

CISCO *Live!*



#CiscoLive



The bridge to possible

# Webex Migration Readiness

Calling, Messaging and Meetings

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BRKCOL-2245



#CiscoLive

# Cisco Webex App

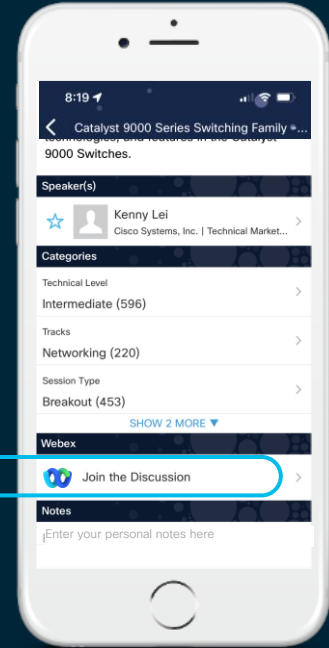
## Questions?

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

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



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2245>



# Agenda

- Webex Migration Journeys
- Migration Readiness:
  - Key Pre-Migration Activities
- Migration Readiness Assessment
- Collaboration Workload Journeys
- Conclusion

# Icon Guidelines

- The following icons are used in this presentation to indicate the Collaboration workloads, platform deployments, and Apps for the migrations



Messaging



Meetings



Calling



Jabber



Webex Meetings App  
(WDA)



Premise Deployment



Webex Cloud Deployment



Webex App



Webex App (Meetings)\*

\* FFM = Full Featured Meetings

# Webex Migration Journeys













# Webex App Migration Journeys

## UCM Calling

<sup>1</sup> Org is enabled for “full meeting experience”, Mobile devices still require Webex Meetings App, Events (classic) still requires WDA

\* Note: Calling platform migration (e.g., on-premise UCM to Webex Calling) is **NOT** part of these journeys.

Workload(s)	Migrating From	Migrating To	Webex App Used for:
Calling + Messaging + Meetings			<ul style="list-style-type: none"> <li>Calling with On-prem UCM</li> <li>Webex Messaging</li> <li>Webex Meetings<sup>1</sup></li> </ul>
Calling + Messaging			<ul style="list-style-type: none"> <li>Calling with On-prem UCM</li> <li>Webex Messaging</li> </ul>
Calling + Meetings			<ul style="list-style-type: none"> <li>Calling with On-prem UCM</li> <li>Webex Meetings<sup>1</sup></li> </ul>
Calling			<ul style="list-style-type: none"> <li>Calling with On-prem UCM</li> </ul>
Meetings			<ul style="list-style-type: none"> <li>Webex Meetings<sup>1</sup></li> </ul>

<sup>1</sup> Multi-tenant or Dedicated Instance. Can also include Messaging and/or Meetings workloads.

*\* Note: If you still require IM&P messaging to comply with specific features or compliances, then users can stay on Jabber and move to Dedicated Instance.*

# Webex Calling Migrations Journeys

## From UCM<sup>1</sup>

### Option 1: Single phase migration



### Option 2: Two phase migration





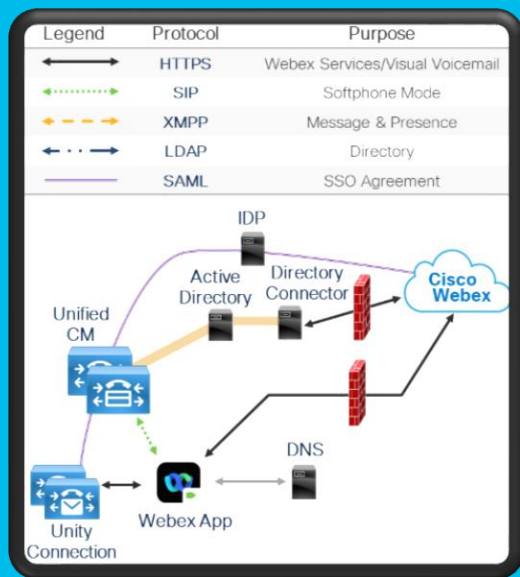
# Migration Readiness



# What does “Migration Ready” Mean?

- Understand architecture and platform changes
  - Review Pre-Migration activities
  - Complete Pre-Migration:
    - ALL required activities
    - Any recommended/optional activities to meet your requirements
- ❖ Become Migration Ready **NOW**  
**Don't** wait until you start your migration project

# Understand Architecture Changes



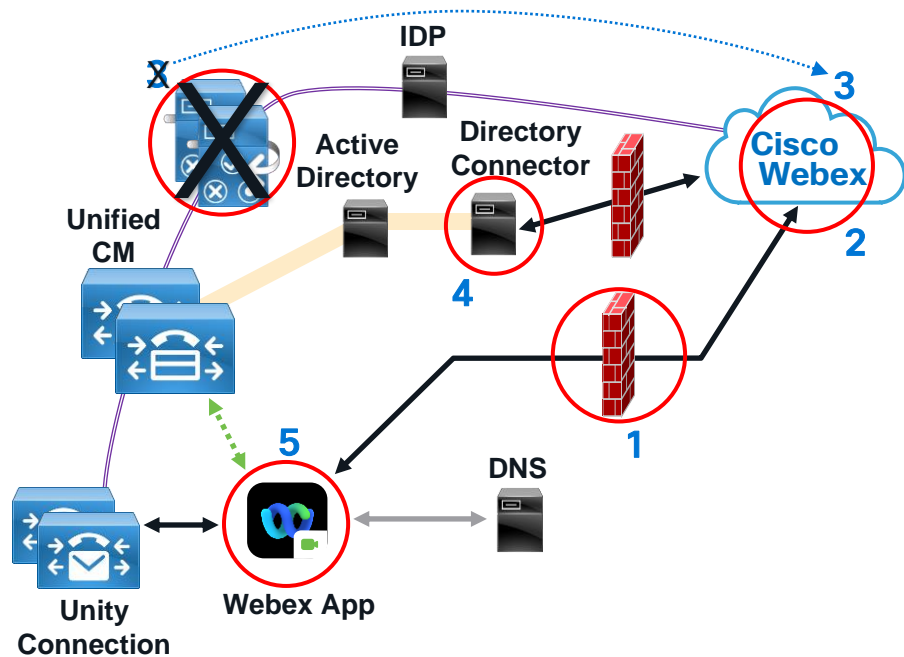
- New Connection Requirements
- User Login Experience
- Authentication Services
- Directory Services
- User Provisioning & Management
  - Registration, Call Control, Configuration, Software
- Voice Service Discover
- Call flows
- Clients

# Architecture Changes

## Webex App with UCM Calling

1. New Internet requirements
2. Control plane moves to Webex
3. Messaging moves from IM&P to Webex
4. Directory Services synched to Webex
5. Single client (Webex App for Calling, Meetings, Messaging)

Legend	Protocol	Purpose
	HTTPS	Webex Services/Visual Voicemail
	SIP	Softphone Mode
	XMPP	Message & Presence
	LDAP	Directory
	SAML	SSO Agreement



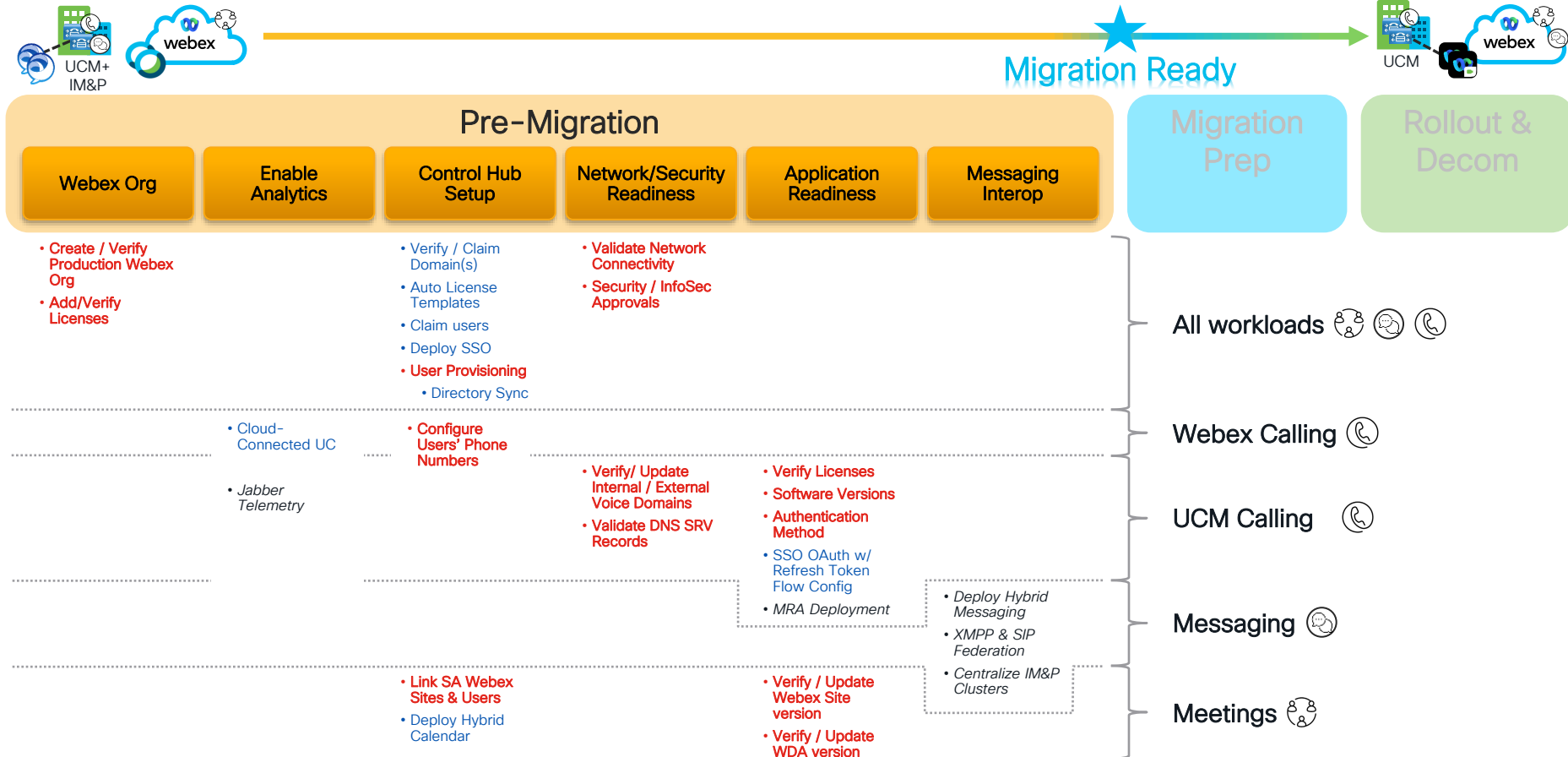
# 3-Phase Approach

Migration Ready



# Migration Readiness Activities

Required Activity  
Recommended Activity  
Optional Activity

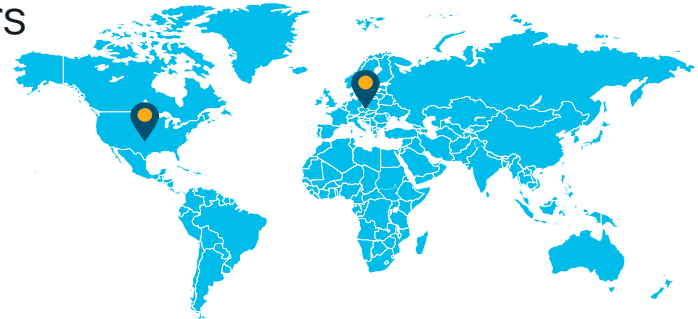


# Key Pre-Migration Activities



# Webex Org

- Production Org – Webex Control Hub
  - Critical to ensure Org is Production and not a Trial
    - [Get Started with Cisco Webex Control Hub](#)
- Data Residency in Webex
  - Where user identities, encryption keys, and user-generated content is stored in the Webex geo-based data centers
  - European Geo vs NA + “Rest of World”
    - <https://help.webex.com/en-us/oybc4fb/Data-Residency-in-Webex>





# User Security Compliance



★ Ensure users are adhering to your Enterprise's Org security policies and requirements

- [Claiming/Verifying domains](#)
  - Make sure domain and users are associated/assigned to the Enterprise Org
- [Claiming users](#)
  - Move existing users to the Enterprise's Org



# Org Domains

- Reference Links:
  - [Manage your Domains - Add, Verify and Claim](#)
- Verify Domain(s)
  - “Tell” Webex which domains belong to your Org
  - Ensure the security and integrity for your organization
- Claim Domain(s)
  - New users using your domain are automatically added to your Org
  - Allows for Admins to manage services for all users in the company



# Claim Users

- Reference Links:
  - [Claim Users to Your Organization \(Covert Users\)](#)
  - Move users from other Orgs into your Org
  - Ensures all your Enterprise users have a consistent collaboration experience and access to the same features/capabilities

# License Management

The screenshot shows the 'Users' management interface with tabs for Users, Groups, Licenses, and Contacts. The 'Licenses' tab is active, displaying 'Licenses assignment' information. Two options are highlighted with red boxes: 'Organization-based management' (selected) and 'Group-based management'. The 'Organization-based management' section lists license types: Messaging (Basic, Advanced) and Meeting (Basic Space, Advanced Space, Webex Assistant, Webex Meetings Suite). The 'Group-based management' section shows a 'Modify organization licenses assignment' dialog with a list of license types and their counts: Messaging (2), Meeting (4), Calling (1), and Hybrid Services (0). The dialog also shows a list of subscriptions: Basic Messaging and Enterprise Trial (12/02/2021). The 'Apply scope' section at the bottom has checkboxes for 'Future users' (checked) and 'Existing users' (unchecked).

## Collaboration Workloads

- Enable **only** required licenses
- Global or group assignments

## License Assignments

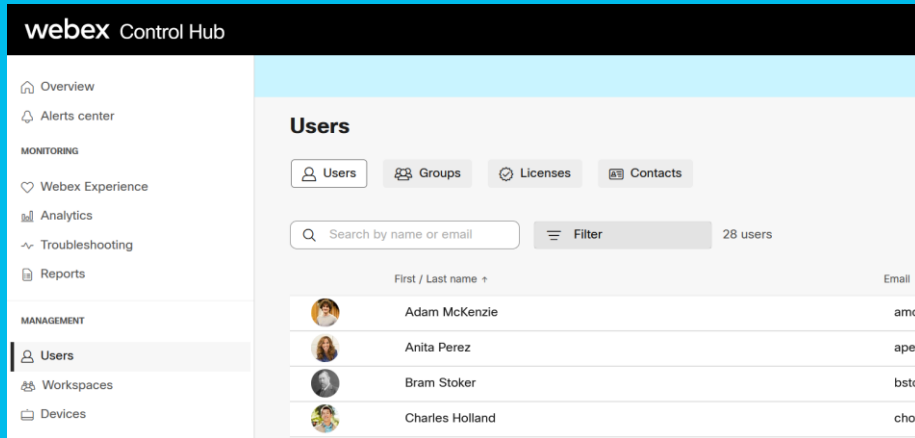
- Use **Auto License Templates**
- Group-based templates to assign different licenses to different groups of users
  - ❖ **Requires** Director Connector



# Auto License Templates

- Reference Links:
  - [Set Up Automatic License Assignment Templates in Cisco Webex Control Hub](#)
  - Assign the correct licenses and collaboration services to users
  - Simplifies user onboarding and license assignment/management

# User Management

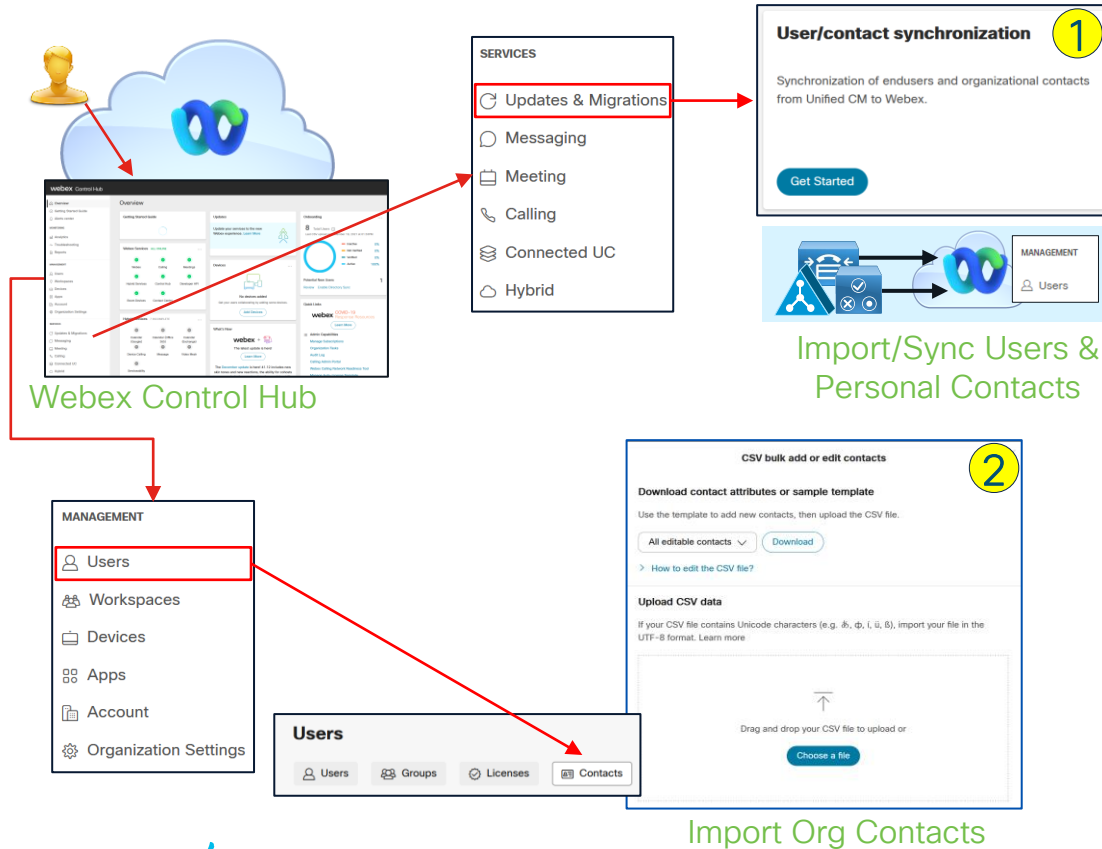


## ★ Directory Sync

- Manage users in AD, Azure or Okta
- CUCC
- Import or Sync\* Users from UCM
- APIs
  - Use own tools/scripts
- Manual/CSV – **NOT** scalable

\* Beta Now. GA Q3CY22

# Webex Migration Tools



## User Management Tools (for any migration journey)

- ❖ Directory Sync for Users (Recommended)

- 1 Import CUCM Users<sup>1</sup>  
Sync UCM Users<sup>1,2,3</sup> & Org Contacts<sup>2,3</sup>

\* CUCM UDS, LDAP, AD

- 2 Import Org Contacts

- <sup>1</sup> Not required if Directory Sync is deployed
- <sup>2</sup> Requires CCUC
- <sup>3</sup> Beta Now. GA Q3CY22



# User Provisioning

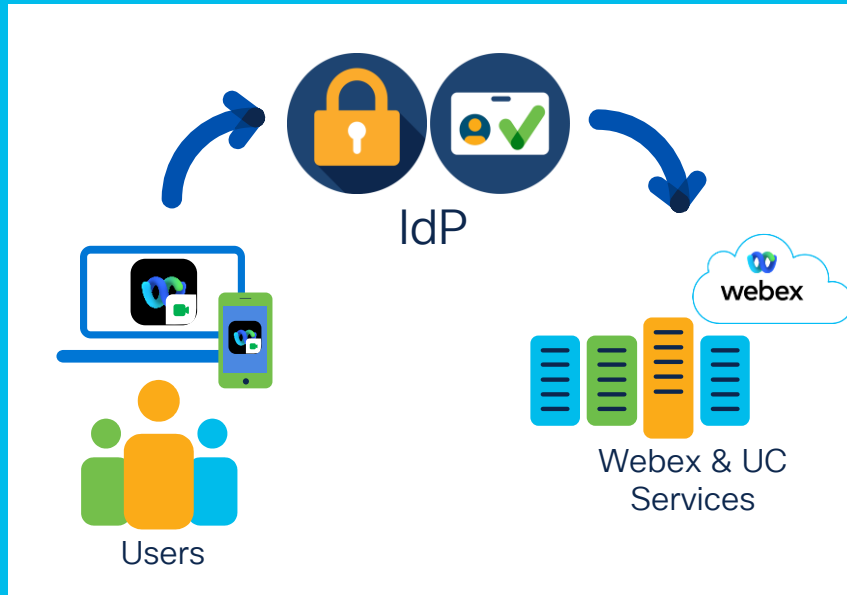
- Reference Links:
  - [Add Users Manually in Control Hub](#)
  - [Edit Service Licenses in Control Hub for Individual Users](#)
  - [Add Multiple Users in Control Hub with the CSV Template](#)
  - [Modify Users in Control Hub with the CSV Template](#)
  - [Migrate Users to Webex](#) (Using Cloud-Connected UC)
  - [People API](#)
- Add individual users, multiple users, or via APIs
- Additional options to synchronize users (see Directory Sync)



# Directory Sync

- Reference Links:
  - [Deployment Guide for Cisco Directory Connector](#)
  - [Synchronize Azure Active Directory Users into Control Hub](#)
  - [Synchronize Okta Users into Cisco Webex Control Hub](#)
- Important to maintain an up-to-date user directory in Control Hub
- Simplifies management (adding and deleting) of users

# Simplify User Experience



- Single Sign-on (SSO)
  - Single/Common set of credentials
    - Webex App, CUCM, Unity, Webex Meetings
- Fewer login windows
  - OAuth w/ Refresh Token Flow

# SSO – Webex Control Hub

- Same credentials for **all Webex services**
- Enable on Control Hub if:
  - Jabber uses SSO – maintain user experience
  - Site Admin Webex Meetings sites use SSO

# SSO – UC Premise (UCM, Expressway, CUC)

- Same credentials for **all UC services**
- UCM and Unity
  - Enable on both for consistent/simplified user experience
  - **Required** on Unity if enabled on UCM
- Expressway
  - **Required** if enabled on UCM (MRA)



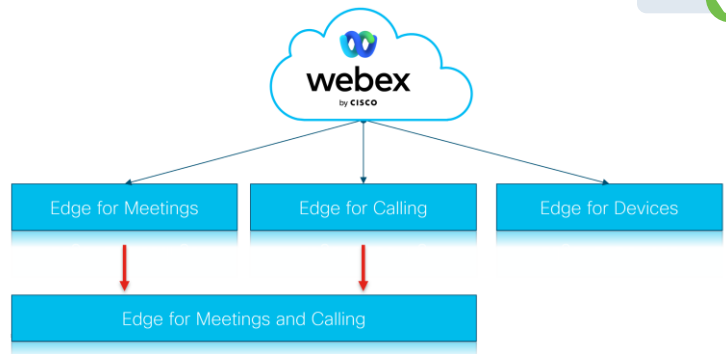
# SSO

- Webex Control Hub Reference Links:
  - [Single Sign-On Integration in Control Hub](#)
  - [Configure Single Sign-On for Cisco Webex Site](#) (Meetings workload only)
- UC Premise (UCM, Expressway, CUC) Reference Links:
  - SAML SSO Deployment Guide for Cisco Unified Communications Applications: [Release 11.5\(1\)](#), [Release 12.5\(1\)](#), or [Release 14](#)
  - Mobile and Remote Access Through Cisco Expressway Deployment Guide: (“SAML SSO Configuration” section): [X12.7](#), or [X14.0.1](#)
  - Cisco Unity Connection – Quick Start Guide for SAML SSO Access: [11.x](#), or [12.x](#)
  - [SSO SAML Configurations](#) & [Configure SAML SSO on Cisco Unified Communications Manager with ADFS 3.0](#)

# Validate Network Connectivity

## ✓ Improve Quality of Experience

Webex Edge - The Power of the Platform



- On-Prem Users:
  - Verify network requirements
  - Review/Reuse Edge Connect for Meetings for Webex Calling
- VPN Users:
  - [Optimize AnyConnect Split Tunnel for Cisco Webex](#)
- Remote/Mobile Users:
  - Mobile and Remote Access for UC voice services

★ **Critical** to work with InfoSec/Security teams early

# Network Connectivity

- Reference Links:
  - [Network Requirements for Webex, Webex Meetings, and Cisco Jabber](#)
    - [Network Requirements for Webex Services](#)
    - [How Do I Allow Webex Meetings Traffic on My Network?](#)
    - [Bandwidth Planning in your Cisco Webex Meetings Environment White Paper](#)
    - [Cisco Webex Hybrid Services Bandwidth Management](#)
  - [Cisco Webex Network Test](#)
- Ensure network is provisioned for required Webex connectivity



# Meeting Management



- Update Webex Meetings sites from Site Admin to Control Hub managed (*Recommended*)
  - **Eliminates** site/user linking
- Control Hub becomes the single location for all Webex services
  - Licensing
  - User & feature management
  - Configurations



# Meeting Management



- References:
  - [About updating from Site Administration to Control Hub](#)
  - [Differences between Site Administration and Control Hub](#)



# Webex Meeting Sites

- Webex Site & User Linking (Site Admin managed sites only)
  - **Must** link SA managed sites and users to Control Hub
  - Enable Adv Analytics, Troubleshooting, People Insights & future features
    - [Link Cisco Webex Sites to Control Hub](#)
- Webex Meetings site **must** be on 40.10 or later (*latest version recommended*)
- WDA **must** be on 41.2 or later if using the “Update” button (*latest version recommended*)



# Meeting Scheduling



- Better way for users to schedule meetings?
  - Hybrid Calendar
    - @webex/@meet – easily schedule for mobile and desktop users
  - Outlook (Webex Scheduler)
    - ❖ *End-of-Life for Productivity Tool: 42.6 last release (June 2022)*
      - [Migrate from Productivity Tools to the Webex Scheduler add-In](#)
  - Webex In-App scheduler
  - Webex site web page



# Calendar Integration

- Make user's calendar visible in Webex App
  - Enable if WDA was integrated with user's calendar
- Hybrid Calendar Services
  - On-prem Microsoft Exchange
  - Office 365
- Simplify scheduling and joining of Webex Meetings

# Calendar Integration

- Reference Links:
  - [Deployment Guide for Cisco Webex Hybrid Calendar Service](#)
  - [Cisco Webex Hybrid Calendar Service with Microsoft Exchange Integration Reference](#)
  - [Cisco Webex Hybrid Calendar Service with Office 365 Integration Reference](#)
  - [Cisco Webex Hybrid Calendar Service with Google Calendar Integration Reference](#)



# Messaging Interop



- Webex App to Jabber interop (during migration)
  - **Understand all caveats!!!**
  - Hybrid Connector/Expressway Server requirements, capacity and scaling
    - [Deployment Guide for Hybrid Message](#)
    - [User Capacity Limits for Expressway-based Hybrid Services](#)
- SIP or XMPP Federation
  - IM&P Server, Expressway requirements, scale and capacity
    - [SIP or XMPP Interdomain Federation for Webex](#)

# UC Analytics



## Cloud-Connected UC (CCUC)

- CUCM and IM&P

## Jabber Telemetry

- Jabber Clients

- Insights into current deployment & usage
- Data for migration planning
- CCUC also Provides:
  - Tools for migration & user/contact management
  - For UCM Calling
    - Analytics before/after migration
    - Features for operations teams

# UC Analytics

- Cloud-Connected UC (CCUC)
  - Reference Links:
    - [Webex Cloud-Connected UC](#)
  - Enable insights into the UCM and IM&P deployment and usage
- Jabber Telemetry
  - Reference Links:
    - [Analytics for Your Cloud Collaboration Portfolio](#) (see “Jabber” tab)
    - [Feature Configuration for Cisco Jabber 12.8 - Telemetry with Cisco Jabber Analytics](#)
    - [Feature Configuration for Cisco Jabber 14.0 - Telemetry with Cisco Jabber Analytics](#)
  - Enable insights into the Jabber usage



# Directory



- Webex App user/contact lookup
  - Searches Webex directory services
  - UCM Calling does **NOT** search CUCM UDS or LDAP
- Users must be in Control Hub to lookup
  - **Important** to consider this when planning for user provisioning
    - Add/Import End Users and Org Contacts
    - or
    - Sync End Users and Org Contacts – Directory Sync or CCUC Sync<sup>1</sup>

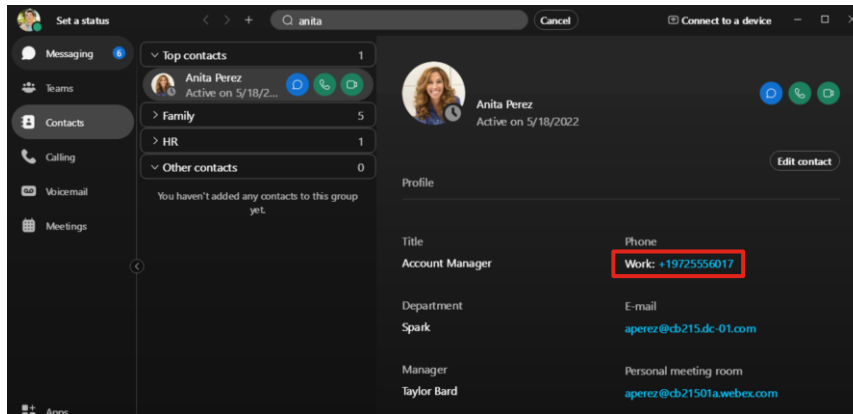
<sup>1</sup> GA Q3CY22

# User's Phone Numbers



- Work number **must** be in Control Hub to call via directory search

❖ *Note: Webex App only sees user's work number (roadmap to add others)*



- For UCM Calling
  - Control Hub and UCM **must** have same user phone numbers
  - Sync from same source
- Users' work number in Control Hub based on UCM dial-plan
  - E-164
  - Extension dialing
  - Site dialing



# Sync'ing Users/Phone Numbers

- Reference Links:
  - [Change Users' Phone Numbers](#)
  - [People API](#)
  - [Deployment Guide for Cisco Directory Connector](#) (see “Map User Attributes” and “Active Directory and Cloud Attributes” sections)
  - [Synchronize Azure Active Directory Users into Control Hub](#) (see “Map User Attributes from Azure to Webex” section)
  - [Synchronize Okta Users into Cisco Webex Control Hub](#)

# Validate Voice Domains

- Internal/External Voice Domains
  - **Must** be the same
  - Can have multiple voice domains for different groups of users
- DNS SRV Records
  - Verify DNS SRV records for service discovery
  - If migrating from Jabber should already be in place but confirm

# Validate Voice Domains

- Reference Links:
  - [Cisco Collaboration Solution Analyzer](#) *(use the “SRV checker” – check public domains for the correct service records)*
  - [UC Manager Profiles in Cisco Webex Control Hub](#)
  - [Deploying Calling in Webex App \(Unified CM\) – Configure DNS SRV Records](#)

# UC Premise Software

- Software Upgrades – UC Premise (UCM, Expressway, Unity)
  - **Critical** to upgrade to the version(s) that provides the required admin and user experience and meets any security requirements

- **Minimum:**

UCM: 11.5(1)SU3 or 12.5(1)

Expressway: X8.11.4 or X12.5.0

Unity: Same version as UCM servers

★ **Best Desktop & Mobile Experience  
(including SSO): **Recommended****

UCM: 12.5(1)SU4 or later;

Minimum :12.5(1)SU3 or later required  
for iOS Push Notifications

Expressway: X14 or later

Unity: Same version as UCM servers

- **Secure Calling – signaling & media  
(SIP OAuth):**

UCM: 12.5(1) or later

- **MRA failover:**

UCM: 14.0 or later

Expressway: X14.0 or later

# UC Premise Authentication (UCM, Unity)

- **Must** use the same authentication method
  - Legacy SSO
  - OAuth SSO
  - Non-SSO
- **Must** use the same user credentials

# Mobile & Remote Access (MRA)

- Provide UCM phone services to remote and hybrid workers
  - Registration
  - Call control
  - Voicemail
  - Etc
- Cisco Expressway servers provide:
  - Secure firewall traversal
  - Line-side support for UCM registrations



# Mobile & Remote Access (MRA)

- Reference Links:
  - [Mobile and Remote Access Through Cisco Expressway Deployment Guide \(X12.7\)](#)
  - [Mobile and Remote Access Through Cisco Expressway Deployment Guide \(X14.0.2\)](#)

# Migration Readiness Assessment



# Webex App Migration Readiness

## Collaboration Transitions

- Webex App Migration Readiness documents
- Migration Readiness Guide
- Migration Readiness Assessment
- Transition Maps
- Transition Deployment Guides

### Migration Readiness

Before beginning any transition, it is important to evaluate the existing deployment and determine what needs to be completed before the migration can begin. Understanding migration readiness and leveraging tools like readiness assessments help to determine whether the existing environment is ready to be migrated and is critical for a successful transition.

Table 1. Migration Readiness Information

Migration	Migration Readiness Documentation
Webex Migrations  (Includes Jabber to Webex App & UCM to Webex Calling)	<a href="#">Webex Migrations - Customer Journeys &amp; Readiness</a> As customers prepare to transition to Webex there are some pre-migration activities that may need to be completed and others that should be strongly considered to provide the best experience for administrators and end users.
	This document covers all the Migration Journeys from on-prem CUCM to Webex for Messaging, Meetings and Calling (Unified CM or Webex Calling) and identifies the readiness activities for each workload.
	Use this document to understand all the workload journeys, the phases of each journey and the pre-migration activities within each phase. In addition, it provides links to additional resources for the pre-migration activities. Information in this document will help the customer complete the <a href="#">Webex Migrations - Customer Readiness Assessment</a> (see below).
	<a href="#">Webex Migrations - Customer Readiness Assessment</a> As customers prepare to transition to Webex for Messaging, Meetings and Calling (Unified CM or Webex Calling) this assessment document will help to determine how ready they are for the migration.  By answering some questions about the customer's current Webex and on-prem UC environment, deployment, and configurations, it will quickly assess the required, recommended, and optional requirements for transitioning to Webex and identify where the customer may need to take some actions before starting their migration.

# Migration Readiness Assessment Checks

- Use the [Jabber to Webex App Migration - Customer Readiness Assessment](#) to verify your readiness to migrate

COLLABORATION TRANSITIONS

**Customer Migration Readiness Assessment Check**

1) To start a new assessment click the "Start" button in the Workloads table.

2) Select "Yes" or "No" for each Workload the customer is migrating. **You MUST make a selection for each workload**

3) In the 'Customer Status' column select one of the dropdown answers for each question in both 'Readiness Checks' tables based on customer's current configuration.

4) Use "NA" for any services or products not in use in the customer environment (e.g. Unity Connection)

**Step 1**

Workloads	Start	Migrating?
1 - Calling		Yes-UCM
a) On-prem UCM Calling		
b) Webex Calling		
2 - Messaging		Yes
3 - Meetings		Yes

1 - Jabber to Webex App with UCM Calling  
 2 - On-prem UCM to Webex Calling\*\*  
 \*\* Jabber to Webex App migration is required

**Step 2**

Readiness Checks	Customer Status	Relevant Workloads
Is the Webex Org a Production Org?	Yes	1, 2, 3
Are valid licenses available in Control Hub and/or CUCM?	Yes	1a, 1b, 2, 3
Has all Network Connectivity to Webex been implemented?	No	1a, 1b, 2, 3
Have all Domain(s) been Verified in Control Hub?	Yes	1a, 1b, 2, 3
Have all Domain(s) been Claimed in Control Hub?	No	1a, 1b, 2, 3
Have Users been Claimed in Control Hub?	No	1a, 1b, 2, 3
Are Auto-License Templates Setup in Control Hub?	Yes	1a, 1b, 2, 3
Is MRA for Jabber required? And implemented?	Yes/No	1a
Is SSO Enabled for:		
Control Hub?	No	1a, 1b, 2, 3
Site Admin?	Yes	3
Unified CM?	No	1a
Expressway?	No	1a
Unity Connection?	No	1a
Is SSO OAuth w/ Refresh Token Flow enabled for:		
Unified CM?	No	1a
Expressway?	No	1a
Unity Connection?	Yes	1a
Is same Authentication method configured for CUCM and CUC?	Yes	1a
Are Users Provisioned in Control Hub?	Yes	1a, 1b, 2, 3

**Step 3**

Readiness Checks	Customer Status	Relevant Workloads
Is Directory Sync Enabled for user provisioning on:		
Control Hub?	Yes	1a, 1b, 2, 3
Unified CM?	Yes	1a
Unity Connection?	Yes	1a
Do Users have Phone Numbers configured in Control Hub?	No	1a, 1b
Is required software version installed on:		
Unified CM (see cell note)?	Yes	1a
Expressway (see cell note)?	No	1a
Unity Connection (align with CUCM version)?	Yes	1a
Are the Internal & External UC Voice domain(s) the same?	Yes	1a
Are Internal & External DNS records configured for UC voice domain(s)?	Yes	1a
Is UC Analytics Enabled via:		
CCUC?	Yes	1a, 1b, 2
Jabber Telemetry?	No	1a, 1b, 2
Are Hybrid Messaging Services required? And implemented?	Yes/No	2
Is XMPP and/or SIP Federation required? And implemented?	No/NA	2
Is Calendar Integration Configured?	No	3
Are Site Admin Meeting sites linked to Control Hub?	Yes	3
Are Site Admin Meeting users linked to Control Hub?	Yes	3
Is Webex Meeting Site(s) on version 41.10 or later?	Yes	3
Is Webex Meetings Desktop App (WDA) version 41.2 or later deployed?	No	3

# Migration Readiness Assessment Results

- The following output is generated on 2nd tab to show which pre-migration readiness items need attention

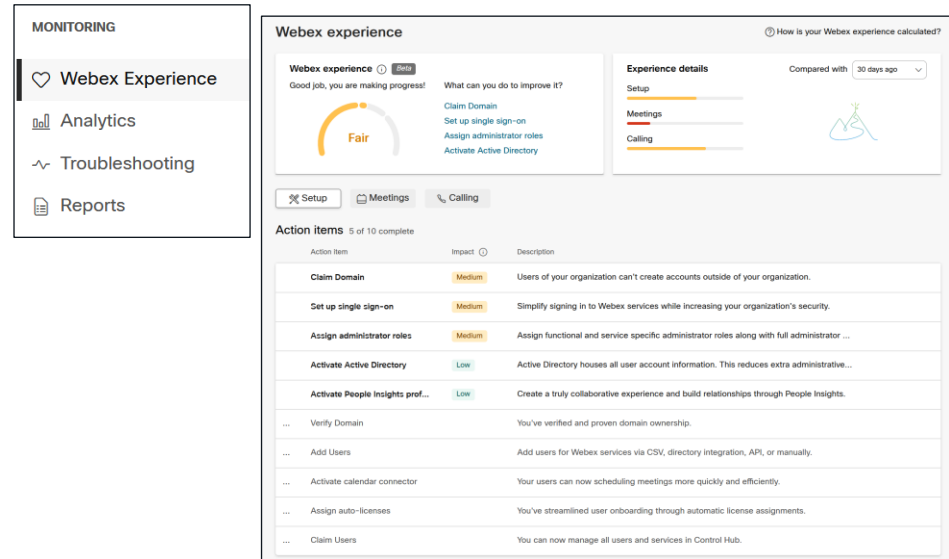
COLLABORATION TRANSITIONS									
Customer Migration Readiness Assessment Results									
<small>* Based on assessment results address each of the non "good" checks based on the customer's requirements before starting the migration</small>									
					<div> <div> <div></div> = Good                     <div></div> = Must address/fix                     <div></div> = Review, Recommend to address                     <div></div> = Optional, Review if required                     <div></div> = NA; Check doesn't apply                 </div> <div> <div>✓</div> Required                     <div>●</div> Highly Recommended                     <div>○</div> Optional                 </div> </div>				
Core Readiness Checks	1 Required 2 Best Practice	UCM Calling	Messaging	Meetings	Workload Readiness Checks	1 Required 2 Best Practice	UCM Calling	Messaging	Meetings
Production Webex Org <sup>1</sup>		✓	✓	✓	Directory Sync Enabled for user provisioning: <sup>2</sup>		●	●	●
Required licenses available in Control Hub and/or CUCM <sup>1</sup>		✓	✓	✓	Control Hub		●	●	●
Network Connectivity to Webex (Protocols, Ports, Bandwidth) <sup>1</sup>		✓	✓	✓	Unified CM		●		
Verified Domain(s) <sup>2</sup>			●	●	Unity Connection		●		
Claimed Domain(s) <sup>2</sup>		●	●	●	Users' Phone Number in Control Hub <sup>1</sup>		✓		
Claimed Users <sup>2</sup>		●	●	●	Software versions: <sup>1</sup>				
Auto-License Templates <sup>2</sup>		●	●	●	Unified CM (see cell note)		✓		
MRA deployed for Jabber		○			Expressway (see cell note)		✓		
SSO Enabled: <sup>2</sup>					Unity Connection (align with CUCM version)		✓		
Control Hub		●	●	●	Internal & External UC Voice domain(s) the same <sup>1</sup>		✓		
Site Admin				●	Internal & External DNS records configured for UC voice domain(s) <sup>1</sup>		✓		
Unified CM		●			UC Analytics Enabled				
Expressway		●			CCUC <sup>2</sup>		●	●	
Unity Connection		●			Jabber Telemetry		●	●	
SSO OAuth w/ Refresh Token Flow: <sup>2</sup>					Hybrid Messaging Services			○	
Unified CM		●							
Expressway		●			Calendar Integration configured <sup>2</sup>				●
Unity Connection		●			Site Admin Meeting sites linked to Control Hub <sup>1</sup>				✓
Same Authentication method for CUCM and CCUC <sup>1</sup>		✓			Site Admin Meeting users linked to Control Hub <sup>1</sup>				✓
Users Provisioned in Control Hub <sup>1</sup>		✓	✓	✓	Webex Meeting Site(s) on version 41.10 or later <sup>1</sup>				✓
					Webex Meetings Desktop App (WDA) version 41.2 or later <sup>1</sup>				✓

# Webex Experience

- Use the Webex Experience page in Control Hub to see which readiness activities are not completed

*MONITORING > Webex Experience > Setup (tab)*

- Action items include Pre-Migration activities plus a few others
- Completed items marked with 3 dots (...)
- Review incomplete items

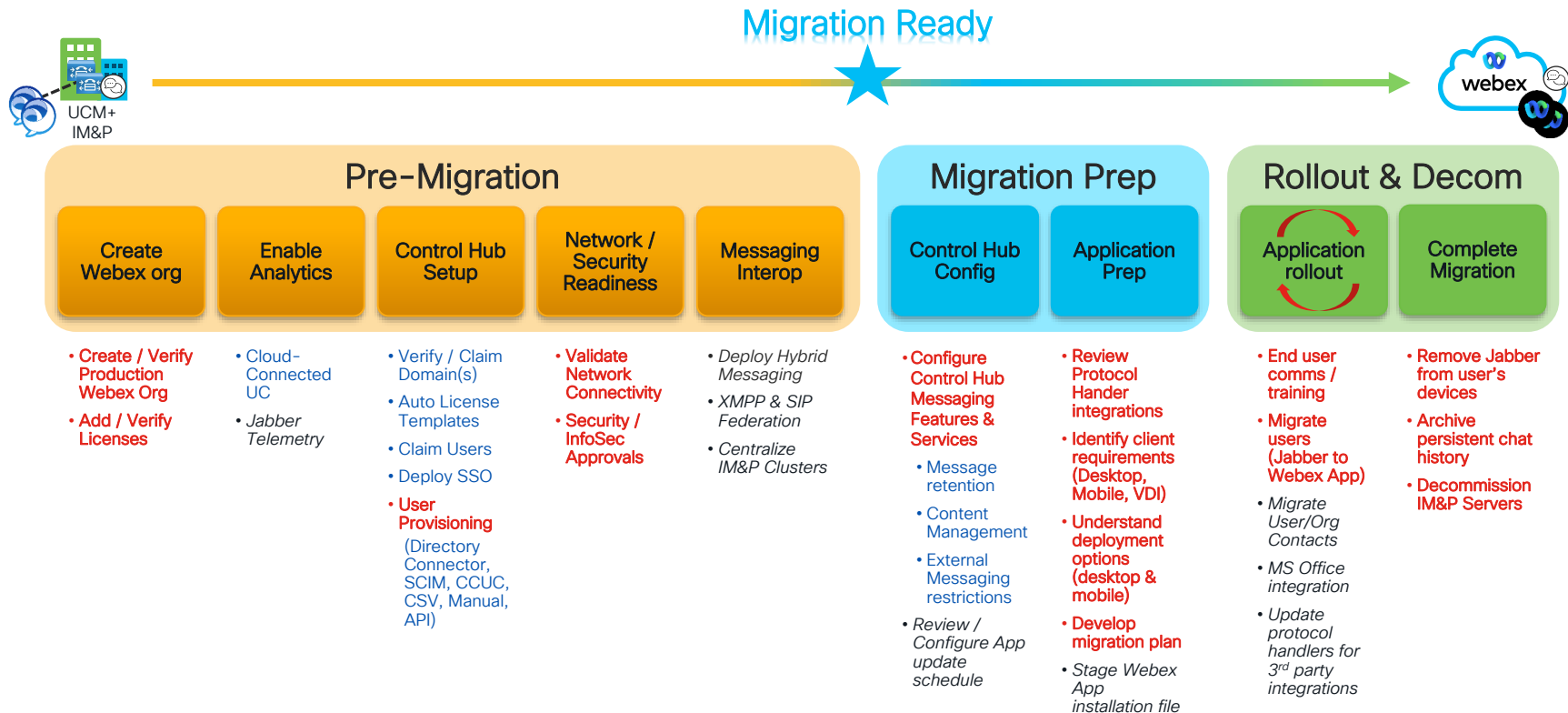


# Collaboration Workload Journeys



# Webex App Messaging Journey

Required Activity  
Recommended Activity  
Optional Activity







# Webex App Messaging

## Migration Readiness Checklist

Checks	Required
Production Webex Org <sup>1</sup>	✓
Required Licenses available in Control Hub	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Security / InfoSec Approval	✓
Verify Domain(s) (Best Practice)	●
Claim Domain(s) (Best Practice)	●
Claim Users (Best Practice)	●
Auto License Template (Best Practice)	●

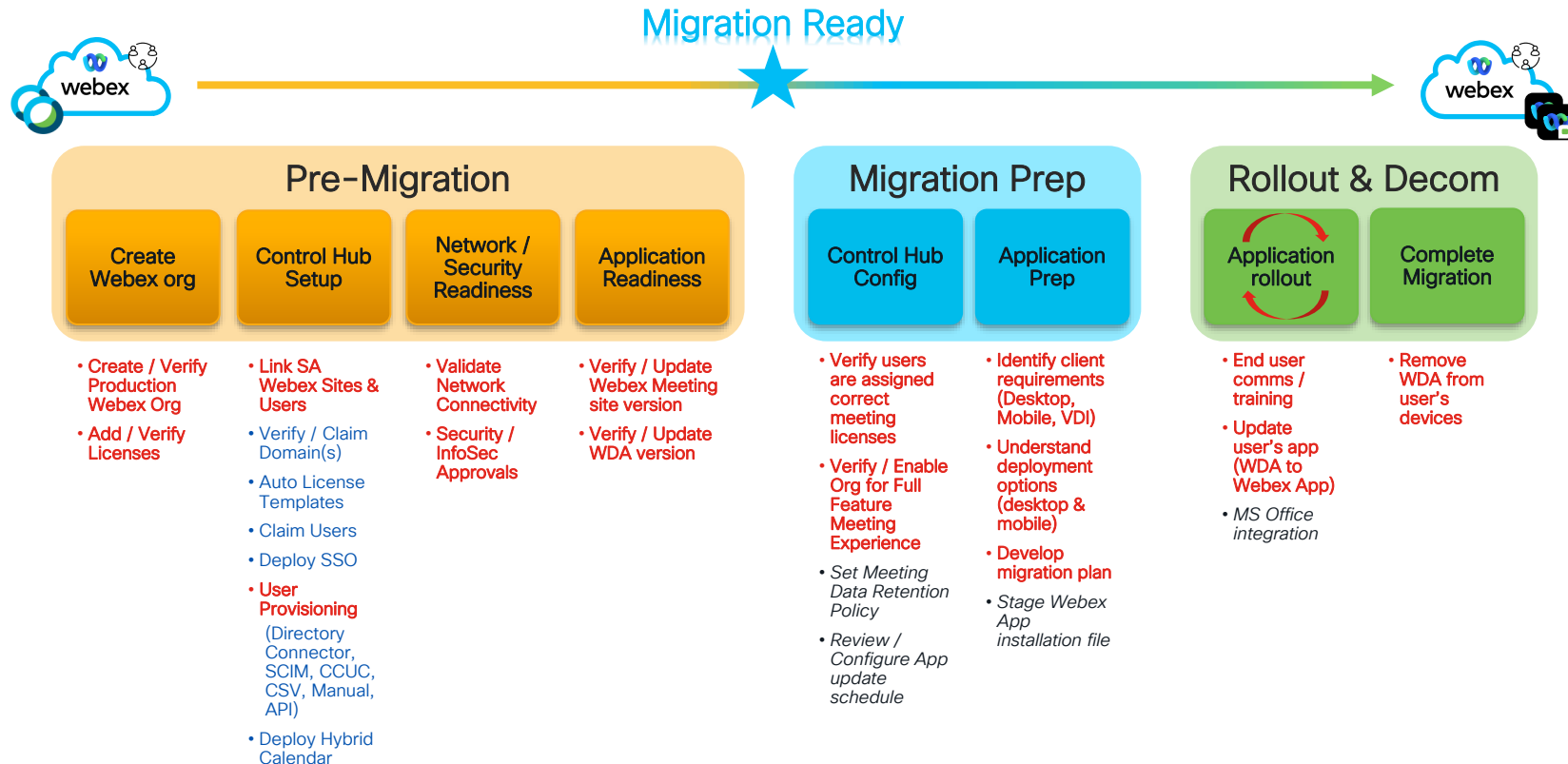
<sup>1</sup> Consider Data Residency (which Webex datacenter stores customer's data)

Checks	Required
SSO Enabled (Best Practice) Webex Control Hub	●
User Provisioning	✓
Directory Sync (Best Practice) Webex Control Hub - Directory Connector / SCIM / CCUC	●
UC Analytics CCUC Jabber Telemetry	● ○
XMPP or SIP Federation	○
Hybrid Messaging Services <sup>2</sup>	○
Centralize IM&P clusters	○

<sup>2</sup> May be desired for phased migrations

# Webex App Meetings Journey

**Required Activity**  
Recommended Activity  
Optional Activity



# Webex App Meetings

## Update Readiness Checklist

Checks	Required
Production Webex Org	✓
Required Licenses Available in Control Hub	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Security / InfoSec Approval	✓
Webex Meeting Site(s) Version <sup>1</sup>	✓
Webex Site & User Linking <sup>2</sup>	✓
Verify Webex Desktop App (WDA) Version <sup>3</sup>	✓

<sup>1</sup> Webex Meetings site must be on 40.10 or later (latest version recommended)

<sup>2</sup> For Site Administration sites, Webex Meetings site(s) and Webex Meeting users must be linked to Webex Control Hub

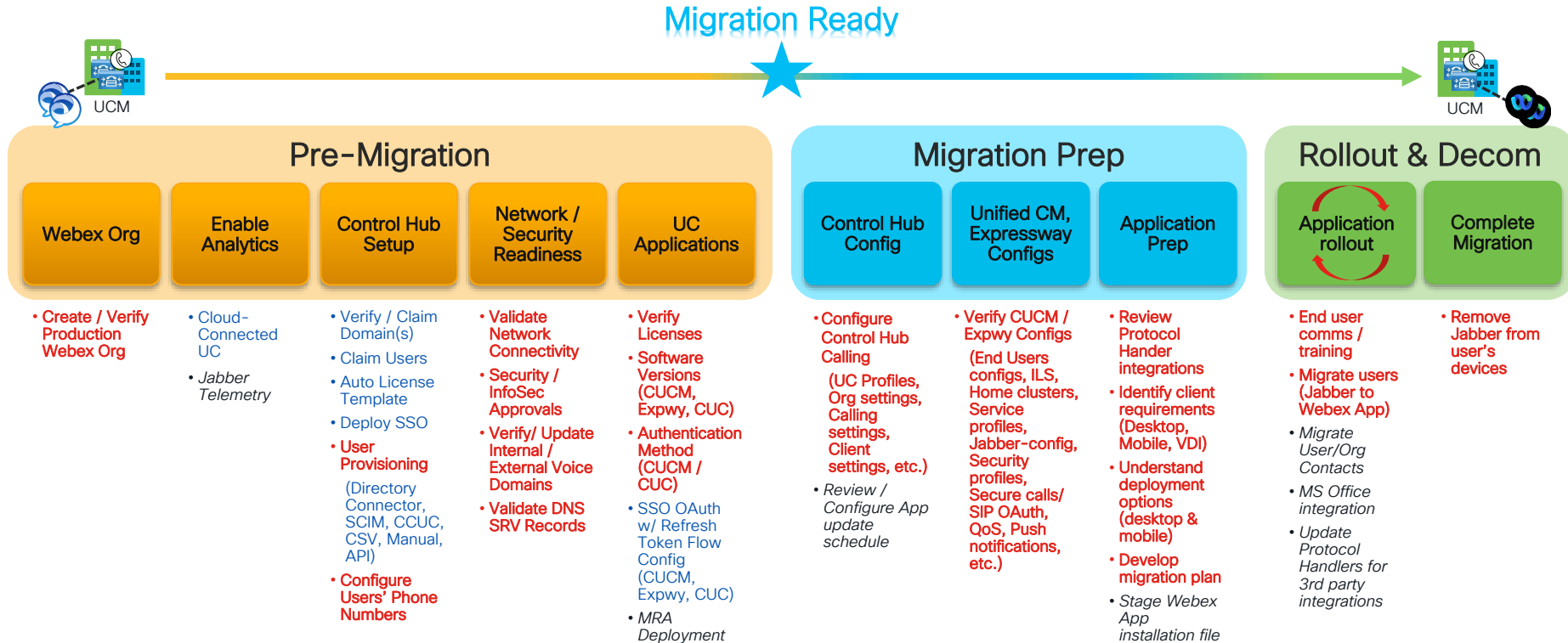
<sup>3</sup> WDA 41.2 or later (latest version recommended)

Checks	Required
Verify Domain(s) (Best Practice)	●
Claim Domain(s) (Best Practice)	●
Claim Users (Best Practice)	●
Auto License Template (Best Practice)	●
SSO Enabled (Best Practice) Webex Control Hub <sup>4</sup>	●
User Provisioning	✓
Directory Sync (Best Practice) Webex Control Hub - Directory Connector / SCIM / CCUC	●
Hybrid Calendar Services (Best Practice)	●

<sup>4</sup> **Highly** recommend to enable SSO on Control Hub if SSO is enabled on Site Admin managed sites before updating. This is to avoid possible different authentication methods for users.

# Webex App UCM Calling Journey

**Required Activity**  
Recommended Activity  
Optional Activity



# Webex App UCM Calling

## Migration Readiness Checklist

Checks	Required
Production Webex Org	✓
Required Licenses Available in UCM	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Security / InfoSec Approval	✓
UCM / CUC Authentication Method	✓
Verify Internal and External Voice Domains are the Same	✓
Validate DNS Configurations	✓
Verified Domain(s) (Best Practice)	●
Claimed Domain(s) (Best Practice)	●
Claim Users (Best Practice)	●
Auto License Template (Best Practice)	●
SSO Enabled (Best Practice)	
Webex Control Hub	●
UCM	●
Expressway <sup>1</sup>	●
Unity Connection <sup>2</sup>	●

<sup>1</sup> SSO required on Expressway if enabled on CUCM for Mobile and Remote Access (MRA)

<sup>2</sup> SSO required on CUC if enabled on CUCM

Checks	Required
User Provisioning	✓
Directory Sync (Best Practice)	
Webex Control Hub - Directory Connector / SCIM / CCUC	●
CUCM	●
Unity Connection	●
Users' Phone Numbers Configured in Control Hub	✓
UC Analytics Enabled	
CCUC	●
Jabber Telemetry	○
Software Upgrades <sup>3</sup>	
UCM	✓
Expressway	✓
Unity Connection (align with CUCM version)	✓
SSO OAuth w/ Refresh Token Flow (Best Practice)	
UCM	●
Expressway	●
Unity Connection	●
MRA for remote users	○

<sup>3</sup> Minimum:

\* UCM: 11.5(1)SU3 / 12.5(1) --or-- 11.5(1)SU8 / 12.5(1)SU3 (for iOS)

\* Expressway: X8.11.4 / X12.5.0

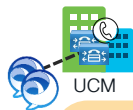
UCM 12.5(1) or later required for secure calling (SIP OAuth) - SIP and media

UCM 12.5(1)SU4 or later and Expressway X14.0 or later recommended for best mobile SSO experience

# On-Prem UCM to Webex Calling Journey

Required Activity  
Recommended Activity  
Optional Activity

Migration Ready



## Pre-Migration

### Create Webex org

- Create / Verify Production Webex Org
- Add / Verify Licenses

### Enable Analytics

- Cloud-Connected UC
- Jabber Telemetry

### Control Hub Setup

- Verify / Claim Domain(s)
- Claim Users
- Deploy SSO
- User Provisioning (Directory Connector, SCIM, CCUC, CSV, Manual, API)
- Configure Users' Phone Numbers

### Network / Security Readiness

- Validate Network Connectivity
- Security / InfoSec Approvals

## Migration Prep

### Discovery, Planning & Design

- Understand UX changes
- Identify Calling Location, Features & Service requirements
- Design dial-plan & PSTN/ UCM/ PBX Integrations
- Define 3rd Party, Protocol handler & API integration requirements
- UCM Data extraction
- User & Device validation

### Control Hub Config

- Calling Features & Services (Org settings, Calling settings, Dial plan, Client settings, etc.)
- Locations & Location services/features
- PSTN services
- Users and Devices
- Phone numbers
- Deploy UCM/PBX interop - LGW
- Review / Configure App update schedule

### Application Prep

- Configure 3rd party & API integrations
- Identify client requirements (Desktop, Mobile, VDI)
- Understand deployment options (desktop & mobile)
- Develop migration plan
- Stage Webex App installation file

## Rollout & Decom

### Application rollout

- End user comms/ training
- Migrate users (UCM to WxC)
- Phone FW Updates
  - Ent > MPP (MT)
  - Ent > Ent (DI)
- PSTN Number Porting
- Migrate User/Org Contacts
- MS Office integration
- Update Protocol Handlers for 3rd party integrations

### Complete Migration

- Remove Jabber from user's devices

# On-Prem UCM to Webex Calling

## Migration Readiness Checklist

Checks	Required
Production Webex Org	✓
Required Licenses Available in Control Hub	✓
Network Connectivity (to Webex) - Protocols, Ports, Bandwidth	✓
Users' Phone Numbers Configured in Control Hub	✓
Security / InfoSec Approval	✓
Verified Domain(s) (Best Practice)	●
Claimed Domain(s) (Best Practice)	●
Claim Users (Best Practice)	●

Checks	Required
SSO Enabled (Best Practice) Webex Control Hub	●
User Provisioning - Webex Control Hub	✓
Directory Sync (Best Practice) Webex Control Hub - Directory Connector / SCIM / CCUC	●
UC Analytics Enabled CCUC	●
Jabber Telemetry	○

# Conclusion





# Key Takeaways

- Understand the different Migration Journeys
- Understand Pre-Migration activities
- Understand options to complete activities
- **Complete Readiness Assessment today**
  - Reduce migration project scope
- Allocate appropriate time & resources for migration planning and execution

# Other Cisco Live Sessions

- ★ BRKCOL-2198 Deploying the Webex App to your Organization - Part 1
- ★ BRKCOL-2198b Deploying the Webex App to your Organization - Part 2
- ★ BRKCOL-2481a Successful Migrations from Unified CM to Webex Calling - Part 1
- ★ BRKCOL-2481b Successful Migrations from Unified CM to Webex Calling - Part 2
- BRKCOL-3010 Troubleshooting Jabber Migration to Webex
- BRKCOL-3009 Troubleshooting UCM Calling in Webex App Like a TAC Engineer

# Other Cisco Live Sessions

- BRKCOL-2007b Authentication, Authorization and Provision for Cisco Collaboration - Part 2
- BRKCOL-2060b Enabling Collaboration for your Remote Workforce with Cisco Expressway - Part 2
- BRKCOL-2094 Webex Edge Connect Design and Deployment for Webex Meetings and Calling

# 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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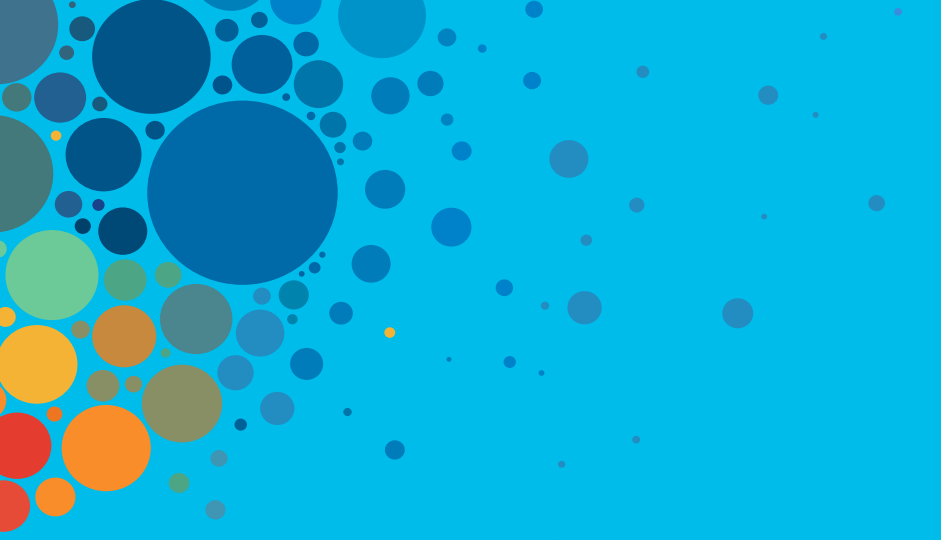
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The bridge to possible

# Thank you

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