



# CWMS On-Premises to Webex Cloud Migration

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## Cloud Migration Tool

We've made migrating to the cloud even easier. Use the Cloud Migration Tool to move scheduled meetings to the cloud, so that your users don't have to reschedule them. Provision your users on Cisco Webex cloud, and then use the tool to step through the processes of:

- Configuration—Set up the connection with the cloud.
- Pre-Check—Check to ensure that all meeting hosts are provisioned on the cloud, with host privileges. Next, check to ensure that meetings scheduled for one host by another, get migrated at the same time.
- Migration Management—Validate the final list and start migrating the scheduled meetings. You can also check the migration status.

## Pre-requisites for CWMS to Cloud Migration

You can migrate CWMS on-premises user's scheduled meetings to a Webex Cloud site with the CWMS Cloud Migration Tool.



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**Note** You must contact Cisco Technical Assistance Center (TAC) to request a CWMS on-premises to Webex Cloud Migration. You must ensure the pre-requisites are met and provide all required information to Cisco TAC before you can migrate CWMS user meetings to your Webex Cloud site.

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The following checklist shows the pre-requisites and configuration requirements for CWMS on-premises to Webex Cloud migration requests:

**Table 1: Migration Pre-requisites Checklist**

Product	Requirement for Migration	Checklist
CWMS on-premises	Must be running a minimum release of 3.0MR4 or 4.0MR4.	
CWMS on-premises	Must have network connectivity to the Webex Cloud site.	
CWMS on-premises	Must have network connectivity to the Email and Calendar servers for migration users.	
CWMS on-premises	Must be in maintenance mode during user migration.  <b>Note</b> Schedule the downtime and notify users before migration starts of the migration schedule.	
CWMS on-premises	(OPTIONAL) Copy any customized email templates as HTML or text and save the data.  <b>Note</b> Customized email templates are not migrated or synchronized automatically. Paste CWMS on-premises customized email template data into the Webex Cloud site before migration.	
Webex Cloud	Must be online and running configured with users.	
Webex Cloud	Must have each migration user pre-configured with a host license.	
Webex Cloud	Must have each migration user pre-configured with Webex Meetings PRO meeting privileges enabled.	
Webex Cloud	Must have each migration user pre-configured with call-in teleconferencing or call-back teleconferencing telephony privileges enabled.	
Webex Cloud	Must have each migration user pre-configured with Integrated VoIP telephony privileges enabled.	
Webex Cloud	Must have each user configured with Other teleconference services telephony privileges disabled.	

Product	Requirement for Migration	Checklist
Webex Cloud	<p>(OPTIONAL) Determine if Tracking Codes configurations are required for migration users.</p> <p><b>Note</b> You must provide Cisco TAC with your required codes and groups. If no codes are provided, the default tracking code is cwmsmigration.</p>	
Webex Cloud	<p>(OPTIONAL) Determine if the Meeting Password Policy must match the CWMS password policy. By default, a new secure meeting password is automatically generated by the migration tool when the CWMS password policy complexity is less than the Webex Cloud password policy. Webex Cloud password policy changes might be required for meeting passwords migrate unchanged.</p> <p><b>Note</b> The default Webex Cloud password policy requires more secure meeting passwords compared to your CWMS on-premises password policy.</p>	
Webex Cloud	<p>(OPTIONAL) Update email templates with the HTML or text copied from CWMS on-premises customized email templates. For more information, see <a href="#">Customize Email Templates</a></p>	

You can configure the Cloud Migration Tool after requesting migration and submitting all required configuration information to Cisco TAC. Cisco TAC provides you with an authorization file and migration key that you can load into the Cloud Migration Tool. After the configuration details appear, test the connection and you're ready for the next steps.

## Limitations for CWMS to Cloud Migration

The following lists the Cloud Migration Tool limitations for migrating user's meetings from CWMS on-premises to Webex Cloud.

- The user's past meetings do not migrate. Only a user's future scheduled meetings can migrate to Webex Cloud.
- The user's meeting recordings do not migrate to Webex Cloud.




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**Note** You must notify your users to download and save their meeting recordings from the CWMS before the CWMS on-premises system is decommissioned and shut down. The CWMS meeting recordings are not available from Webex Cloud.

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- A meeting does not migrate if it was originally scheduled by Webex Productivity Tools, and later edited by page.

- The Migration Tool must be authorized by Microsoft Outlook.




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**Note** The Migration Tool only supports Microsoft 365 Commercial and GCC moderate, or Microsoft Exchange 2013, 2016, 2019, and later.

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- Each user's Outlook calendar email account must match their Webex Cloud account. If the email accounts do not match, the user's meetings are not migrated to Webex Cloud.
- Each user's email needs to match the authorized tenant or domain.
- CWMS site user language must match the Webex Cloud account language.
- CWMS admin account users do not retain administrator privileges after migration to the Webex Cloud. Each CWMS admin account is added to a user list and when meetings migrate, the user's status changes to attendee only.
- Each user's Webex desktop application might require an upgrade after migration to support Webex Cloud connectivity. In some large migration scenarios that occur over multiple maintenance windows, your users might require a Webex desktop application that supports both CWMS 4.0 on-premises and Webex Cloud site connectivity.




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**Note** CWMS 3.0 productivity tool does not support Webex Cloud. Some older on-premises versions of the Webex desktop applications do not support Webex Cloud. If the user migration is occurring in stages and you require your users to have meetings connectivity to both CWMS and Webex Cloud, the Webex desktop application must be a version that supports both CWMS and Webex Cloud.

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- The Cloud Migration Tool migration key expires in 90 days. If the key expires, you must renew the key with Cisco TAC and import again.

## Configure the Cloud Migration Tool

Use this procedure to establish the connection to the Webex Cloud to facilitate migration.

### Procedure

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- Step 1** Sign in to Site Administration and select the **Migration** tab.
  - Step 2** Click **Configuration** to open the **Cloud Migration Tool** page.
  - Step 3** Click **Browse**, navigate to and select the authorization file, then click **Open**. The configuration settings appear on the **Settings** page.
  - Step 4** Enter the migration code that was provided by Cisco TAC.
  - Step 5** Click **Save**.
  - Step 6** To test the connection to the Webex Cloud, click **Test Connection**.
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## Configure the Calendar Settings

Use this procedure to establish a connection to the calendar server to facilitate migration.

### Procedure

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- Step 1** Sign in to Site Administration and select the **Migration** tab.
- Step 2** Click **Configuration** and click **Calendar Settings**.
- Step 3** Select a **Calendar Type**, either Microsoft Exchange or Microsoft 365.
- Step 4** For Exchange calendar type:
- Enter the **Impersonated account** email address.
  - Enter the Impersonated account **Password**.
  - Enter the **Exchange server (optional)** fully qualified domain name URL.
- Step 5** For Microsoft 365 calendar type:
- Click the **click here** link and grant Cloud Migration Tool access permission to Microsoft 365 calendar.
  - Get the Microsoft 365 Tenant ID from Azure Active Directory.
  - Enter the Tenant ID into the text field.
- Step 6** Click **Save**.
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## Configure the Session Type Mapping

Use this procedure to map and match the session type of CWMS to Webex Cloud to facilitate migration.

### Procedure

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- Step 1** Sign in to Site Administration and select the **Migration** tab.
- Step 2** Click **Configuration** and click **Session Type Mapping**.
- Step 3** Enter the **Cloud Session Type ID** for each Cloud Session Type ID to map the session types between CWMS and Webex Cloud.
- To locate a Cloud session type ID, you must enter the Webex Cloud admin and hover over each session type and identify the ID from a Session Type URL preview link that appears near the bottom of the **Session Type Mapping** page.
- Step 4** Click **Verify** to validate each session type mapping between CWMS and Webex Cloud.
- Note** Verify all the session types to ensure the mappings are correct before saving.
- Step 5** Click **Save Session Type Mapping**.
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## Pre-Check

You can choose to migrate meetings in batches, or you can test a small group before migrating the rest. Perform the following tasks for each batch that you migrate:

- [Ensure that Meeting Hosts Have Host Accounts on Cisco Webex Cloud](#)
- [Check Scheduling Permissions](#)

### Ensure that Meeting Hosts Have Host Accounts on Cisco Webex Cloud

To successfully migrate all meetings, all meeting hosts must have a host account on Cisco Webex cloud. This step checks to ensure that all hosts are provisioned on the Cloud side.

#### Procedure

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**Step 1** Sign in to Site Administration and select the **Migration** tab.

**Step 2** Click to expand **Pre-Check**, and then select **User License Validation**.

**Step 3** Click **Validate User Licenses**.

The new job appears in the list with the status: **In Progress**. When the job is complete, the status changes to **Complete** or **Failed**.

**Step 4** To get more information about the job, click **Summary Report**.

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#### What to do next

If the job status is **Failed**, correct the issues found in the **Summary Report**, and try again. If the job status is **Complete**, proceed to the next task.

### Check Scheduling Permissions

When you migrate meetings for a host, you must also include meetings scheduled for them by others. The persons who scheduled the meetings must have host accounts on the cloud side. This task ensures that all meetings scheduled for each host get migrated together.

#### Procedure

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**Step 1** Sign in to Site Administration and select the **Migration** tab.

**Step 2** Click to expand **Pre-Check**, and then select **Scheduling Permission Check and Setup**.

**Step 3** Click **Check and Setup**.

The new job appears in the list with the status: **In Progress**. When the job is complete, the status changes to **Complete** or **Failed**.

**Step 4** To get more information about the job, click **Summary Report**.

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## Migration Management

### Validate Your Migration List

This is the final validation to prepare for migration. You need only perform this step once for each migration batch.

#### Procedure

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**Step 1** Sign in to Site Administration and select the **Migration** tab.

**Step 2** Click to expand **Migration Management**, and then select **Migration Validation**.

**Step 3** Click **Browse** to locate and select the CSV file for the migration, and then click **Open**.

**Note** The CSV file for a migration batch requires editing before you open it with the Migration Tool. The CSV file data must be formatted to include only the CWMS active user's email addresses to be migrated, and optionally their corresponding first name and last names.

**Step 4** Click **Upload and Analyze**.

The new job appears in the list with the status: **In Progress**. When the job is complete, the status changes to **Complete** or **Failed**.

**Step 5** To get more information about the job, click **Summary Report**.

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#### What to do next

If the job status is **Failed**, correct the issues found in the **Summary Report**, and try again. If the job status is **Complete**, proceed to the next task.

### Start a Migration Job

#### Procedure

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**Step 1** Sign in to Site Administration and select the **Migration** tab.

**Step 2** Click to expand **Migration Management**, and then select **Start a Migration Job**.

**Step 3** Click **Browse** to locate and select the validated CSV file for the migration, and then click **Open**.

**Step 4** Click **Start Migration**.

**Note** One migration job batch can process approximately 750 meetings each hour when using Microsoft 365, and 650 meetings each hour when using Microsoft Exchange. For Microsoft Exchange configurations, two migration job batches can be run simultaneously to improve migration job performance by approximately 15%. Each migration batch requires a different validated CSV file with unique active users. If any active users are duplicated across migration batches, irreparable migration errors might occur.

#### What to do next

[Check the Migration Status, on page 8](#)

## Check the Migration Status

You can check the migration status for all jobs and get more information about all completed jobs.

#### Procedure

- Step 1** Sign in to Site Administration and select the **Migration** tab.
- Step 2** Click to expand **Migration Management**, and then select **Check Migration Status**.  
New jobs appear in the list with the status: **In Progress**. When a job is complete, the status changes to **Complete** or **Failed**.
- Step 3** To get more information about a job, click **Summary Report**.
- Step 4** To get more migration details, click **Download detailed report**.

After migration partially completes the CWMS meeting site banner displays a status of migrated.

When all meetings are migrated, an attendee user can click Start or Join from a CWMS page and the meeting automatically re-directs to Webex Cloud.

If some meetings are not migrated, an attendee user can join the CWMS meeting as usual.

## Troubleshooting Migration Error Codes

If an error occurs during a migration, the system displays an error code. The following table shows the error codes and the corresponding error message.

**Table 2: Migration Tool Error Codes**

Error Code	Error Message
100001	Cloud migration server internal error. Contact Cisco TAC.
100101	Service not available. Contact Cisco TAC.



<b>Error Code</b>	<b>Error Message</b>
100102	Authentication code is invalid or expired. Contact Cisco TAC and request a new authentication file.
100103	Too many requests. Try again later.
100104	Internal server error. Contact Cisco TAC.
100105	Microsoft 365 Tenant ID failed. Contact Cisco TAC.
100200	Meeting migration job timeout. Result not received within 24 hours. Contact Cisco TAC.
100201	No meetings to be migrated. Prepare the active user file for meeting migration.
100202	Failed to connect to Microsoft Exchange. Check your configuration and test connectivity on Calendar Settings page.
100203	Missing Tenant ID calendar setting. Check your configuration and test connectivity on Calendar Settings page.
100204	Failed to sync site configuration to cloud migration server. Contact Cisco TAC.
100205	Failed to create task for meeting migration job. Try again later.
100206	Migration user not found. Contact Cisco TAC.
100207	Decrypt impersonated password failed. Contact Cisco TAC.
100208	Failed to push meeting data to cloud migration server. Contact Cisco TAC.
100300	Scheduling permission check and job setup timeout
100301	Scheduling permission not setup in CWMS site. Check scheduling permissions in pre-check page.
100400	User license validation timeout
100402	Failed to create task for user license validation.
100500	Migration validation job timeout.
100501	User data not found in CWMS site.
Error Codes from Cloud Migration Server:	
429001	Too many requests

Error Code	Error Message
540401	Meeting host has no license in cloud site
540402	Meeting creator has no license in cloud site
540403	Alternate host has no license in cloud site
550200	URL API SM error (meeting not found)
550300	URL API PA error
540400	URL API DM error
540401	Meeting host has no license in cloud site.
540404	Schedule series meeting error
540414	Query meeting mapping data error
540441	Grantor has no license in cloud site
540442	Grantee has no license in cloud site
550444	Can't find site mapping information
550100	Meeting type not supported on cloud site. OR URL API LI error, check config on cloud site.
550500	Can't find cloud site information
550700	Calendar query error. OR Can't locate meeting on calendar.
550800	Schedule meeting error.
550900	Microsoft 365 calendar update error. OR Microsoft Exchange get calendar info failed.
551000	Call MBS schedule meeting error.
551200	Call MBS setup scheduling permission error.
551300	[Page] Meeting host didn't have meeting type in cloud site.
551400	[PT] Meeting host didn't have meeting type in cloud site.
600001	Save migration result failed.