#CiscoLive

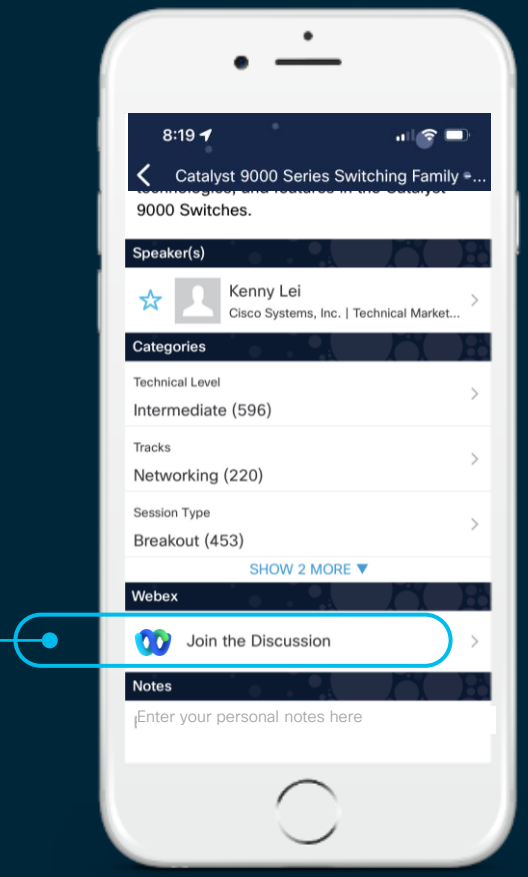
Cisco Webex App

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



https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-3010

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

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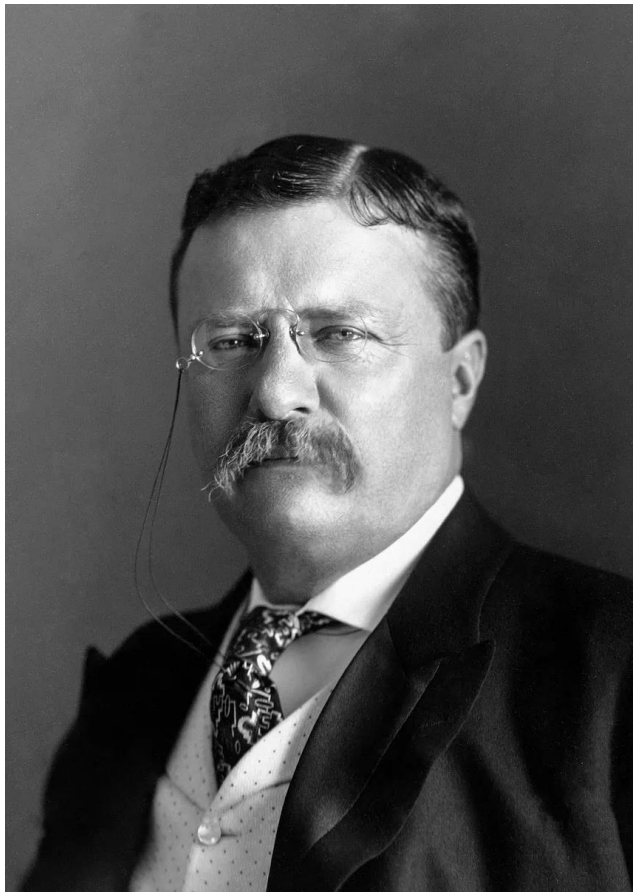
The bridge to possible

Troubleshooting the Jabber Migration to Webex

Josh Hammonds, CCIE #57665
Technical Leader, CX Centers
BRKCOL-3010



“Far and away the best prize that life has to offer is the chance to work hard at work worth doing.”

– Theodore Roosevelt, 26th President of the United States

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Agenda

- Introduction
- Calling Settings Migration
- Contacts and Preferences Migration
- Conclusion

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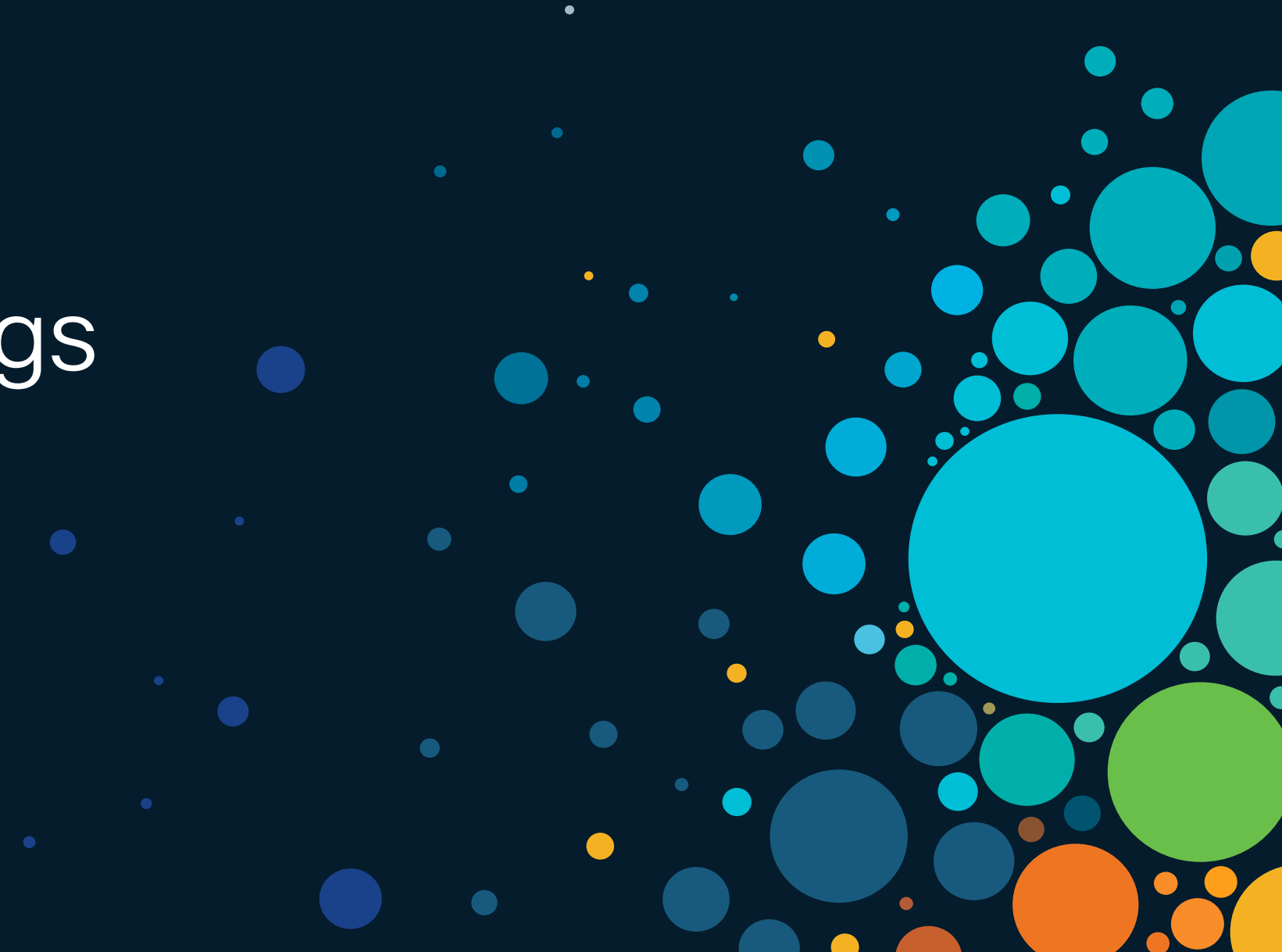
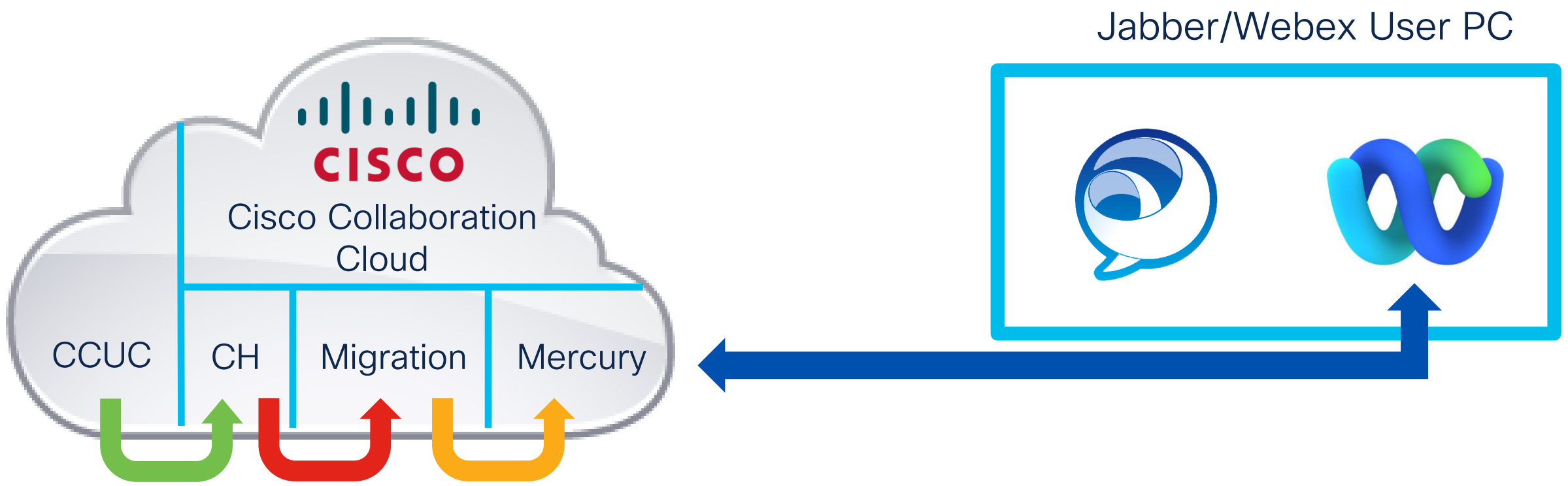
Calling Settings Migration



cisco Live!

Calling Settings Migration Architecture



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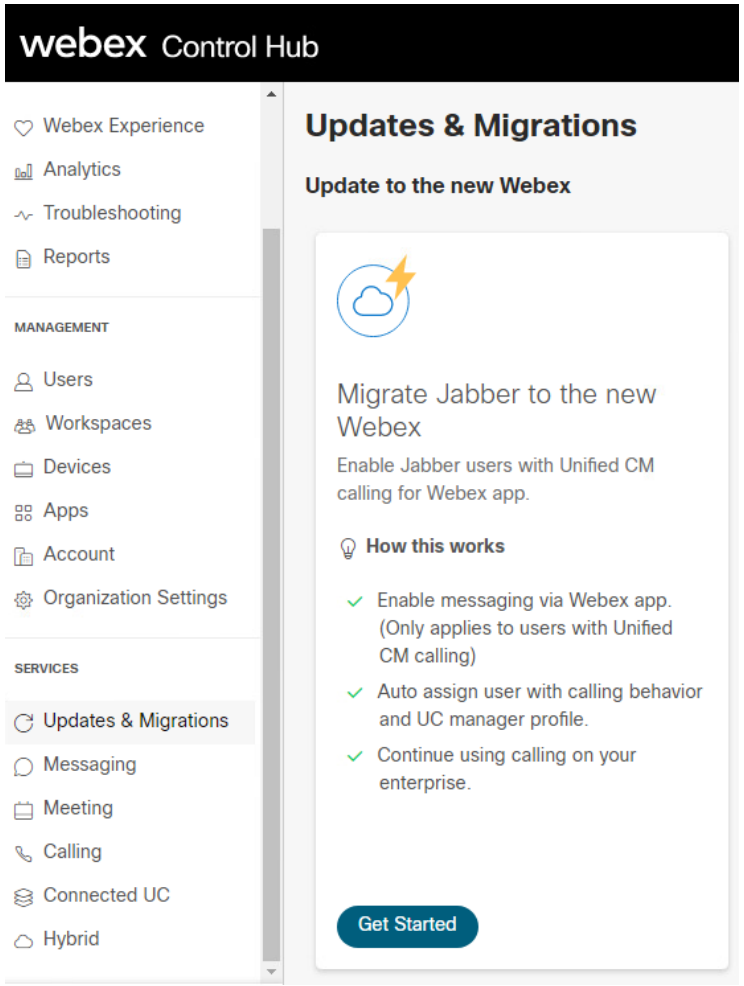
Call Settings Migration

Enable users for Unified CM Calling - “Migrate Jabber to the new Webex”



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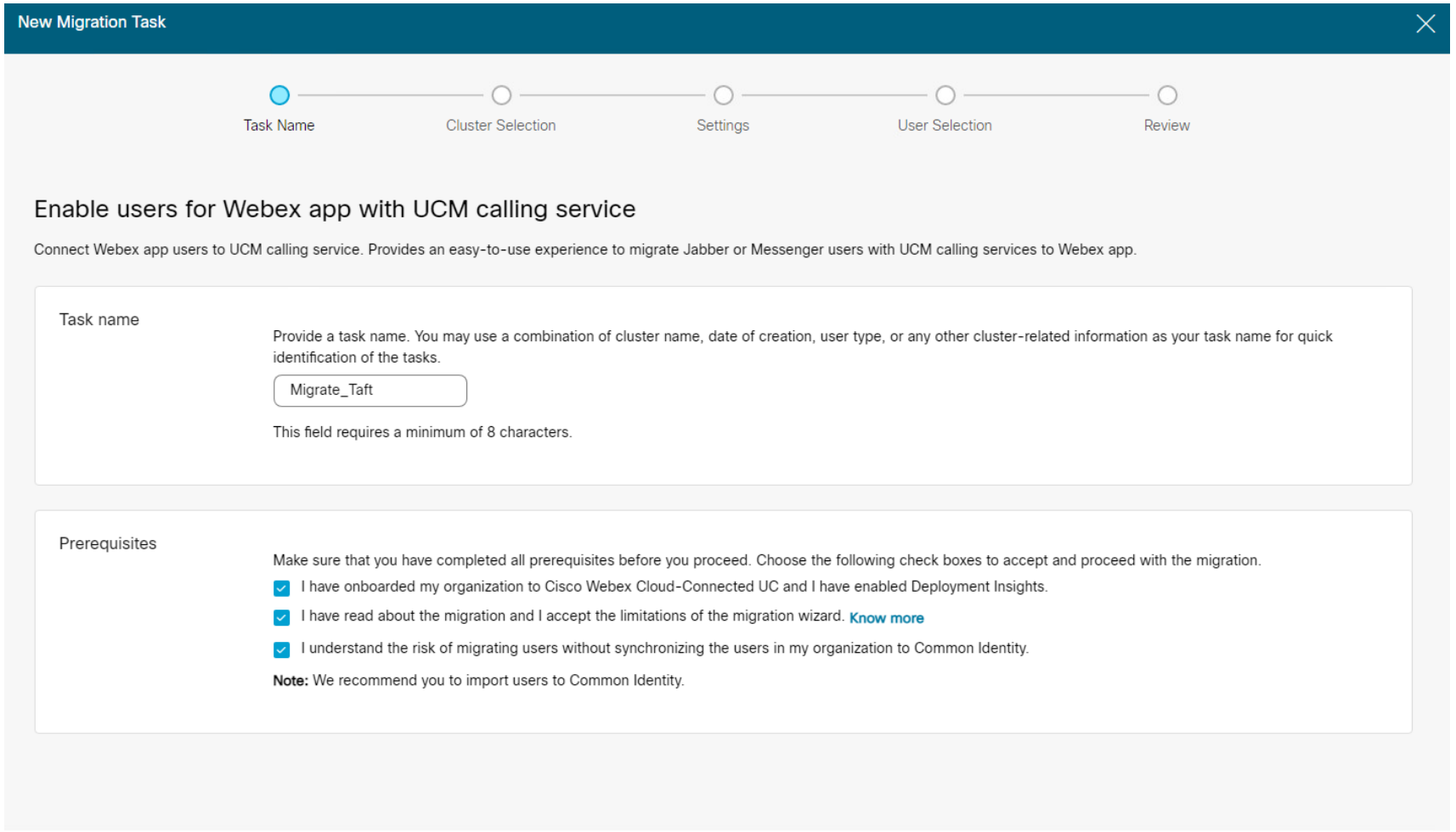
Call Settings Migration

Create the Migration Task



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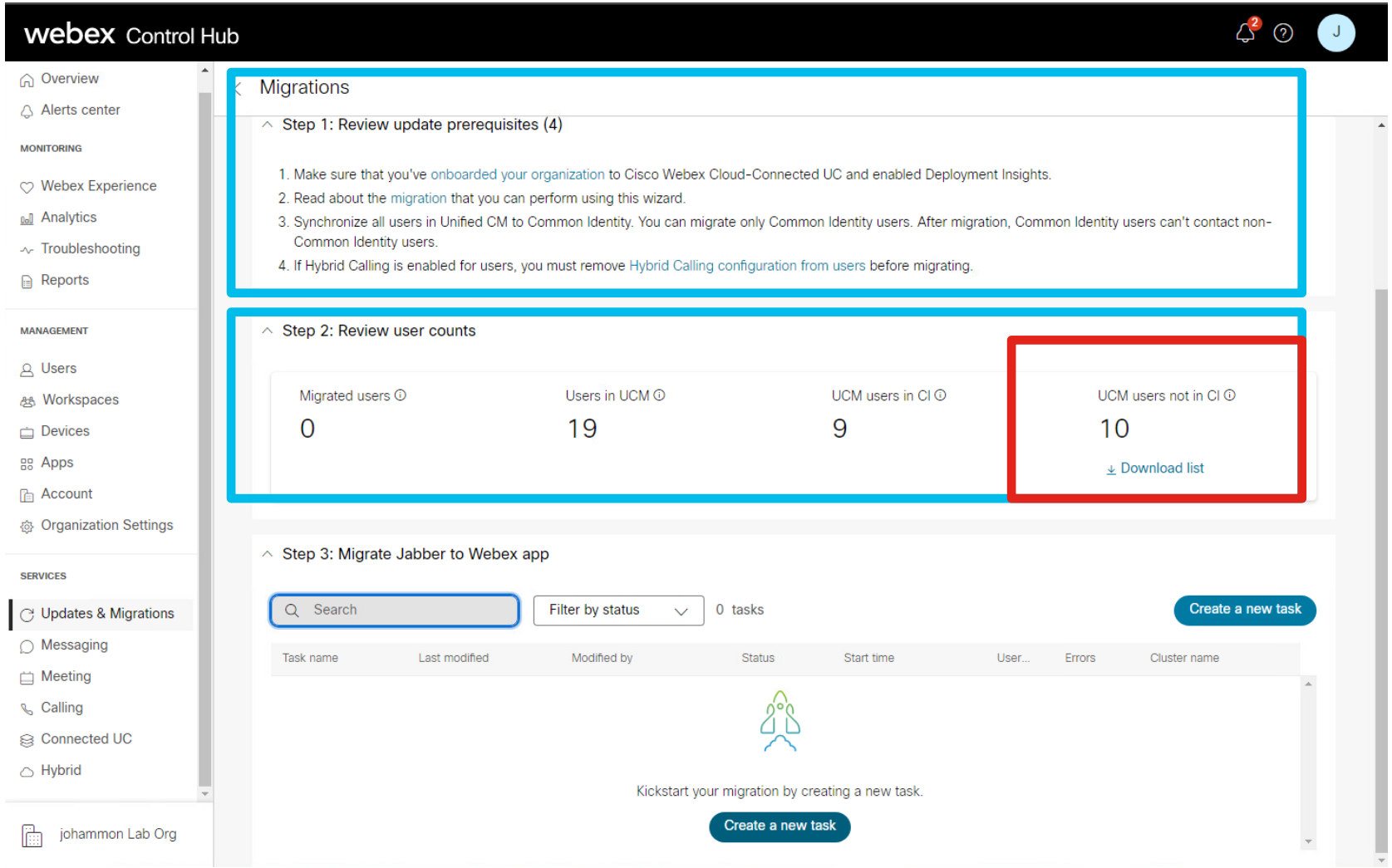
Cloud Connected UC – Updates & Migrations

Review Prerequisites and Review Users



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Call Settings Migration

Ucm_users_not_in_ci.csv Example

UserID,Cluster
Name,Firstname,Lastname,Email,Department,Reason,IsHomed

wtaft,
CiscoLiveCluster,
William,Taft,
User+william_taft@domain.com,,
User with an Email ID not matching any CI User,
true

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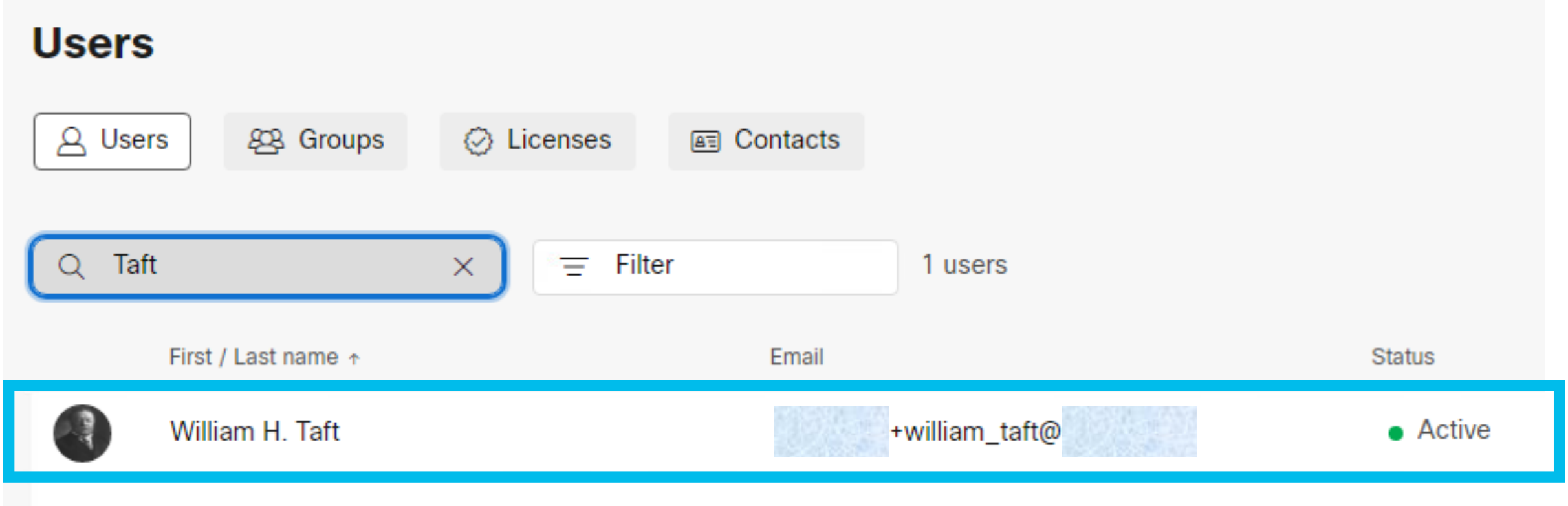
Call Settings Migration

Validate User Exists and is ”Active” in Common Identity



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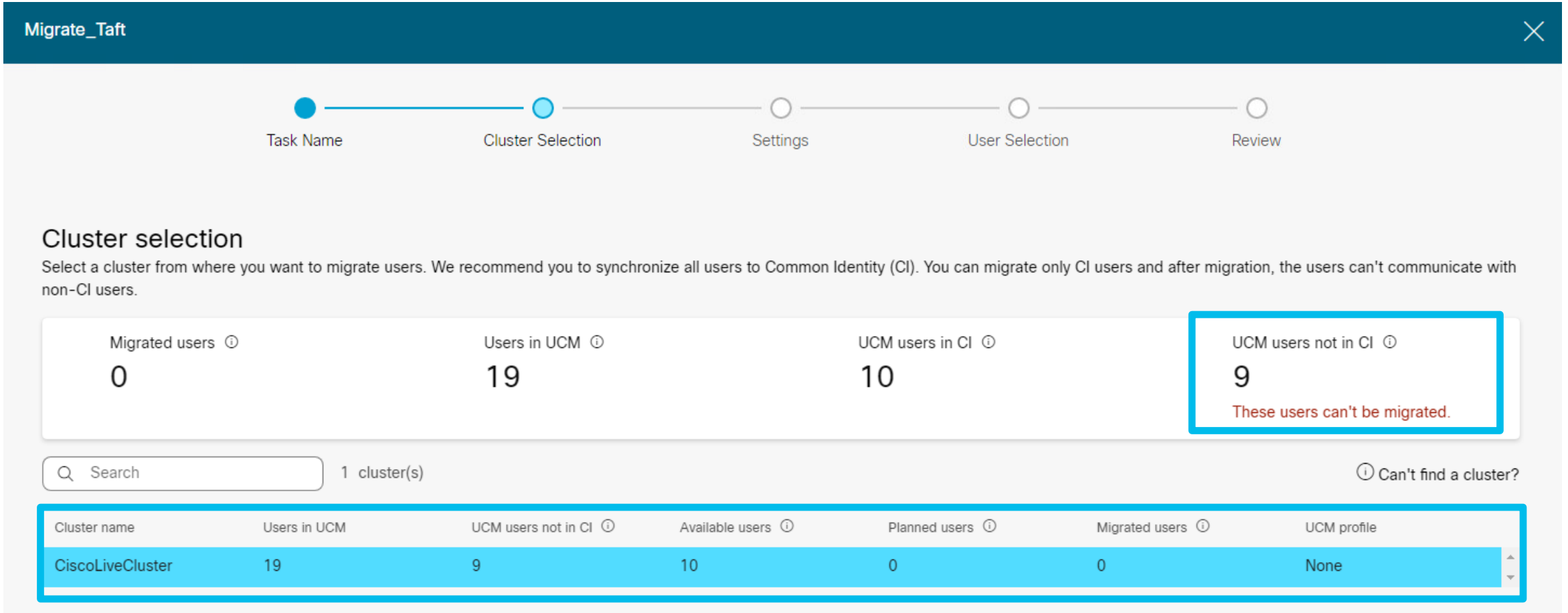
Call Settings Migration

Select the CUCM cluster where the user is homed



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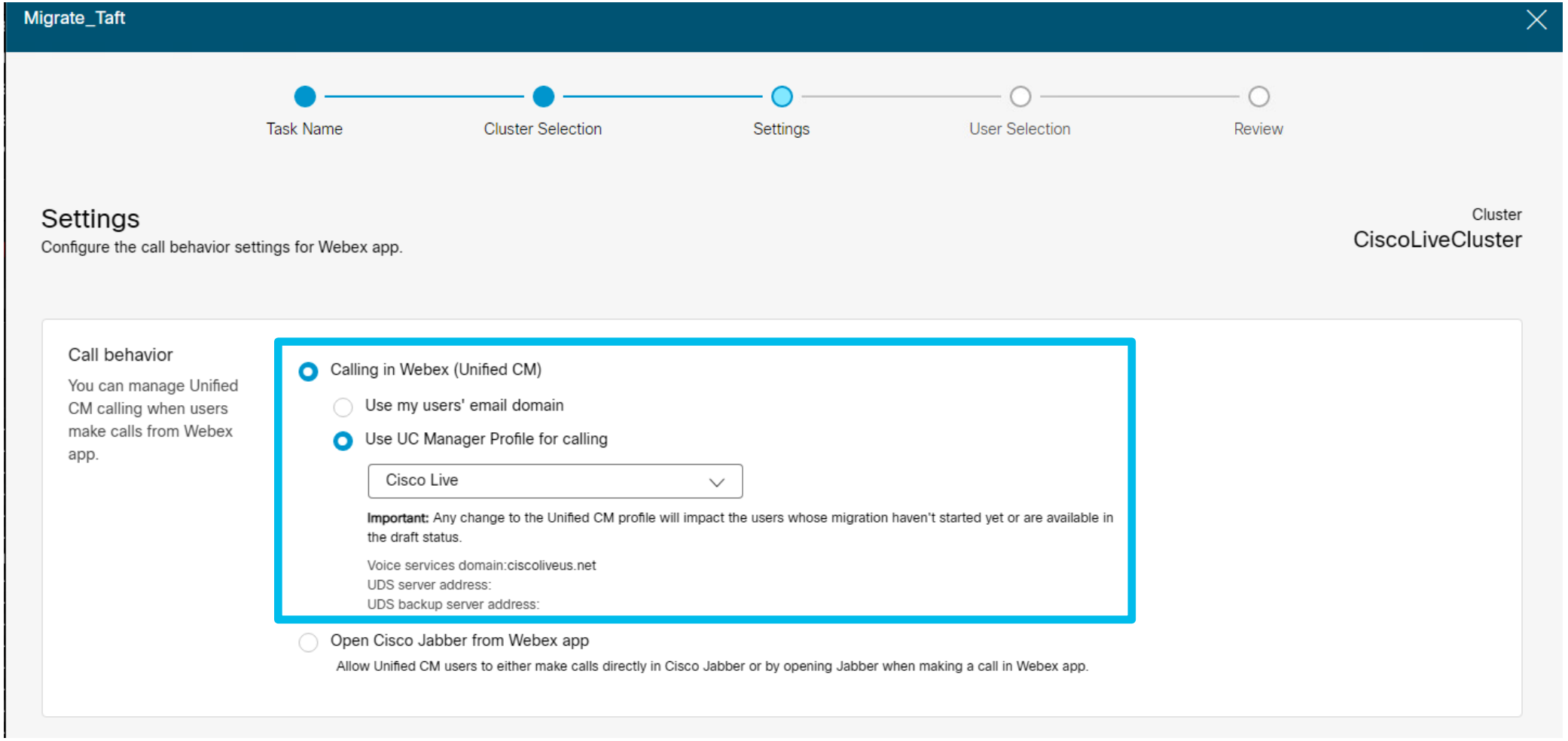
Call Settings Migration

Select “Calling in Webex (Unified CM) and UC Manager Profile



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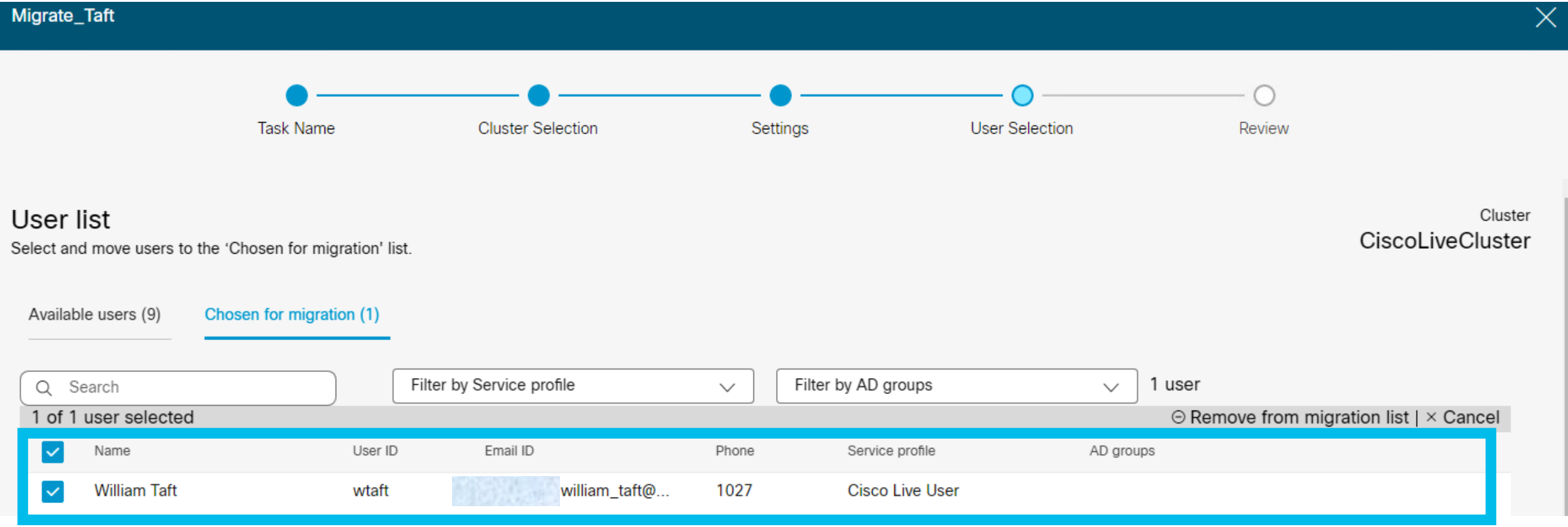
Call Settings Migration
Select User to migrate



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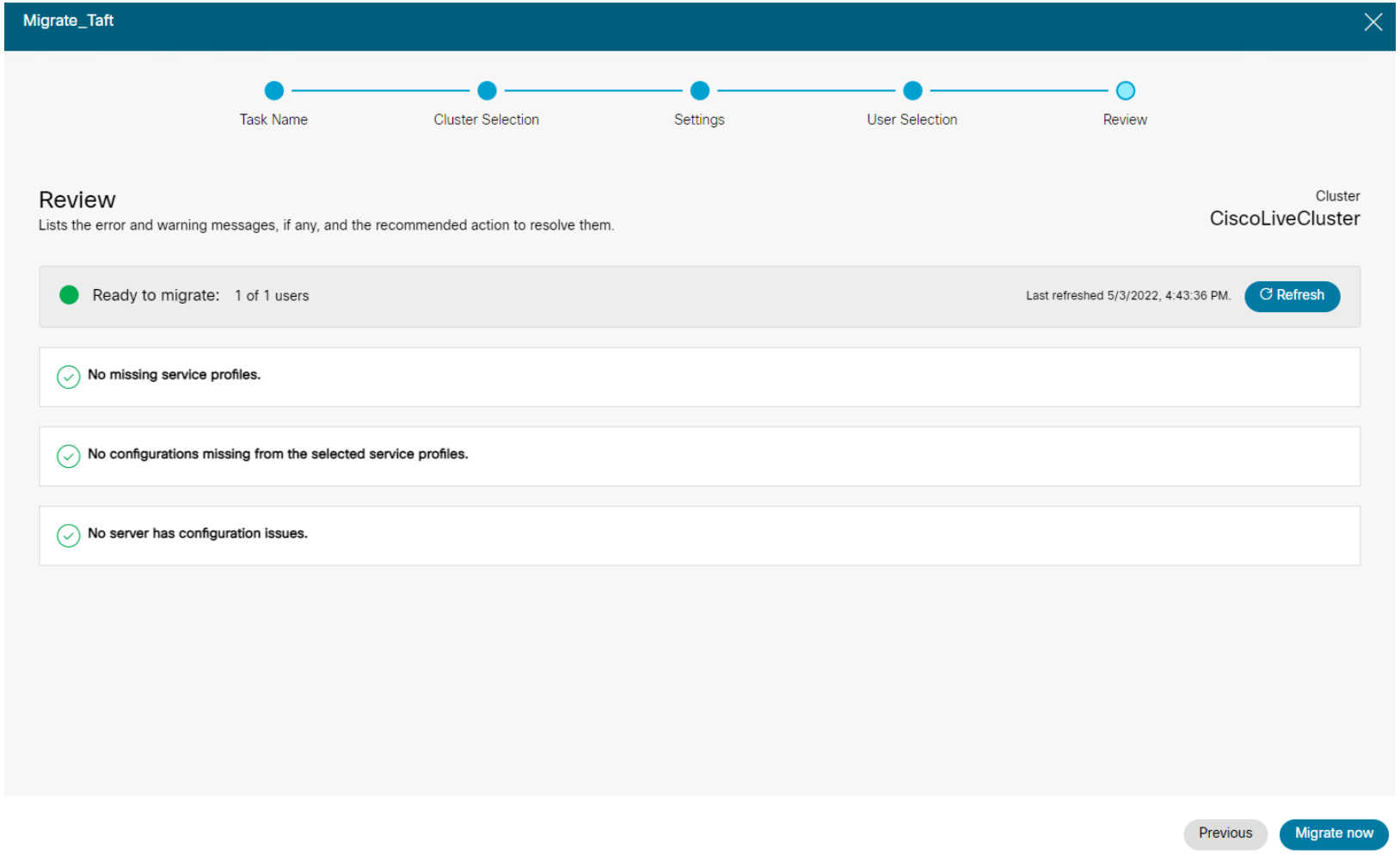
Call Settings Migration

Select “Migrate Now”



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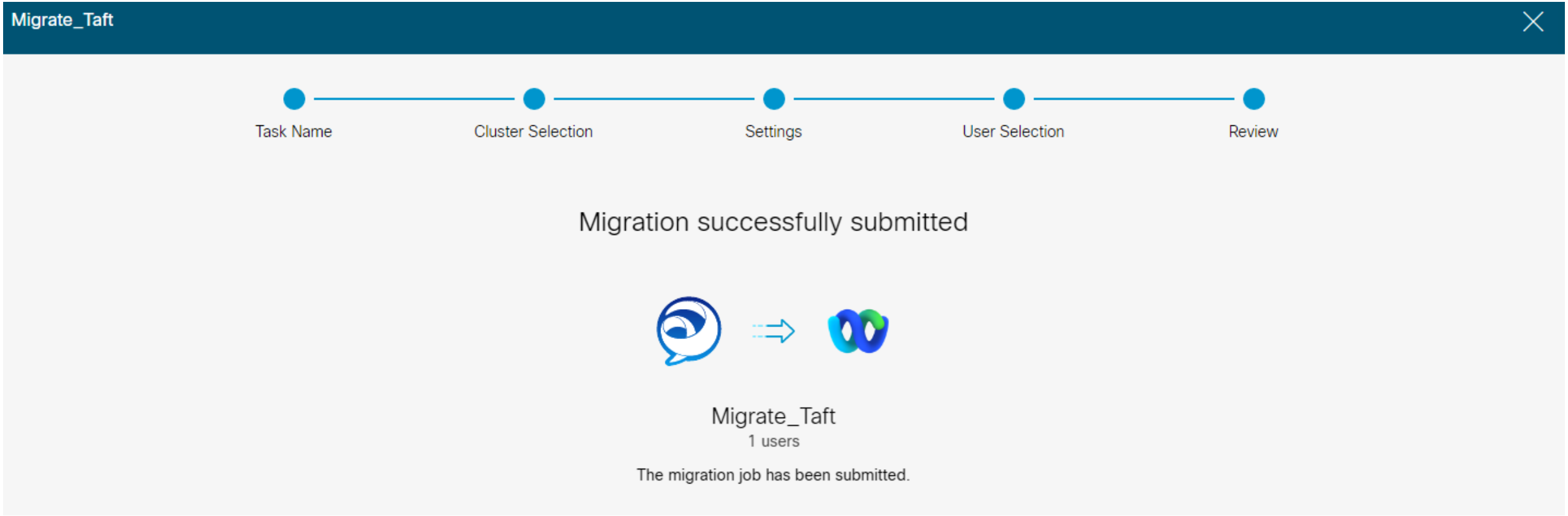
Call Settings Migration

Migration request is submitted



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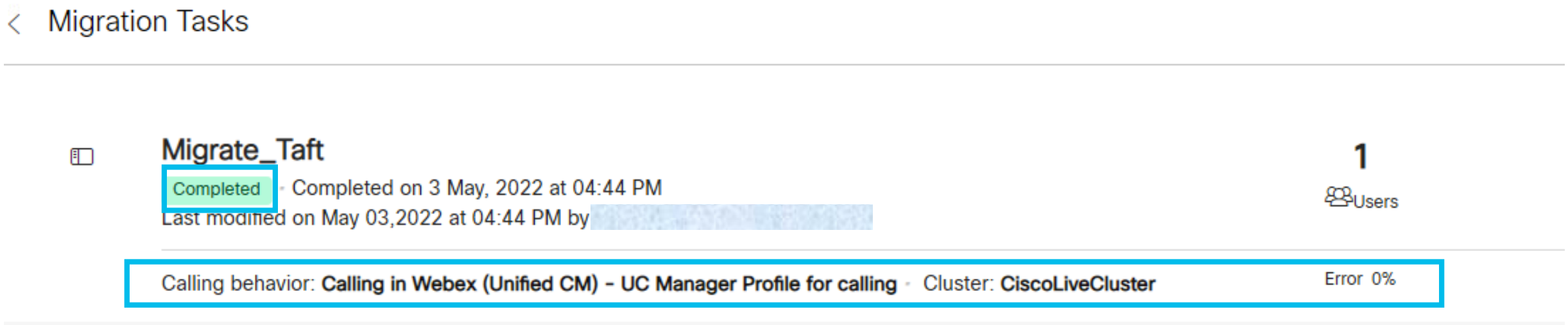
Call Settings Migration

Migration request is completed



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Call Settings Migration

Webex Diagnostic Logs-> current_log.txt – Verify Unified CM Calling Setting

Unified CM Calling Setting:

network::WdmImpl::parseDeviceJson:Adding policy << **callingBehavior** with value: **NATIVE_SIP_CALL_TO_UCM**

Verify Voice Services Domain from UC Manager Profile:

CUCMLoginAdapter.cpp:584 CUCMLoginAdapter::setManualUCDomain:setManualUCDomain: **ciscoliveus.net**

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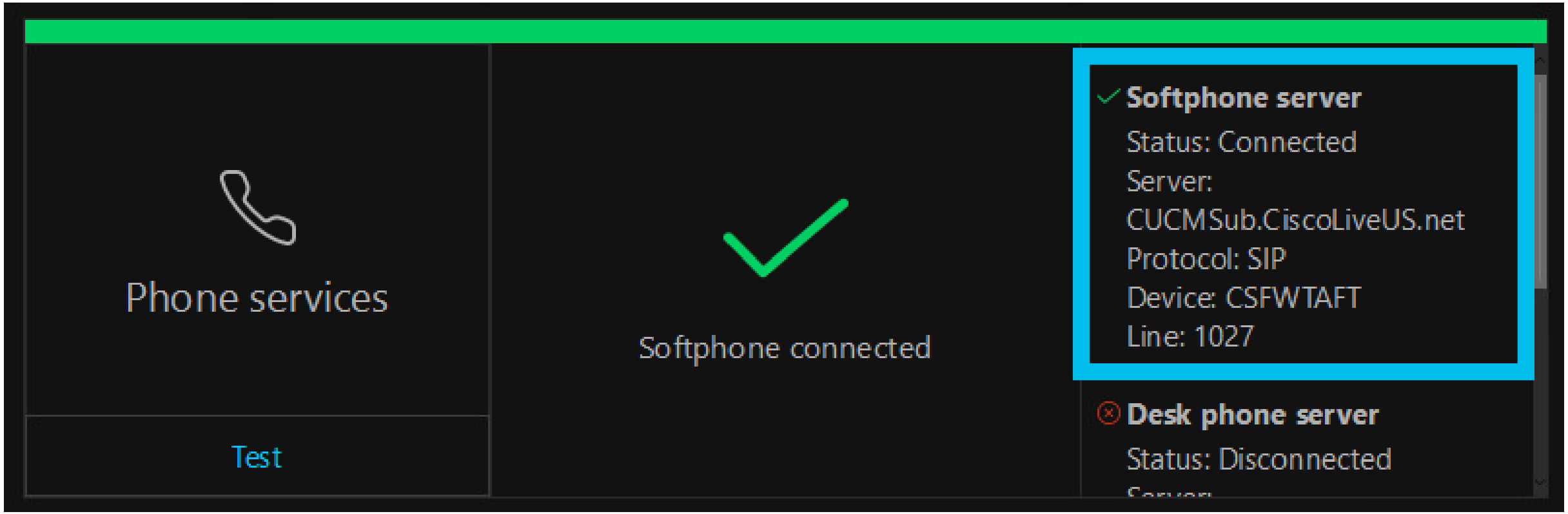
Call Settings Migration

Verify Webex client connects to UCM – Help -> Health Checker -> Phone Services



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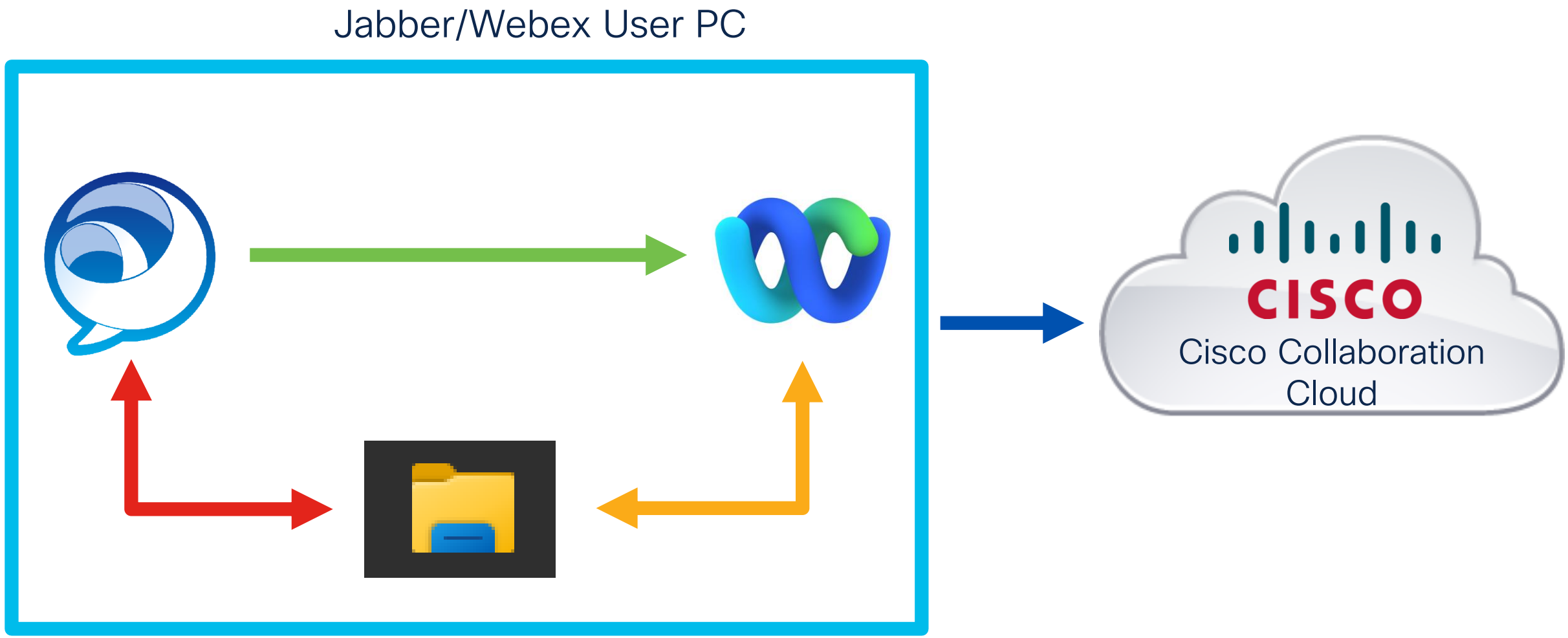
Contacts and Settings Migration

Contacts and Preferences Migration Architecture

Step 1
Step 2
Step 3
Step 4



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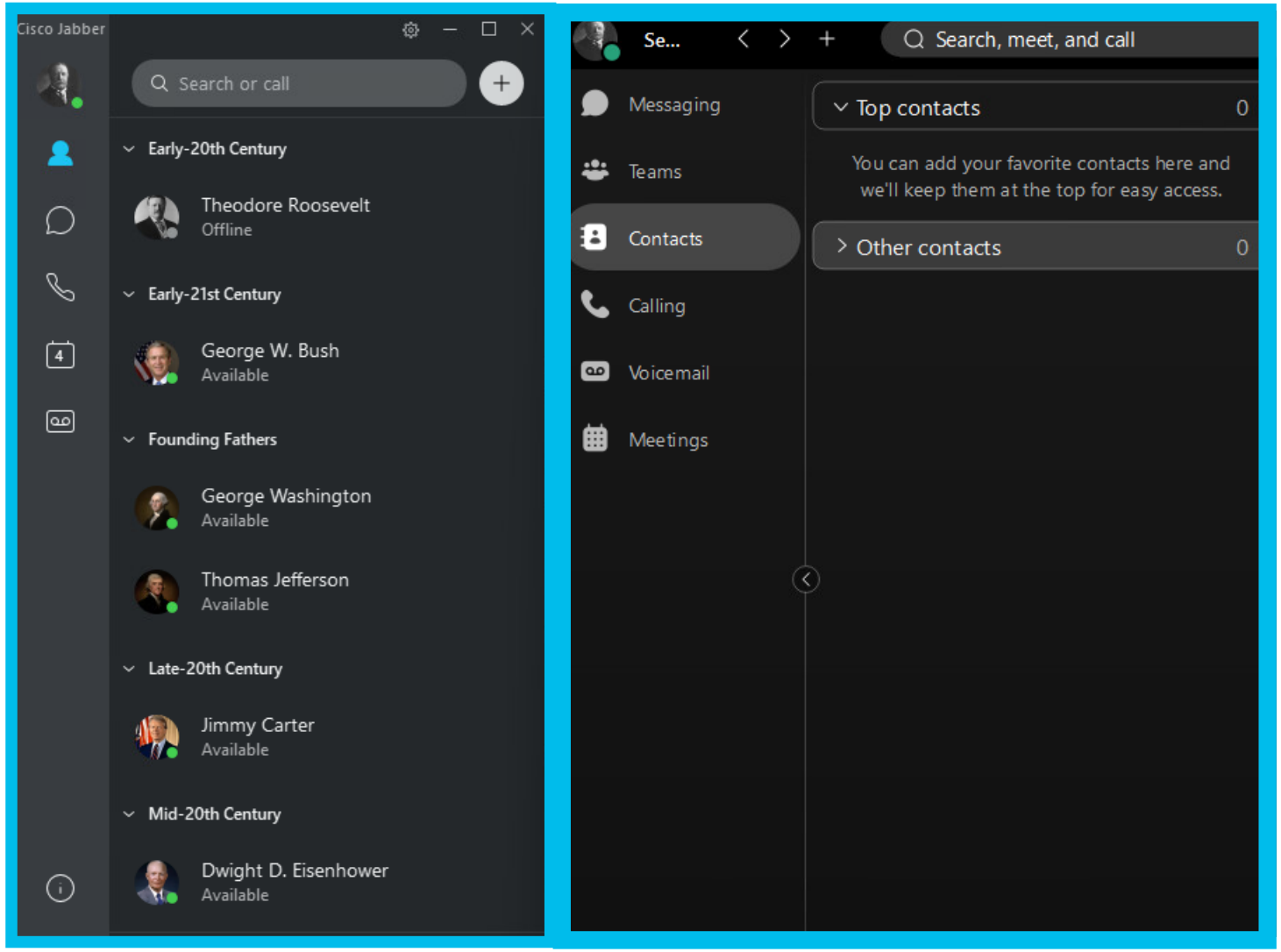
Contact and Preferences Migration

Pre-Migration View



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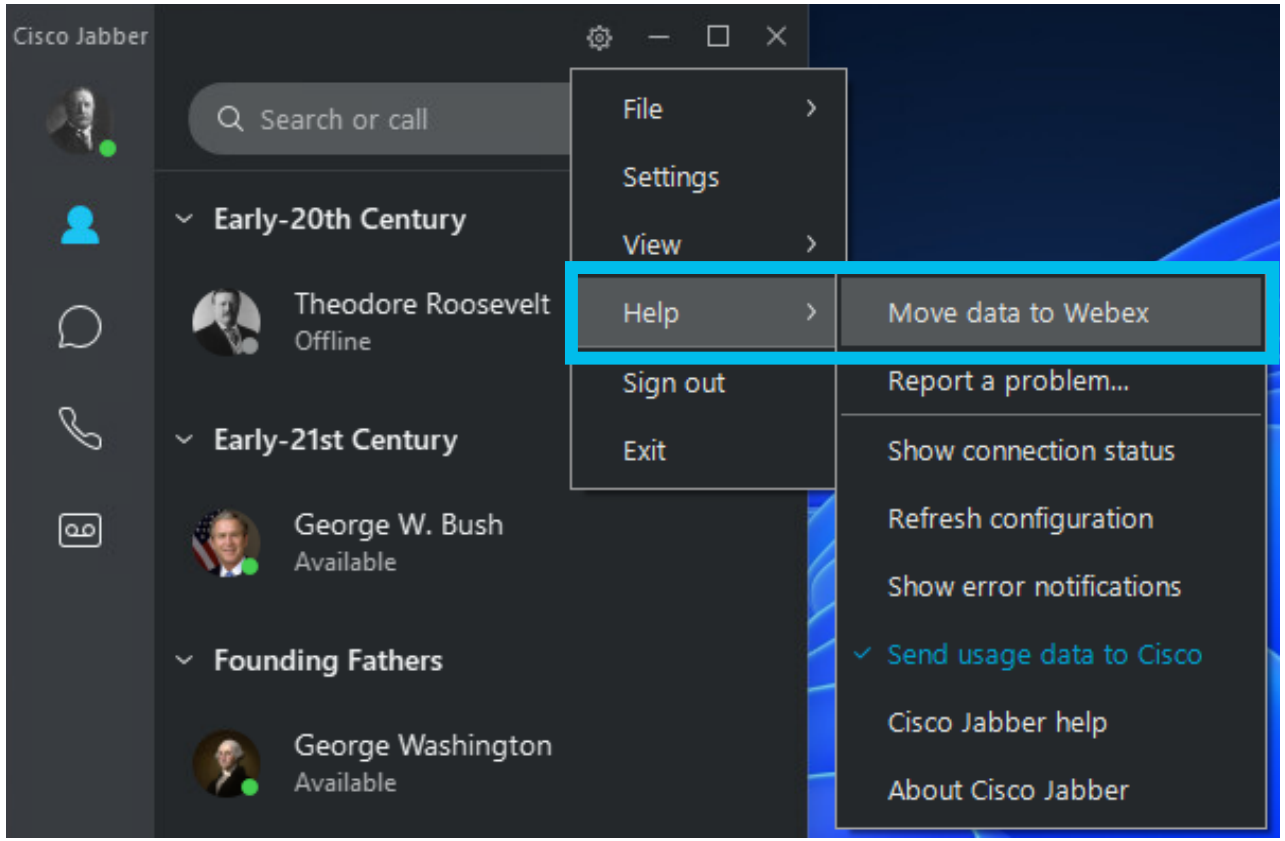
Contact and Preferences Migration

Enable the Migration in the Jabber client (jabber-config.xml)

Client	EnableJabber2TeamsMigration	Enable to move data from Jabber to Webex Teams	true



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Jabber Problem Report -> jabber.log – Verify EnableJabber2TeamsMigration Parameter

Verify the EnableJabber2TeamsMigration config parameter:

[ConfigService-ConfigStoreManager]
[CSFUnified::ConfigStoreManager::getValue] - key : [enablejabber2teamsmigration] skipLocal : [0] value: [true] success: [true] configStoreName: [TftpConfigStore]

Verify the “Help -> Move to Webex” option is added to the client

[Jabber2TeamsMigrationPlugin]
[Jabber2TeamsMigrationPlugin::addMigrationMenu] - add migration to teams menu.

Contact and Preferences Migration

Jabber Problem Report -> jabber.log – ”Move to Webex” is clicked

“Move to Webex” option is clicked:

[Jabber2TeamsMigrationPlugin] [Jabber2TeamsMigrationPlugin::onShellMenuCommandExecuted] - start migration by click menu.

Data collection is started:

[migration::collectDataSource] - version:1.0, description: migrate Jabber contents to Webex Teams, Jabber version: 14.1.0.56686

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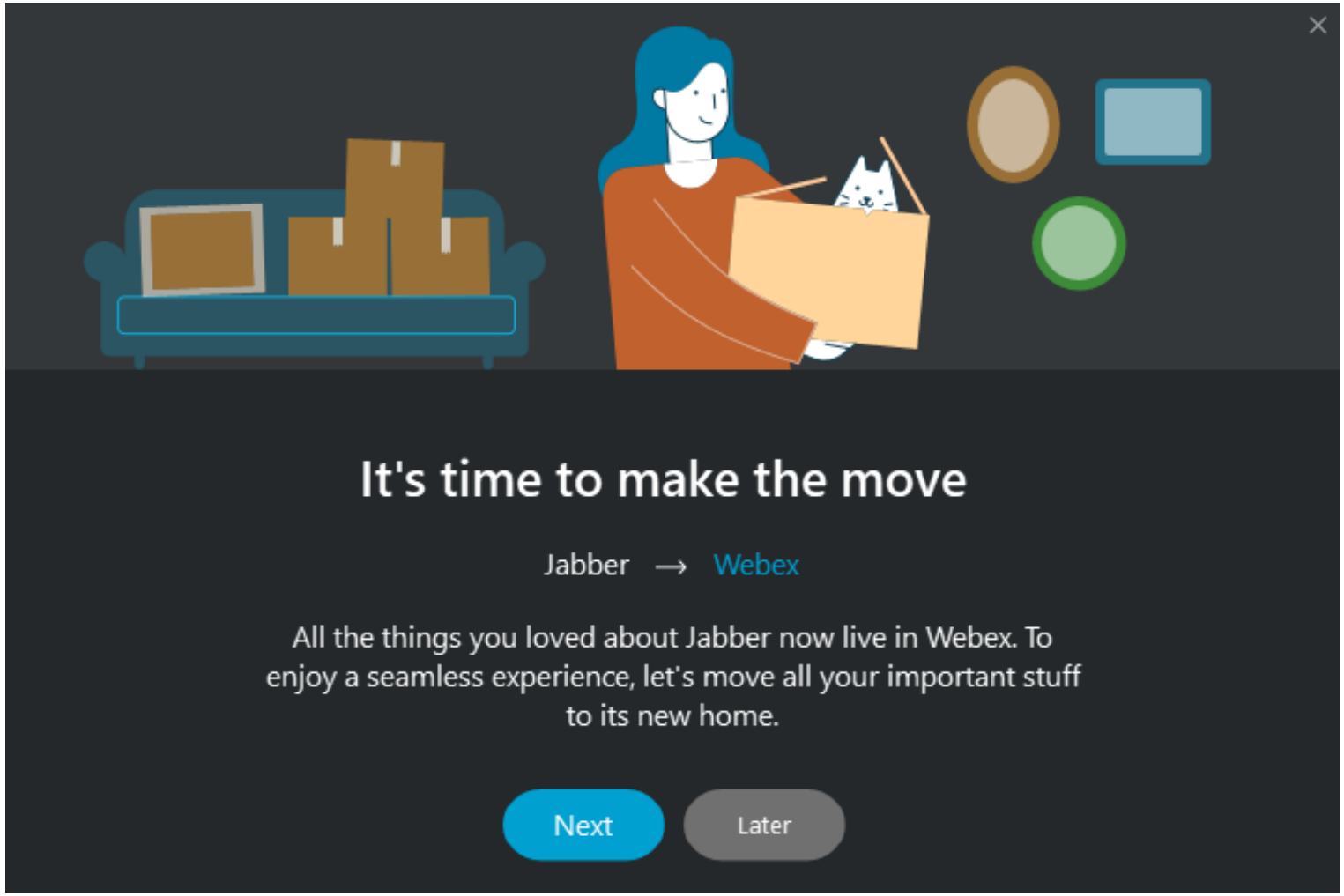
Contact and Preferences Migration

Start the Migration



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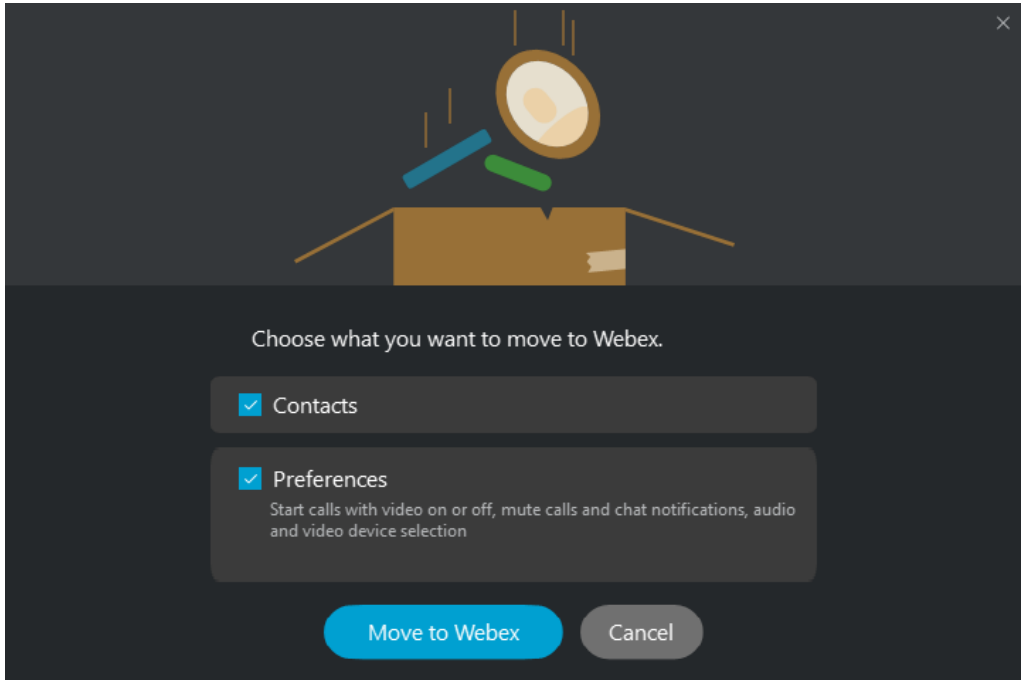
Contact and Preferences Migration

Choose the things to migrate



User dialog to select what to migrate:

[Jabber2TeamsMigrationPlugin]
[Jabber2TeamsMigrationPlugin::SelectMigrationOption] - **select data to export...**

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Contact and Preferences Migration

Jabber Problem Report -> jabber.log – Verify EnableJabber2TeamsMigration Parameter

Jabber settings are collected:

[migration] [migration::serializeSetting] – setting={IncomingCallAlertSound,Mischief}

Verify the “Help -> Move to Webex” option is added to the client

[migration] [migration::collectDataSource] – collect number of groups: 5, number of contacts: 6, number of avatars: 6, number of settings: 25

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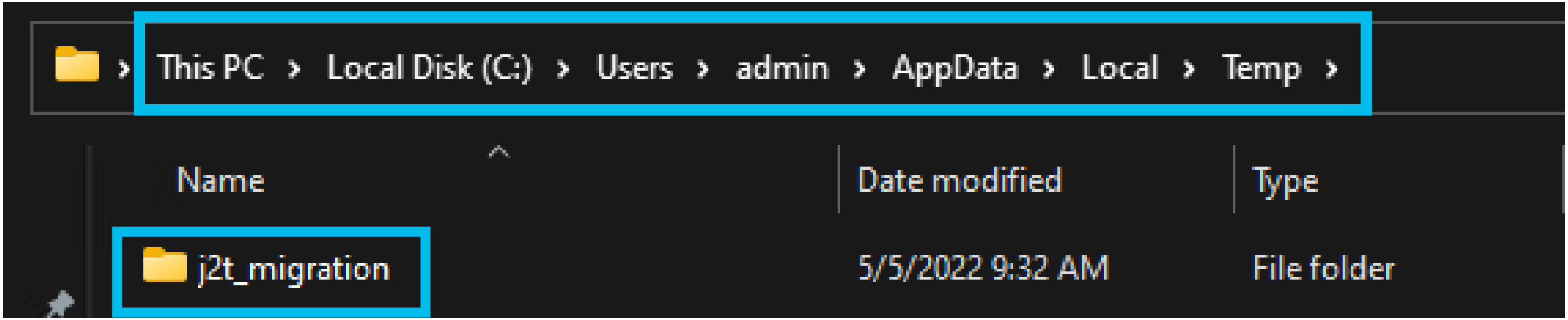
Contact and Preferences Migration

Jabber.log – Verify file location that gets created



j2t_migration directory is created successfully:

[jcfcoreutils.fileutils] [JCFCoreUtils::FileUtils::createDirectory] - Directory "C:\Users\admin\AppData\Local\Temp\j2t_migration" created: 1

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Contact and Preferences Migration

Jabber Problem Report -> jabber.log – Data Export and Import Process

Jabber exported data successfully:

[migration] [migration::MigrationService::startMigration:: <Hex value>::operator ()] – **report migration state: JabberDataExportSuccess**

Webex data import starts:

[migration] [migration::MigrationService::notifyMigrationThreadStop] – stop resaon: **TeamsVerifyDataSuccess, in orogress: 1**

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Contact and Preferences Migration

Webex Diagnostic Logs-> last_run_current_log.txt – Migration Start

Webex starts the local migration:

viewModels::MigrationFromJabberViewModel::start Migration:**Start migration local data from Jabber!**

Webex receives file path for data import:

commonHead::viewModels::MigrationFromJabberViewModel:: onReceiveMigrationTempFilePath:**Receive migration data file path:********\AppData\Local\Temp\j2t_migration**

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Contact and Preferences Migration

Webex Diagnostic Logs-> last_run_current_log.txt – Migration Start

Migration file decryption starts:

commonHead::viewModels::MigrationDataExtractor::decryptFile: **start to decrypt file:**

Example preference setting received:

commonHead::viewModels::migrationDataModel::createPreferenceSettingFromXmlNode:Received key = [**IncomingCallAlertSound**], value = [**Mischief**]

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Contact and Preferences Migration

Webex Diagnostic Logs-> last_run_current_log.txt – Import summary

Aggregate of what data is to be imported to Webex:

commonHead::viewModels::MigrationDataImporter::importDataTask:
migration data model below:
>> description: **migrate Jabber contents to Webex Teams, Jabber version: 14.1.0.56686**
>> version: 1.0
>> account length: 31
>> num of groups: 5
>> group1 contacts: total=1
>> group2 contacts: total=1
>> group3 contacts: total=2
>> group4 contacts: total=1
>> group5 contacts: total=1
>> num of setting: 3

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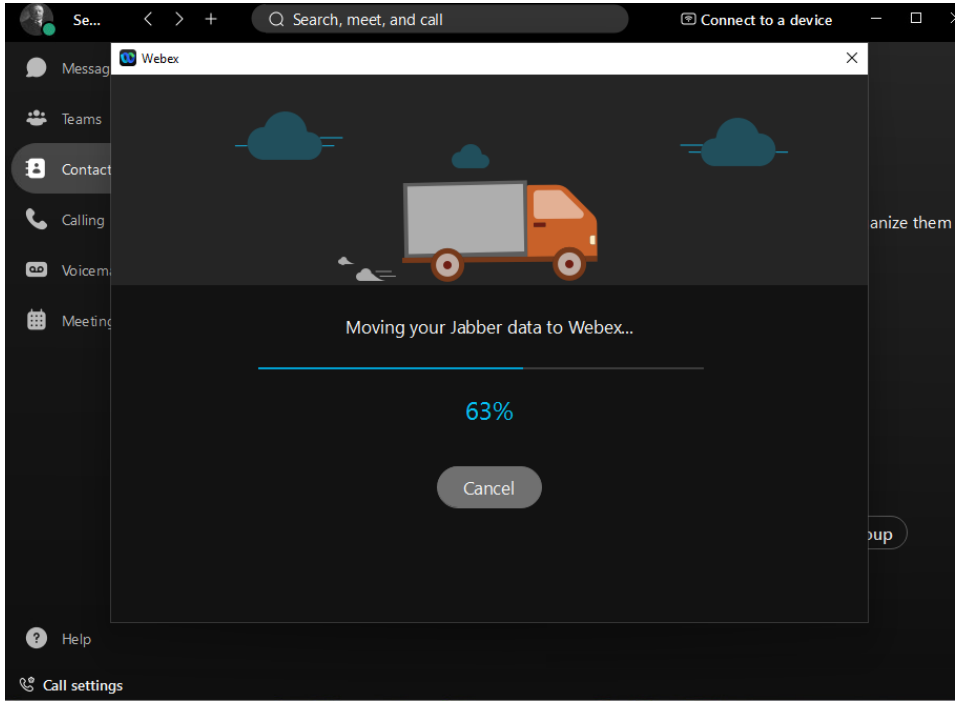
Contact and Preferences Migration

Webex client is cross-launched and data is migrated



Webex migration view and migration process:

commonHead::viewModels::MigrationFromJabberViewModel::

onImportProgress:**Import migration data with percentage::63**

Contact and Preferences Migration

Webex Diagnostic Logs-> last_run_current_log.txt – Migration Start

Migration completion duration:

commonHead::viewModels::MigrationFromJabberViewModel:
: migrationFinished:**Migration duration is:20.0627 seconds!**

"Contacts left behind" dialog box is displayed:

VisualUtils::MessageBoxHelper::showAsyncMessageBox:
Showing Message Box. Title: PII, text PII

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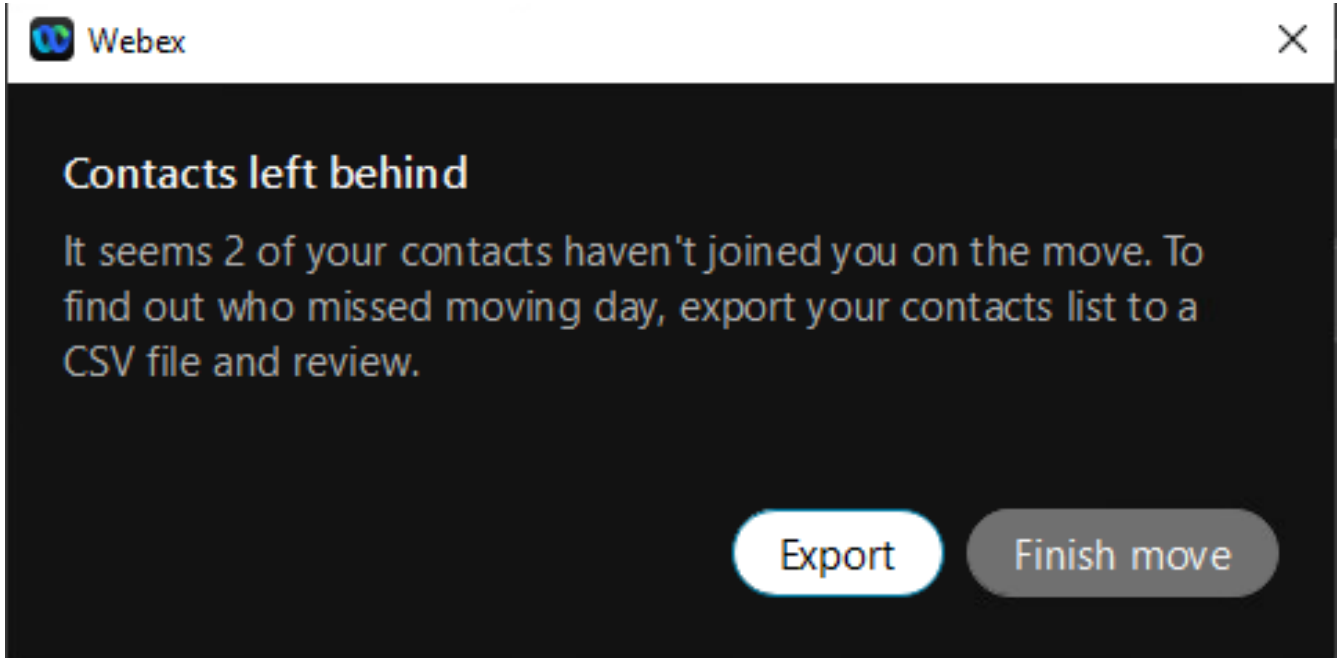
Contact and Preferences Migration

Webex Diagnostic Logs-> last_run_current_log.txt – Import Result



Webex migration view and migration process:

commonHead::viewModels::MigrationFromJabberViewModel::onImportDataResult:**Import migration data partial successfully!**

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Contact and Preferences Migration

Webex Diagnostic Logs-> last_run_current_log.txt – Migration Start

Export file is created:

MigrationFromJabberController::onExportToCSV:export to CSV file:

C:/Users/********/Documents/failed_to_move_contacts.csv

Failed contacts added to csv file:

viewModels::migrationDataModel::getCsvContentFromFailedContacts: number of contacts adding to csv file: 2

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Contact and Preferences Migration

“Contacts left behind” csv Example

Group,DisplayName,FirstName,LastName,CompanyName,JobTitle,IM Address,Country,State,City,Street,ZipCode,Emails,PhoneNumbers,SIP Addresses

"Early-20th Century",
"Theodore Roosevelt",
"Theodore",
"Roosevelt","","",
"26thpresident@presidents.net","","","","","",
"26thPresident@Presidents.net

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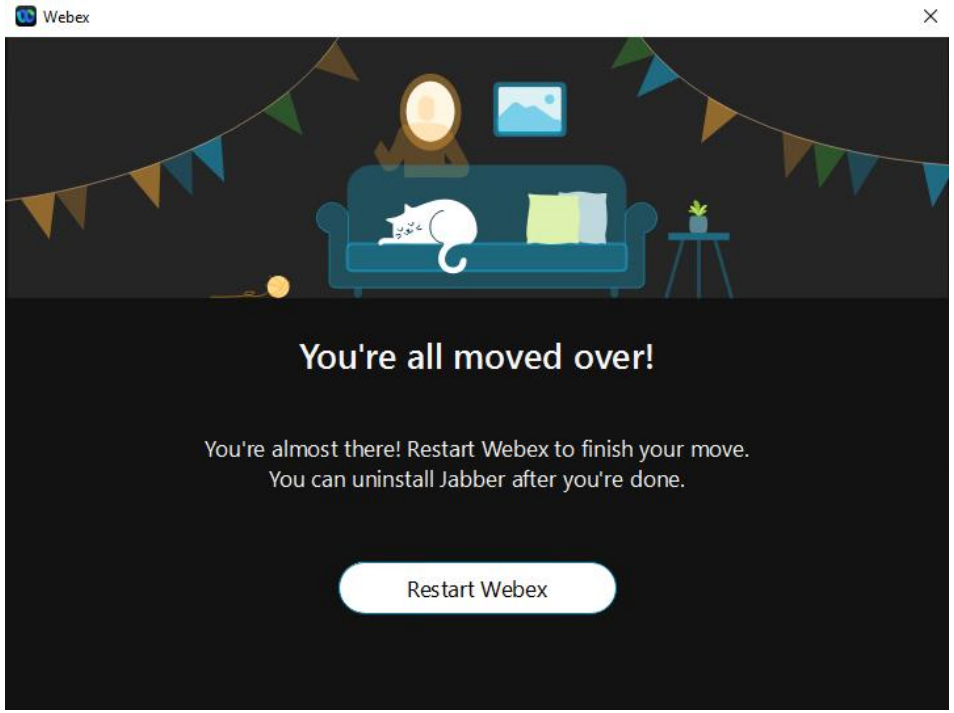
Contact and Preferences Migration

Migration completes – Prompt to restart Webex client



Restart the client button is clicked:

MigrationFromJabberView::{ctor}::<Hex Value>::operator ():

re-start teams button clicked.

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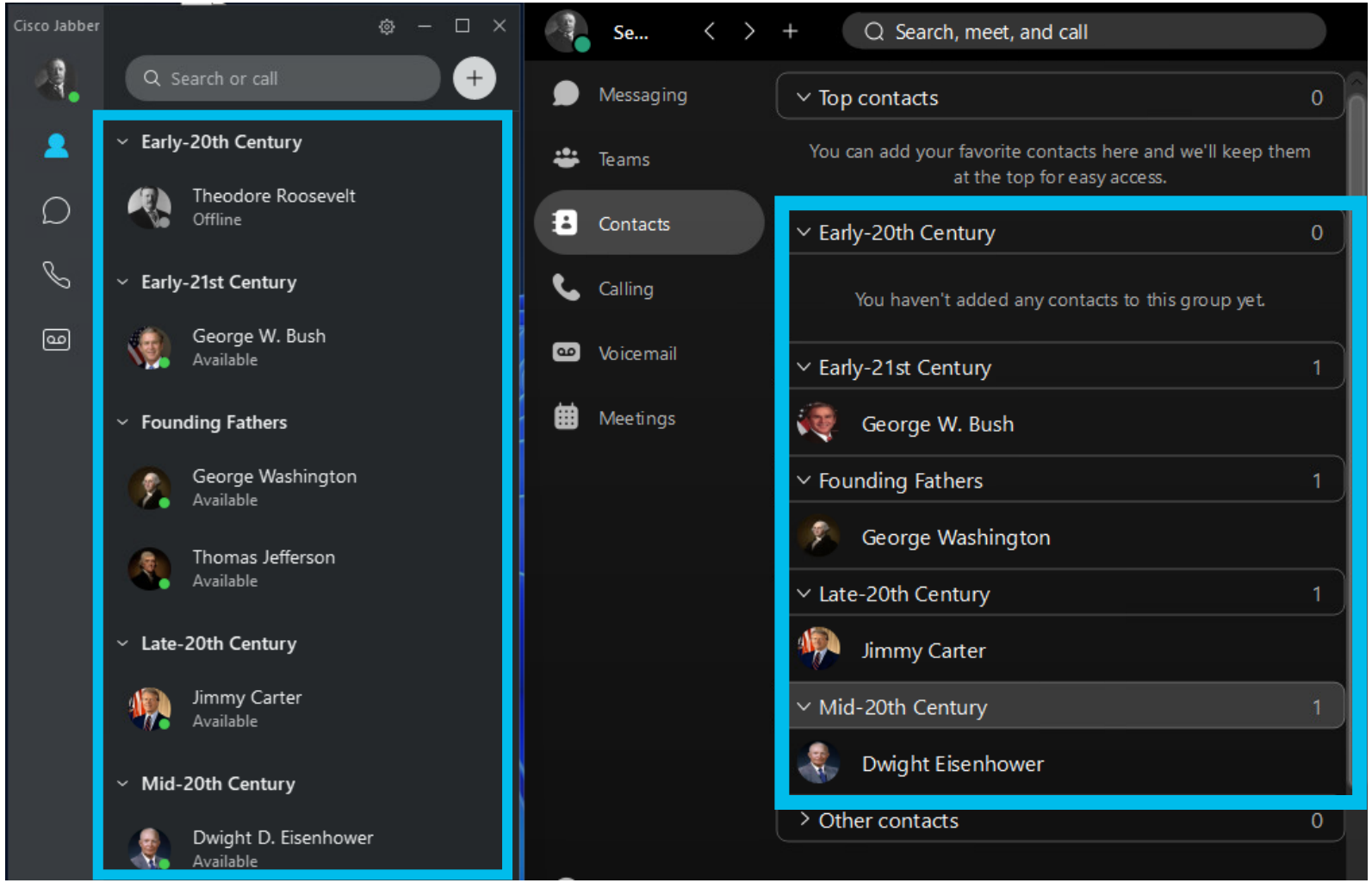
Contact and Preferences Migration

Client comparison post-migration



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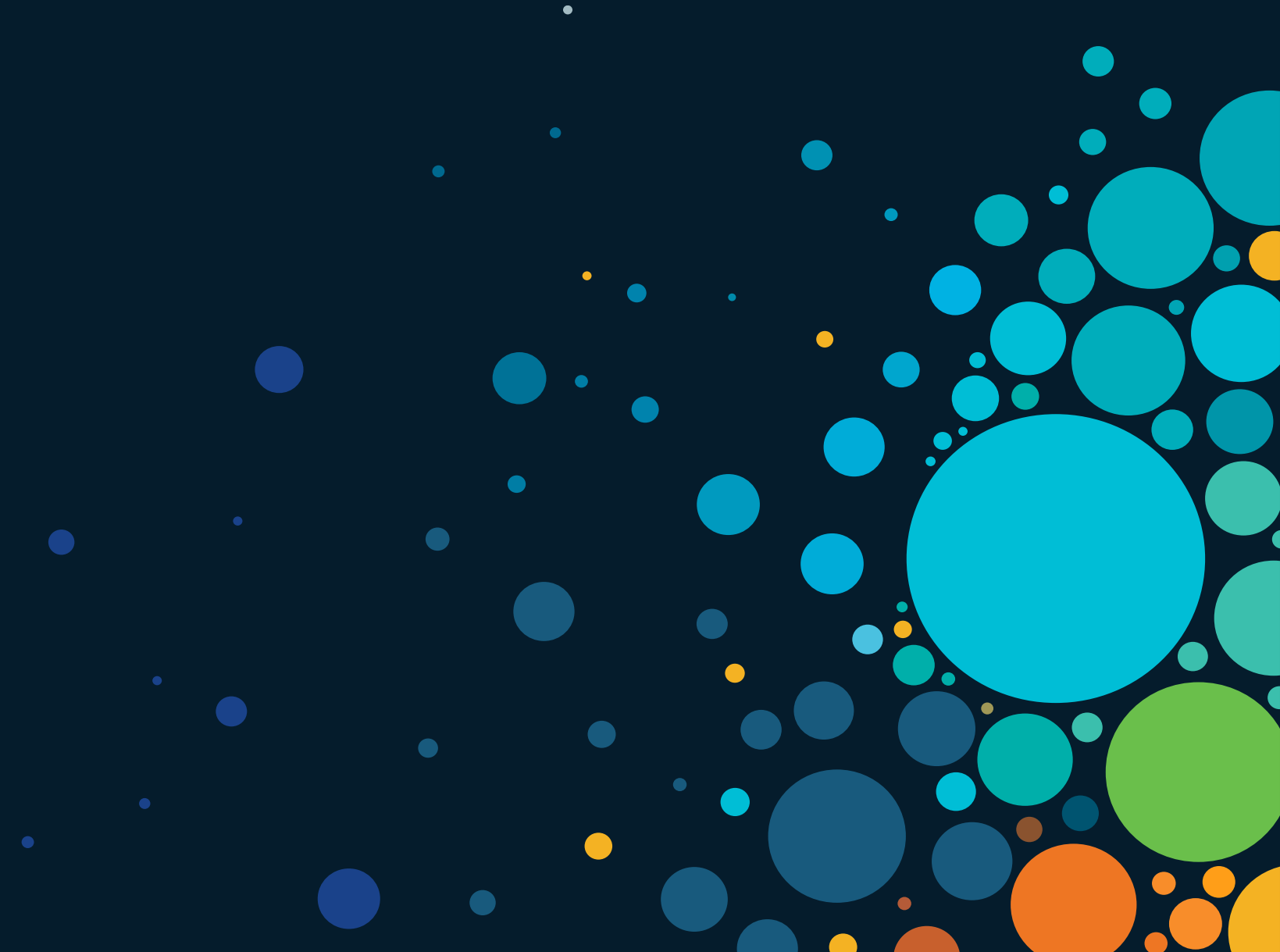
Conclusion



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- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.

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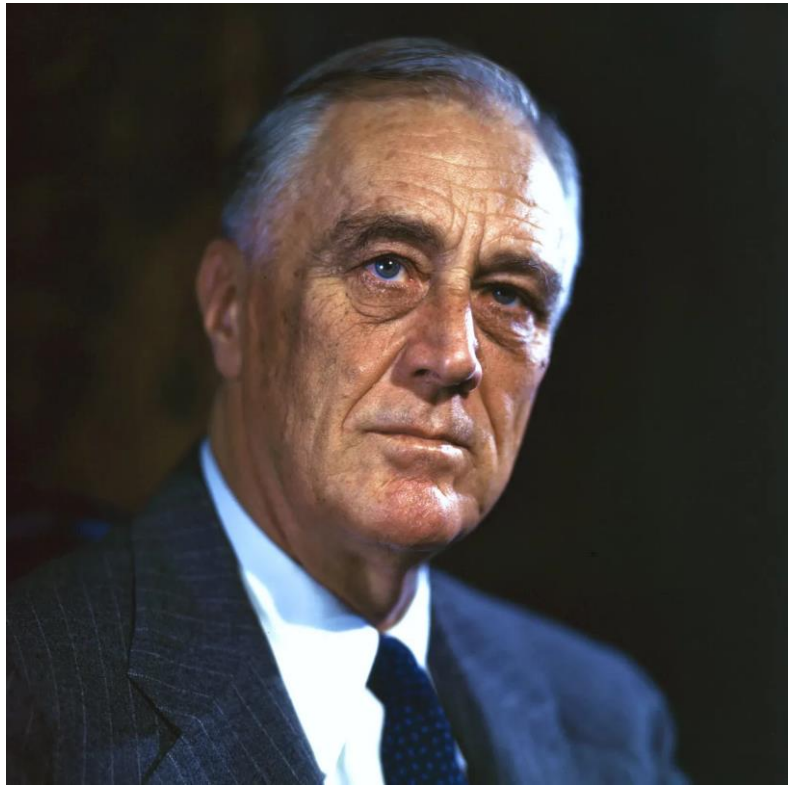

"Yours is not the task of making your way in the world, but the task of remaking the world which you will find before you"

– Franklin Delano Roosevelt, 32nd President of the United States

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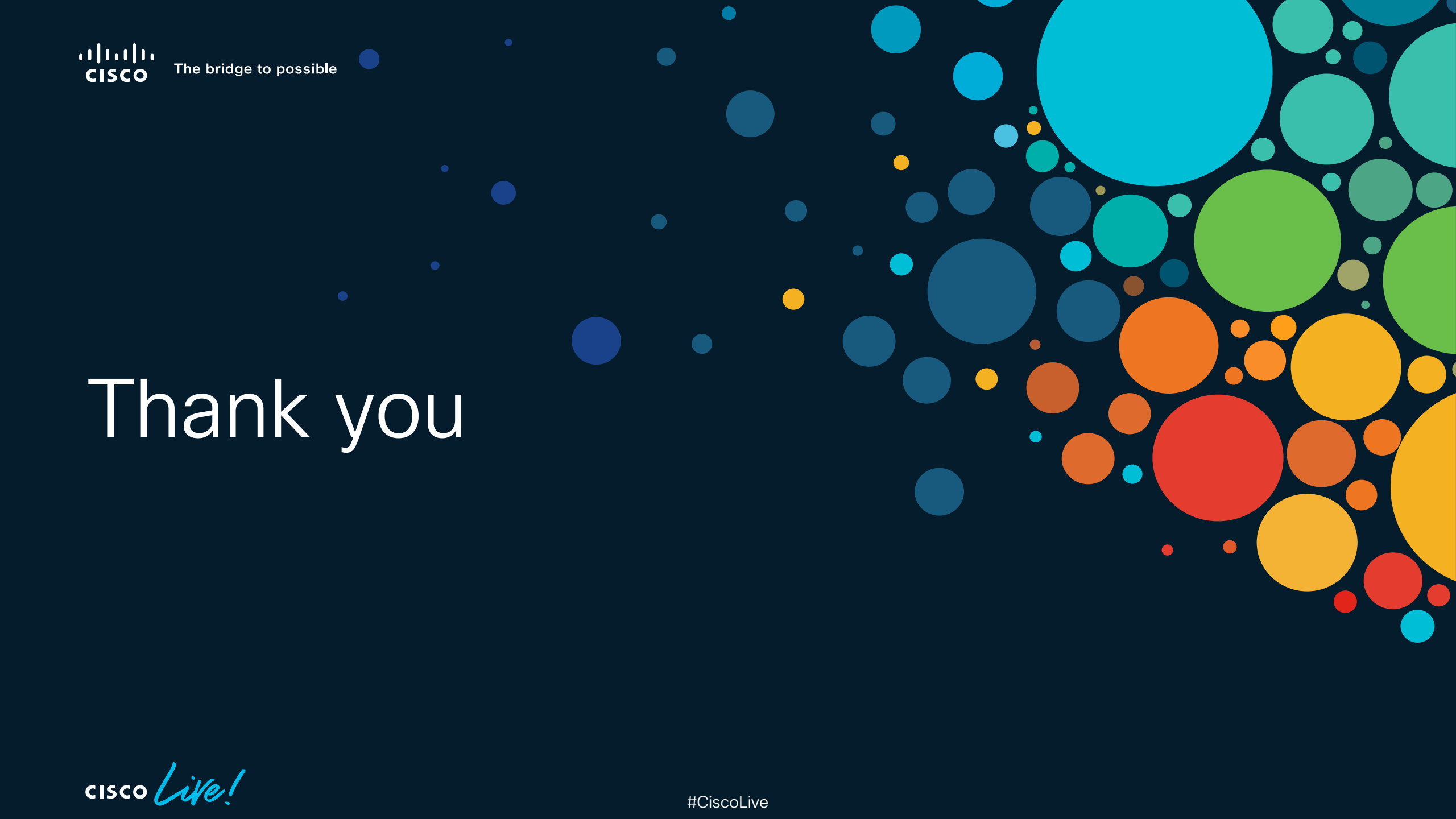
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