

CISCO *Live!*

ALL IN

#CiscoLive

Cisco Webex App

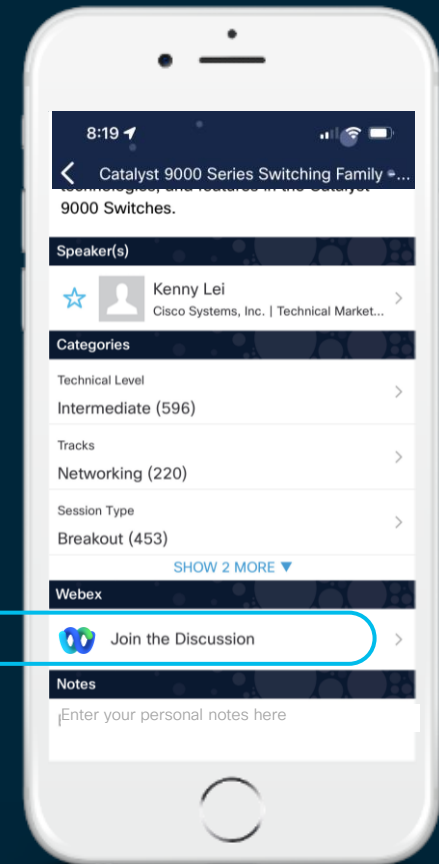
Questions?

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.



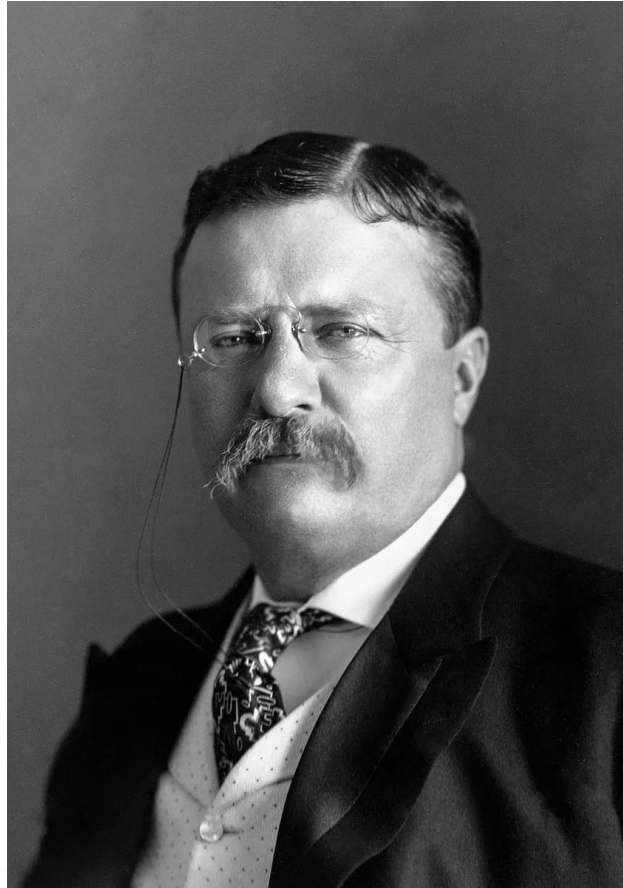
<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-3010>



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



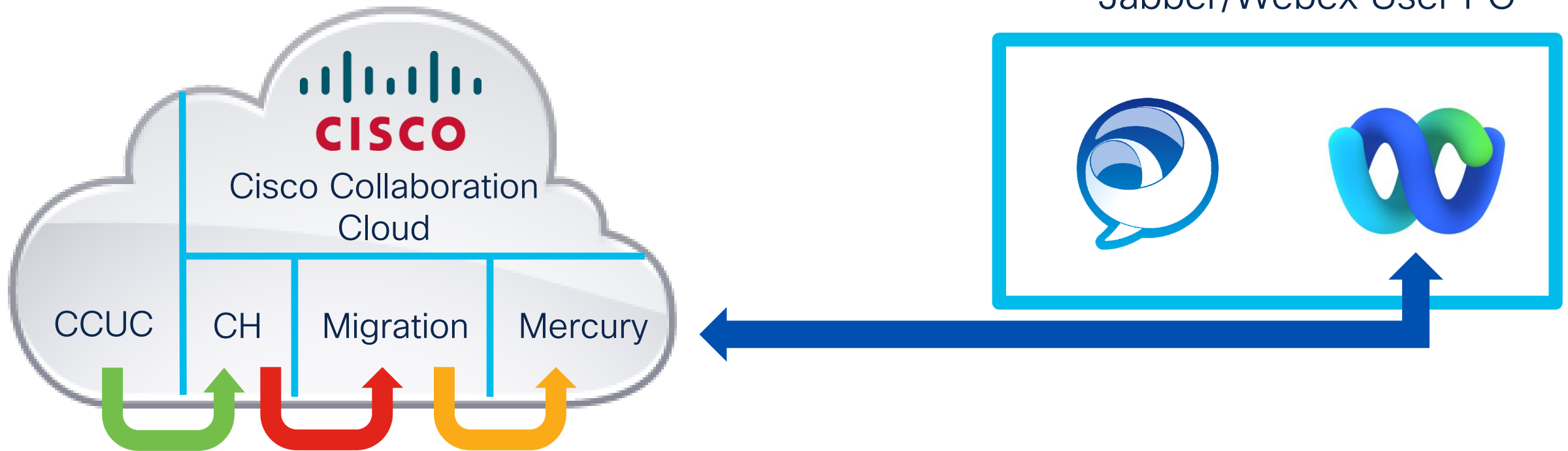
Agenda

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

Calling Settings Migration

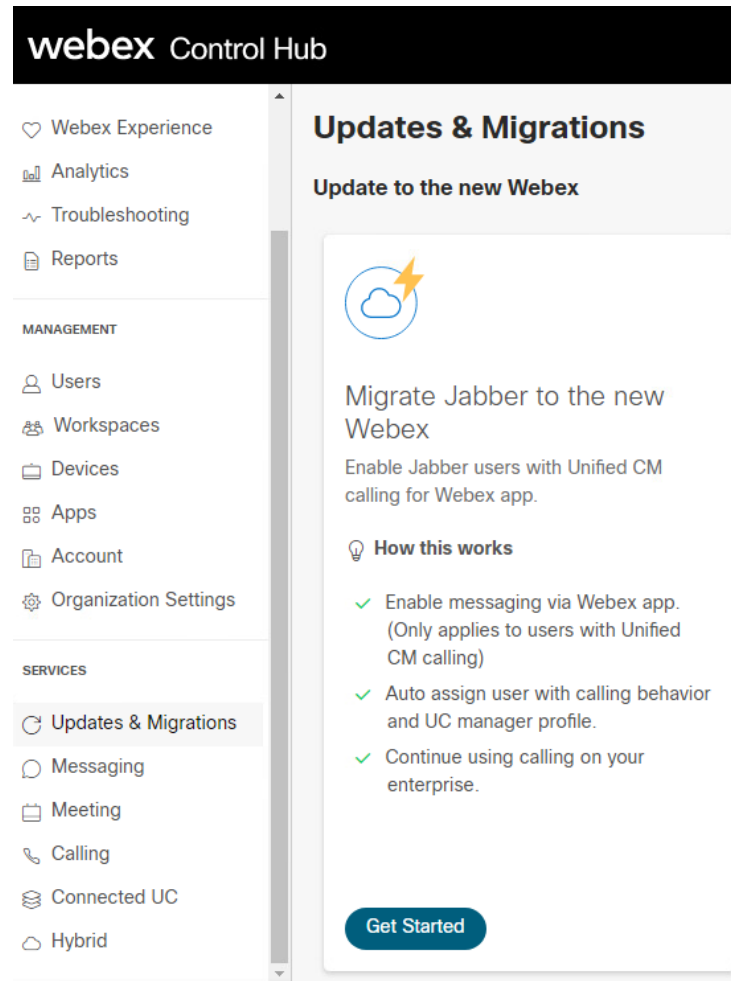
Calling Settings Migration Architecture

- Step 1 
- Step 2 
- Step 3 
- Step 4 



Call Settings Migration

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



Call Settings Migration

Create the Migration Task

New Migration Task

Task Name

Cluster Selection

Settings

User Selection

Review

Enable users for Webex app with UCM calling service

Connect Webex app users to UCM calling service. Provides an easy-to-use experience to migrate Jabber or Messenger users with UCM calling services to Webex app.

Task name

Provide a task name. You may use a combination of cluster name, date of creation, user type, or any other cluster-related information as your task name for quick identification of the tasks.

Migrate_Taft

This field requires a minimum of 8 characters.

Prerequisites

Make sure that you have completed all prerequisites before you proceed. Choose the following check boxes to accept and proceed with the migration.

☒ I have onboarded my organization to Cisco Webex Cloud-Connected UC and I have enabled Deployment Insights.

☒ I have read about the migration and I accept the limitations of the migration wizard. [Know more](#)

☒ I understand the risk of migrating users without synchronizing the users in my organization to Common Identity.

Note: We recommend you to import users to Common Identity.

Cloud Connected UC – Updates & Migrations

Review Prerequisites and Review Users

webex Control Hub

Migrations

Step 1: Review update prerequisites (4)

1. Make sure that you've [onboarded your organization](#) to Cisco Webex Cloud-Connected UC and enabled Deployment Insights.
2. Read about the [migration](#) that you can perform using this wizard.
3. Synchronize all users in Unified CM to Common Identity. You can migrate only Common Identity users. After migration, Common Identity users can't contact non-Common Identity users.
4. If Hybrid Calling is enabled for users, you must remove [Hybrid Calling](#) configuration from users before migrating.


Step 2: Review user counts

Migrated users ⓘ	Users in UCM ⓘ	UCM users in CI ⓘ	UCM users not in CI ⓘ
0	19	9	10

[Download list](#)

Step 3: Migrate Jabber to Webex app

0 tasks

Task name	Last modified	Modified by	Status	Start time	User...	Errors	Cluster name
							

Kickstart your migration by creating a new task.

Call Settings Migration

Ucm_users_not_in_ci.csv Example

UserID,Cluster

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

[REDACTED]

wtaft,

[REDACTED]

CiscoLiveCluster,

William,Taft,

User+william_taft@domain.com,,

User with an Email ID not matching any CI User,
true

Call Settings Migration

Validate User Exists and is "Active" in Common Identity

Users



Users



Groups



Licenses



Contacts



Taft



Filter

1 users

First / Last name ↑

Email

Status



William H. Taft

+william_taft@

● Active

Call Settings Migration

Select the CUCM cluster where the user is homed

Migrate_Taft

Task NameCluster SelectionSettingsUser SelectionReview

Cluster selection

Select a cluster from where you want to migrate users. We recommend you to synchronize all users to Common Identity (CI). You can migrate only CI users and after migration, the users can't communicate with non-CI users.

Migrated users ⓘ
0

Users in UCM ⓘ
19

UCM users in CI ⓘ
10

UCM users not in CI ⓘ
9
These users can't be migrated.

Q Search

1 cluster(s)

ⓘ Can't find a cluster?

Cluster name	Users in UCM	UCM users not in CI ⓘ	Available users ⓘ	Planned users ⓘ	Migrated users ⓘ	UCM profile
CiscoLiveCluster	19	9	10	0	0	None

Call Settings Migration

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

Migrate_Taft

Task NameCluster SelectionSettingsUser SelectionReview

Settings

Configure the call behavior settings for Webex app.

Cluster
CiscoLiveCluster

Call behavior

You can manage Unified CM calling when users make calls from Webex app.

Calling in Webex (Unified CM)

Use my users' email domain

Use UC Manager Profile for calling

Cisco Live

Important: Any change to the Unified CM profile will impact the users whose migration haven't started yet or are available in the draft status.

Voice services domain:ciscoliveus.net

UDS server address:

UDS backup server address:

Open Cisco Jabber from Webex app

Allow Unified CM users to either make calls directly in Cisco Jabber or by opening Jabber when making a call in Webex app.

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BRKCOL-3010

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Call Settings Migration

Select User to migrate



User list

Select and move users to the 'Chosen for migration' list.

Cluster
CiscoLiveCluster

Available users (9)

Chosen for migration (1)


Filter by Service profile ▾

Filter by AD groups ▾

1 user

1 of 1 user selected

⊖ Remove from migration list | ✕ Cancel

<input checked="" type="checkbox"/>	Name	User ID	Email ID	Phone	Service profile	AD groups
<input checked="" type="checkbox"/>	William Taft	wtaft	 william_taft@...	1027	Cisco Live User	

Call Settings Migration

Select “Migrate Now”

Migrate_Taft

Task Name

Cluster Selection

Settings

User Selection

Review

Review

Cluster
CiscoLiveCluster

Lists the error and warning messages, if any, and the recommended action to resolve them.

Ready to migrate: 1 of 1 users

Last refreshed 5/3/2022, 4:43:36 PM. Refresh

✓ No missing service profiles.

✓ No configurations missing from the selected service profiles.

✓ No server has configuration issues.

Previous

Migrate now

Call Settings Migration

Migration request is submitted

Migrate_Taft



Migration successfully submitted



Migrate_Taft

1 users

The migration job has been submitted.

Call Settings Migration

Migration request is completed

< Migration Tasks



Migrate_Taft

Completed

- Completed on 3 May, 2022 at 04:44 PM

Last modified on May 03, 2022 at 04:44 PM by [redacted]

1

Users

Calling behavior: **Calling in Webex (Unified CM) - UC Manager Profile for calling** - Cluster: **CiscoLiveCluster**

Error 0%

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**

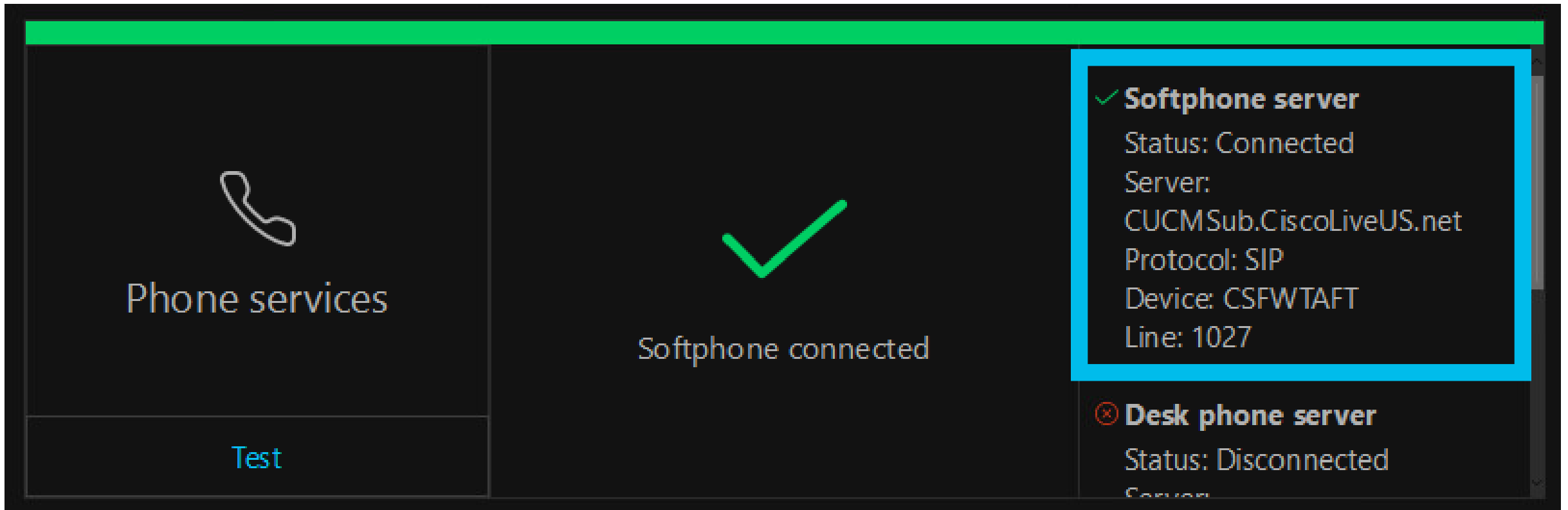
Verify Voice Services Domain from UC Manager Profile:

CUCMLLoginAdapter.cpp:584

CUCMLLoginAdapter::setManualUCDomain:setManualUCDomain:
n: **ciscoliveus.net**

Call Settings Migration

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

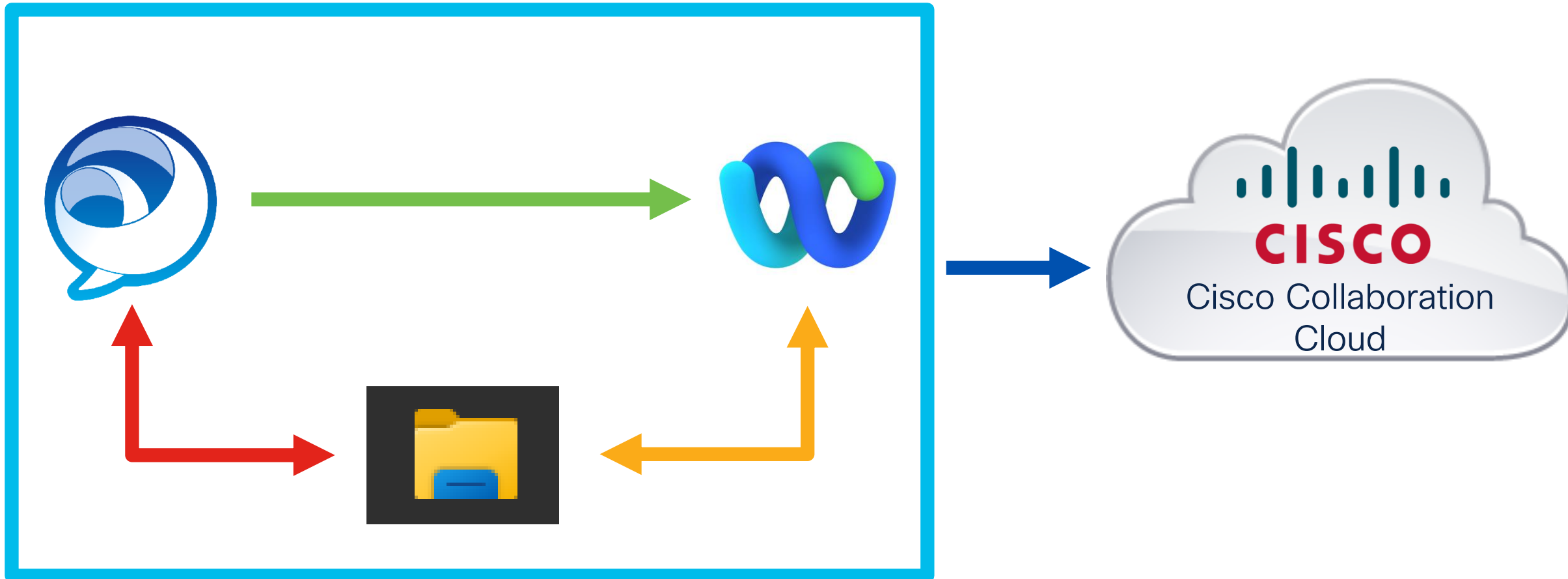


Contacts and Settings Migration

Contacts and Preferences Migration Architecture

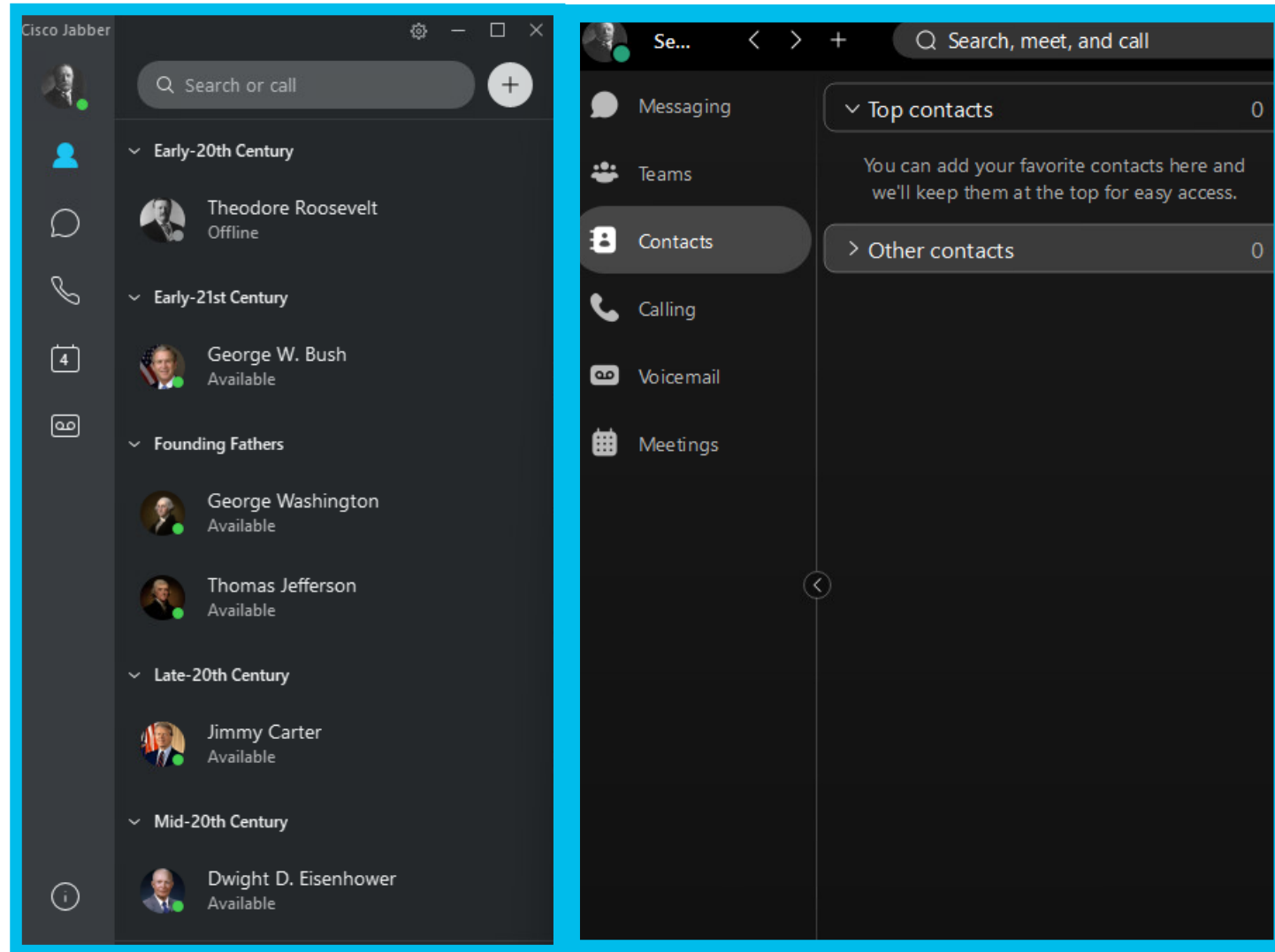
- Step 1 
- Step 2 
- Step 3 
- Step 4 

Jabber/Webex User PC



Contact and Preferences Migration

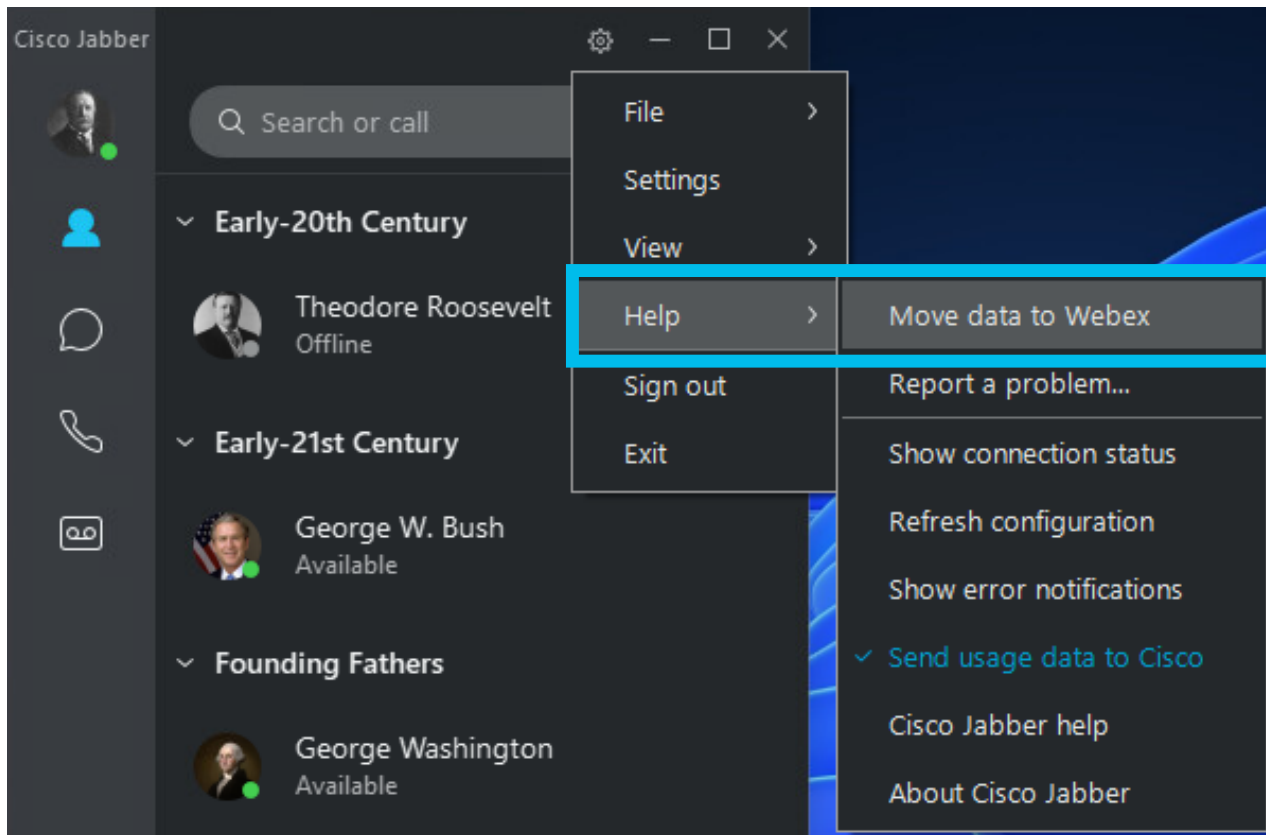
Pre-Migration View



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
----------	-------------------------------	--	------



Contact and Preferences Migration

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]

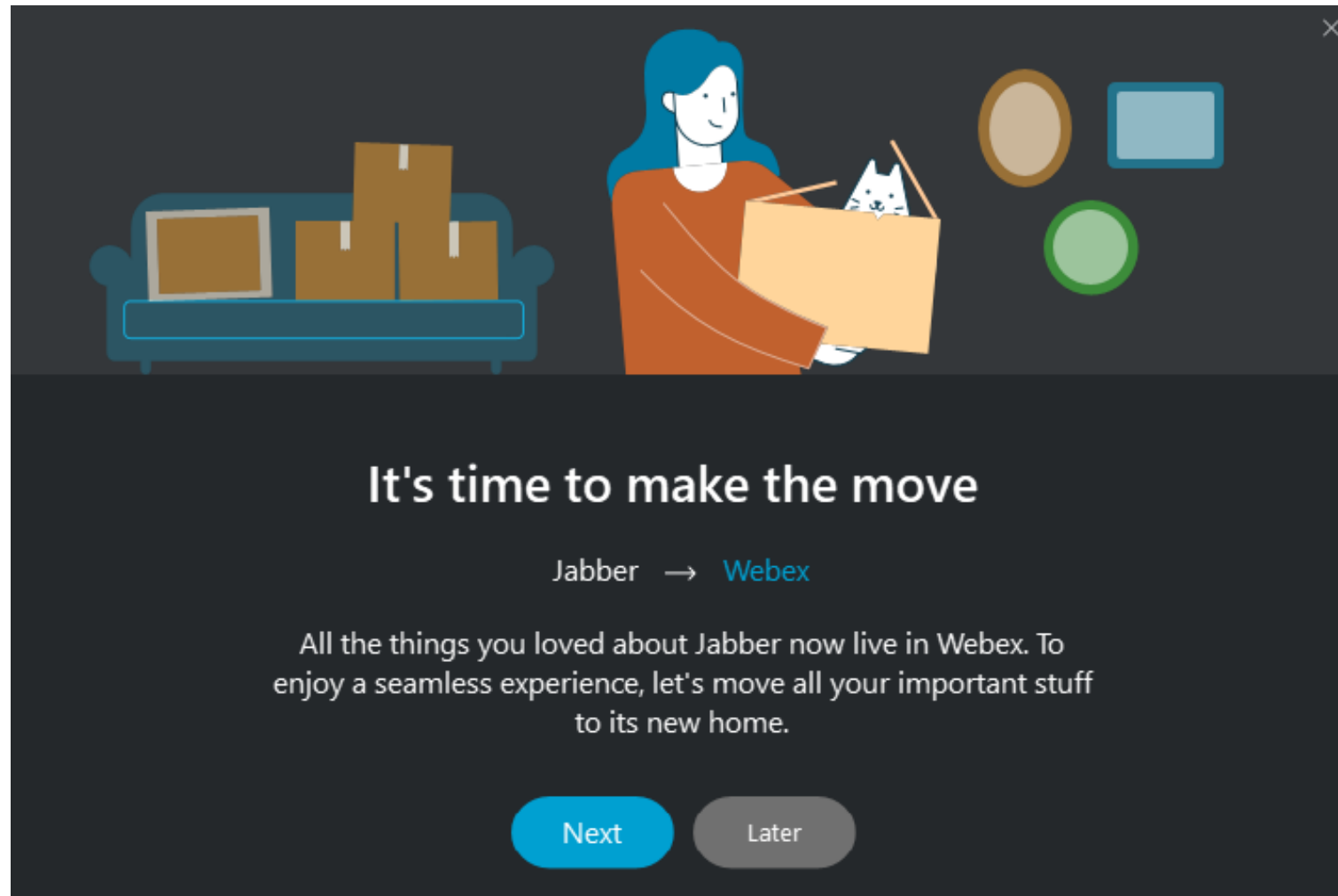
[Jabber2TeamsMigrationPlugin::onShellMenuCommandExecuted
] – **start migration by click menu.**

Data collection is started:

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

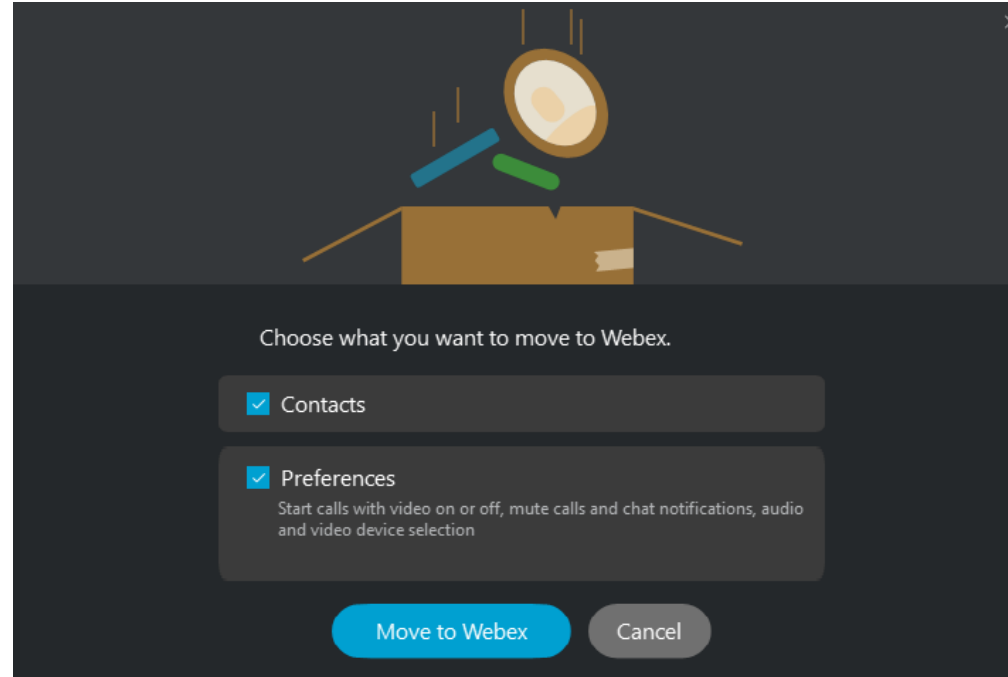
Contact and Preferences Migration

Start the Migration



Contact and Preferences Migration

Choose the things to migrate



User dialog to select what to migrate:

[Jabber2TeamsMigrationPlugin]

[Jabber2TeamsMigrationPlugin::SelectMigrationOption] – **select data**

to **export...**

Contact and Preferences Migration

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

Jabber settings are collected:

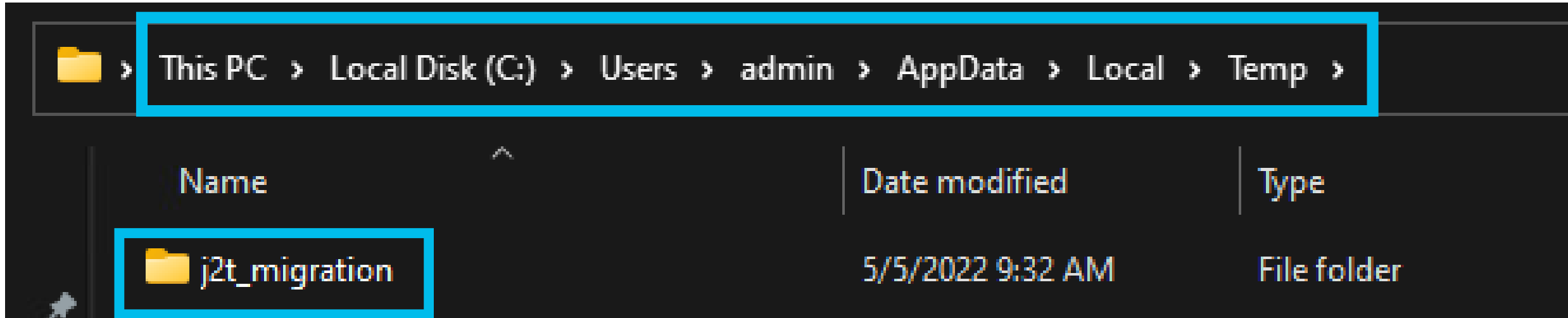
[migration] [migration::serializeSetting] –
setting={IncomingCallAlertSound,Mischief}

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**

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

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  
reason: TeamsVerifyDataSuccess, in progress: 1
```

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
```


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**]

Contact and Preferences Migration

Webex Diagnostic Logs-> last_run_current_log.txt – Import summary

Aggregate of what data is to be imported to Webex:

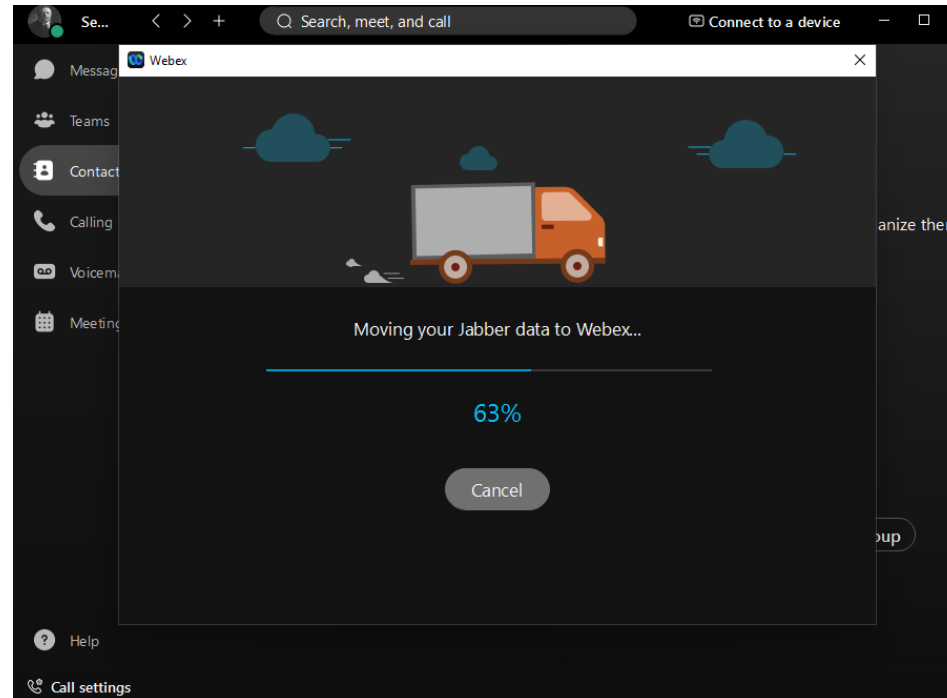
commonHead::viewModels::MigrationDataImporter::importDataTask:
migration data model below:

>> 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

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:

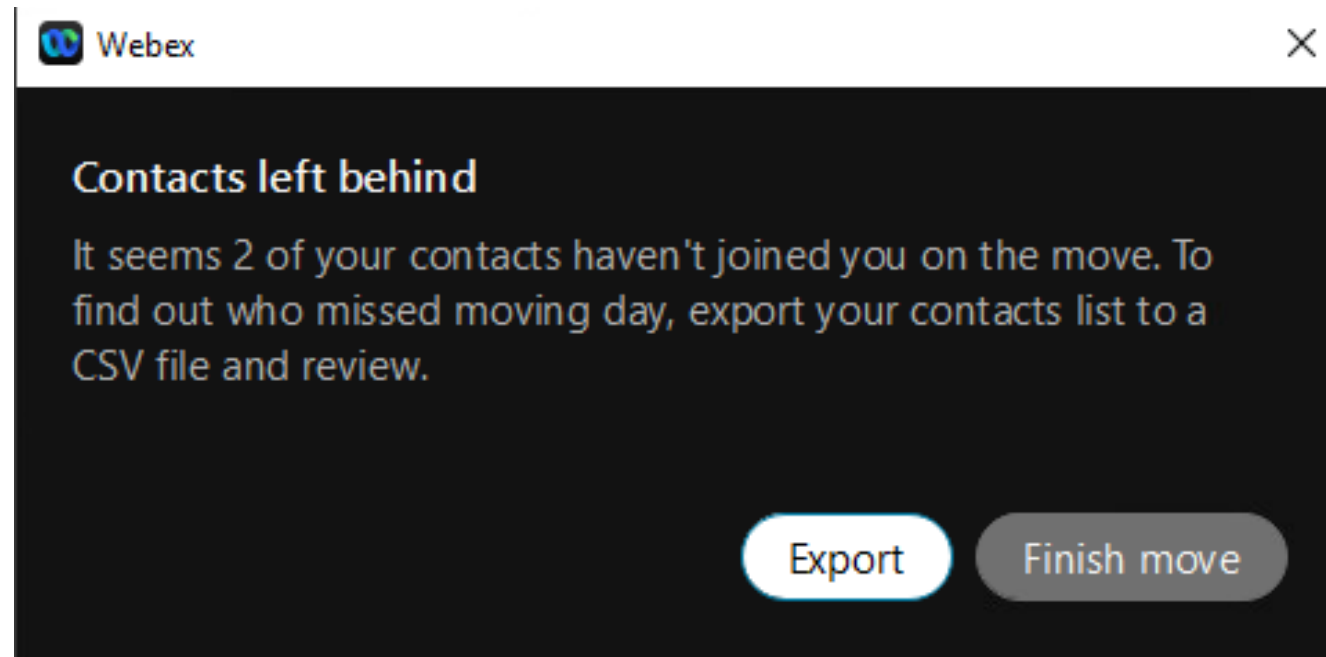
commonHead::viewModels::MigrationFromJabberViewModel:
: migrationFinished:**Migration duration is:20.0627 seconds!**

“Contacts left behind” dialog box is displayed:

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

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!**

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::getCsvContentFromFailedC
ontacts: **number of contacts adding to csv file: 2**

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",

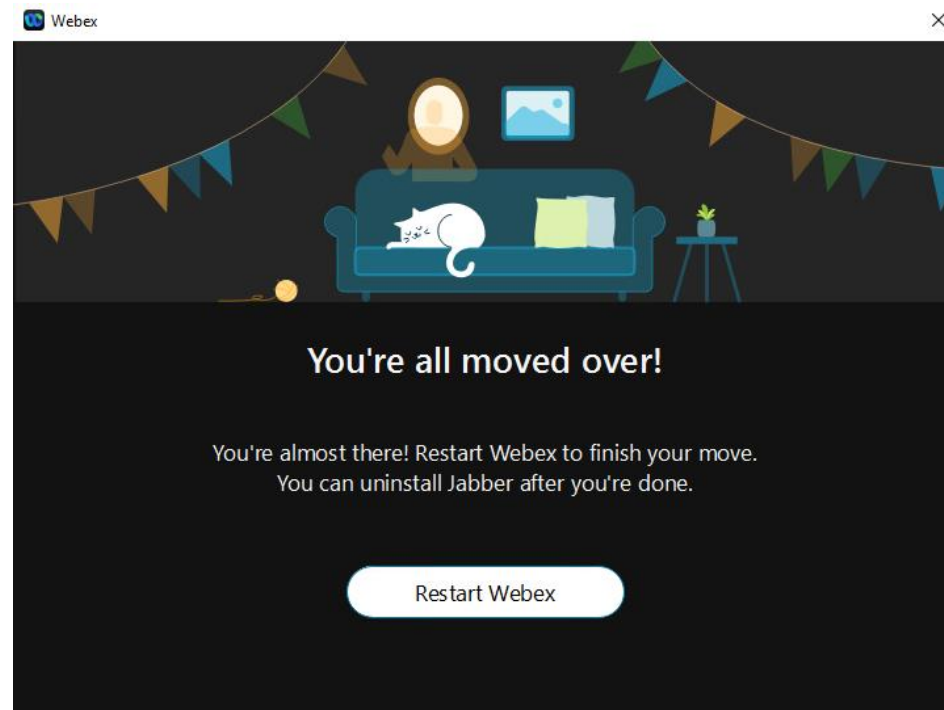
"Roosevelt","", "",

"26thpresident@presidents.net","", "", "", "", "",

"26thPresident@Presidents.net

Contact and Preferences Migration

Migration completes – Prompt to restart Webex client

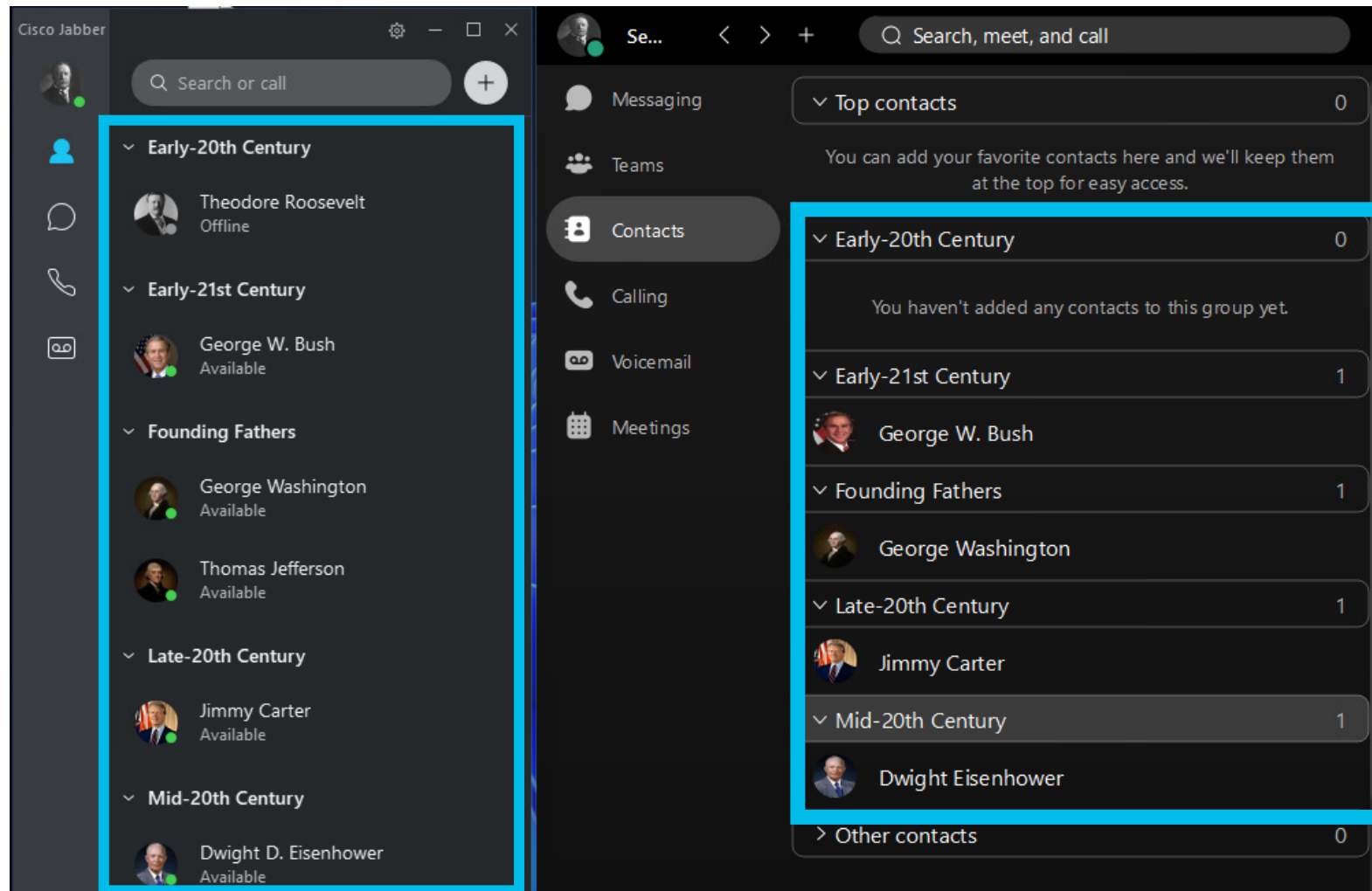


Restart the client button is clicked:

MigrationFromJabberView::{ctor}::<Hex Value>::operator ():
re-start teams button clicked.

Contact and Preferences Migration

Client comparison post-migration



Conclusion

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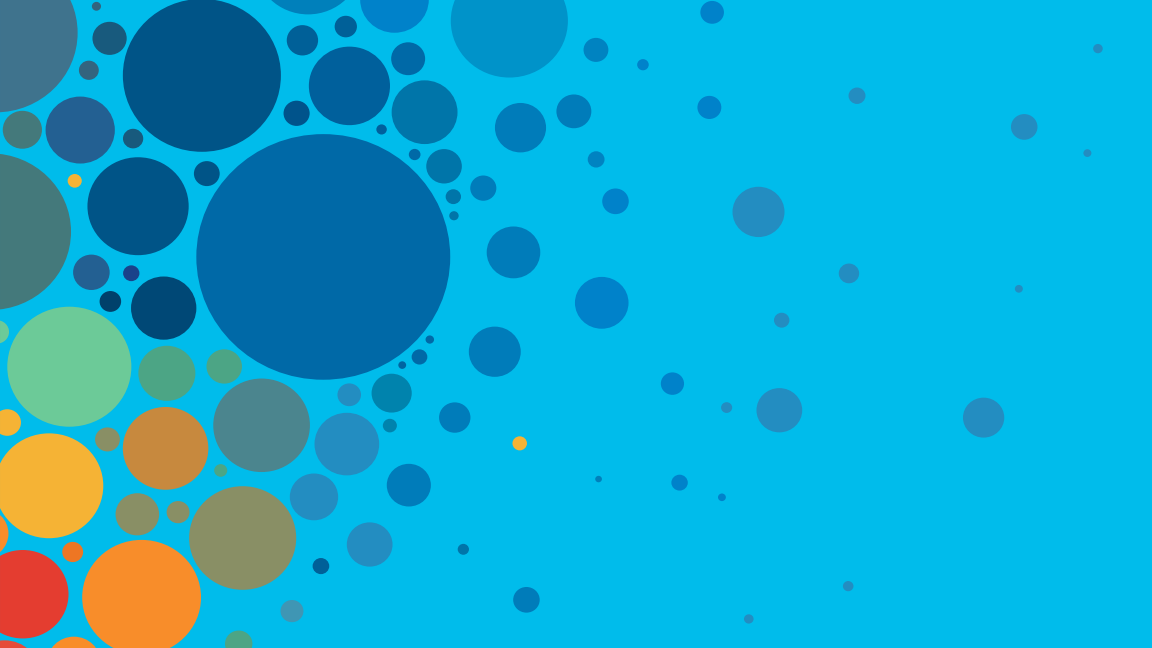
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“Yours is not the task of making your way in the world, but the task of remaking the world which you will find before you”

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



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Thank you

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