



Webex for TIPT Deployment Guide

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1. Webex for TIPT requirement

Webex is now available to add to your existing TIPT users

TIPT requirements

- Users just need to have a Standard or Executive pack to add the Webex client.
- Each user needs a unique email address to link to their TIPT service.
- The previous free version of Webex must be removed prior to enabling Webex for TIPT – please refer to Section 6 on how to remove the free version.

System requirements for Webex

Webex is supported on specific versions of Windows, Mac, iPhone, iPad, Android and web. Review these system requirements to verify that you can use Webex on your computer, mobile device or web browser. These requirements are continuously reviewed and may be revised.

For further information and the latest guidelines, see [here](#).

Network requirements

Please see the following link for information on the Webex app and firewall / network requirements.

<https://help.webex.com/en-us/WBX000028782/Network-Requirements-for-Webex-Services>

Also ensure you have reviewed the TIPT integration guide if you have not previously used Business Connect as you will also require routes to the relevant SBC's.

https://www.telstra.com.au/content/dam/shared-component-assets/tecom/uc&c/collaboration/tipt/support/TIPT%20Integration%20Guide_290321.pdf

What is Cisco Webex Control Hub?

Control Hub access is provided to allow customers to manage Single Sign On (SSO), Outlook integration, client customisations and to add video devices. Control hub access is provided to the first set up in the portal.

Access the Webex Control Hub here: <https://admin.webex.com>

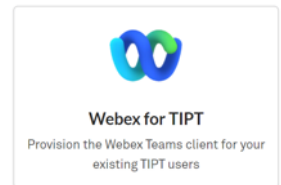


2. Onboarding process – create the first user / admin

Step 1

This process will create the initial administrator for the Webex environment and give them access to Control Hub, which is the Webex portal used to configure services like SSO and Outlook integration and to add video devices.

To create additional Webex for TIPT users, please use the **Webex for TIPT icon**.



Ensure this first user is the person you want to be the administrator

- Enter your contact details – this will send you order confirmation emails
- Select the site from the drop down
- Pick the number range of the user
- Select the timezone of the site

1. Select a Site:

Please select a group below.

2. Pick a Number range

Please select a number range below.

3. User Timezone

Default timezone

- Enter the email address of the user to be the administrator (note: this is their email not TIPT username)
- Choose the Webex package – Softphone, Basic, Standard or Premium
- Choose to reset password or not – if you choose to reset, the new password will be sent out in the setup email
- Please note it will take 4-5 minutes to complete provisioning

4. Choose user(s) to provisioned.

Please select users to be provisioned..

First Name	Last Name	E-mail	Phone Number	Package	Reset Password ?
Tim	testing1	User Email	+61298144951	Webex Softphone - \$0	<input type="checkbox"/>

[← Prev.](#) [Submit Details →](#)

You will then receive an email with your Control Hub credentials and login details for Webex.



3. Add Webex to additional users

To create additional Webex for TIPT users, please use the **Webex for TIPT icon**.

Select the site in the drop down to add additional users.

- Enter your contact details – this will send you order confirmation emails
- Select the site from the drop down
- Pick the number range of the user
- Select the timezone of the site

1. Select a Site: Please select a group below. Self-Service Syd ... ▾	2. Pick a Number range Please select a number range below. 298144900 - 298144999 ▾	3. User Timezone Default timezone Australia/Sydney ▾
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- Select the users to assign Webex to – you can select up to 25 users in 1 request.
- Enter the email address of the selected user (note: if you use their TIPT username they will not receive a welcome email. Password reset would need to be completed in the TIPT admin portal).
- Choose the Webex package – Softphone, Basic, Standard or Premium.
- Choose to reset password or not – if you choose to reset, the new password will be sent out in the setup email.
- Submit Request
- Please note it will take 4-5 minutes to complete provisioning.

4. Choose user(s) to provisioned.

Please select users to be provisioned..

Tim testing1 - +61298144951 ✕ ▾

First Name	Last Name	E-mail	Phone Number	Package	Reset Password ?
<input type="text" value="Tim"/>	<input type="text" value="testing1"/>	<input type="text" value="User Email"/>	<input type="text" value="+61298144951"/>	<input type="text" value="Webex Softphone - \$0"/>	<input type="checkbox"/>

Your users will then receive an email with their login details for Webex.



Example email

Welcome to Webex for TIPT

Hi VVX,

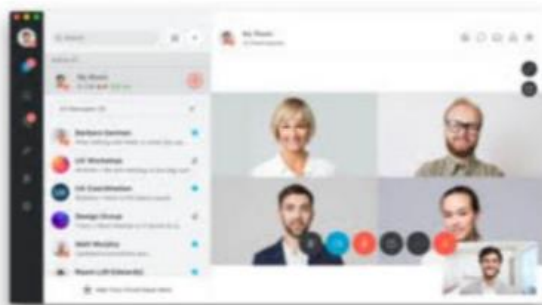
Your administrator **Brad Kelly** has created your Webex for TIPT user account.

Your username is	Your phone number is	Your password is
tiptupdate+0282400311@gmail.com	+61282400311	

Next Steps

1. Access to Webex Application

The all-in-one **app** to call, message and get work done. Enjoy the features of Webex app enabled for use with your TIPT service.



Download here: <https://www.webex.com/downloads.html>

2. Further Support/Learn the basics

Learn all about the Cisco Webex app – [Click Here](#)



4. Single Sign On to Webex applications – (SSO)

This section will allow customers to:

- Integrate their Webex environment with active directory. See step 3 for links to the detailed process, below steps 1 and 2 are the start of the process only.

Note: This will only provide SSO for the TIPT Webex applications. Mi Reception / Call Centre will still require normal TIPT identity logins.

SSO is configured in the Webex Control hub portal: <https://admin.webex.com>

Step 1

Email UCSS-support@team.telstra.com – request restricted mode to be removed. Once you have confirmation that this has been completed then go to step 2

Step 2

Download the Webex Metadata to your local System

- Login to <https://admin.webex.com>, go to Organisation Settings, and then scroll to Authentication
- Click Modify, then Modify BroadWorks authentication, select Integrate a 3rd-party identity provider (Advanced), and then click Next
- Download the metadata file
- The Webex metadata filename is idb-meta-<org-ID>-SP.xml
- Further steps are required depending on your IDP provider, see step 3 for instructions for Azure or other IDP providers.

Step 3

Follow the instructions at this site to complete Azure set up - <https://help.webex.com/en-us/mfu88u/Control-Hub-Single-Sign-On-Integration-with-Microsoft-Azure>

Other SSO Implementations options - <https://help.webex.com/en-us/lfu88u/Single-Sign-On-Integration-in-Control-Hub>



5. Third party integrations for file management



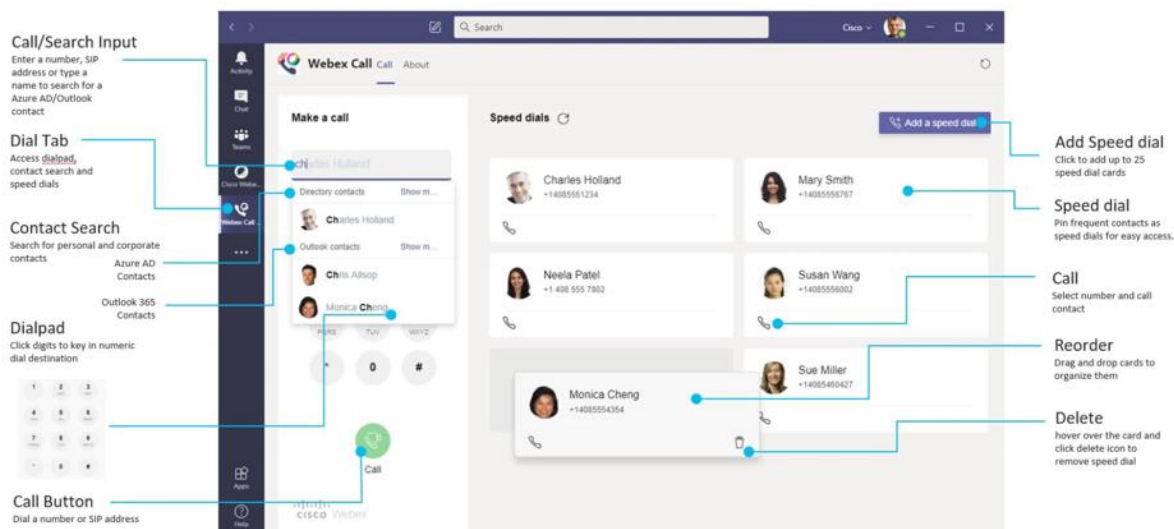
If you are using Webex Messaging and want integration with any of the following cloud providers, follow instructions here – <https://help.webex.com/en-us/k6j1db/Configure-Third-Party-Integrations-on-a-Webex-Site>



6. Integration into MS Teams

This section will allow customers to:

- integrate their Webex client into Microsoft Teams and use TIPT for Webex as the calling platform.



Requirements:

- Webex for TIPT assigned to the TIPT user – minimum of soft client licence required (no charge)
- Webex client installed on the desktop
- MS Teams client Webex plugin
- Optional – turn off calling in MS teams

Please follow the instructions on this page to install - https://help.webex.com/en-us/ngmx08cb/Cisco-Webex-Calling-for-Microsoft-Teams#id_136495

If you are experiencing a pop up prompt from Webex when making a call asking “are you sure you wanted to make a call” please email UCSS-support@team.telstra.com to have this pop up prompt removed.

Please provide your Webex Org ID when sending the request. This can be found in Control Hub.



7. How to remove a free Webex account

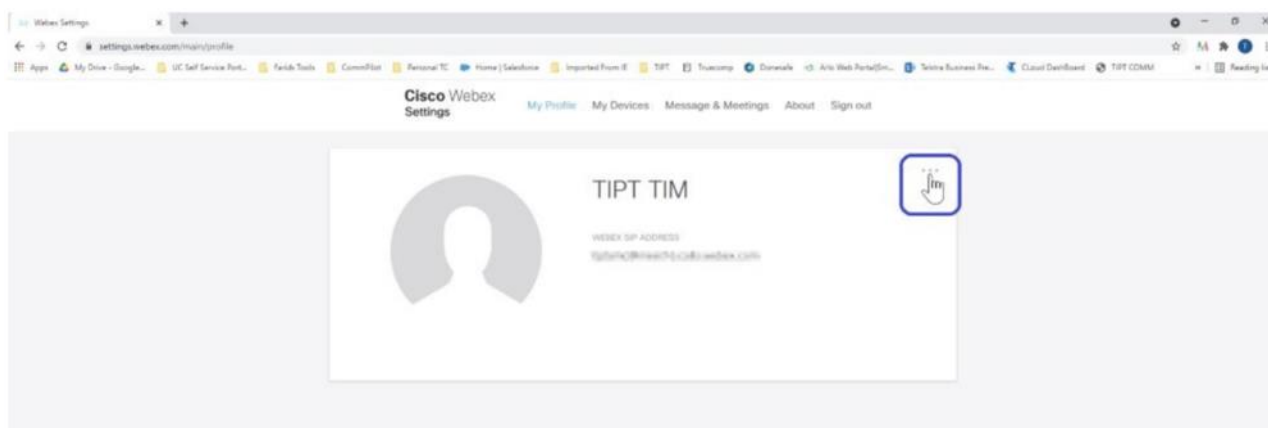
If you are unable to provision a Webex user via the UC Self Service Portal you may need to remove their free account before attempting to re-provision the user.

Go to <https://settings.webex.com/>

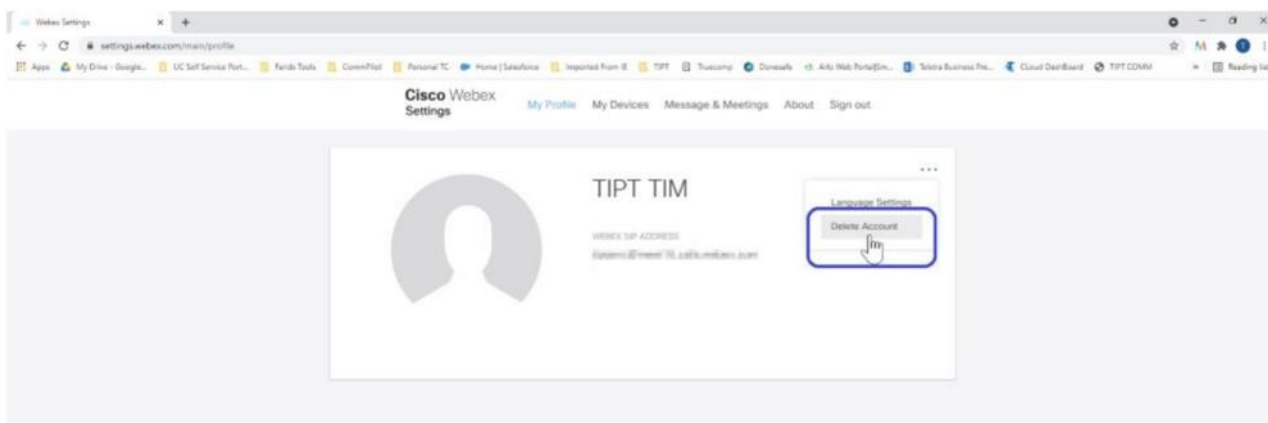
Login with the user's email and reset password if they do not know it.

Step 1. Login

Step 2. Navigate to the 3 Dots



Step 3. Select delete account



Step 4. Return to the UC Self Service portal to re-provision the new Webex for TIPT user



8. Common provisioning messaging / errors

Below are some of the common provisioning messaging / errors, what they mean and what action is required to resolve.

Provisioning Results:	Reason
Successfully provisioned Webex for this user	The TIPT User has now been provisioned with Webex, the user has been sent their welcome email, their TIPT password needs to be used.
Please use your existing TIPT password. Alternatively, if your admin has configured SSO, simply open the Webex app to authenticate as per your corporate policy	This is a message that the new admin will get prompting to use TIPT password when logging into control hub, if they are a Cisco Control hub user already they may have SSO already setup so it would be their own password
[WEBEX FAIL] Failed to provision to Webex 2002 Subscriber Pre-exists In Another Cisco Webex Organization	The Webex account has been setup as "personal org" you will need to log into admin.webex.com to delete the whole free personal organisation. You will need to delete all profiles associated to this account.
Failed to provision user's TIPT alternate ID settings. Please resubmit this order via the UCSS Portal.	The email address you have entered is being used with in the TIPT environment already, you will need to delete or change the user id before you can re-try. It could be a CGA, Alternate ID or a primary user ID.
[WEBEX FAIL] Failed to provision to Webex 2008 Onboarding For Subscriber Email Address Already In Progress	The email you have tried to activate already exists within the Cisco Webex platform as a free account, you will need to delete the free account before trying again. Please see "how to delete a free account section"
[WEBEX FAIL] Failed to provision to Webex 2010 This email address was already provisioned with a different BroadWorks userId.	This email address was already provisioned with a different TIPT User ID, you will need to un-join the older service before attempting again - please email UCSS-support@team.telstra.com