Configure Webex Calling InformaCast Integration Using LGW Registered Trunk

Contents

Issue

InformaCast - Singlewire Fusion - Integration

There is an unsupported integration that is used by CU and validated by InformCast to configured trunk (LGW certificate base) between Webex Calling and InformaCast that would not register but still allows calls between WxC and InformCast. The trunk registration failure shows Trunk as "Unknown" in Control Hub but the ability to establish communication between the Webex Calling environment and the InformaCast system for emergency notification services is possible.

Environment

- Webex Calling environment with Control Hub management.
- InformaCast Singlewire emergency notification system.
  Use Webex Calling as Your Telephony Provider
- Initial trunk-based integration attempt between Webex Calling and InformaCast.
- Cloud and Hybrid Products - Webex Calling Locations, Features, and Settings

Resolution

The workaround involved transitioning to trunk-based approach to an LGW Registered Trunk configuration, which was suggested by InformCast as the integration method for InformaCast with Webex Calling.

Step 1: Configuration Review and Analysis

Reviewed that the LGW registered trunk-based was configured as per InformaCast integration guide.

InformaCast Documentation - Use Webex Calling as your Telephony Provider

Step 2: Engage InformaCast Support

InformaCast support was engaged and recommended implementing an LGW Registered Trunk approach. The official InformaCast documentation validated this configuration method for Webex Calling integrations.

Webex Calling BU informed this integration is not supported/tested by Cisco. However, it is the recommendation by InformCast. They can provide support on this implementation.

Step 3: Configure LGW Registered Trunk in Control Hub

The environment was reconfigured to use a customer-managed device registered within Control Hub as "InformCast Singlewire" using the LGW Registered Trunk method.

Step 4: Configure Translation Patterns and Dial Plan

To route calls to the InformCast device, a translation patterns and/or dial plan configurations were applied to route calls to the LGW Trunk (despite trunk being on "Unknown" state). These settings enable the InformCast LGW to appear as "Registered/Online" on the InformCast side, even when the trunk shows as offline/unregistered in Control Hub. They are able to route InformCast extensions through registered trunk, informcast is then able to route the call on their end.

Step 5: Validation

The workaround configuration was validated functionally from the InformaCast side and confirmed to be working properly for the integration requirements.

Cause

InformaCast systems require a specific LGW Registered Trunk configuration method to properly establish and maintain registration with Webex Calling environments. The standard trunk configuration method does not provide the necessary integration compatibility for InformCast emergency notification systems. However, their workaround seems to be functional for them.

The suggested configuration from Cisco Webex Calling is adding the InformCast as a managed device.
Add your customer managed device

Related Content

- InformaCast Documentation - Use Webex Calling as your telephony provider
- Add your customer managed device