell note)	✓			
Expressway (see cell note)	✓			
Unity Connection (align with CUCM version)	✓			
Internal & External UC Voice domain(s) the same ¹	✓			
Internal & External DNS records configured for UC voice domain(s) ¹	✓			
UC Analytics Enabled				
CCUC ²	•	•	•	
Jabber Telemetry	•	•	•	
Hybrid Messaging Services			○	
Calendar Integration configured ²				•
Site Admin Meeting sites linked to Control Hub ¹				✓
Site Admin Meeting users linked to Control Hub ¹				✓
Webex Meeting Site(s) on version 41.10 or later ¹				✓
Webex Meetings Desktop App (WDA) version 41.2 or later ¹				✓

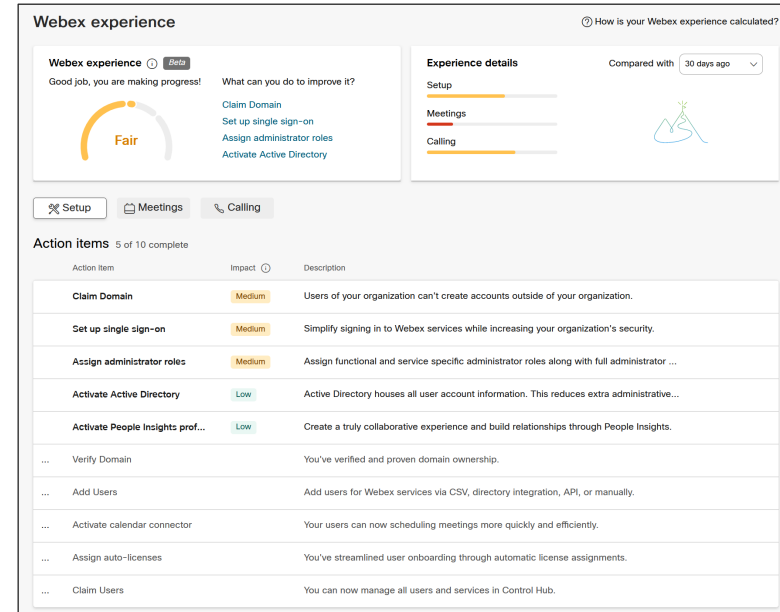
Webex Migrations

Webex Experience

- Use the Webex Experience page in Control Hub to see which readiness activities are not completed

MONITORING > Webex Experience > Setup (tab)

- Action items include Pre-Migration activities plus a few others
- Completed items marked with 3 dots (...)
- Review incomplete items



Webex Migrations

Migration Discovery Checklist

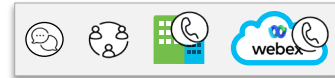


- After pre-migration readiness gaps are addressed, the next step is to complete a [detailed discovery](#) to start preparing for the Migration.
- Here are some sample checklist items for the discovery.

Application		
Do you have Flexible JIDs configured?	Informational	
Are you users logging into Jabber with sAMAccountName ID or Mail ID?	Informational	
What directory services do you use with Jabber (AD, other LDAP, UDS etc.)	Informational	
Have you built any custom Jabber integrations (e.g. Custom Tabs, Jabber SDK. etc.)?	Informational	
Desktop Environment		
Do you use MS Windows OS?	Informational	
Number of Jabber users on Windows?	Informational	
Do you use Apple Mac?	Informational	
Number of Jabber users on Apple Mac?	Informational	
Do you have a requirement to deploy collaboration tools to Linux desktop devices?	Informational	
Do you have a VDI environment? If 'yes', indicate the VDI solution and versions you have deployed in the Notes column.	Informational	
Mobile		
Does your organization run Jabber or Webex Meetings on mobile devices?	Informational	
Do you have a BYOD or managed device strategy?	Informational	
Do you implement any mobile device or app management (MDM, MAM, EMM)? If 'yes', indicate which tool you use in the Notes column.	Informational	
Control Hub		
Do you already have a production Webex Control Hub organization? If 'yes' provide the Org ID in the Notes column.	Required	
Have you verified your Webex domain(s)? If 'yes', list domain(s) that have been verified in the Notes column?	Required	
Have you claimed your Webex domain(s)? If 'yes', list domains(s) that have been claimed in the Notes column?	Recommended	
Is SSO enabled for your Webex Control Hub organization? If 'yes', indicate which Identify Provider (IDP) you use (ADFS, Azure, Ping, etc) in the Notes column.	Recommended	
Have you added all users to Webex Control Hub via Directory Sync, CSV Import or Manually?	Required	
Have you enabled Directory Synchronization for user provisioning in Control Hub? If 'yes', indicate which method you use (Directory Connector, SCIM) in the Notes column.	Recommended	
Do you have Cisco Cloud Connected UC (CCUC) deployed?	Recommended	
Do you have Control Hub Jabber Telemetry enabled?	Recommended	
Calling		
Are the required licenses available in Control Hub?	Required	
Has the required network connectivity been verified?	Required	
How are your Cisco Unified CM deployed (On Premise, HCS)?	Informational	
How many Cisco Unified CM clusters do you have deployed?	Informational	
What is/are the version(s) of Cisco Unified CM clusters?	Recommended	
Is SSO enabled on your UCM cluster(s)? If 'yes', indicate which Identify Provider (IDP) you use (ADFS, Azure, Ping, etc) and what authentication method you use (e.g. legacy SSO, OAuth SSO, non-SSO) in the Notes column.	Recommended	
Is Directory Sync enabled on your UCM cluster(s)?	Recommended	
What is/are the version(s) of Expressway clusters?	Recommended	
Is SSO enabled on your Expressway cluster(s)? If 'yes', indicate which Identify Provider (IDP) you use (ADFS, Azure, Ping, etc).	Recommended	
Do you have Cisco Unity Connection (CUC) deployed? If 'yes', indicate what version(s) of CUC you have deployed in the Notes column.	Recommended	

Webex Migrations

Migration Project Plan



- Develop a Migration Project Plan (does NOT include pre-migration work, which is completed before starting the project).
- Migration Project Plan can include (but not limited to) the following phases:
 - Discovery/Kick-off
 - Communication Planning
 - Webex Control Hub Verification
 - UCM & Webex Control Hub Calling Configuration
 - Test & Validate
 - Application Rollout
 - Complete Migration

Migration Project Plan: Jabber (Calling) to Webex app (UCM Calling)

Company Name:

Project Lead :

Project plan assumes customer has decided to move to the Webex app and understands the product roadmap

Project Start:

Mon, 8/30/2021

Display Week:

1

Aug 30, 2021

Sep 6, 2021

Sep 13, 2021

Sep 20, 2021

30

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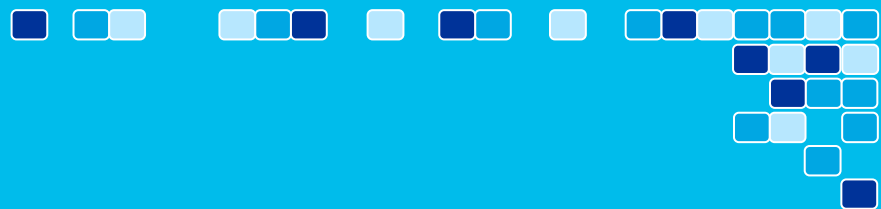
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TASK	Owner	Stakeholders	Estimated Duration (Calendar days)	PROGRESS	START	END
Migration Project			82	0%	8/30/21	11/19/21
Discovery/Kick-off Phase	Links...		22	0%	8/30/21	9/20/21
The goal of this phase is to kickoff the project and customize the project plan specific to the organization migrating from Jabber to the Webex app. The team will work through the migration requirements to identify exactly what steps need to be taken for the specific organization, as well as the identify the Cisco and customer stakeholders, and ensure everyone is aware of their responsibilities and timelines.						
Migration Project Start	Project Manager	Customer, Webex Lead, Cisco/Partner	1	0%	Mon, 8/30/2021	Mon, 8/30/2021
Identify members of migration team	Project Manager	Customer, Webex Lead, Cisco/Partner	2	0%	Mon, 8/30/2021	Tue, 8/31/2021
Review Jabber to Webex app Discovery Questionnaire	Webex/UC Leads	Webex/UC Teams	3	0%	Wed, 9/1/2021	Fri, 9/3/2021
Kickoff Meeting:						
- Review customer environment						
- Review/Discuss pre-requisite questions						
- Review/Discuss Jabber to Webex app Discovery Questionnaire	Project Manager	Customer, Webex Lead, UC Lead, Cisco/Partner, CSM/CCSE (if applicable)	1	0%	Mon, 9/6/2021	Mon, 9/6/2021
- Discuss overall project timeline and scope						
Place order(s) for any products and/or licensing required for the migration identified during review of customer environment and discovery questionnaire	Partner/Cisco	Customer	14	0%	Tue, 9/7/2021	Mon, 9/20/2021
Complete project plan including timelines, dates and task owners	Project Manager	Customer, Cisco/Partner, Webex Lead, UC Lead	7	0%	Tue, 9/7/2021	Mon, 9/13/2021
All teams review completed project plan	Project Manager	Customer, Webex Lead, UC Lead, Cisco/Partner, CSM/CCSE (if applicable)	1	0%	Tue, 9/14/2021	Tue, 9/14/2021
Communication Planning			10	0%	9/15/21	9/24/21



Collaboration Transitions

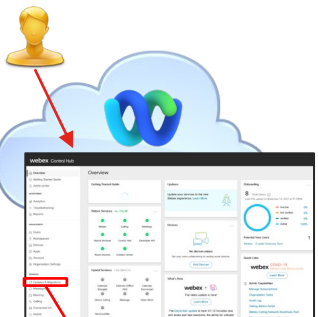
Webex Migrations

Customer Readiness

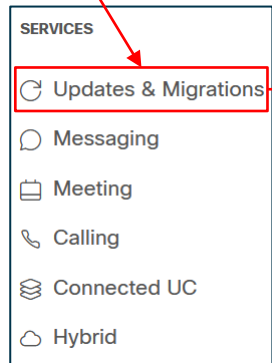
Migration Tools

Webex Migrations

Webex Migration Tools



Webex Control Hub



"Migration service/tools"

Migration Insights 1

- Plan your move to cloud effectively
- Gain insight into the on-premises features

[View](#)



Plan Jabber → Webex App²

User/contact synchronization 2

Synchronization of endusers and organizational contacts from Unified CM to Webex.

[Get Started](#)

Import/Sync Users¹ & Personal Contacts 3

Migrate Personal Contacts to Webex App

Move any personal contacts saved on your user's Jabber contact list.

How this works

- Encrypted personal contacts will be migrated for users already added to Webex.



Import/Sync Users¹ & Personal Contacts

Migrate Jabber to the new Webex 4

Enable Jabber users with Unified CM calling for Webex app.

How this works

- Enable messaging via Webex app. (Only applies to users with Unified CM calling)
- Auto assign user with calling behavior and UC manager profile.
- Continue using calling on your enterprise.

[Get Started](#)



Migrate Jabber → WxA²
(Calling: Stay on UCM, Messaging: IMP → Wbx)

Use these tools for any migration journey

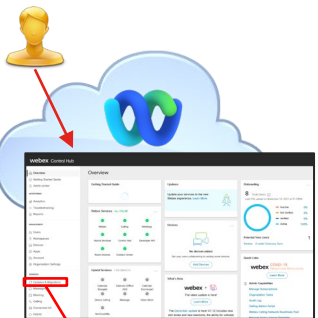
- 1 Help with planning
- 2 Import CUCM users¹/ Org Contacts
Sync CUCM Users¹/ Org Contacts (Q3CY22)
- 3 Migrate Jabber users' contacts
- 4 Migrate Jabber users to Webex App with UCM Calling

¹ Not required if Directory Sync is deployed

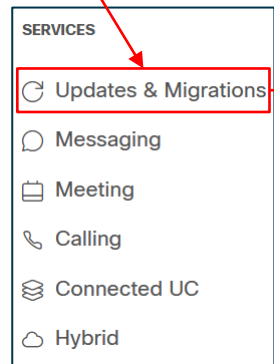
² Requires CCUC

Webex Migrations


Webex Migration Tools



Webex Control Hub



"Migration service/tools"

5

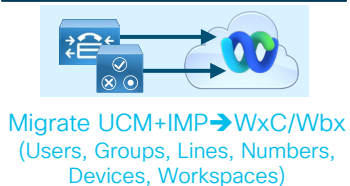
Migrate Calling from on-prem UCM to Cisco Webex Cloud

Move your users, numbers, phones and Jabber messaging to Webex.


How this works

- ✓ Transform and import your UCM configuration to Webex Calling.
- ✓ Enable users with Webex app for messaging and Webex Calling.
- ✓ Automate phone migration license creation and delivery.
- ✓ Auto-register your devices to Webex Calling.

[Get Started](#)



Migrate Jabber→WxA
(Calling: UCM→WxC,
Messaging: IMP→Wbx)

6

Migrate Enterprise phones to Multiplatform (MPP) firmware

Convert and assign your Enterprise phones to existing Webex users/workspaces.

How this works

- ✓ Automate phone migration license creation and delivery.
- ✓ Auto-register your devices to Webex calling.

[Get Started](#)



Migrate IP Phone
FW (Enterprise to MPP
for WxC)

Use these tools for any migration journey

5 Migrate users to Webex Calling

6 Migrate IP Phone firmware

End-user Contact Migration Options

1. End-user driven migration (Admin enables for users)

- Users migrate their Jabber contacts and common user preferences to the Webex App

Contacts:

- Directory Contacts
- Custom Contacts and photos
- XMPP Federated Contacts

Preferences:

- Chat notification settings (including mute all)
- Call notification settings (including mute all)
- Audio device and video device selection (except for VDI)
- Video preferences for incoming calls (start with video or no video)

[Configure Users to Move Jabber Contacts and Common Settings to Webex](#)

[Jabber | Move Contacts and Common Settings to Webex](#)

2. Admin driven migration

- Admin migrates users' Jabber contacts to the Webex App using Control Hub tools
- Common user preferences are **NOT** migrated

[Migrate Personal Contacts to Webex](#)



Webex Migrations

Org Contact Migration

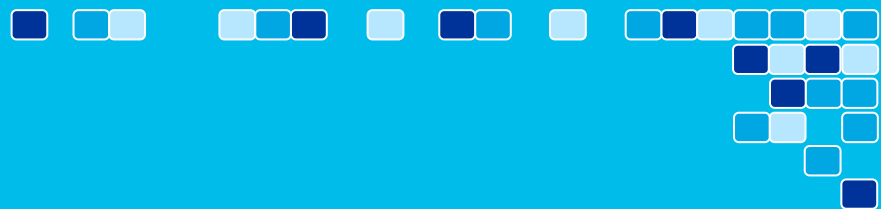
Manage enterprise contacts (Admin)

- Webex Admin can manage (add/modify/delete) organizational contacts
- All users can search for and call these contacts (e.g. HR, IT Support)

[Manage organization contacts in Control Hub](#)

Migration Tools Considerations

1. Looking for Jabber and Webex App usage insights and indications of migration progress?
 - Yes – Deploy Jabber Telemetry & CCUC
2. Is Director Connector or SCIM deployed to sync users to Control Hub?
 - Yes – User/Contact Synchronization tool is not required
3. Is CCUC deployed or being deployed?
 - Yes – Provides insights to on-prem usage throughout the migration. Required to use the ‘*Migrate Jabber to Webex*’ tool
4. Flash migration (everyone moves at one time) or phased migration (multiple migrations with groups of users)?
 - Phased migration – Consider using the ‘*Migrate Jabber to Webex*’ tool to configure groups of users during each migration window (*requires CCUC*)
5. Is the end-user initiating the migration or will the admin push out the Webx App to users?
 - End-user driven – Use Jabber XML file/process to migrate the user’s Jabber contacts and preferences
 - Admin driven – Admin uses ‘*Migrate Personal Contacts to Webex App*’ tool to migrate user’s Jabber contacts. User must set/configure their own preferences in the Webex App.



Collaboration Transitions

Webex Migrations

References



Webex Migrations References (1 of 3)

Collaboration Transitions – Home Page

- Collaboration Transitions Program Page
<https://www.cisco.com/go/ct>

Collaboration Transitions – Migration Readiness

- Customer Journeys & Readiness
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/Jabber_to_WebexApp_Migration-Customer_Journeys_Readiness_v1-0.pdf
- Customer Readiness Assessment
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/Jabber_to_WebexApp_Migration-Customer_Readiness_Assessment.xlsx

Collaboration Transitions – Webex App

- Transition Map for Transitioning from Jabber to Webex
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/TDM_CLIENTS_Jabber_to_Webex.pdf
- Transition Deployment Guide for Transitioning from Jabber to Webex
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/DEPLOYMENT_CLIENTS_Jabber_to_Webex.pdf

Collaboration Transitions – Meetings

- Transition Map for Transitioning from Jabber to Webex
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/TDM_MEETINGS_WebexMeetingsApp_to_Webex.pdf
- Transition Deployment Guide for Transitioning from Webex Meetings App to Webex App
https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/DEPLOYMENT_MEETINGS_WebexMeetingsApp_to_Webex.pdf

Webex Migrations

References (2 of 3)

Deployment Guide for Calling in Webex (Unified CM)

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.html

Jabber Telemetry – Analytics in Control Hub

- Analytics for Your Cloud Collaboration Portfolio (Jabber)
https://help.webex.com/en-US/article/n0rlwx/Analytics-for-Your-Cloud-Collaboration-Portfolio#id_128902
- Feature Configuration
[Feature Configuration for Cisco Jabber 12.8](#)
[Feature Configuration for Cisco Jabber 12.9](#)
[Feature Configuration for Cisco Jabber 14.0](#)

Webex Cloud Connected UC (CCUC)

- Webex Cloud Connected UC
<https://help.webex.com/en-US/landing/ld-npxwpmz-WebexCloud-ConnectedUC/Webex-Cloud-Connected-UC>
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