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Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click "Join the Discussion" -
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 17, 2022.



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Abstract

The Cisco Webex Video Integration for Microsoft Teams(VIMT) offers users a seamless experience to join Microsoft Teams meetings from Cisco or any SIP capable video device registered either in the cloud or on-premises. If you are considering deploying, in the process of, or already have deployed the solution, ask yourself do you know how to troubleshoot it? In this session, you will learn how to isolate problems and efficiently resolve issues with the Cisco Webex VIMT solution. This session will cover real-world troubleshooting examples and the most common issues relating to:

- · Initial deployment
- Scheduling
- Call set up for SIP-registered endpoints and Cloud-registered endpoints
- In meeting experience including media quality issues

Although troubleshooting any hybrid solution involving multiple vendors can be incredibly complex, this session aims to equip you with the knowledge to troubleshoot the Cisco Webex VIMT solution like an expert.



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https://www.flickr.com/photos/gillesgonthier/412590265/in/photostream/

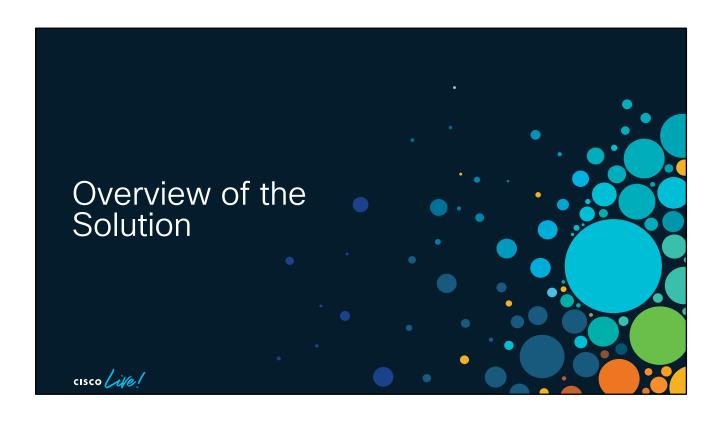
Agenda

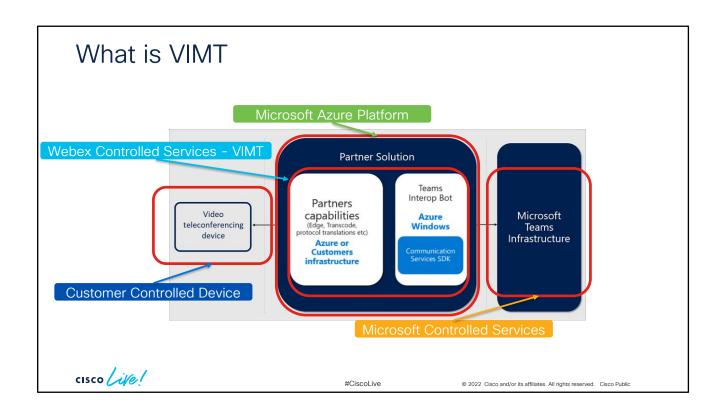
- · Overview of the Solution
- Troubleshooting
 - Initial Deployment
 - Scheduling
 - Call Setup
 - In Meeting Experience
- Conclusion

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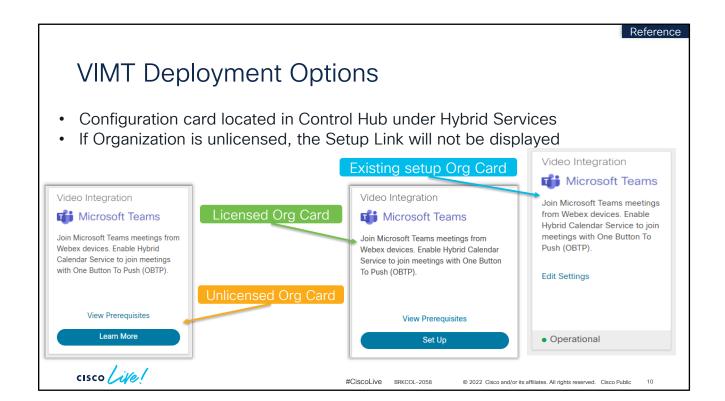
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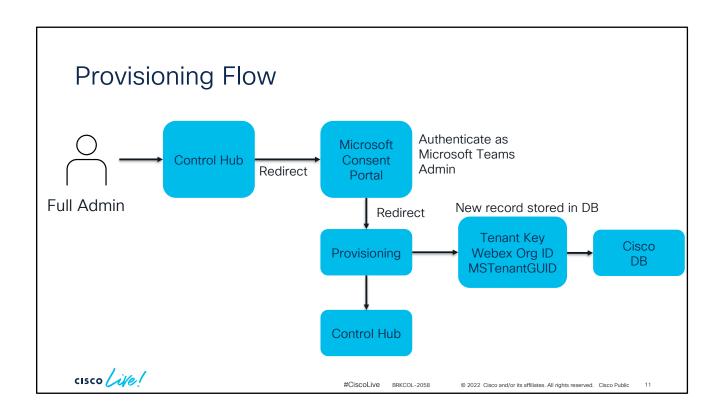
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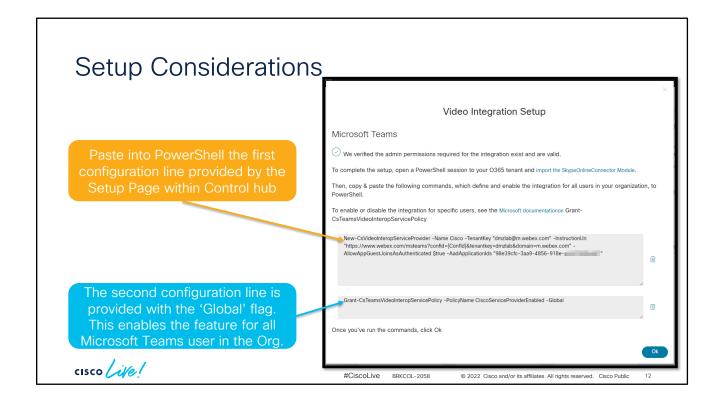


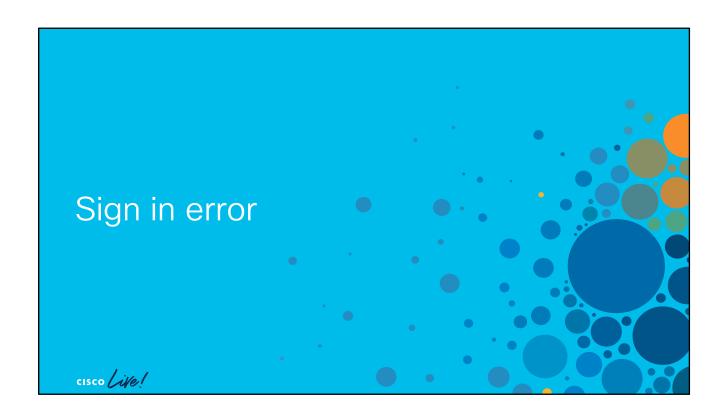


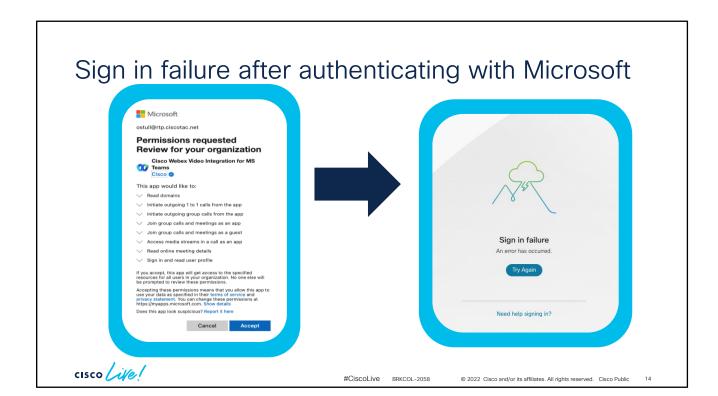


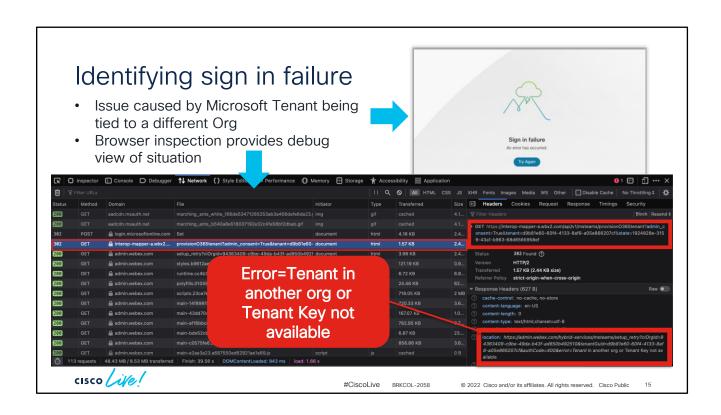








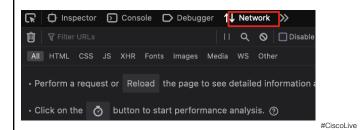




How to capture browser trace



- 1. Right-click > Inspect
- 2. Select Network
- 3. Load page



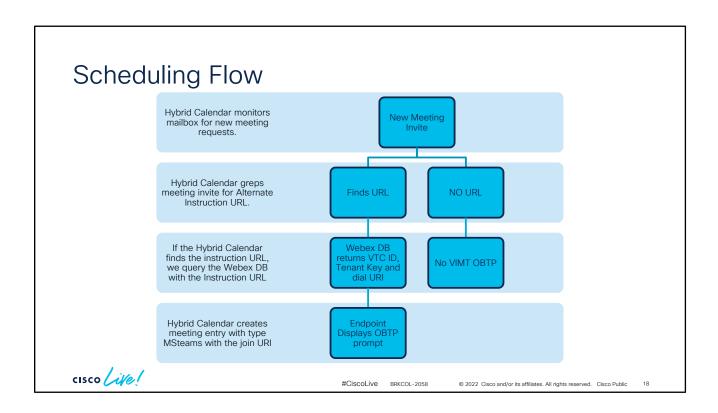


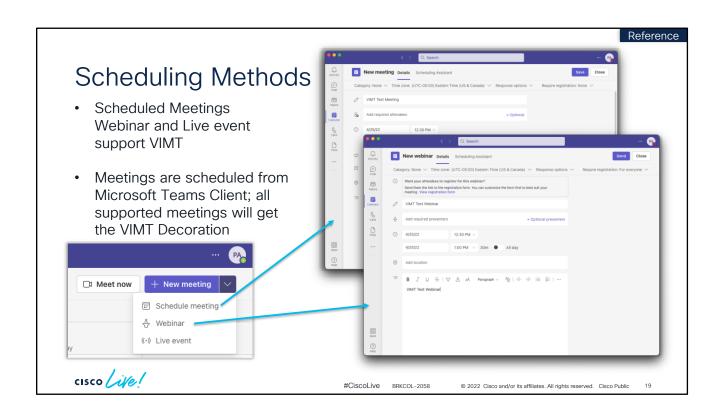
Reference

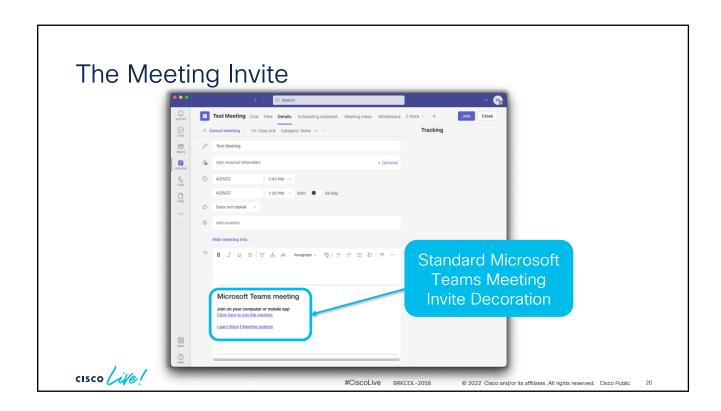
- 1. Right-click > Inspect
- 2. Select Network
- 3. Check Preserve Log
- 4. Load page

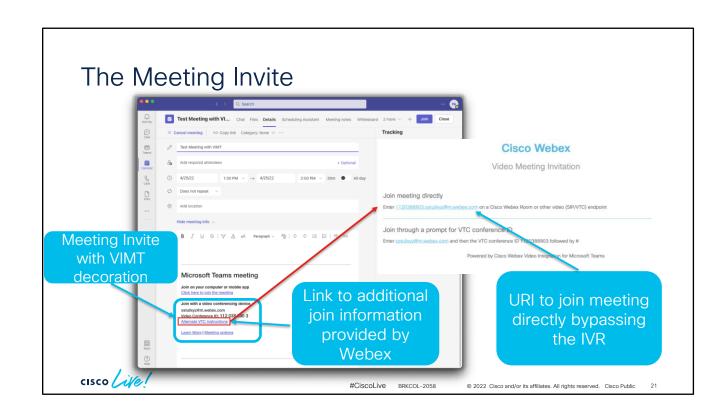


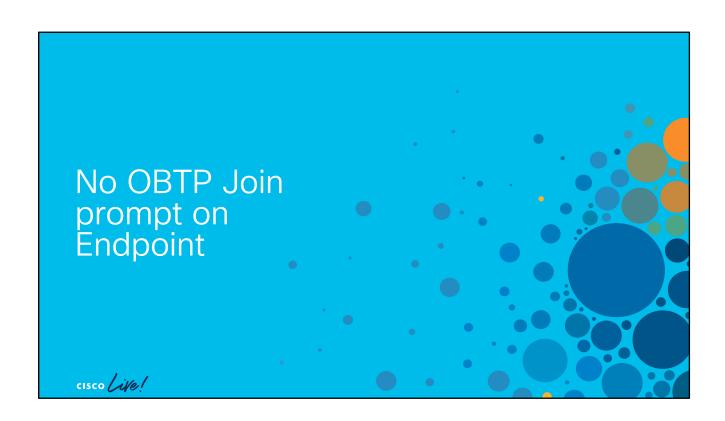












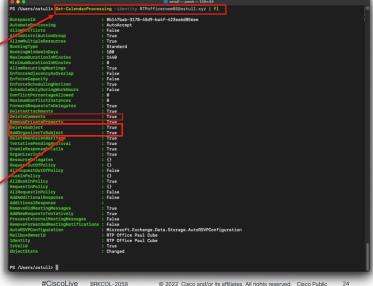


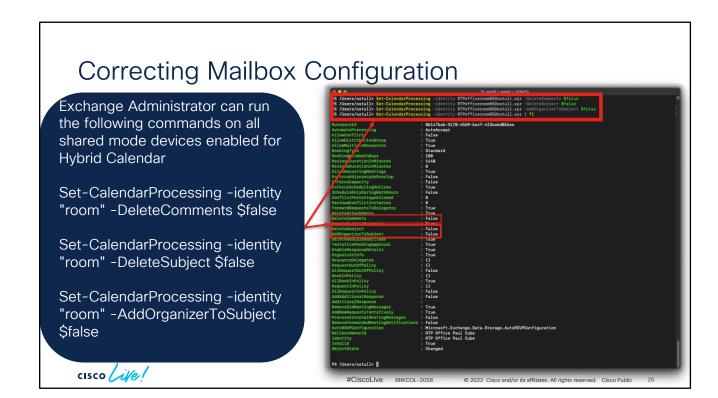
Check Resource Mailbox Configuration The following command can be used to retrieve resource mailbox configuration; The following command can be used to retrieve resource mailbox configuration;

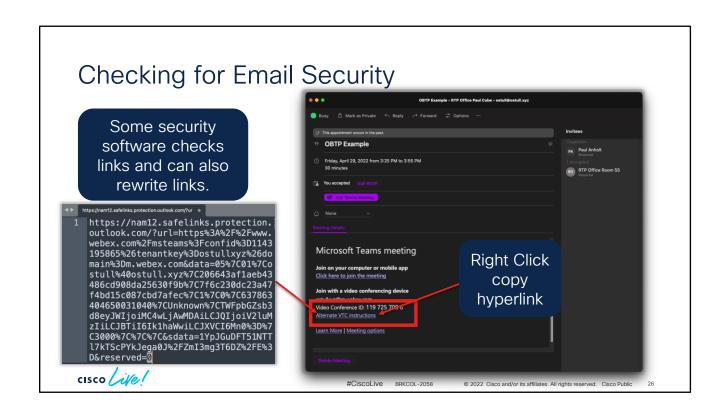
Get-CalendarProcessing -identity "room" | fl

New resource mailboxes have the following default configuration; Delete Comments: True Delete Subject: True Add Organizer to Subject: True

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Check ICS from Room Mailbox

Grab ICS file from room mailbox and open in text editor

Inside the description of the ICS file, you can see the join link is edited by Safe links



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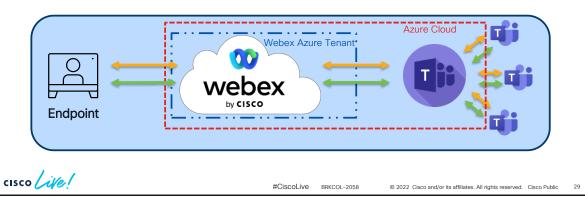


Call Flow

Webex Registered Endpoint

- Call Signaling over TCP port 443
- Media path established using STUN





Media Requirements

Webex Registered Devices



- Webex Registered Devices utilize STUN to establish media path.
 - Port preference for media:
 - 1. UDP 5004
 - 2. UDP 9000
 - 3. TCP 5004

Destination IP Ranges

- US East:
 - 52.232.210.0/24
 - 20.57.87.0/24
- UK South:
 - 20.68.154.0/24
 - 20.108.99.0/24
 - West Europe:
 - 20.50.235.0/24
 - 20.76.127.0/24
- Australia East:
 - 20.53.87.0/24
- · Southeast Asia:
 - 40.119.234.0/24

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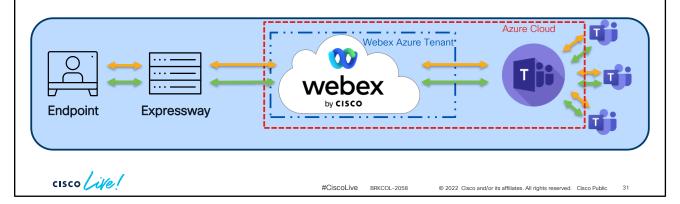
30

Call Flow

SIP Registered Endpoint

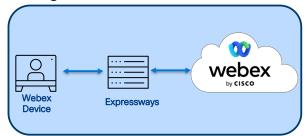


- Call Signaling over TCP 5060/5061
- Media established via Expressway Traversal Pair



Media Requirements

SIP Registered Devices



- SIP Registered Devices utilize Expressways to establish media path.
 - Media Port Range: UDP 36000-59999

Destination IP Ranges

- US East:
 - 52.232.210.0/24
 - 20.57.87.0/24
- UK South:
 - 20.68.154.0/24
 - 20.108.99.0/24
- West Europe:
 - 20.50.235.0/24
 - 20.76.127.0/24
- Australia East:
 - 20.53.87.0/24
- · Southeast Asia:
 - 40.119.234.0/24

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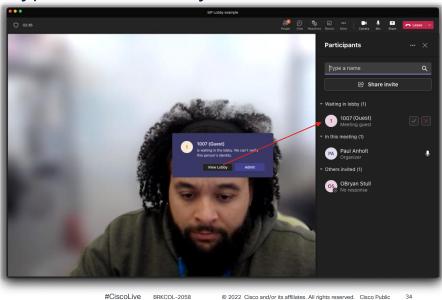
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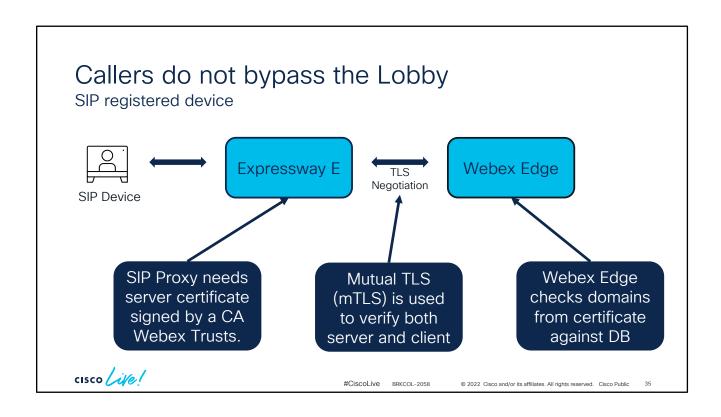


Callers do not bypass the Lobby

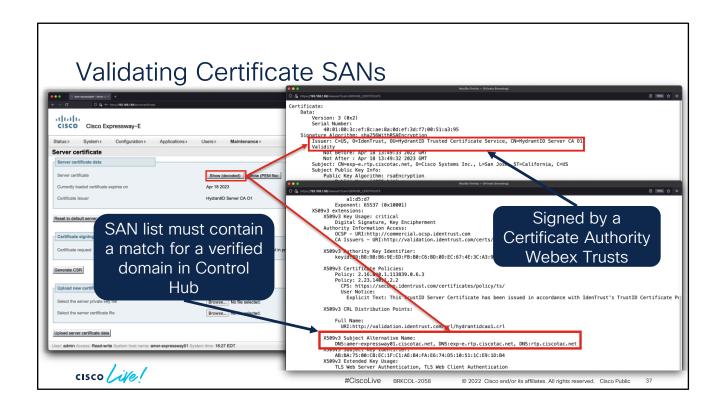
Unverified SIP endpoints and Cloud registered endpoints outside of your organization may join the lobby of Microsoft Teams Meetings.



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Check Expressway diagnostic log

Open the logging snapshot file and search for the VIMT SRV record _sips._tcp.m.webex.com to see the list of IP addresses we resolved

```
2022-04-29T14:31:58.689-04:00 amer-expressway01 tvcs: UTCTime="2022-04-29 18:31:58,689" Module="network.dns" Level="DEBUG": Detail="Sending DNS query" Name="_sips._tcp.m.webex.com." Type="SRV (IPv4 and IPv6)" 2022-04-29T14:31:58.814-04:00 amer-expressway01 tvcs: UTCTime="2022-04-29 18:31:58,814" Module="network.dns" Level="DEBUG": Detail="Resolved hostname to: ['IPv4"TCP"209.197.207.55:5061'] (A/AAAA) ['IPv4"TCP"209.197.207.45:5061'] (A/AAAA) ['I
```

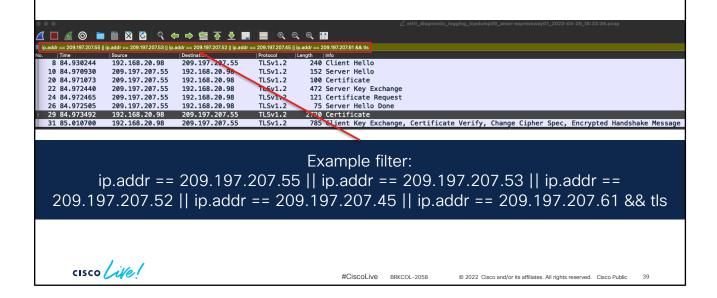
cisco like!

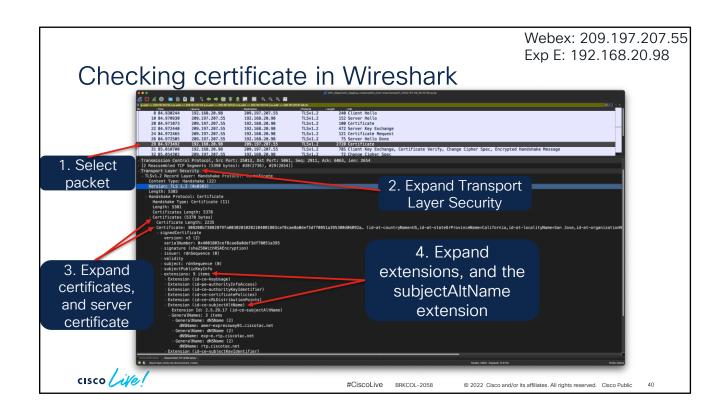
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Webex: 209.197.207.55 Exp E: 192.168.20.98

Check Expressway E packet capture





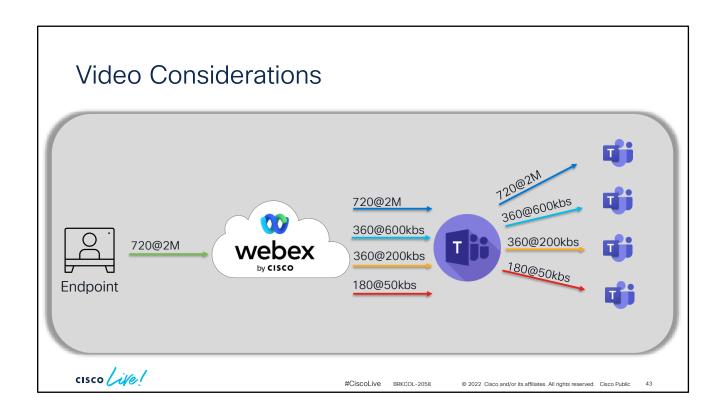
Webex: 209.197.207.55 Exp E: 192.168.20.98 Checking certificate in Wireshark dNSName: amer-expressway01.ciscotac.net dNSName: exp-e.rtp.ciscotac.net dNSName: rtp.ciscotac.net Domain Status Verified Domain in Control Hub ostull.xyz cisco life!

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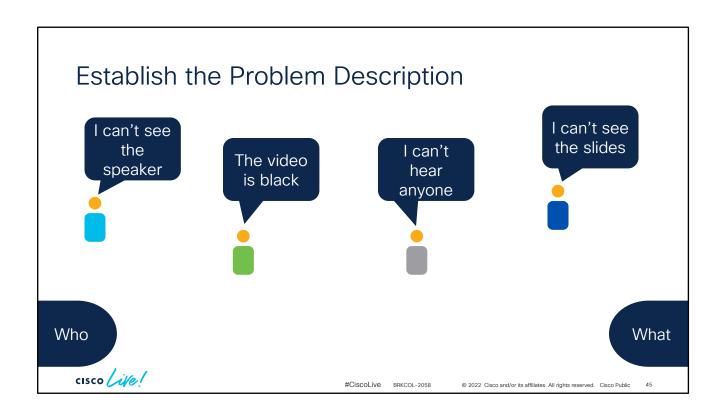
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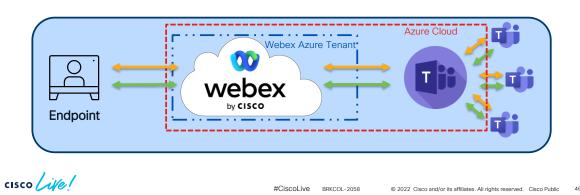


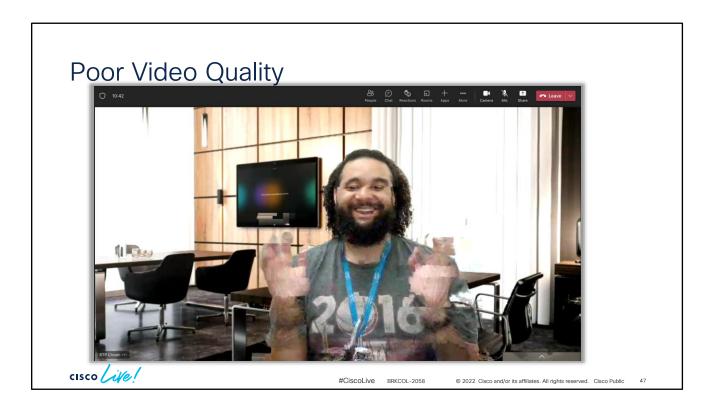


Troubleshooting Media Issues • Who? What? When?

Isolate Focus area



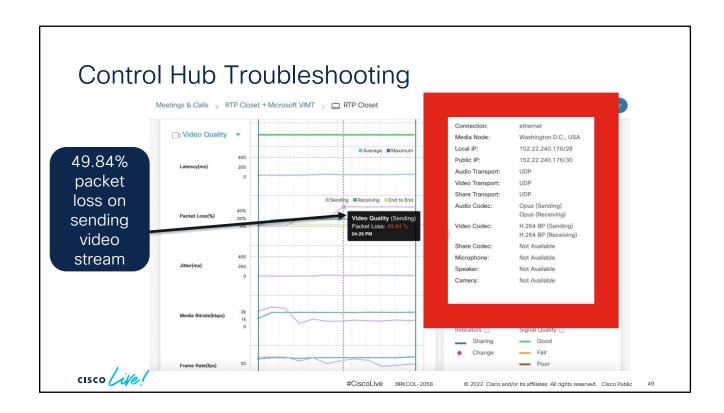


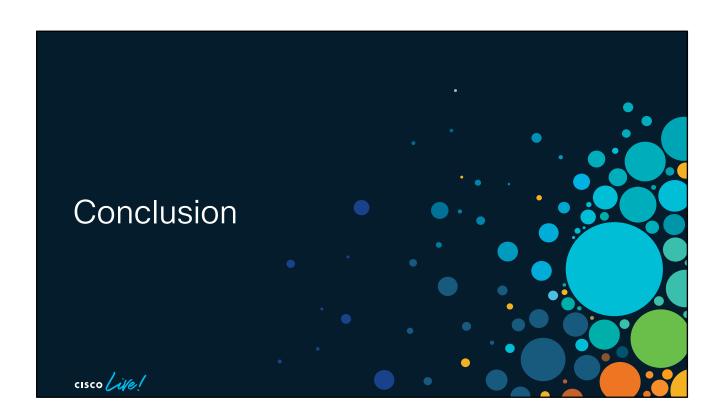


Endpoint Statistics

```
*r CallHistoryGetResult Entry 0 CallbackNumber: "spark:1162756595.ostullxyz@m.webex.com"
              *r CallHistoryGetResult Entry 0 DisplayName: "Video meeting"
              *r CallHistoryGetResult Entry 0 Direction: Outgoing
              *r CallHistoryGetResult Entry 0 CallRate: 6000
              *r CallHistoryGetResult Entry 0 CallType: Video
              *r CallHistoryGetResult Entry 0 EncryptionType: "AES-256-GCM"
              *r CallHistoryGetResult Entry 0 StartTimeUTC: "2022-06-08T20:23:01Z"
              *r CallHistoryGetResult Entry 0 EndTimeUTC: "2022-06-08T20:34:21Z"
              *r CallHistoryGetResult Entry 0 DisconnectCauseType: LocalDisconnect
              *r CallHistoryGetResult Entry 0 Video Incoming PacketLoss: "32517/165620"
              *r CallHistoryGetResult Entry 0 Video Incoming PacketLossPercent: 20
              *r CallHistoryGetResult Entry 0 Video Incoming MaxJitter: 12
              *r CallHistoryGetResult Entry 0 Video Outgoing PacketLoss: "6871/97262"
              *r CallHistoryGetResult Entry 0 Video Outgoing PacketLossPercent: 7
              *r CallHistoryGetResult Entry 0 Video Outgoing MaxJitter: 26
              *r CallHistoryGetResult Entry 0 Audio Incoming PacketLoss: "6410/27526"
              *r CallHistoryGetResult Entry 0 Audio Incoming PacketLossPercent: 23
              *r CallHistoryGetResult Entry 0 Audio Incoming MaxJitter: 9
              *r CallHistoryGetResult Entry 0 Audio Outgoing PacketLoss: "4521/33835"
              *r CallHistoryGetResult Entry 0 Audio Outgoing PacketLossPercent: 13
             ** end
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                                                      #CiscoLive
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```

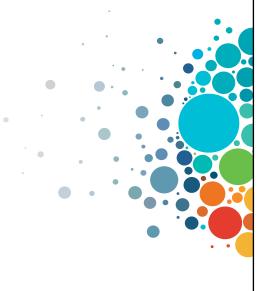
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Technical Session Surveys

- Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live branded socks!
- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.
- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.



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