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#CiscoLive



The bridge to possible

How to Squeeze CCUC Capabilities to Streamline Your On-Premises Workflows

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BRKCOL-2059



#CiscoLive

Cisco Webex App

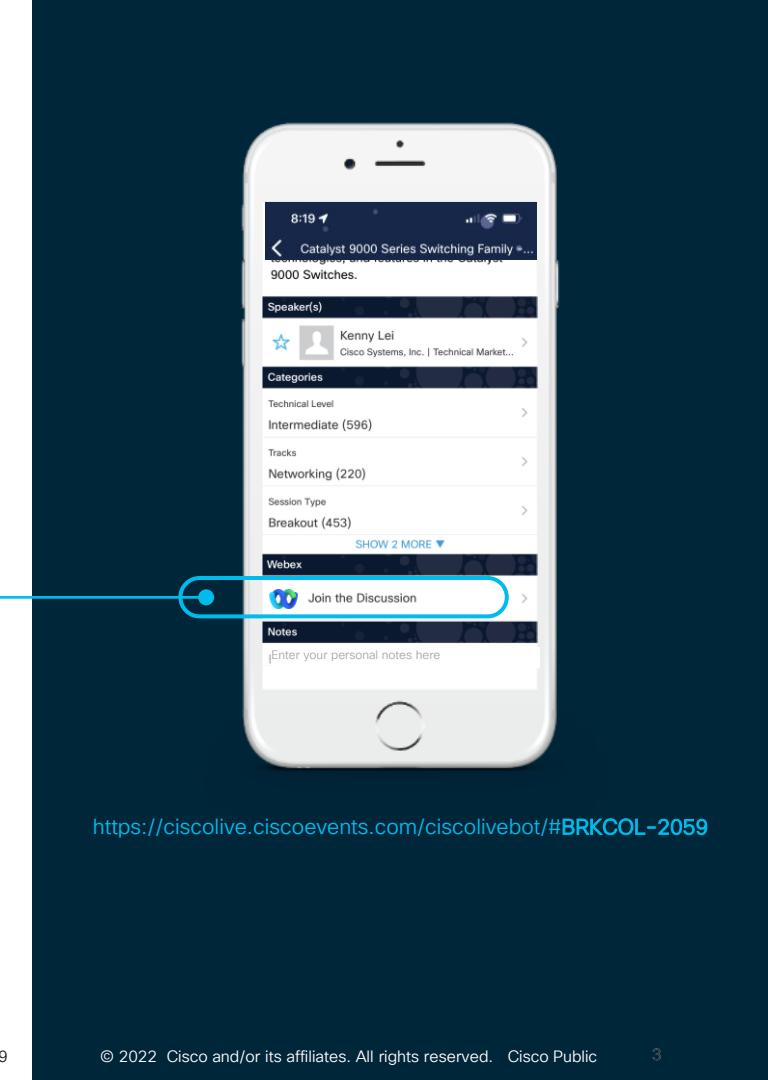
Questions?

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://cislive.ciscoevents.com/cislivebot/#BRKCOL-2059>

Agenda

- Introduction
- CCUC Deployment
- Feature Suite
- Conclusion
- Q&A

Introduction

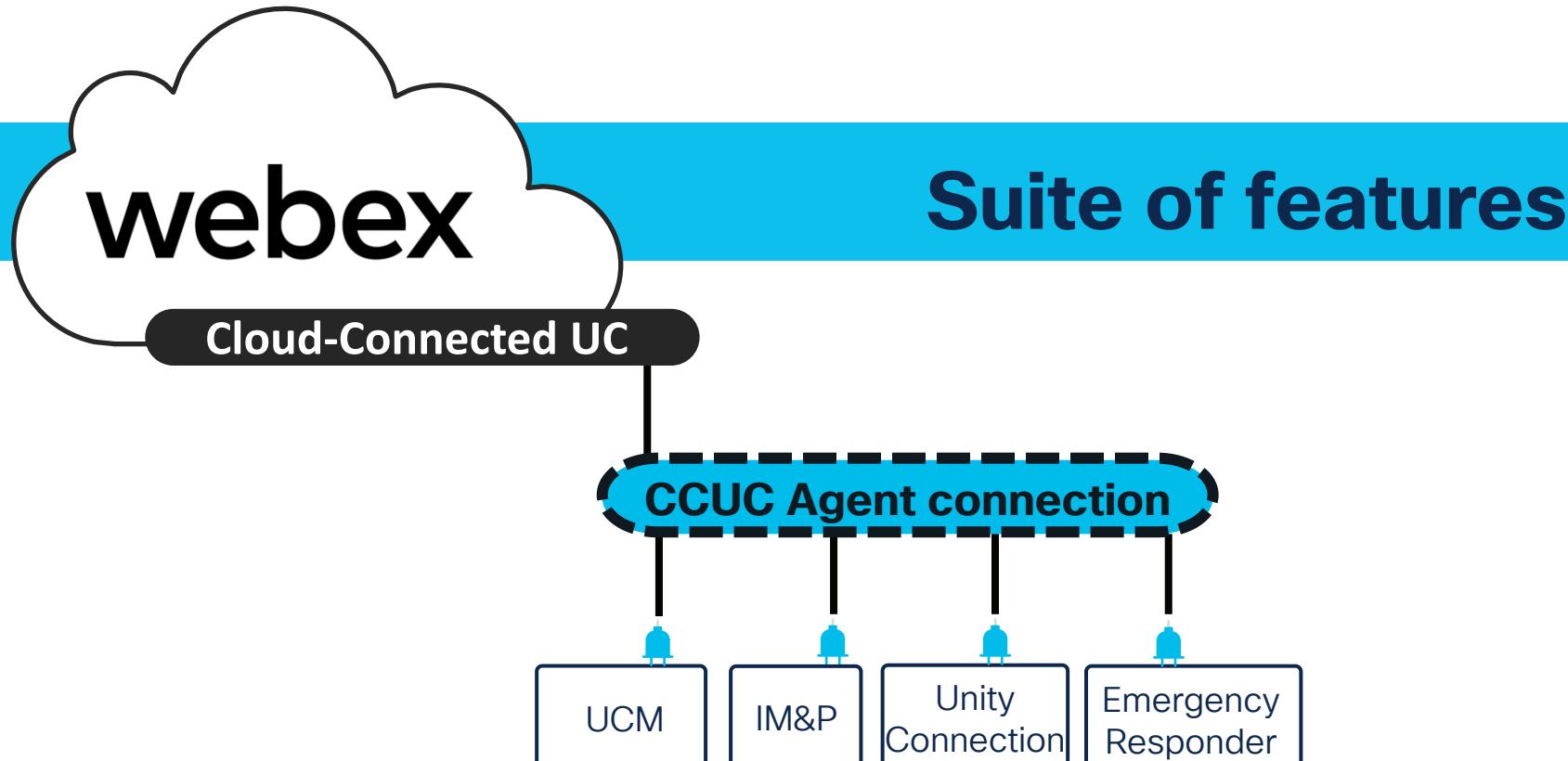
Challenges

- Management of multiple RTMT instances (**slow**)
- Collecting Logs across different clusters (**Time consuming**) and SDLs **hard** to follow
- **Unclear** view of the multicloud certificate environment
- **Migration planning** to Hybrid cloud services

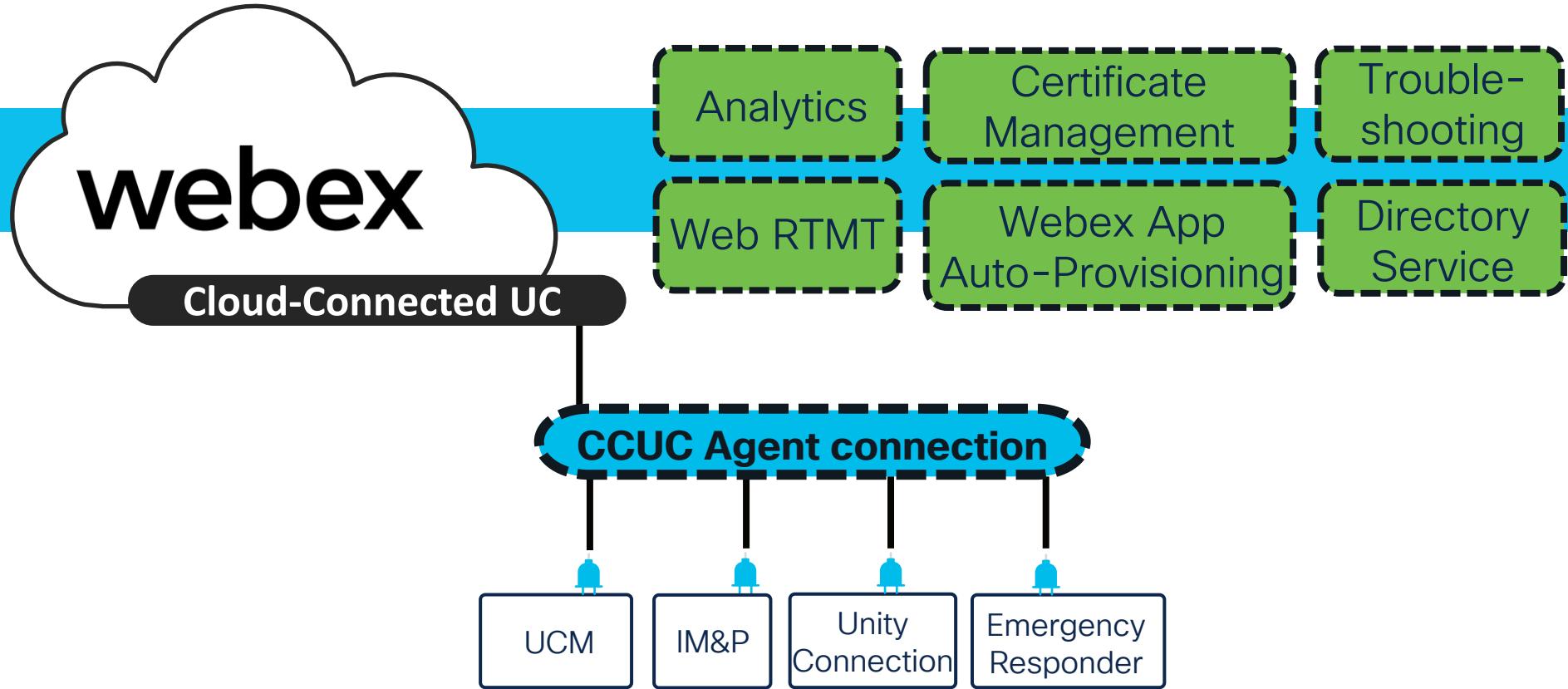
Challenges

- New company **adquisition** resulting in planning for **provisioning**
- **\$ 3rd party integrations** to get data vizualization and analytics
- Requests to **reduce Opex**

Webex® Cloud-Connected UC



Webex® Cloud-Connected UC



CCUC Deployment 8 Steps

Webex Cloud-Connected UC

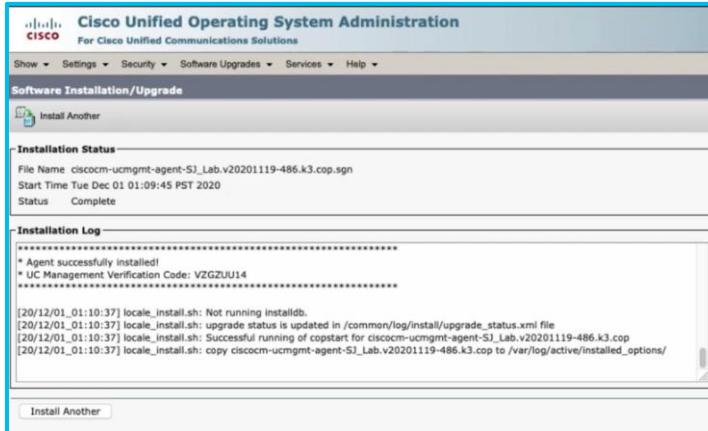
- Enable CCUC at no charge
- If you don't have a CH, request one to your partner for the only purpose to deploy CCUC at no cost

The screenshot shows the Cisco Webex Control Hub interface. In the top left corner, there is a blue circular icon with the number '1'. The main menu on the left includes sections like Analytics, Troubleshooting, Reports, MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), SERVICES (Migrations, Messaging, Meeting, Calling, Connected UC, Hybrid), and a footer with a file icon and the text 'cb123.dc-05.com 293856 dcloud-webex-org'. On the right, under the 'Connected UC' heading, there is a callout box with the title 'Cloud-Connected UC' and the subtext 'Enable Cisco Webex Cloud-Connected Unified Communication and connect your on-premises UC applications (such as UCM and IM&P) to Control Hub.' A blue button labeled 'Enable Connected UC' has a red border and a cursor icon pointing to it.

Onboard your UC on-premises servers

Agent Activation (2 methods)

- Agent Cop file downloaded from CH



- CLI agent activation 12.5SU4 versions or above

The screenshot shows the 'Welcome to the Platform Command Line Interface' screen. It displays system information: 2 vCPU: Intel(R) Xeon(R) Gold 6150 CPU @ 2.70GHz, Disk 1: 110GB, Partitions aligned, 8192 Mbytes RAM. Below this, a series of CLI commands are shown, starting with 'admin:utils ucmgmt' and ending with 'admin:'. The commands include setting up a proxy for the UC Management Cloud Controller and adding the proxy to the list.

```
Welcome to the Platform Command Line Interface

VMware Installation:
  2 vCPU: Intel(R) Xeon(R) Gold 6150 CPU @ 2.70GHz
  Disk 1: 110GB, Partitions aligned
  8192 Mbytes RAM

admin:utils ucmgmt
admin:utils ucmgmt organ
admin:utils ucmgmt organization c4096449-70ba-46fb-a2d8-d12967412d6c
admin:utils ucmgmt
admin:utils ucmgmt proxy add http://proxy.esl.cisco.com:80

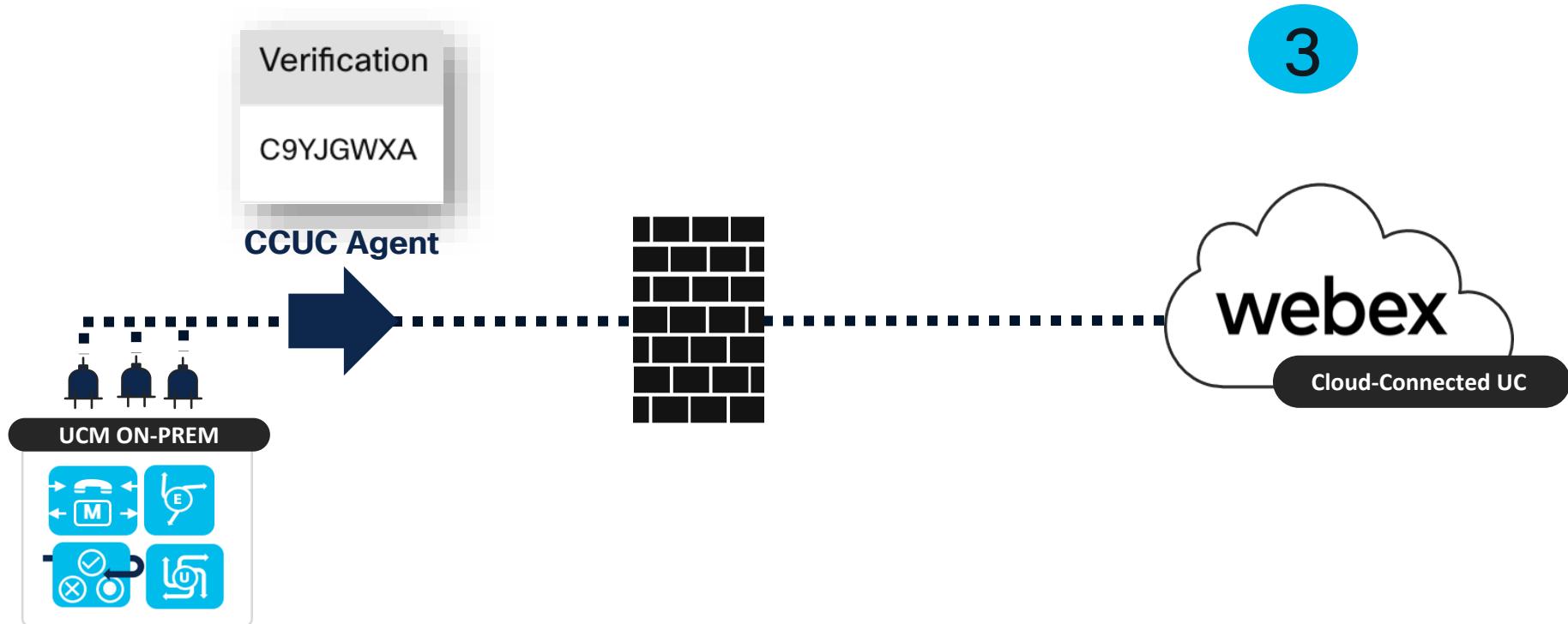
Attempting to contact UCMGMT Cloud Controller... please wait (upto 30 seconds)
Successfully contacted controller.
{"serviceName": "Lookup Service", "serviceType": "REQUIRED", "serviceState": "21-12-06T22:55:19", "upstreamServices": []}

Adding http://proxy.esl.cisco.com:80 to proxy list.
admin:utils ucm
admin:utils ucmgmt proxy list
  "http://proxy.esl.cisco.com:80"
admin:
```

For detailed instructions see references section

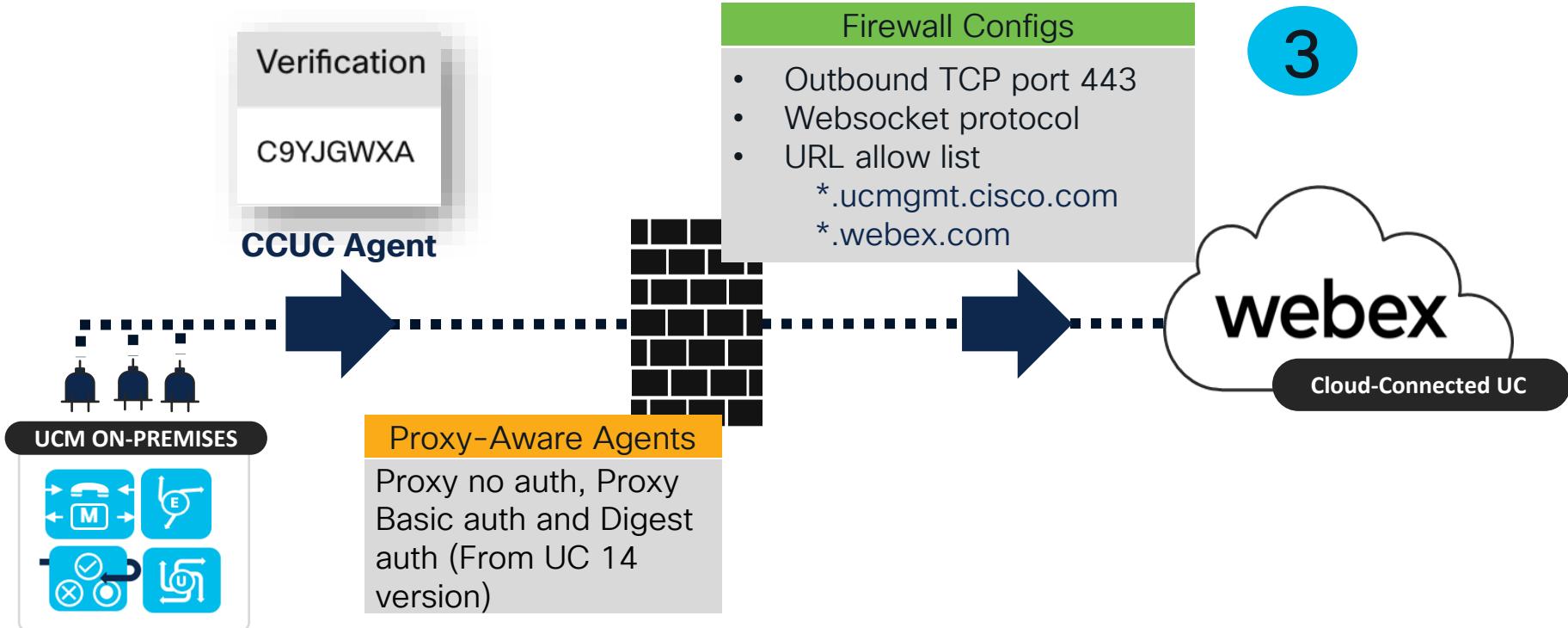
Webex® Cloud-Connected UC (CCUC)

Solution overview



Webex® Cloud-Connected UC (CCUC)

Solution overview



Webex® Cloud-Connected UC (CCUC)

Solution overview

Verify and Assign Cluster

Cluster Name

LihCluster - lih-pub.cisco.com

Existing Cluster Group

PA

Change Cluster Group

Select an option

4

Node Name	IP Address	Product	Type	Verification
lih-pub.cisco.com		CUCM	PUBLISHER	C9YJGWXA <input type="checkbox"/> <input checked="" type="checkbox"/>
lih-imp-pub.cisco.com		IM&P	PUBLISHER	DH+OAJC5 <input type="checkbox"/> <input checked="" type="checkbox"/>

Webex® Cloud-Connected UC (CCUC)

Solution overview

webex Control Hub

< EMEAcluster - emea-cm-pub.ent-pa.com

Cluster Group Name

PA

Events History

...

Services

Enabled (4) Analytics, Certificate Management, Operational Metrics, Deployment Insights

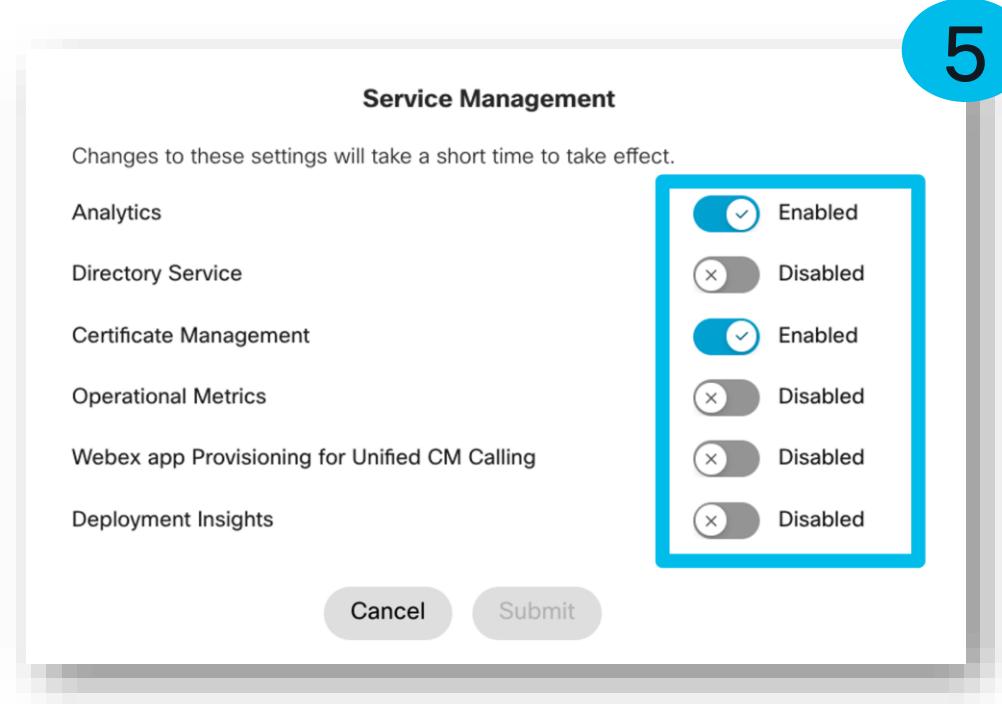
Disabled (1) Webex app Provisioning for Unified CM Calling

Node Name	Node Ver...	IP Address...	Produ...	Type	Verificat...	Agent...	Events	Last Connection
emea-cm-pub.ent-pa.	12.5		CUCM	PUBLISHER	UJKX22WA	Online		03-10-2022 21:22:27

Webex® Cloud-Connected UC (CCUC)

Features available in CH after cluster on-boarding

Services > Connected UC > Inventory > Cluster > Click on “...”



Data Collection Agreement

6

Agree Additional Data
Collection

Data Collection Confirmation

One or more of the services that you selected require additional data collection. For privacy details of the information collected, see [Privacy data sheet](#).

Yes, I agree.

This is a one time confirmation and applicable for the entire organization. The operation cannot be undone.

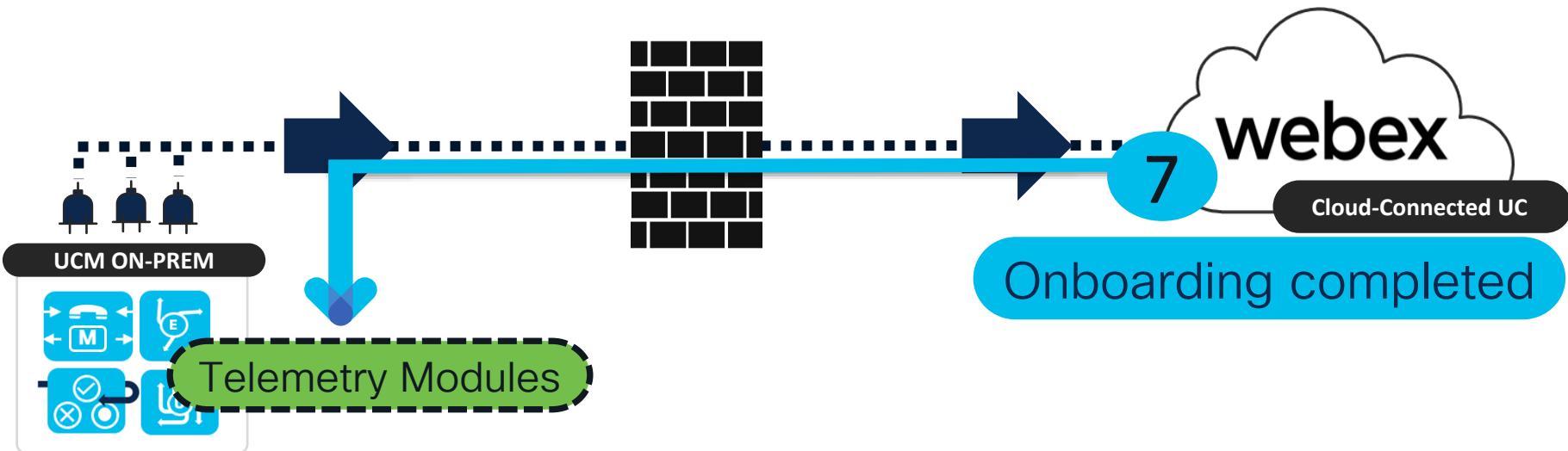
Back

Submit

Submit changes

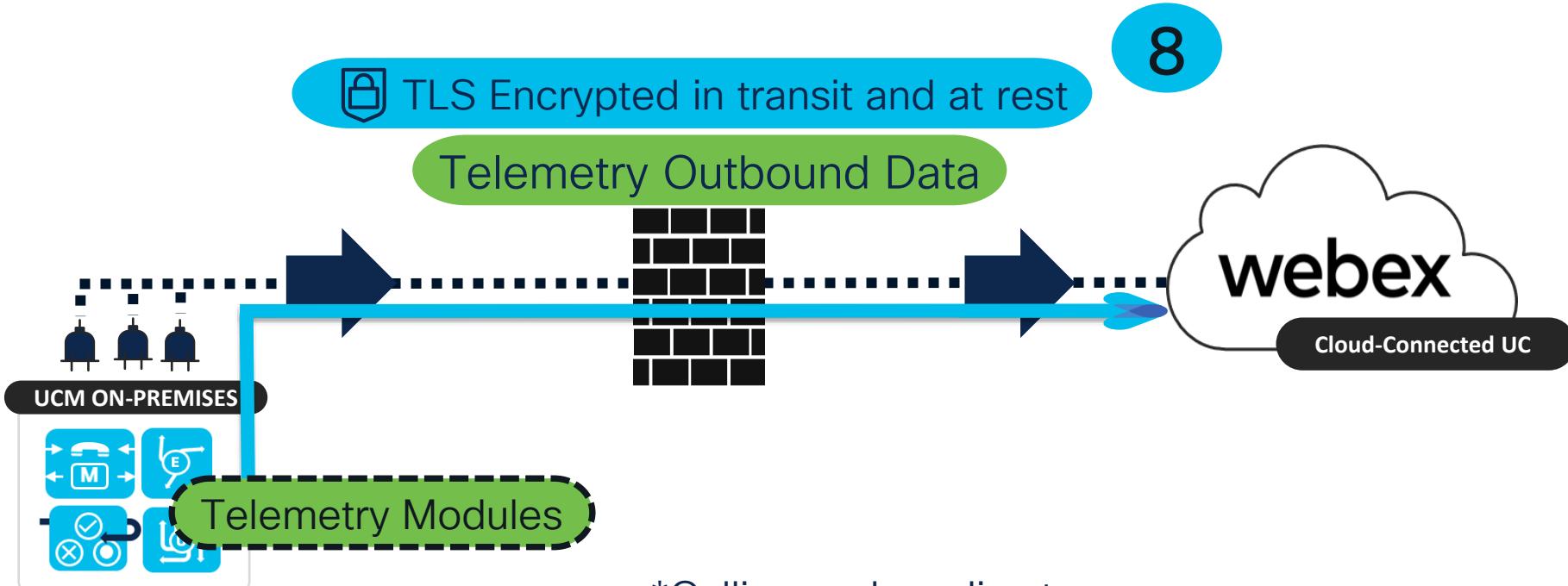
Webex® Cloud-Connected UC (CCUC)

Solution overview



Webex® Cloud-Connected UC (CCUC)

Solution overview



*Calling and media stays on-prem
*User and devices are not migrated to CH

Prerequisites Checklist

- UC infrastructure minimal versions

Cisco UCM, IM&P, Unity and CER: 11.5(x), 12.0(x), 12.5(x), 14

COP file to be installed except with release 12.5(1)SU4+ and 14

- Network port requirements:

- Websocket protocol

- TCP Port 443 outbound to the Webex®

- Allow list URLs:

- *.ucmgmt.cisco.com

- *.webex.com

- Network proxy support: Unauthenticated and authenticated http proxies are supported

Performance considerations

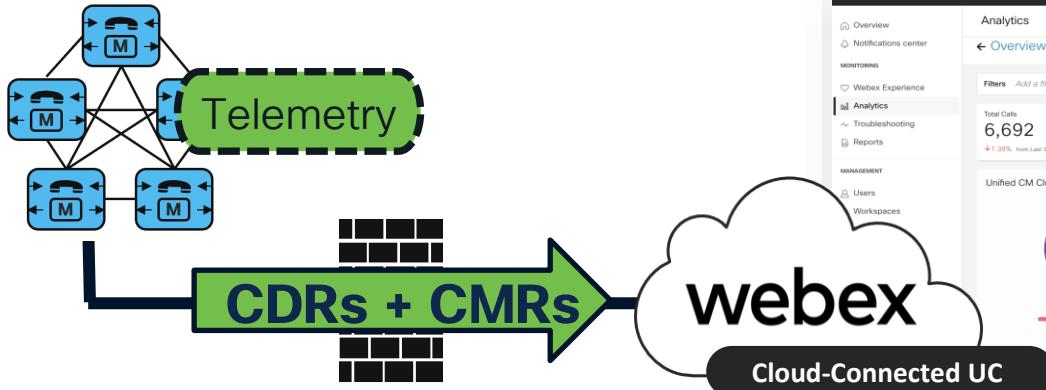
- CPU and memory (RAM) usage: **CCUC runs with low priority**. The service runs with approximately 345 MB of RAM.
- Bandwidth usage: For a larger cluster, ensure at least **2 Mbps** of bandwidth to the cloud.
- Disk Space Usage: 3 MB for executables and for log files, 10 MB in the /var/log/active folder path.
- **Call Detail Recording** (CDR) and **Call Management Recording** (CMR)
 - Must be enabled in UCM (service parameter “CDR Enabled Flag” and “Call Diagnostics Enabled”) Interval: 1 minute

Feature Suite

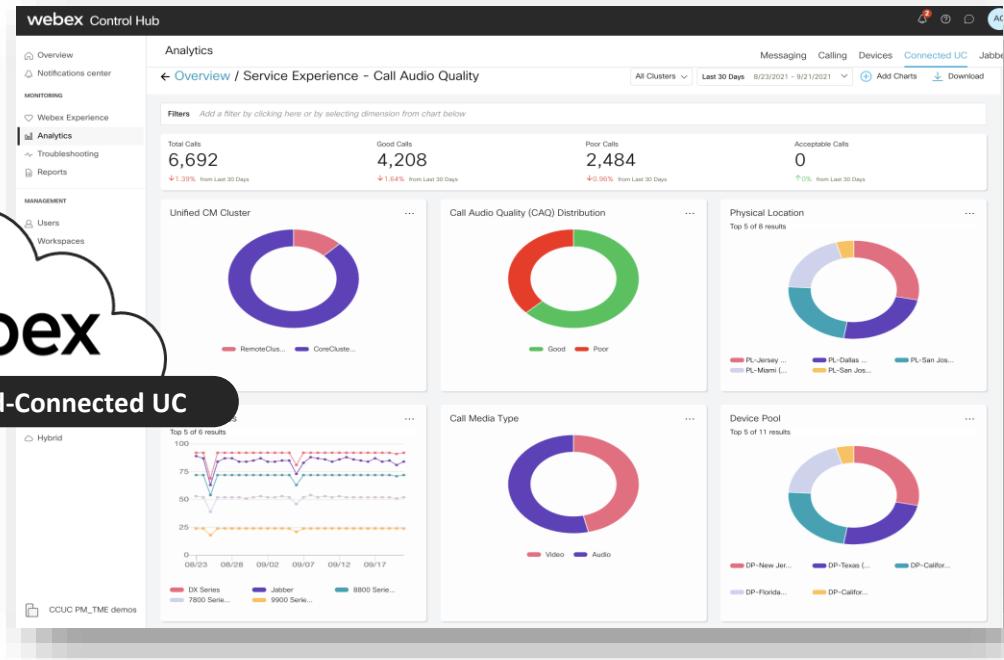
Feature Suite:

- Analytics
- Certificate Management
- Web RTMT
- Troubleshooting
- Webex App Auto-provisioning
- CCUC Directory Service

CCUC Analytics

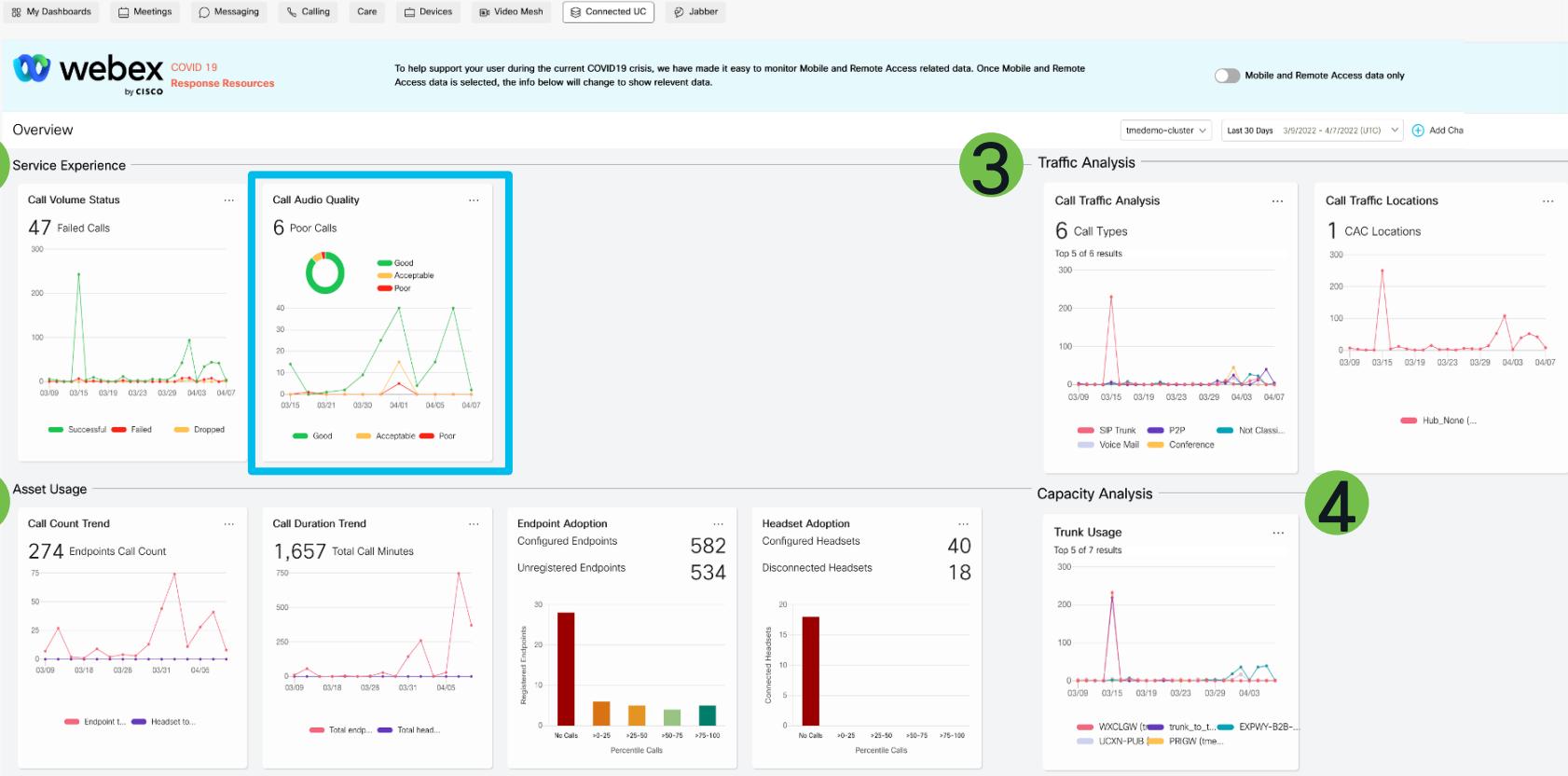


Supported
Products:
CUCM

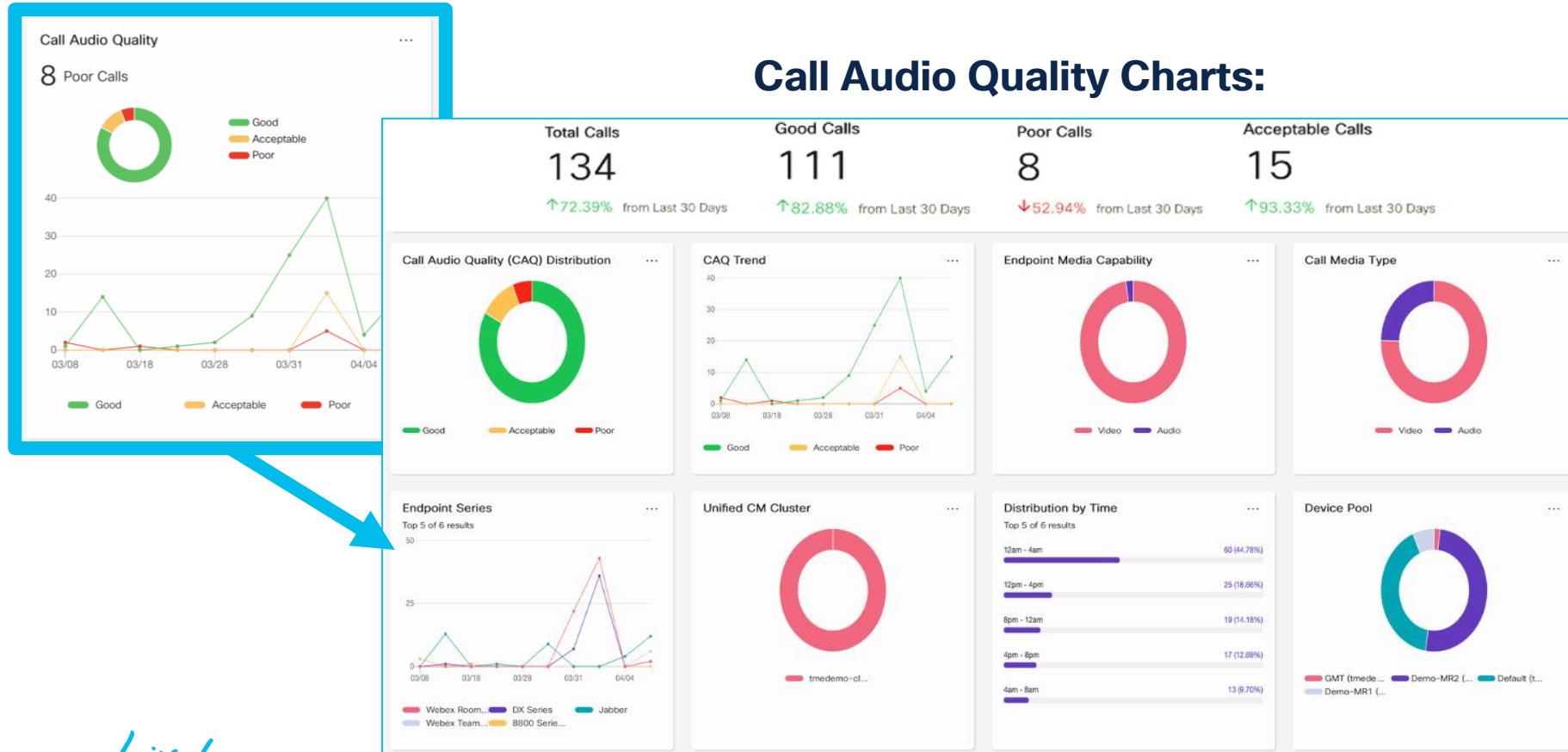


CCUC Analytics - Categories

Analytics

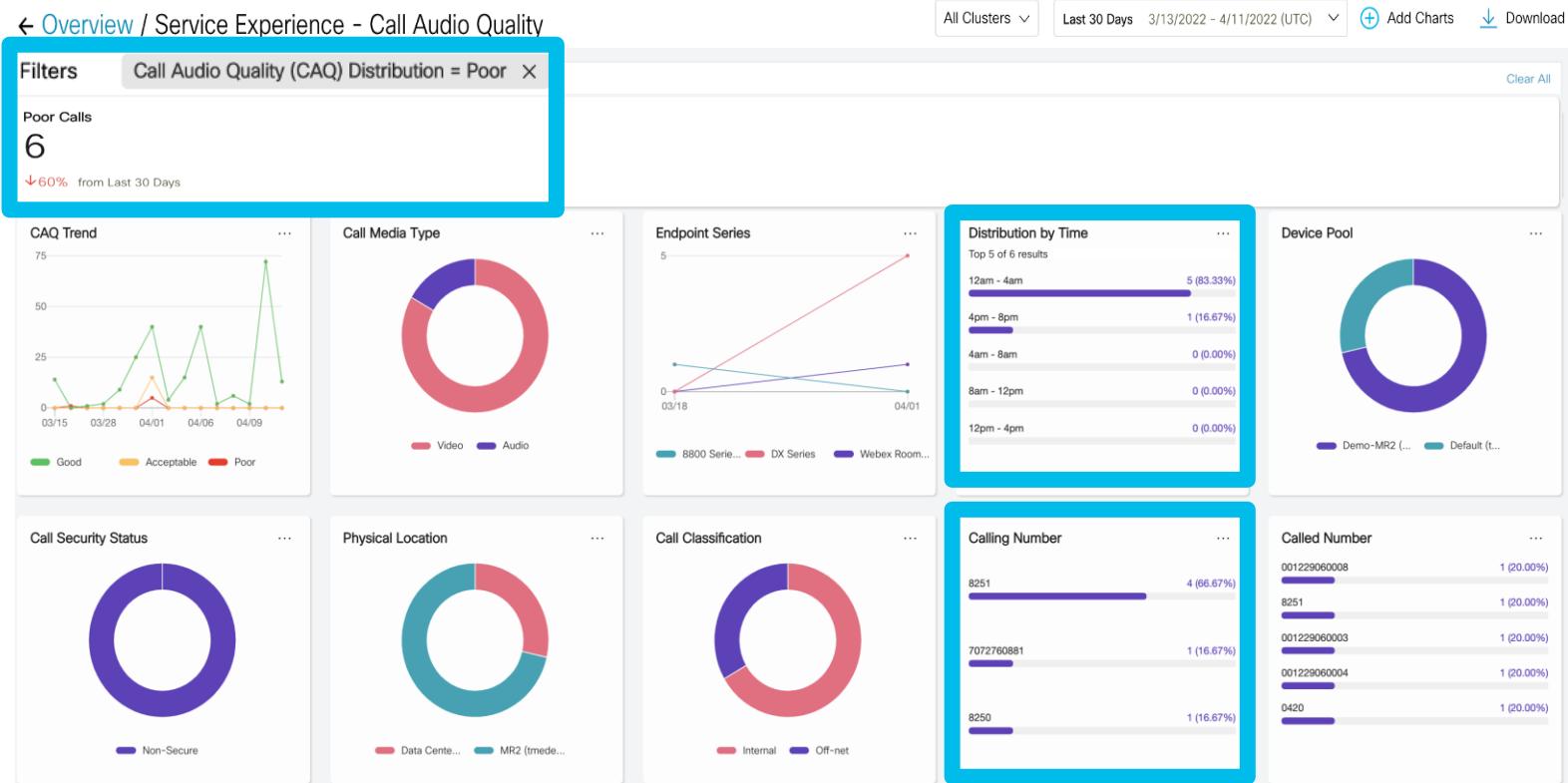


Analytics

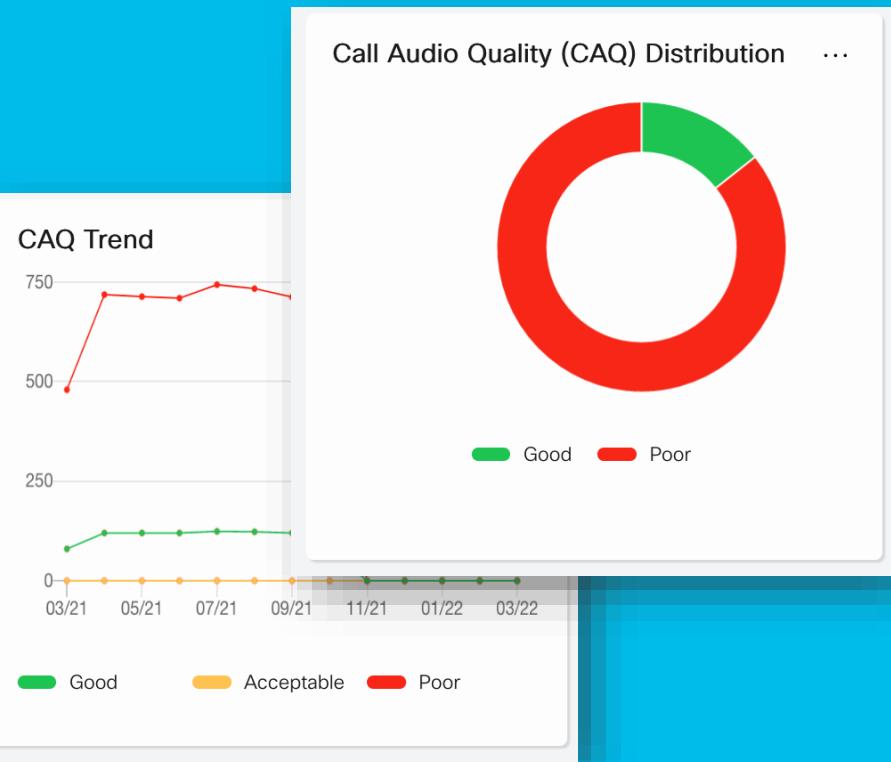


Analytics

Which questions I can answer with analytics?



Analytics

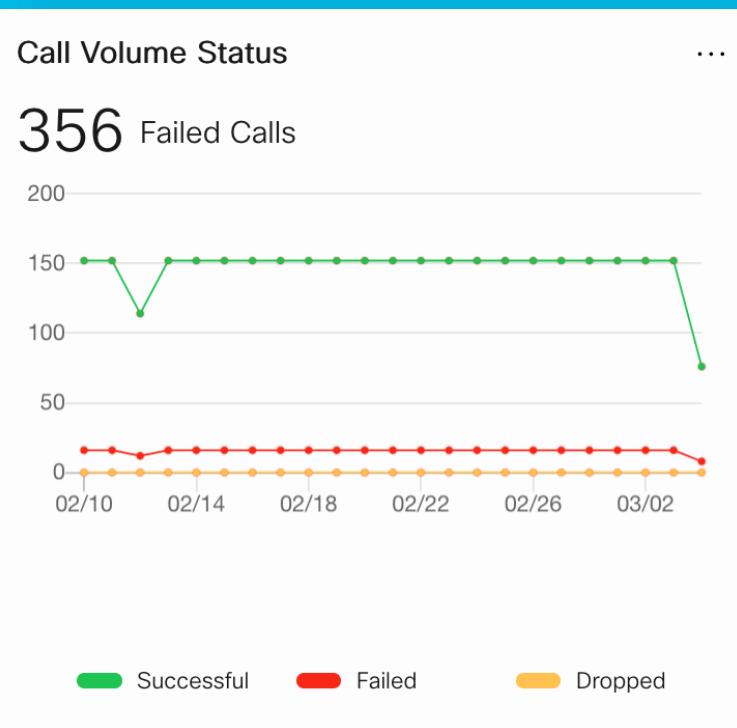


How does CCUC grade the calls?

Severely Concealed Seconds Ratio (SCSR)

Duration (seconds)	Concealment %	Grading
10	10	Good
120	8	Poor

Analysis



How does CCUC classify the calls?

Termination Cause Code	Description
0	No error
3	No route to destination
16	Normal Call Clearing

CCUC Analytics - Categories



To help support your user during the current COVID19 crisis, we have made it easy to monitor Mobile and Remote Access related data. Once Mobile and Remote Access data is selected, the info below will change to show relevant data.

Mobile and Remote Access data only

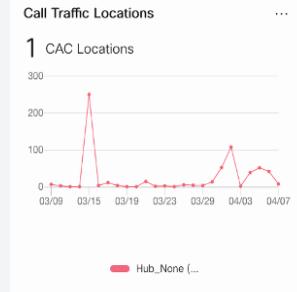
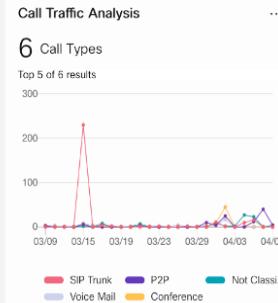
Overview

1 Service Experience

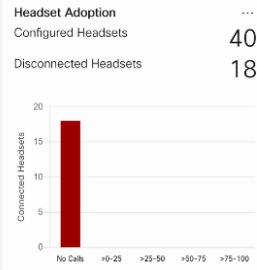
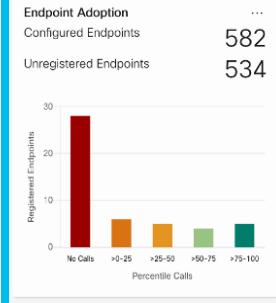
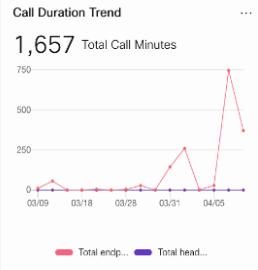
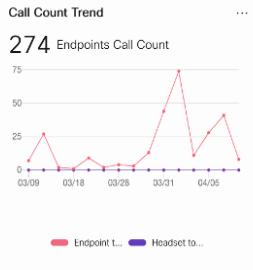


3

Traffic Analysis



2 Asset Usage



Capacity Analysis



Analytics

Which questions can I answer with analytics?

← Overview / Asset Usage - Endpoint Adoption

All Clusters

Last 30 Days 3/9/2022 - 4/7/2022 (UTC)

Add Charts

Download

Filters Add a filter by clicking here or by selecting dimension from chart below

Configured Endpoints

582

↑0% from Last 30 Days

Unregistered Endpoints

534

↓0.95% from Last 30 Days

Registered (No calls)

28

↓3.7% from Last 30 Days

Registered (>0-25 %ile calls)

6

↑25% from Last 30 Days

Registered (>25-50 %ile calls)

5

↑16.67% from Last 30 Days

Registered (>50-75 %ile calls)

4

↑33.33% from Last 30 Days

Registered (>75-100 %ile calls)

5

↑16.67% from Last 30 Days

Endpoint Series

Top 5 of 12 results

Jabber 367 (62.52%)

8800 Series 106 (18.06%)

DX Series 39 (6.64%)

Webex Room Kit Series 20 (3.41%)

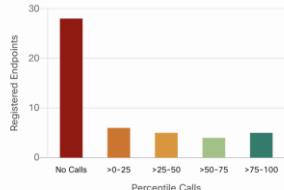
Webex Teams 19 (3.24%)

Endpoint Adoption

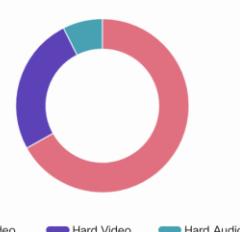
Configured Endpoints

582

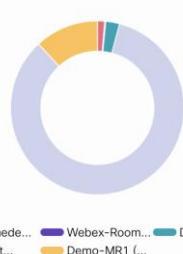
Unregistered Endpoints 534



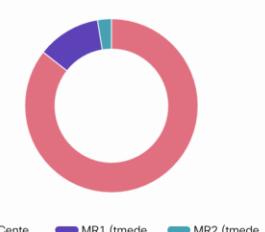
Endpoint Media Capability



Device Pool



Physical Location



Analytics

Which questions can I answer with analytics?

← Overview / Asset Usage - Endpoint Adoption

tmddemo-cluster ▾ Last 30 Days 3/9/2022 – 4/7/2022 (UTC) ▾ + Add Charts ⬇ Download

Filters Endpoint Series = Webex Teams X

Clear All

Configured Endpoints

19

↑ 9.52% from Last 30 Days

Unregistered Endpoints

3

↑ 40% from Last 30 Days

Registered (No calls)

9

↑ 0% from Last 30 Days

Registered (>0-25 %ile calls)

1

↑ 0% from Last 30 Days

Registered (>25-50 %ile calls)

2

↑ 0% from Last 30 Days

Registered (>50-75 %ile calls)

0

↑ 0% from Last 30 Days

Registered (>75-100 %ile calls)

1

↑ 0% from Last 30 Days

Endpoint Series

Webex Teams

...

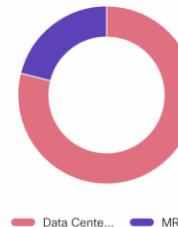
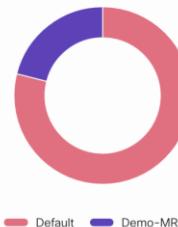
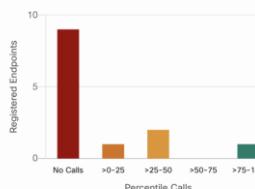
19 (100.00%)

Endpoint Adoption
Configured Endpoints
Unregistered Endpoints

Endpoint Media Capability

Device Pool

Physical Location



Endpoint Series = Webex Teams X

CCUC Analytics - Categories

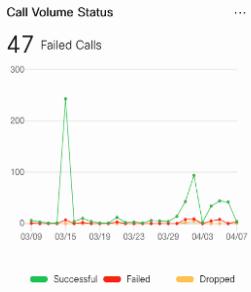


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Mobile and Remote Access data only

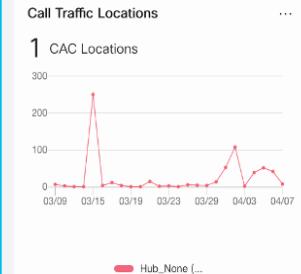
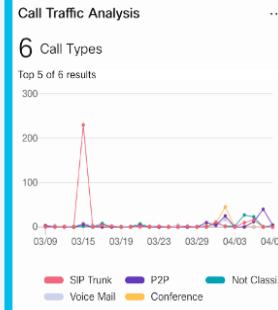
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1 Service Experience

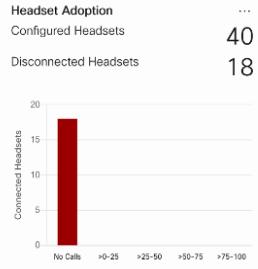
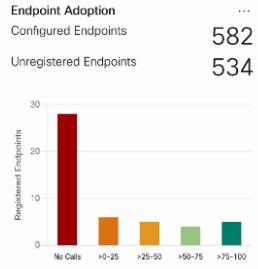
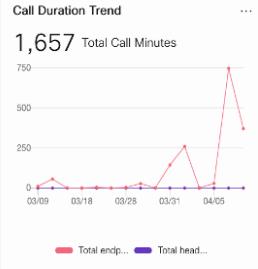
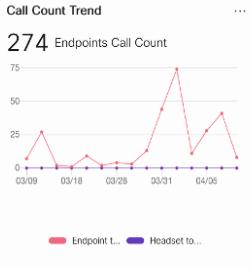


3

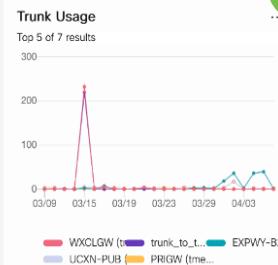
Traffic Analysis



2 Asset Usage



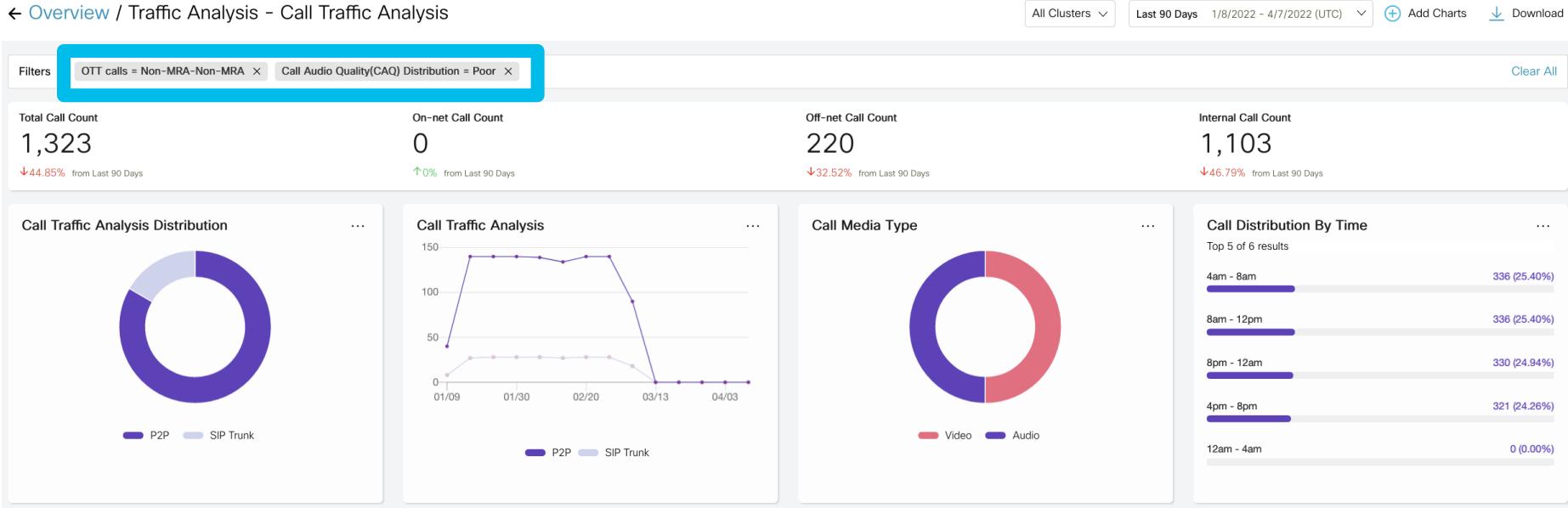
Capacity Analysis



4

Analytics

Which questions can I answer with analytics?



CCUC Analytics - Categories



To help support your user during the current COVID19 crisis, we have made it easy to monitor Mobile and Remote Access related data. Once Mobile and Remote Access data is selected, the info below will change to show relevant data.

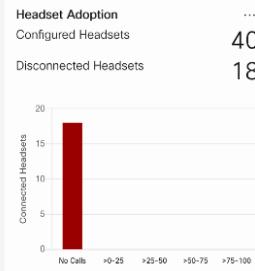
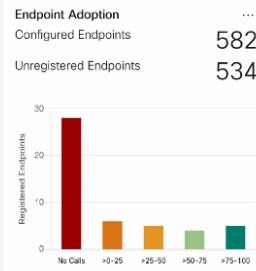
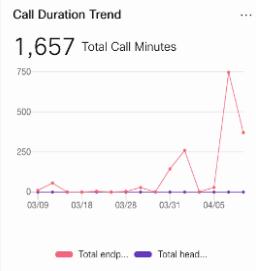
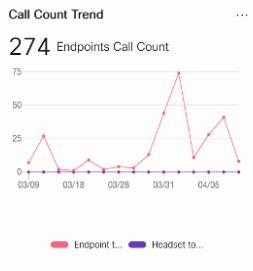
Mobile and Remote Access data only

Overview

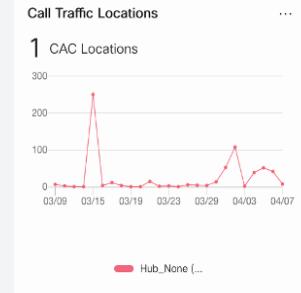
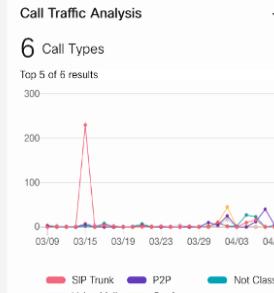
1 Service Experience



2 Asset Usage



3 Traffic Analysis



Capacity Analysis



Analytics

← Overview / Capacity Analysis - Trunk Types

tmedemo-cluster

Last 30 Days 3/9/2022 - 4/7/2022 (UTC)

Add Charts

Download

Filters Add a filter by clicking here or by selecting dimension from chart below

Total Call Count On Trunks

740

↓63% from Last 30 Days

SIP

740

↓63% from Last 30 Days

MGCP

0

↑0% from Last 30 Days

ICT

0

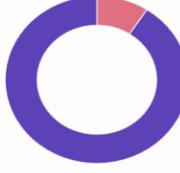
↑0% from Last 30 Days

Trunk Usage Distribution

Top 5 of 7 results



Call Media Type



Calling Number

+1678	219 (69.52%)
99999999	51 (16.19%)
tom_welde	20 (6.35%)
526672534013	15 (4.76%)
8513	10 (3.17%)

Called Number

+1408	124 (37.92%)
+1408	98 (29.97%)
9998	58 (17.74%)
tom_welde	26 (7.95%)
750000	21 (6.42%)

Trunk Peak Utilization (3/9/2022 - 4/7/2022)

Call Count Call Duration

Filters Add a filter by clicking here or by selecting dimension from chart below

Set max con. calls

Trunk Name	Total call count Total call minutes	Audio call count Audio call minutes	Video call count Video call minutes	Max no of failures	Peak Calls	Max concurrent calls	Peak Utilization %	Actions
CMS1-MR2	18 calls 31 minutes	7 calls 0 minutes	11 calls 31 minutes	3	7 Mar 31 2022	10	70%	...
WXCLGW	783 calls 8 minutes	783 calls 8 minutes	0 calls 0 minutes	10	304 Feb 15 2022	500	61%	...

Analytics

Export your data

Messaging Calling Devices **Connected UC** Jabber

All Clusters ▾ Last 30 Days 9/11/2021 - 10/10/2021 (UTC) [+ Add Charts](#) [Download](#)

Total Number Of Endpoints in Calls
13,137
↓2.79% from Last 30 Days

ability ...



You have chosen to open:
..._16339937112383341093599_6_08_34 PM.csv
which is: CSV File (2.4 KB)
from: blob:

What should Firefox do with this file?
 Open with Microsoft Excel (default)
 Save File
 Do this automatically for files like this from now on.

Cancel OK

Call Audio Quality_164945893780 + Ready



G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
io	Called Audio Caller Video	Called Video Call Duration	Caller Video	Called Video Caller Video	Called Video Signaling	Start Time	Caller Call At	Called Call A	Call Type	Call Security	Caller Device Ca				
M_MP4ALATM_H264	H264	16473	HD720P	HD720P	5872	2944	07/04/22 2:25	Good	Good	Video	Non Secure	Demo-MR2	De		
law	G711mu-law	N/A	N/A	79	NA	0	0	15/03/22 16:53	Good	Ungraded	Audio	Non Secure	Default	De	
M_MP4ALATM_H264	H264	40	HD720P	HD720P	5872	2944	07/04/22 0:16	Good	Good	Video	Non Secure	Demo-MR2	De		
law	G711mu-law	N/A	N/A	78	NA	0	0	15/03/22 16:53	Good	Ungraded	Audio	Non Secure	Default	De	
OPUS	H264	905	HD720P	HD720P	3744	3744	15/03/22 16:54	Good	Good	Video	Secure	Default	De		
law	G711mu-law	N/A	N/A	6	NA	0	0	30/03/22 15:25	Good	Ungraded	Audio	Non Secure	Default	De	
law	G711mu-law	N/A	N/A	14	NA	0	0	15/03/22 17:15	Good	Ungraded	Audio	Non Secure	Default	De	
law	G711mu-law	N/A	N/A	2	NA	0	0	30/03/22 15:25	Good	Ungraded	Audio	Non Secure	Default	De	
OPUS	H264	423	HD720P	HD720P	3744	3744	15/03/22 17:17	Good	Good	Video	Secure	Default	De		
OPUS	N/A	5	NA	NA	0	0	30/03/22 15:38	Good	Good	Audio	Non Secure	Default	De		
law	G711mu-law	N/A	N/A	3	NA	0	0	15/03/22 16:32	Good	Ungraded	Audio	Non Secure	Default	De	
OPUS	H264	3	HD720P	HD720P	1744	3744	30/03/22 13:57	Good	Good	Video	Non Secure	Default	De		
law	G711mu-law	N/A	N/A	6	NA	0	0	15/03/22 16:23	Good	Ungraded	Audio	Non Secure	Default	De	
OPUS	H264	10	HD720P	HD720P	1744	3744	30/03/22 13:54	Good	Good	Video	Non Secure	Default	De		
OPUS	H264	61	HD720P	HD720P	3744	3744	15/03/22 16:52	Good	Ungraded	Video	Secure	Default	De		
OPUS	H264	7	HD720P	HD720P	1744	3744	30/03/22 13:55	Good	Good	Video	Non Secure	Default	De		
OPUS	H264	822	HD720P	HD720P	3744	3744	15/03/22 16:32	Good	Good	Video	Secure	Default	De		
OPUS	N/A	4	NA	NA	0	0	30/03/22 15:26	Good	Good	Audio	Non Secure	Demo-MR2	De		
OPUS	N/A	72	NA	NA	0	0	15/03/22 17:08	Ungraded	Good	Audio	Non Secure	Default	De		
OPUS	N/A	4	NA	NA	0	0	30/03/22 15:27	Good	Good	Audio	Non Secure	Demo-MR1	De		
Off-Net	G711mu-law	G711mu-law	N/A	N/A	145	NA	0	0	15/03/22 16:48	Ungraded	Good	Audio	Non Secure	Default	De
OPUS	H264	261	HD720P	HD720P	8000	3744	21/03/22 14:57	Good	Ungraded	Video	Non Secure	Default	De		
Off-Net	G711mu-law	G711mu-law	N/A	N/A	36	NA	0	0	15/03/22 16:46	Ungraded	Good	Audio	Non Secure	Default	De
MP4ALATM_H264	H264	13	HD720P	HD720P	1744	5824	31/03/22 4:10	Good	Ungraded	Video	Non Secure	Default	De		

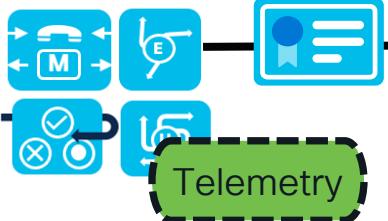
Feature Suite:

- ~~Analytics~~
- Certificate Management
- Web RTMT
- Troubleshooting
- Webex App Auto-provisioning
- CCUC Directory Service

CCUC and Certificate Management

Customer premises

Trust Store visibility
across platforms



Telemetry

Supported Products:
CUCM, IM&P, Unity
Connection and CER

WebSocket
channel



Control Hub
Administrator



EMEAcluster - emea-cm-pub.ent-pa.com

Identity Certificate Trust Store Jobs

Identity Certificates 8 total			Trust Certificates 17 total			Recent Jobs Current Month		
Valid	Expires Soon	Expired	Valid	Expires Soon	Expired	Total	Pending	Complete
6	0	2	13	0	4	0	0	0

Q Search Filter Certificate 8 Certificates View Profile

Certificate	Server Name	Common Name	Type	Status	Expiration
CallManager	emea-cm-pub.ent-pa.com	emea-cm-pub-ms.ent-p...	CA Signed (Multi Server)	Expired	05/19/2021 6:49 PM
tomcat-ECDSA	emea-cm-pub.ent-pa.com	emea-cm-pub-EC.ent-p...	Self Signed	Expired	06/13/2021 2:09 AM
tomcat	emea-cm-pub.ent-pa.com	emea-cm-sub1-ms.ent-...	CA Signed (Multi Server)	Valid	05/17/2026 1:27 PM
ipsec	emea-cm-pub.ent-pa.com	emea-cm-pub.ent-pa.com	Self Signed	Valid	06/07/2026 6:16 PM
CallManager-ECDSA	emea-cm-pub.ent-pa.com	emea-cm-pub-EC.ent-p...	Self Signed	Valid	06/08/2026 11:33 AM
TVS	emea-cm-pub.ent-pa.com	emea-cm-pub.ent-pa.com	Self Signed	Valid	07/20/2026 10:36 PM
CAPF	emea-cm-pub.ent-pa.com	CAPF-04b20cb4	Self Signed	Valid	07/22/2026 1:44 PM
ITLRecovery	emea-cm-pub.ent-pa.com	ITLRECOVERY_emea-cm...	Self Signed	Valid	09/05/2041 4:52 PM

CCUC and Certificate Management

Certificate	Server Name	Common Name	Type	Status	Expiration	⋮
CallManager	emea-cm-pub....	emea-cm-pub....	CA Signed (Multi Server)	Expired	05/19/2021 6:49 PM	
tomcat	emea-cm-pub....	emea-cm-sub1....	CA Signed (Multi Server)	Valid		
ipsec	emea-cm-pub....	emea-cm-pub....	Self Signed	Valid		
CallManager-ECDSA	emea-cm-pub....	emea-cm-pub....	Self Signed	Valid		
TVS	emea-cm-pub....	emea-cm-pub....	Self Signed	Valid		

Generate CSR
Download .der
Download .pem

emea-cm-pub-ms.ent-pa.com	
Expired	
Certificate	CallManager
Server Name	emea-cm-pub.ent-pa.com
Common Name	emea-cm-pub-ms.ent-pa.com
Cluster	EMEAcluster - emea-cm-pub.ent-pa.com
Product	Unified CM
Type	CA Signed (Multi Server)
Validity	05/23/2016 9:39 AM to: 05/19/2021 6:49 PM
Certificate File Data	
Serial Number	1a000000eb32c03796d2fb2e390003000 00eb
Signature Algorithm	SHA256-RSA
Keylength	2048 bits
Actions	
Download .der	Download .pem
Replace Certificate	
Remove Certificate	

webex Control Hub

Overview

Alerts center

MONITORING

Webex Experience

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Calling

Connected UC

Hybrid

Connected UC

UC Management

- Inventory
- Agent Install Files
- Telemetry Module Inventory

Operations

Dashboard

Certificate Management

- Alerts
- Clusters
- Profiles
- Settings

Directory Service

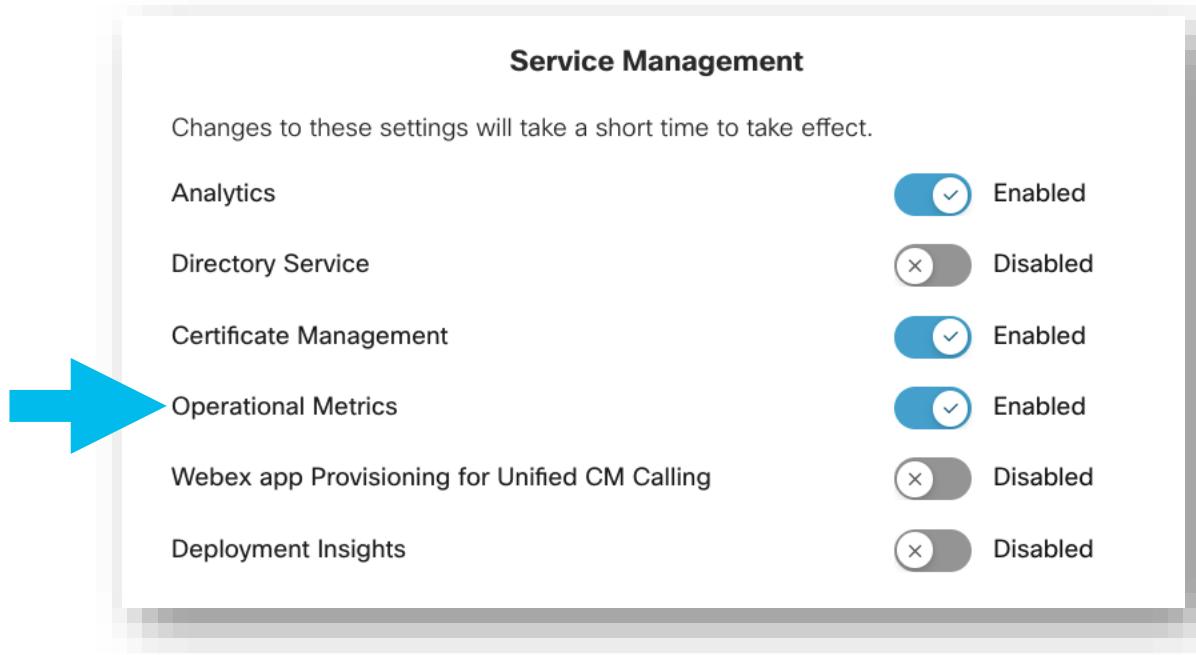
Synchronizes users from cloud-based directories into on-premises UC infrastructure. For example, Azure Active Directory, Okta, and other similar cloud-based directories.

[Learn more](#)[View clusters](#)

Feature Suite:

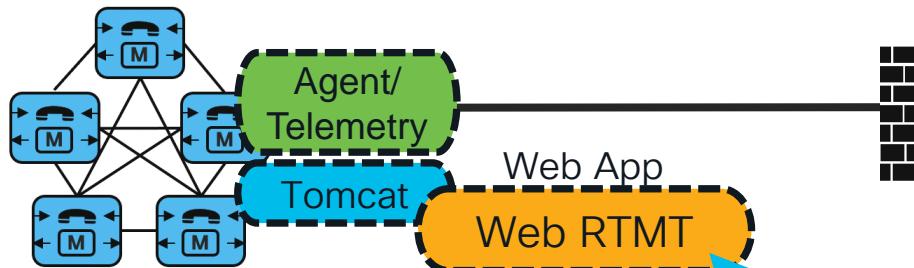
- ~~Analytics~~
- ~~Certificate Management~~
- Web RTMT
- Troubleshooting
- Webex App Auto-provisioning
- CCUC Directory Service

Services > Connected UC > Inventory > Cluster >
Click on “...”

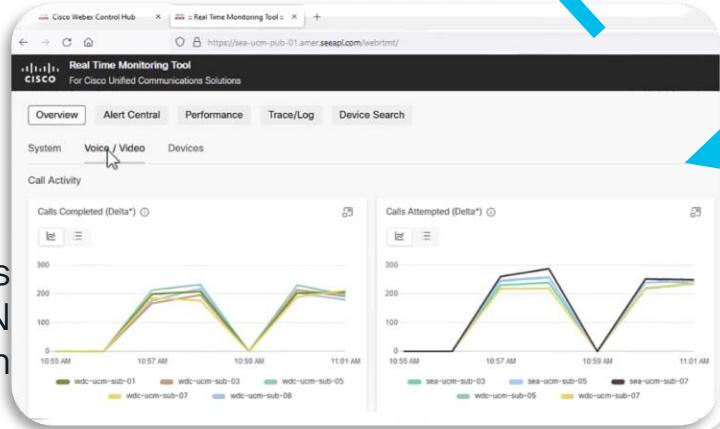


Web RTMT

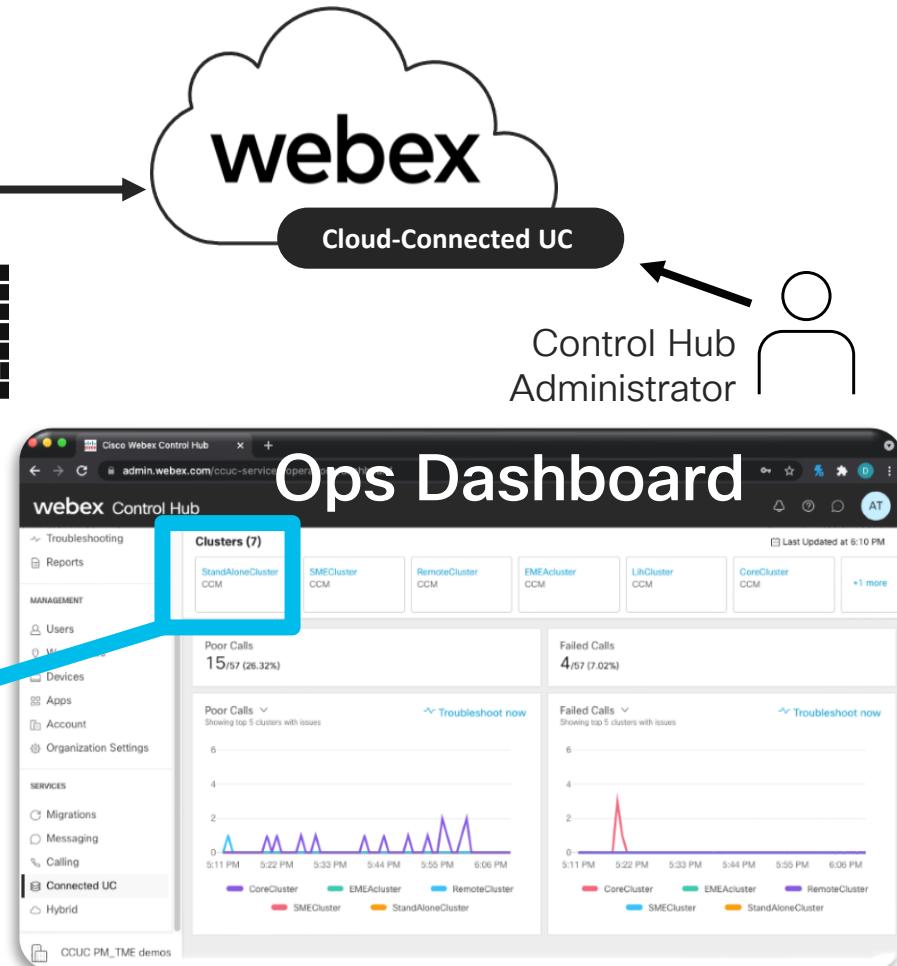
Customer premises



Supported Products:
UCM, IM&P
and Unity Connection.



on-premises
Or VPN
connection

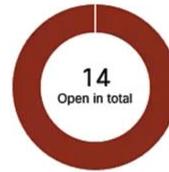


Real Time Monitoring Tool

For Cisco Unified Communications Solutions

[Overview](#) [Alert Central](#) [Performance](#) [Trace/Log](#) [Device Search](#)[System](#) [Voice / Video](#) [Devices](#)

Alert Summary

[System](#) [CallManager](#) [IM & P](#) [Custom](#)

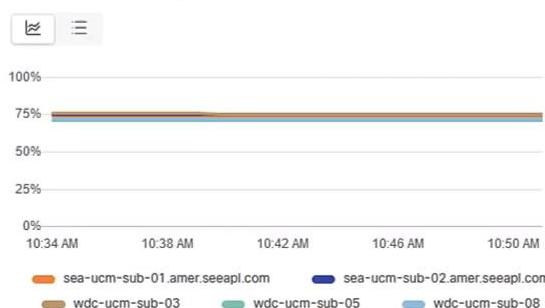
Most Recent Active Alerts

NumberOfRegisteredMediaDevicesDecreased	a minute ago
NumberOfRegisteredMediaDevicesIncreased	2 minutes ago
SyslogSeverityMatchFound	14 minutes ago
CDRHighWaterMarkExceeded	20 minutes ago
MediaListExhausted	22 minutes ago

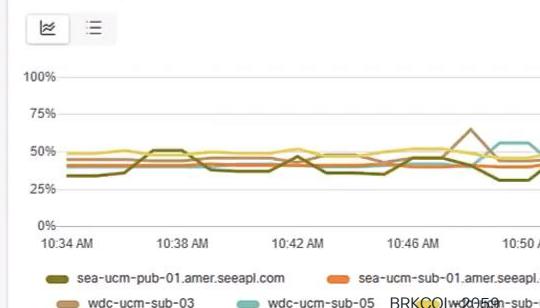
[View All Alerts](#)

System Metrics

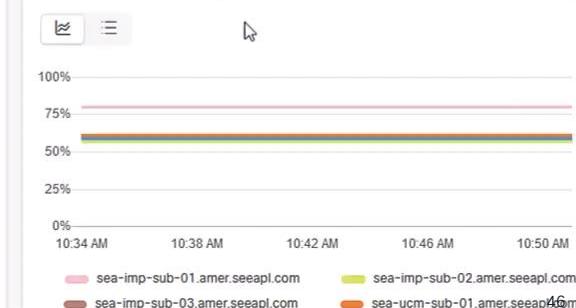
Virtual Memory Usage



CPU Usage



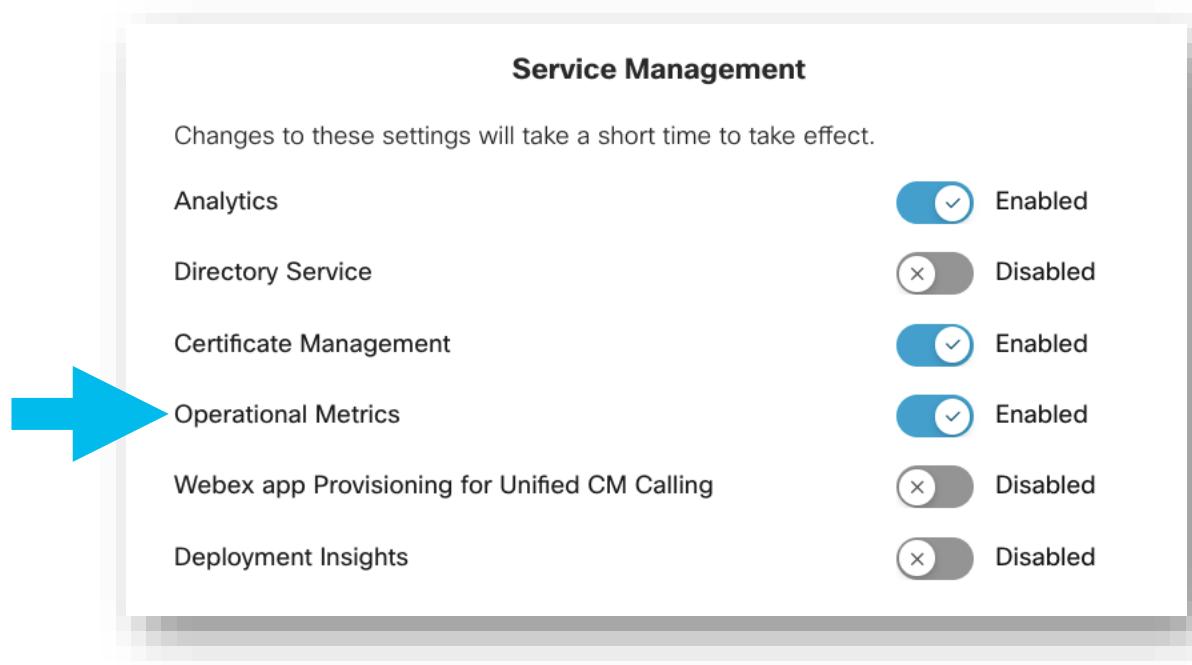
Common Partition Usage



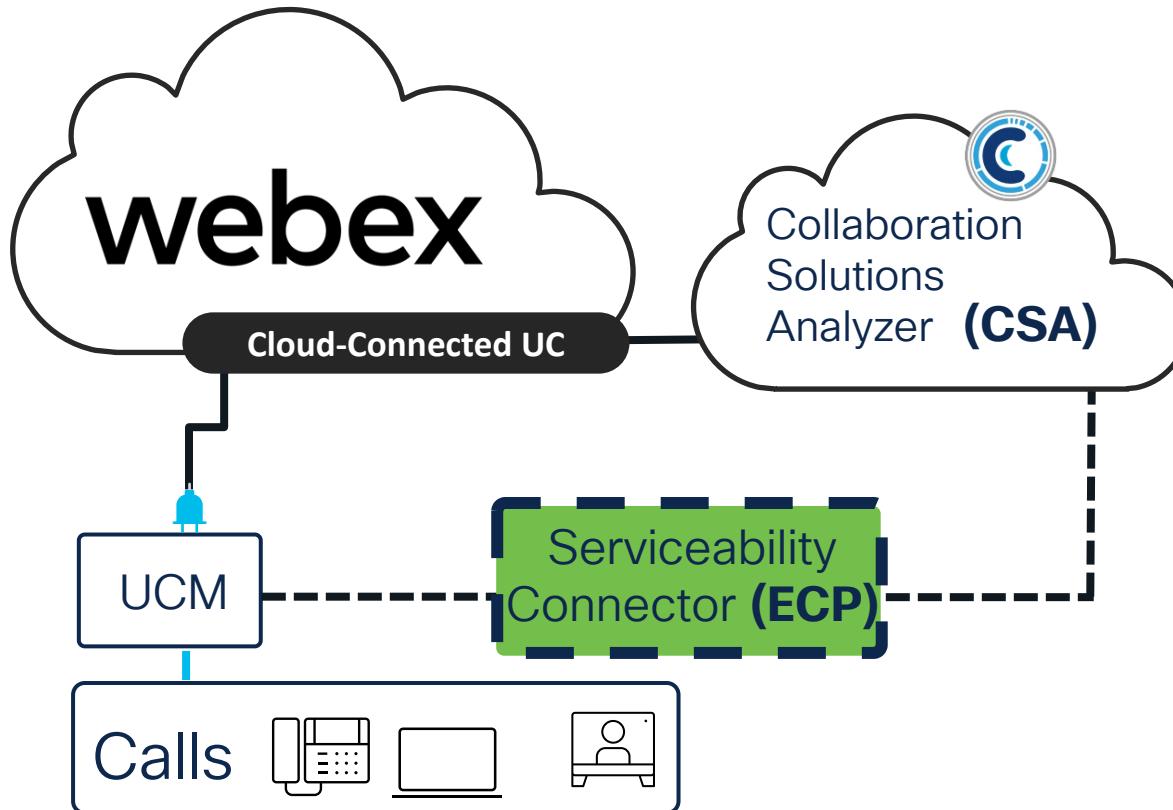
Feature Suite:

- ~~Analytics~~
- ~~Certificate Management~~
- ~~Web RTMF~~
- Troubleshooting
- Webex App Auto-provisioning
- CCUC Directory Service

Services > Connected UC > Inventory > Cluster >
Click on “...”



Troubleshooting High Level



CSA:

Suite of tools to troubleshoot and validate Cisco Collaboration deployments.

ECP:

(Enterprise Compute Platform)

Virtual machine that resides **on-premises**. Collects SDLs from UCM

Troubleshooting

- API Data Collection
- Log Data Transfer
- CCUC metrics/events

Troubleshooting

Filter: Jul 18, 2021 to Jul 24, 2021, 7:48 PM to 8:48 PM (GMT -05:00) America/Mexico_City, Showing 1 - 200 of 1,000.

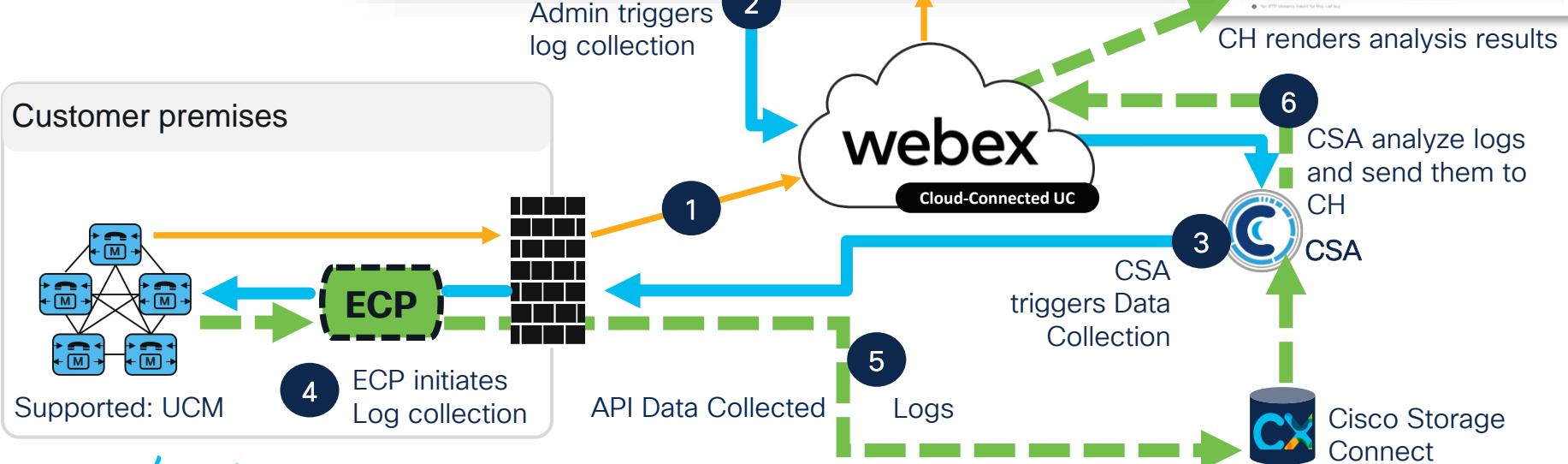
Calling number	Log analysis	Dialed number	Final called number	Call status	Reason for failure	Call quality
4905120024	Collect logs	4905120022	4905120022	Success	N/A	Good
4905120024	Collect logs	4905120023	4905120023	Success	N/A	Good
4905120024	Collect logs	4905120027	4905120027	Success	N/A	Poor
4905121017	Collect logs	4905121013	4905121013	Success	N/A	Poor

SIP - incoming

General information: SIP call log type: SIP; From: 4905120024@10.7.10.100; To: 4905120027@10.7.10.100; Signaling source: 10.7.10.125:4569; Signaling destination: 10.7.10.125:4569; Call ID: 4905120024@10.7.10.100; Call leg connects: 4905120024@10.7.10.100. Associated CIs: UTM required: Yes, Transcoder required: No, E2E region bandwidth: Audio: 64, Video: 300, Interactions: 2147483647.

SIP - outgoing

General information: SIP call log type: SIP; From: 4905120027@10.7.10.100; To: 4905121013@10.7.10.100; Signaling source: 10.7.10.125:4569; Signaling destination: 10.7.10.125:4569; Call ID: 4905120027@10.7.10.100; Call leg connects: 4905120027@10.7.10.100. Associated CIs: UTM required: Yes, Transcoder required: No, E2E region bandwidth: Audio: 64, Video: 300, Interactions: 2147483647.



[Overview](#)[Alerts center](#)[MONITORING](#)[Webex Experience](#)[Analytics](#)[Troubleshooting](#)[Reports](#)[MANAGEMENT](#)[Users](#)[Workspaces](#)[Devices](#)[Apps](#)[Account](#)[Organization Settings](#)[SERVICES](#)[Updates & Migrations](#)[Messaging](#)[Meeting](#)[Calling](#)[Connected UC](#)[Hybrid](#)

Troubleshooting

[Meetings & Calls](#) [Live Meetings](#) [Status](#) [Admin Activities](#) [Connected UC](#) [Logs](#)
[Filter](#)[Clear all](#)
 Apr 7, 2022 4:49 PM to Apr 13, 2022 5:49 PM (GMT -05:00) America/Mexico_City Showing 1 - 200 of 494
1 2 3 >

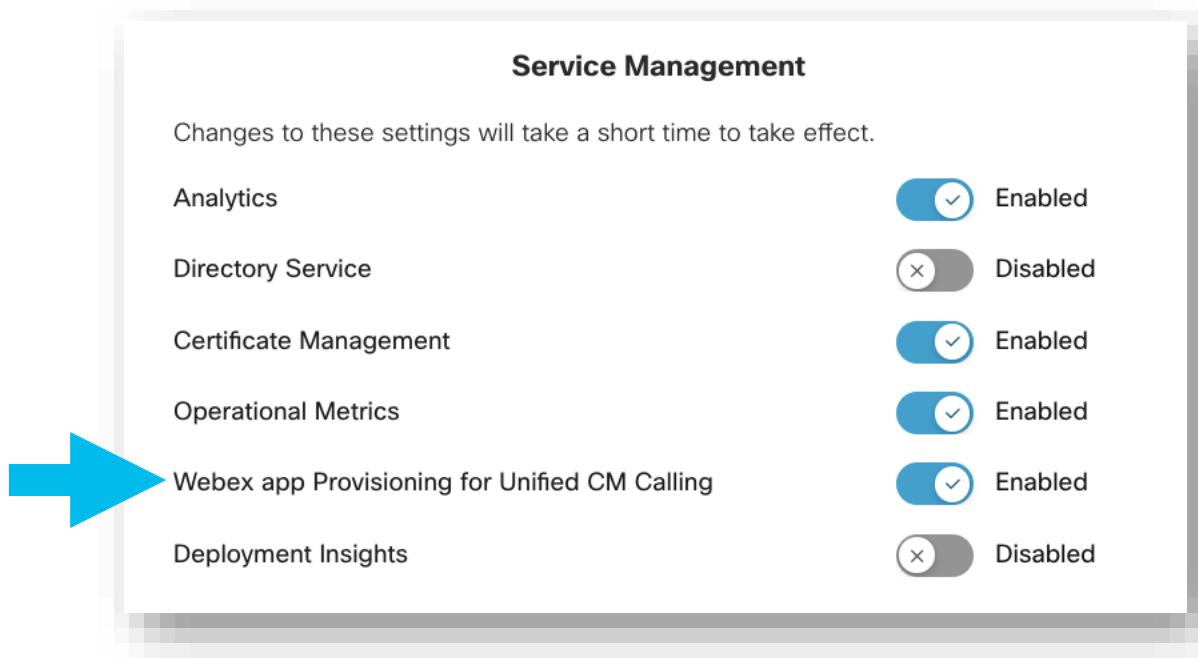
Calling number	Log analysis	Dialed number	Final called num	Call status	Reason for failure	Call quality	Start time	Duration	End time	Call ID	Source
5155385365	Show analysis	0420	9998	Success	N/A	Ungraded	Apr 13, 2022 12:57 pm	28 sec	Apr 13, 2022 12:57 pm	532072	
6419465391	Show analysis	0420	9998	Success	N/A	Ungraded	Apr 13, 2022 12:05 pm	28 sec	Apr 13, 2022 12:06 pm	532071	
0411	Show analysis	2273	9998	Failure	CCM_SIP_503_S...	Ungraded	Apr 13, 2022 09:16 am	0 sec	Apr 13, 2022 09:16 am	79138	
0411	Show analysis	2273	9998	Failure	CCM_SIP_503_S...	Ungraded	Apr 13, 2022 08:54 am	0 sec	Apr 13, 2022 08:54 am	79137	
0411	Step 2 of 4	2273	9998	Success	N/A	Ungraded	Apr 13, 2022 08:44 am	12 sec	Apr 13, 2022 08:44 am	532070	
0411	Step 2 of 4	512	512	Success	N/A	Ungraded	Apr 13, 2022 08:16 am	0 sec	Apr 13, 2022 08:16 am	79136	
0411	Collect logs	+14085468512	+14085468512	Success	N/A	Ungraded	Apr 13, 2022 08:16 am	0 sec	Apr 13, 2022 08:16 am	79135	
0411	Collect logs	+14085468512	+14085468512	Success	N/A	Ungraded	Apr 13, 2022 08:16 am	0 sec	Apr 13, 2022 08:16 am	532069	
0411	Collect logs	+14085468512	+14085468512	Success	N/A	Ungraded	Apr 13, 2022 08:16 am	0 sec	Apr 13, 2022 08:16 am	532068	
8512	Collect logs	112	112	Success	N/A	Ungraded	Apr 13, 2022 08:13 am	0 sec	Apr 13, 2022 08:13 am	79134	
8512	Collect logs	112	112	Success	N/A	Ungraded	Apr 13, 2022 08:13 am	0 sec	Apr 13, 2022 08:13 am	532067	
0411	Collect logs	2273	9998	Failure	CCM_SIP_503_S...	Ungraded	Apr 12, 2022 11:03 pm	0 sec	Apr 12, 2022 11:03 pm	79133	
0411	Collect logs	2273	9998	Failure	CCM_SIP_503_S...	Ungraded	Apr 12, 2022 11:02 pm	0 sec	Apr 12, 2022 11:02 pm	79132	
0411	Collect logs	2273	9998	Success	N/A	Ungraded	Apr 12, 2022 11:02 pm	2 sec	Apr 12, 2022 11:02 pm	532066	
0411	Collect logs	2273	9998	Failure	CCM_SIP_503_S...	Ungraded	Apr 12, 2022 11:01 pm	0 sec	Apr 12, 2022 11:01 pm	79131	



Feature Suite:

- ~~Analytics~~
- ~~Certificate Management~~
- ~~Web RTMF~~
- ~~Troubleshooting~~
- Webex App Auto-provisioning
- CCUC Directory Service

Services > Connected UC > Inventory > Cluster >
Click on “...”



Webex App Auto-provisioning

POLICIES:

Calling > Client Settings > Unified CM Settings > Allow auto-provisioning for Webex

Allow auto-provisioning for Webex

Turn on for automatic device provisioning when a Unified Communications Manager user signs in with their registered email address. You can also change this through individual user settings.



Allowed device types

Allow auto-provisioning Webex app for desktop, mobile, or both.

- Desktop and mobile
- Desktop only
- Mobile only

Devices:

- Android device (BOT)
- Chromebook/iPad devices (TAB)
- Windows/MAC devices (CSF)
- iPhone device (TCT)

Webex App Auto-provisioning

Delete inactive auto-provisioned devices

- Don't delete inactive devices
- Delete after

0

days

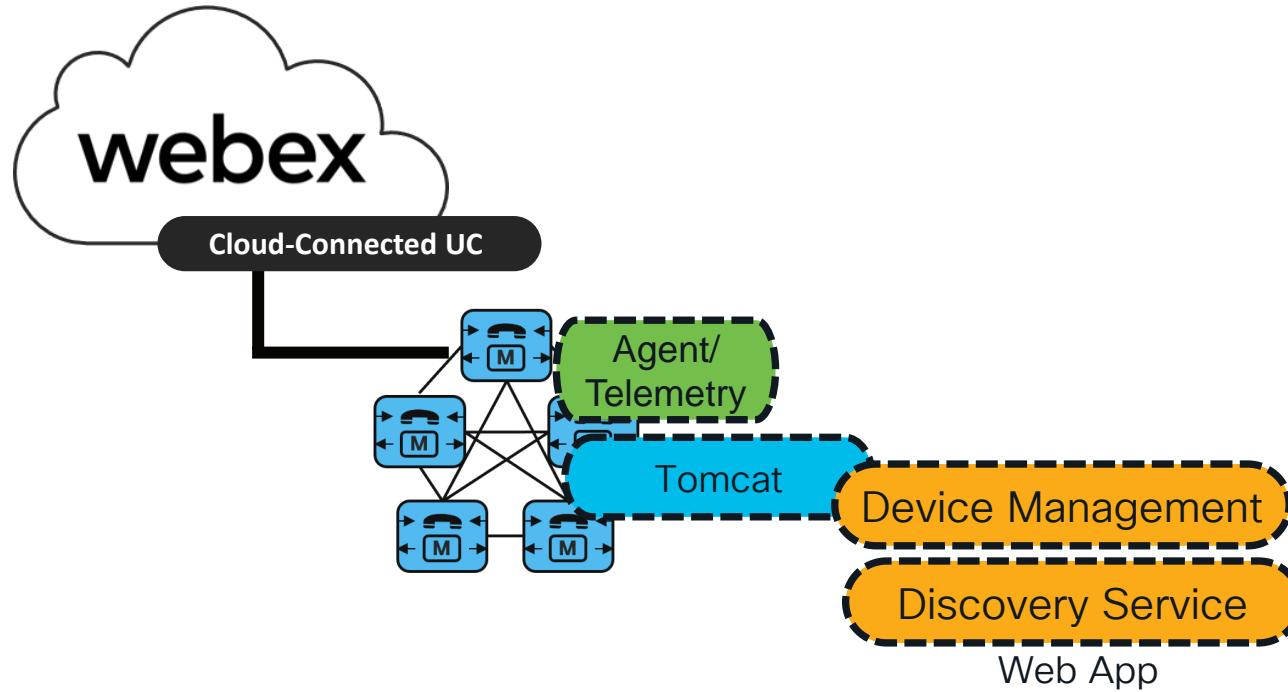
Expiration timer for OAuth refresh token

Set how many days until a user needs a new OAuth refresh token. Updating the number of days takes effect immediately. Newly issued refresh tokens use the new expiry timer. Previously issued refresh tokens aren't valid and will force all users to re-authenticate within one hour. [\(i\)](#)

60

days

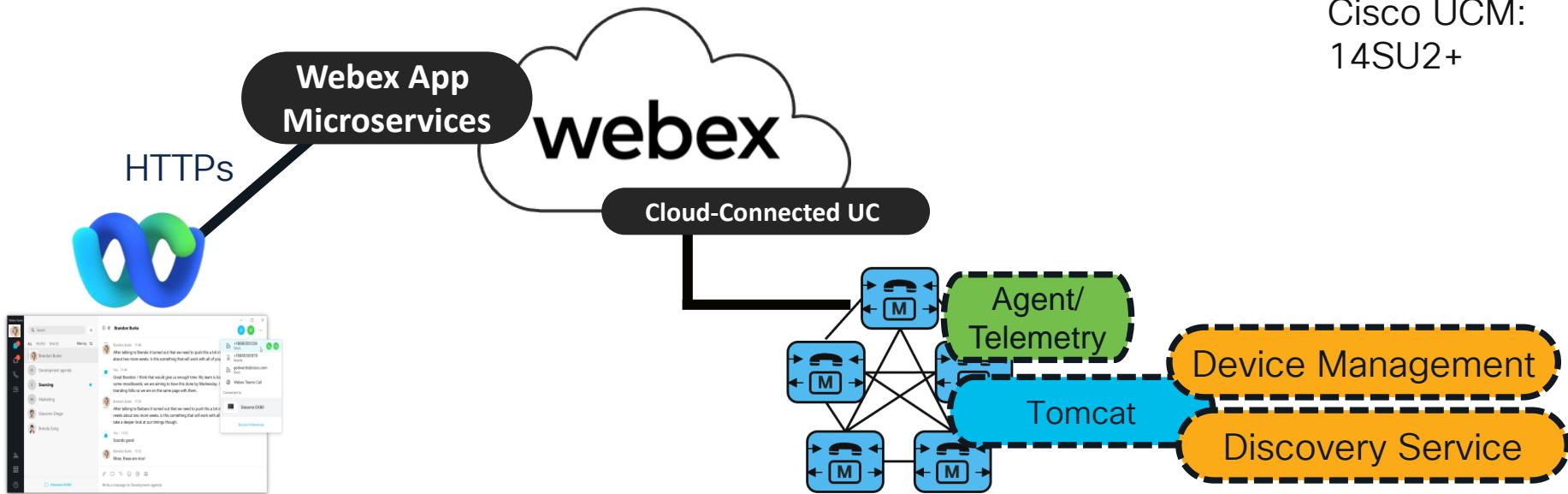
Webex App Auto-provisioning



Webex App Auto-provisioning

Supported
Releases:

Cisco UCM:
14SU2+

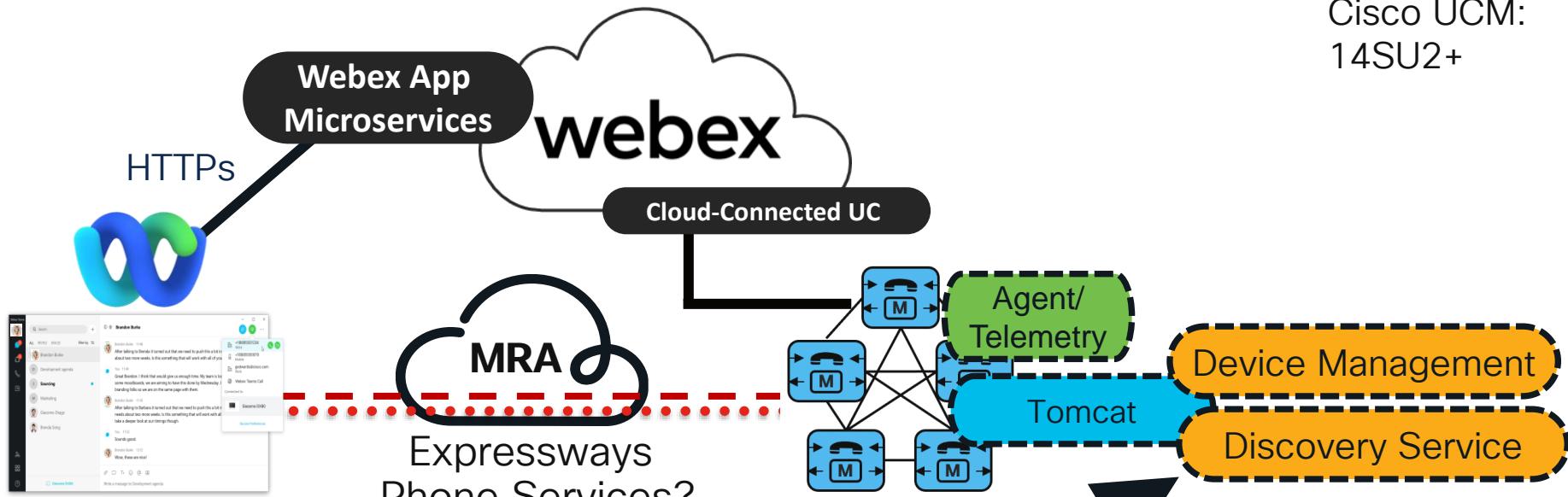


Webex App
User signs in

Webex App Auto-provisioning

Supported
Releases:

Cisco UCM:
14SU2+



Webex App Request (Exp-C Allow list)

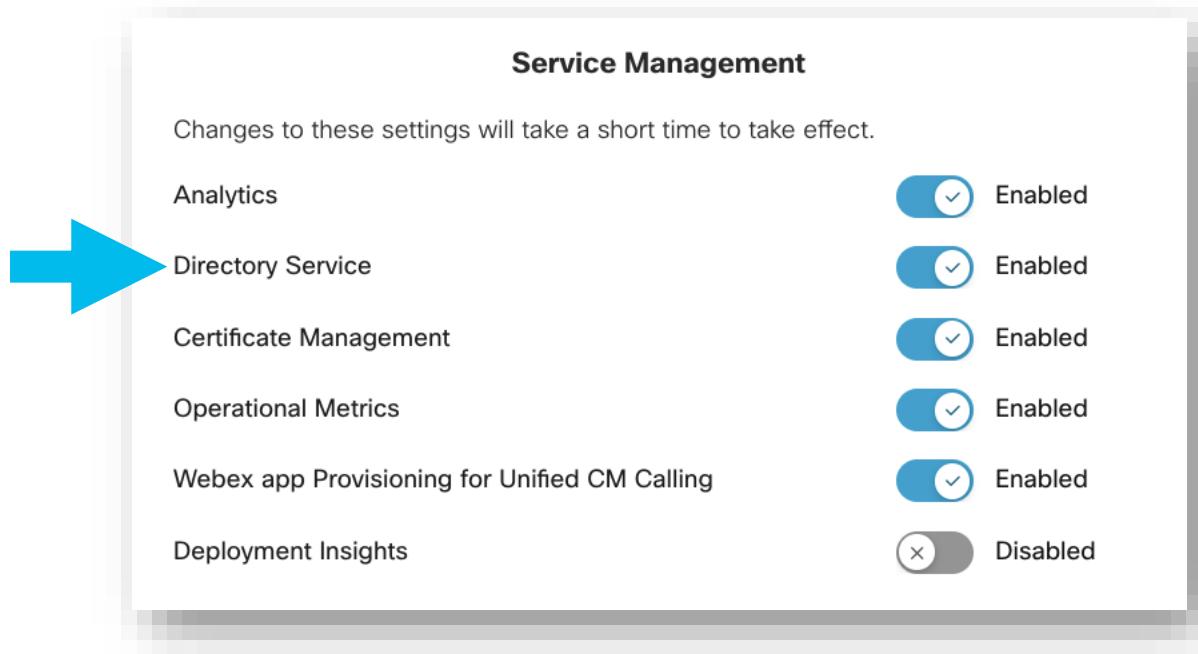
GET https://<IP Address>/ucmservices/v1/supportedServices

POST https://<IP Address>/devicemanagement/v1/clientAutoProv/createDevice

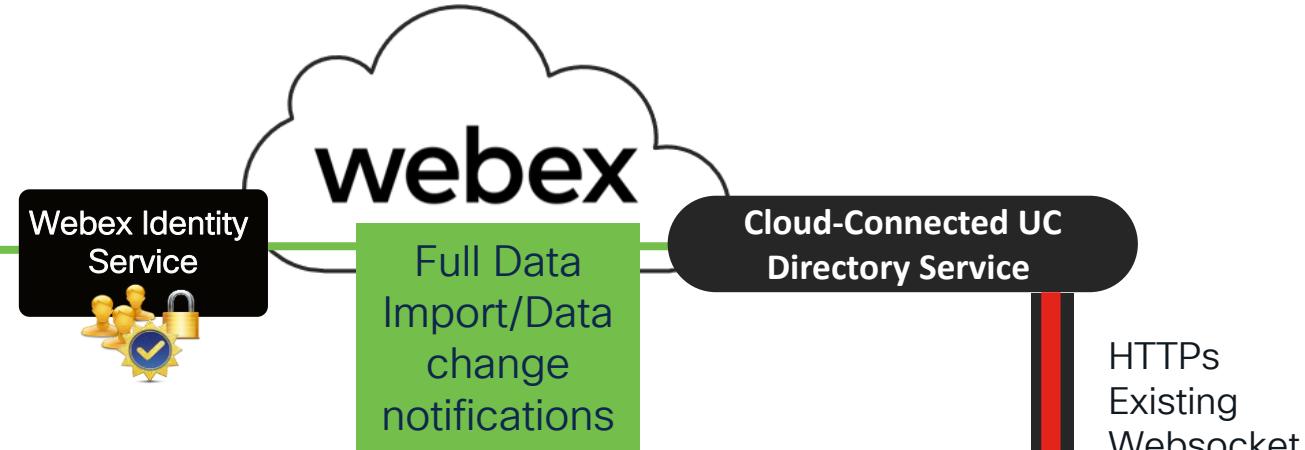
Feature Suite:

- ~~Analytics~~
- ~~Certificate Management~~
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- ~~Troubleshooting~~
- ~~Webex App Auto-provisioning~~
- CCUC Directory Service

Services > Connected UC > Inventory > Cluster >
Click on “...”



Cloud Connected UC Directory Service



Supported Releases:

Unity Connection and UCM
CSR 11.5(x), 12.5(x) and 14(x)

No LDAP based Auth support, only SSO

No Group sync support

Local LDAP agreement get deleted

Feature Suite:

- ~~Analytics~~
- ~~Certificate Management~~
- ~~Web RTMF~~
- ~~Troubleshooting~~
- ~~Webex App Auto-provisioning~~
- ~~CCUC Directory Service~~

Conclusion

After deploying CCUC

- Centralize view of workflows
- Easier user provisioning
- Time invested in certificate monitoring and operations reduced
- NOC monitors statistics in Web RTMT with Custom Performance Dashboards

Takeaways

- CCUC is available at **no cost**
- CCUC implementation allows the **rapid** enablement of the features, fixes and upgrades
- CCUC is not replacing the WebGui of UCM solutions
- CCUC delivering services as web app in the UC servers
- Upcoming features to ease the migration journey by phases
- CCUC runs with low priority hence not compromising performance
- Connections are outbound only to CH
- Handle of PII and data collection in Data Privacy Document

Questions?



References

- Plan System and Network
 - <https://help.webex.com/en-us/article/fg3qim/Network-Requirements-for-Webex-Cloud-Connected-UC>
 - <https://help.webex.com/en-us/article/nzt6c0b/Set-Up-Webex-Cloud-Connected-UC-for-On-Premises-Devices>
- Enable CCUC
 - <https://help.webex.com/en-us/article/nzt6c0b/Set-Up-Webex-Cloud-Connected-UC-for-On-Premises-Devices>



References(2)

- CCUC Demo Playlist:
<http://cs.co/9003z6xES>
- CCUC Data Privacy Document:
<https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/1597957746696555>

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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Cisco Learning Network

Resource community portal for certifications and learning



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Certify

Cisco Certifications and Specialist Certifications

Award-winning certification program empowers students and IT Professionals to advance their technical careers

Cisco Guided Study Groups

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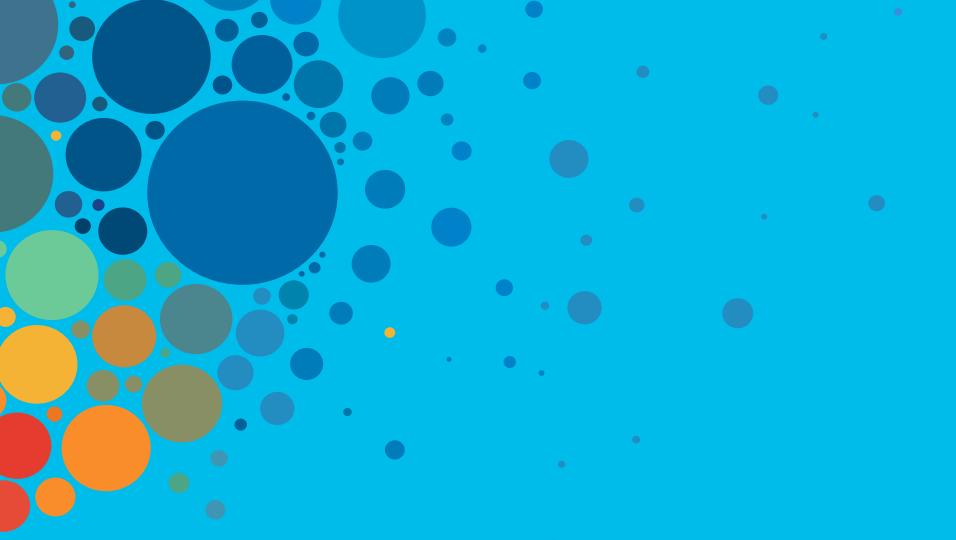
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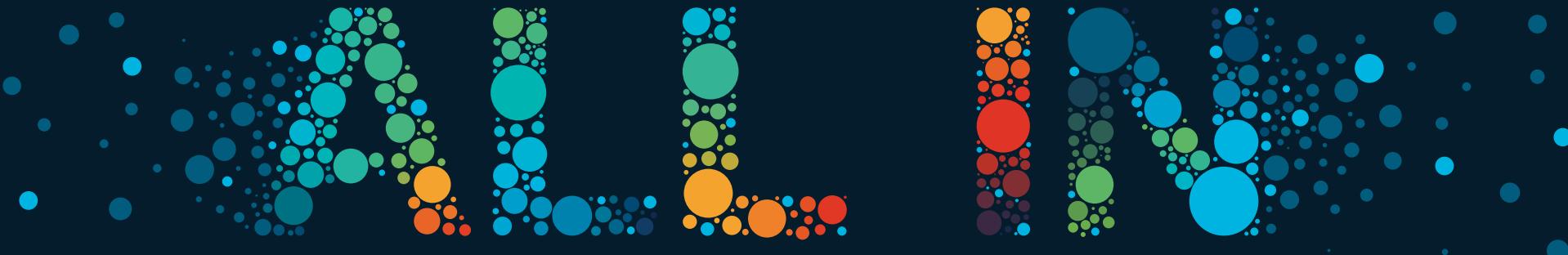
- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



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