



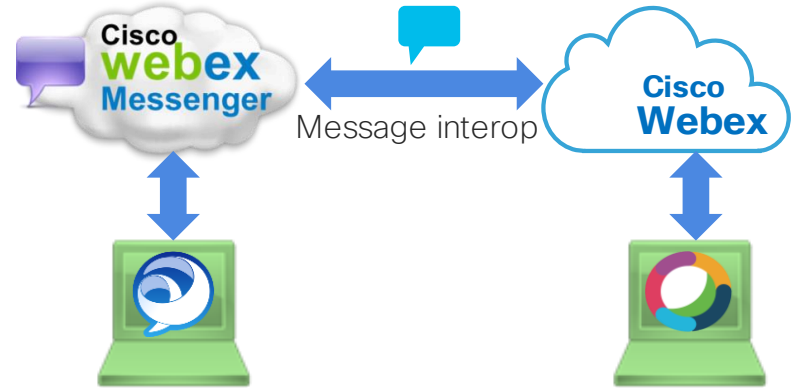
Webex Messenger to Webex Teams Migration

Messaging Interop

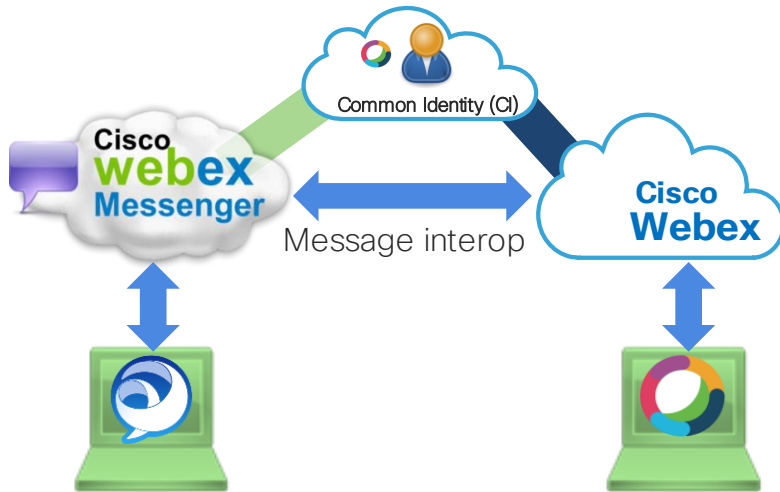
Collaboration Technology Group
September 2020

Webex Messenger to Teams Messaging Interop

- Messaging Interop allows existing Jabber/Webex Messenger users send/receive messages to/from Webex Teams users
 - 1:1 messaging only
 - File transfer not supported (between services)
 - Presence is mapped from Webex Teams to Jabber
- This is an **OPTIONAL** configuration. This should only be enabled if Messaging Interop is needed during the migration process. e.g. migration of groups of users to Webex Teams



Webex Messenger CI Enablement



- Webex Messenger must be “CI Enabled” before enabling Messaging Interop. (Common Identity is the Webex Service that manages user information and manages authentication for the Webex Teams service)
 - This process syncs all Webex Messenger users to the Webex Teams platform (users become visible in Webex Control Hub)
- Once Webex Messenger has been CI Enabled, users can be enabled for Messaging Interop in Webex Control Hub
- NOTE: Webex Meetings Site Linking can co-exist with Webex Messenger CI enablement. Ensure that user data is consistent when syncing to Site Admin and Webex Messenger – this will ensure consistent user provisioning into CI/Control Hub

CI Enablement - Single Sign On Requirements

- It is recommended to match SSO settings between Webex Messenger and Webex Control Hub – i.e. enable SSO on both platforms, or disable SSO on both platforms.
 - If SSO is enabled on both Webex Messenger and Webex Control Hub, users will continue to authenticate against the Identity Provider (IDP). There will be no change to the Jabber/Webex Teams login experience, post CI Enablement of Webex Messenger in this scenario.
 - If SSO is **NOT** enabled on both platforms, once CI Enablement takes place, user accounts AND passwords will be synced from Webex Messenger to Webex Teams. There will be no change to the Jabber/Webex Teams login experience, post CI Enablement of Webex Messenger in this scenario.

Webex Messenger	Webex Control Hub	Login Experience
SSO Enabled	SSO Enabled	No change
SSO Disabled	SSO Disabled	No change
SSO Enabled	SSO Disabled	Not Supported
SSO Disabled	SSO Enabled	Jabber login experience- Dual authentication required

CI Enablement – Directory Connector

- Directory Connector Service allows organisations sync user accounts from Active Directory to Common Identity (Webex Teams)
 - Syncing users from Microsoft Azure to Common Identity is also an option and can be performed via SCIM
- Directory Connector must be **disabled** to CI Enable Webex Messenger
 - When Webex Messenger is CI Enabled, user accounts will be synced from Webex Messenger into Common Identify – users accounts will be visible in Webex Control Hub
- Directory Connector can be enabled when either
 - CI Linking is disabled
 - Webex Messenger Org is decommissioned
- While CI Syncing from Webex Messenger to Webex Teams is active, user accounts (adds, deletes) must be managed from Webex Org Admin. Once migration is complete, decommission the Webex Messenger Org, and enable Directory Connector in Webex Control Hub

Process to Request Enablement

- Request enablement/disablement using the Smartsheet
- <https://app.smartsheet.com/b/form/01ecc52dd99a4f439944e39445fad3bc>

