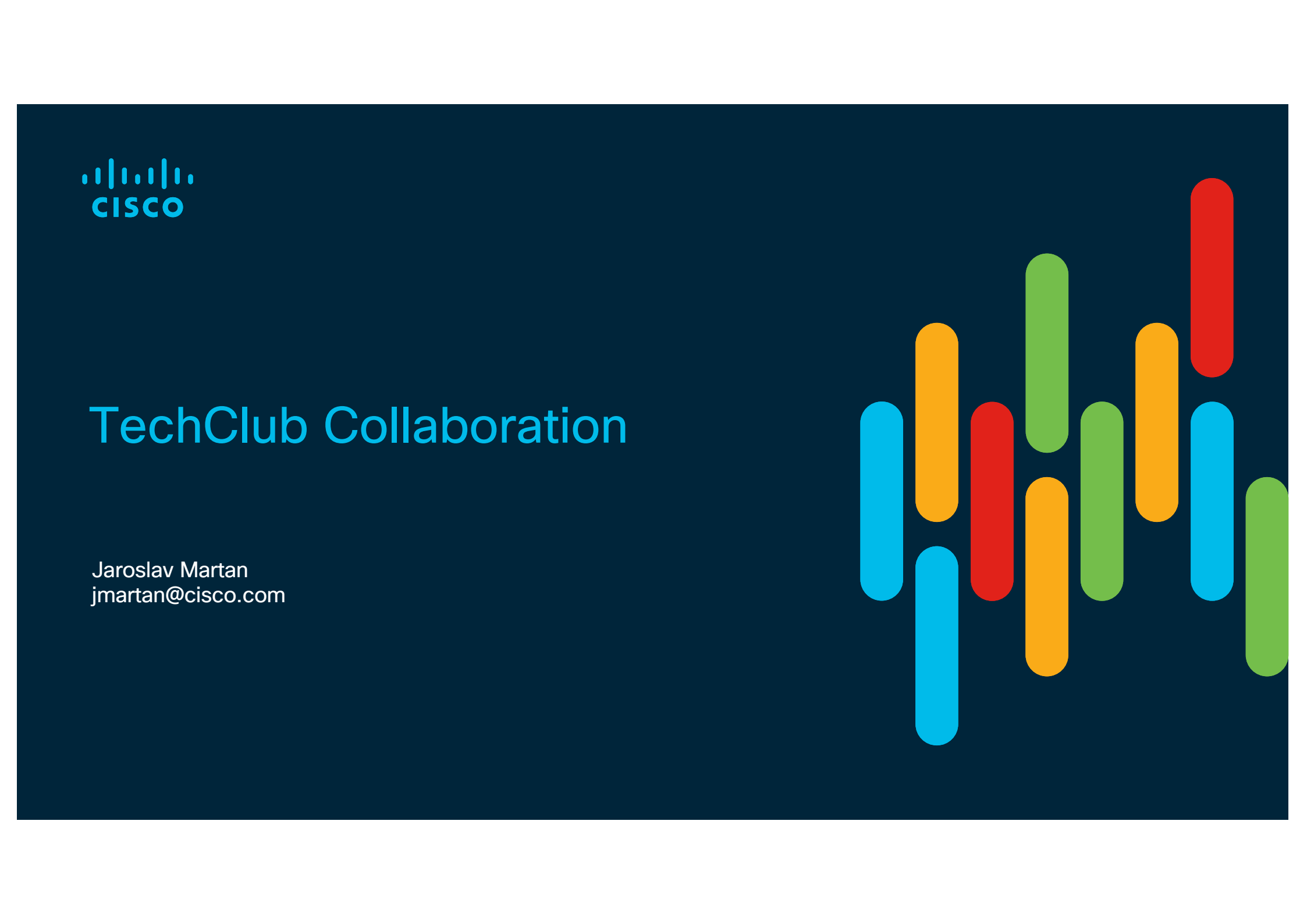


TechClub Collaboration

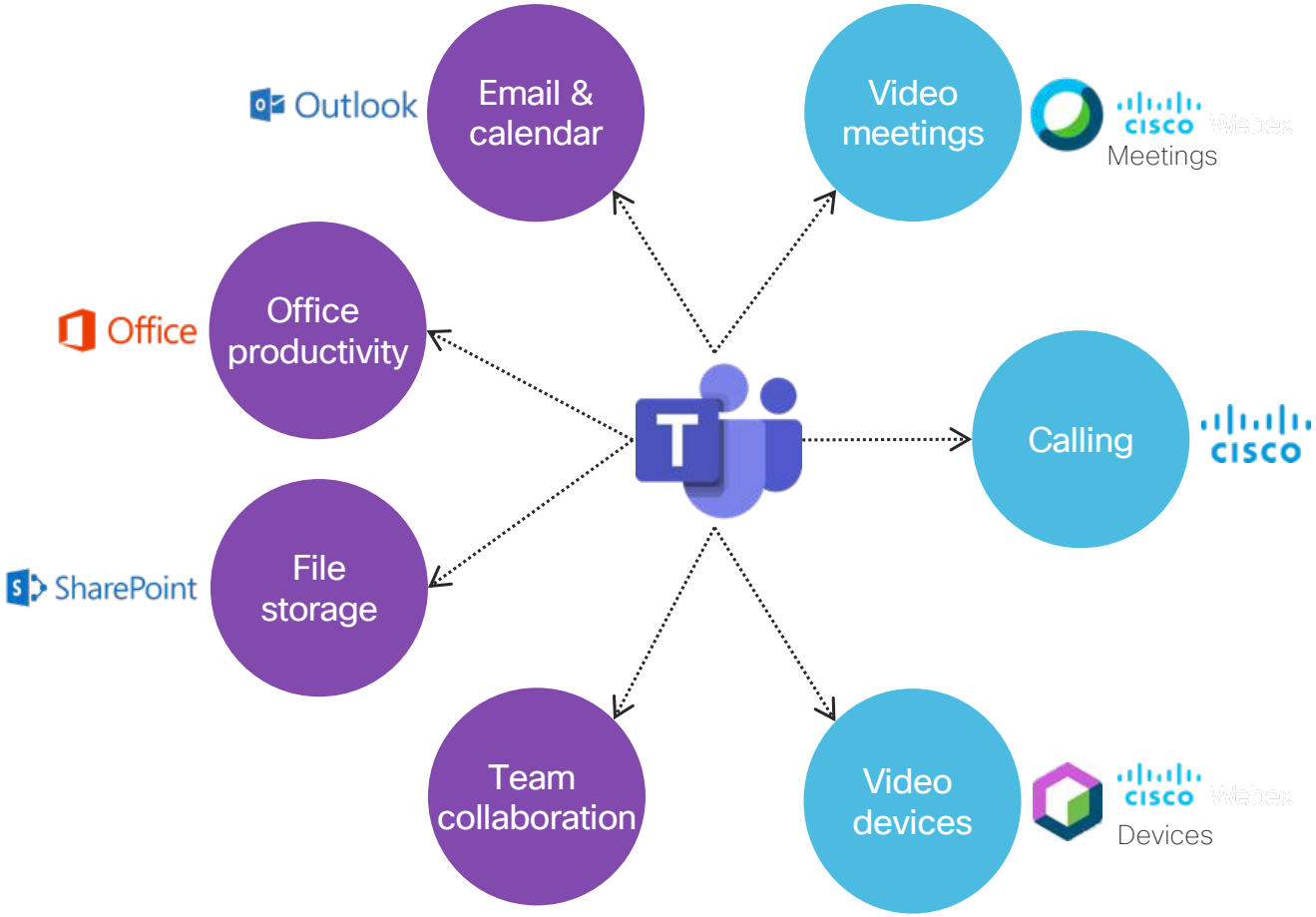
Jaroslav Martan
jmartan@cisco.com

Agenda

- Cisco – Microsoft Interoperability
  - Cisco video device in MS Teams conference
  - Cisco plugins for MS Teams
- Webex Teams Security
  - Compliance & DLP
  - Anti-malware
  - Hybrid Data Security

Cisco + Microsoft
Creating better experiences, together.

Client vs. Workload choice



Using Microsoft Teams as a client does not prevent the use of Cisco for multiple workloads:

- Video endpoints (Webex Rooms)
- Meetings (Webex Meetings)
- Calling (on prem & cloud options)

Workload integrations based on Microsoft supported APIs

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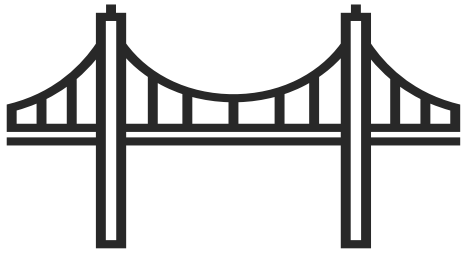
Video Integration for Microsoft Teams

Cisco + Microsoft Partnership for Meetings

Microsoft

cisco Webex



Cisco and Microsoft
have come together
to deliver a better user experience

1. Cisco will be a certified Microsoft CVI partner

2. Microsoft Teams will work with Cisco Webex Rooms via modern web technologies

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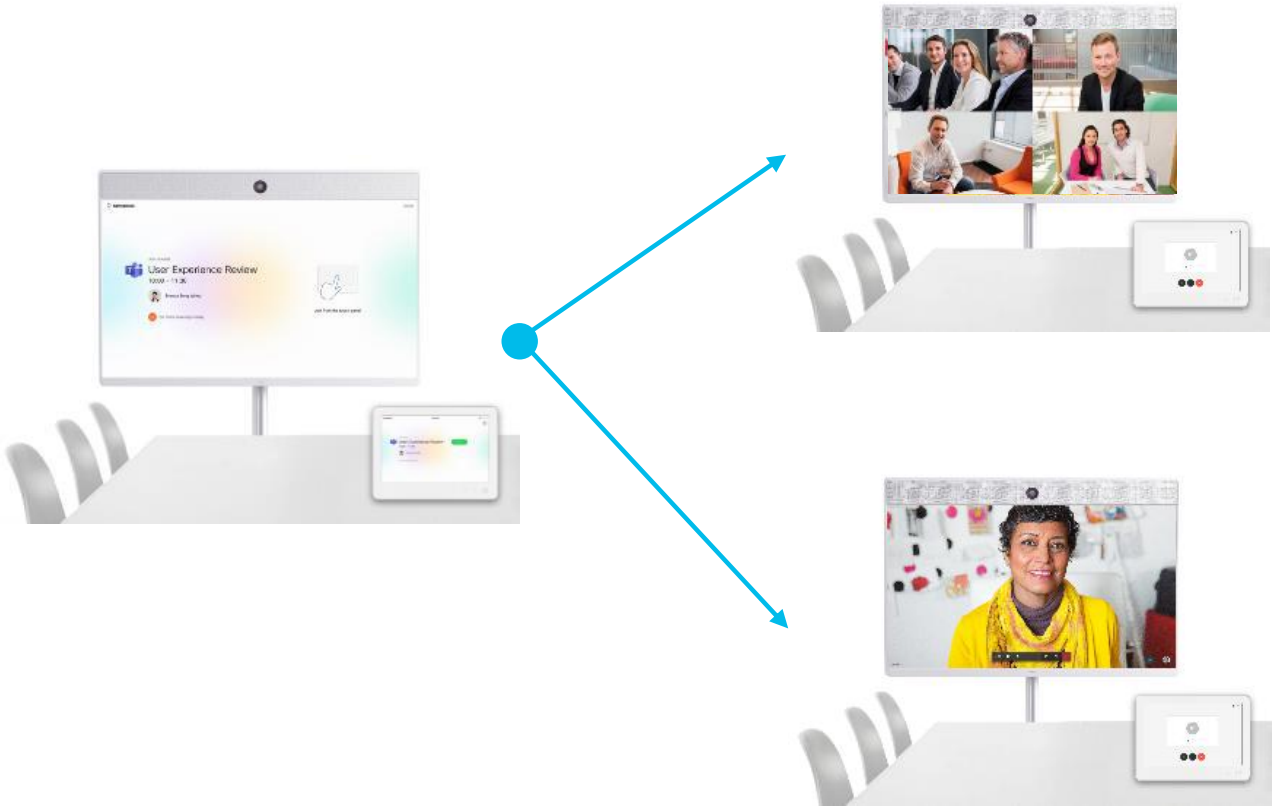
Video endpoints joining Microsoft Teams meetings



SIP-capable video endpoints can join Microsoft Teams meetings (hosted by my company) via CVI Cloud Gateway

Richer, seamless meeting experience, without requiring 3rd party interop

Cisco Webex web-engine capable devices* can join B2B Microsoft Teams meetings

Limited experience on Cisco devices using Microsoft Teams meeting web app

*Must be cloud registered or cloud aware

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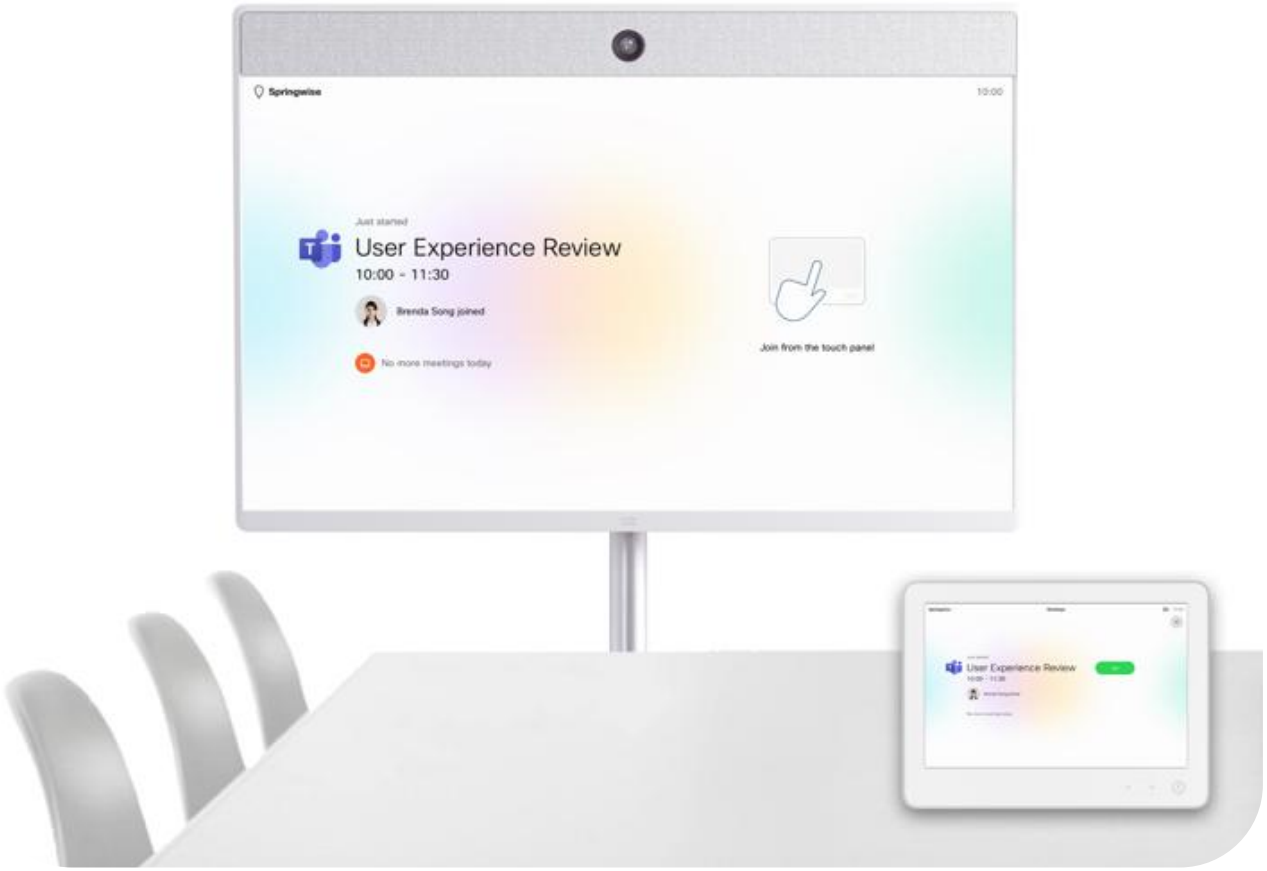
Video Integration for Microsoft Teams

Microsoft Cloud Video Interop

Joining Microsoft Teams meetings – CVI gateway
One Button to Push experience



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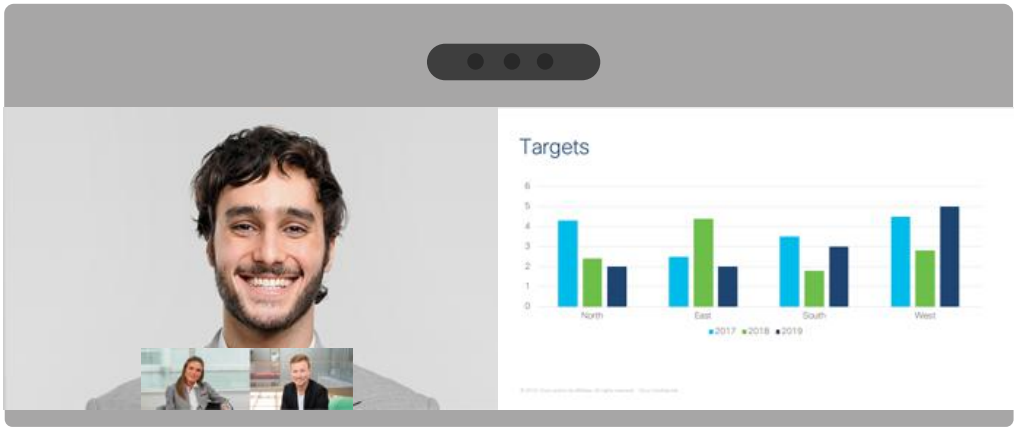
Joining Microsoft Teams meetings- CVI gateway Layout example (dual screen)

Active Speaker



Active Speaker w/ Content Share

*Subject to changes in layouts of Webex Meetings/Webex Rooms

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Single screen flexible layouts

CVI Gateway will provide flexible layouts to video devices while Microsoft Teams users will see their respective layouts

Active Speaker

Overlay

Equal

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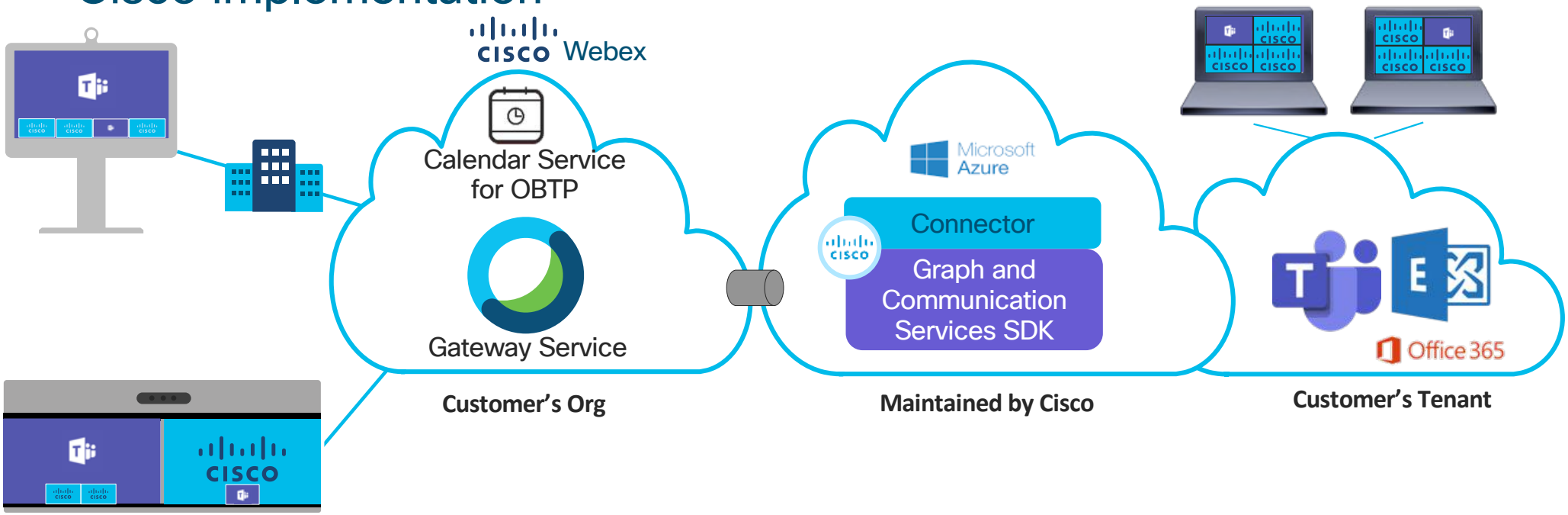
Cloud Video Interop gateway
Cisco implementation



- **Cisco Cloud Video Interop gateway (CVI)** is a service provided by the Cisco Cloud and does not require on-premises components nor software upgrades on video devices
- **Webex video infrastructure and Microsoft SDK** are **hosted** in **Azure and maintained by Cisco** on behalf of customers
- Available to **On-prem** Registered, **Cloud** Registered/Aware Webex Rooms, and 3rd party SIP endpoints

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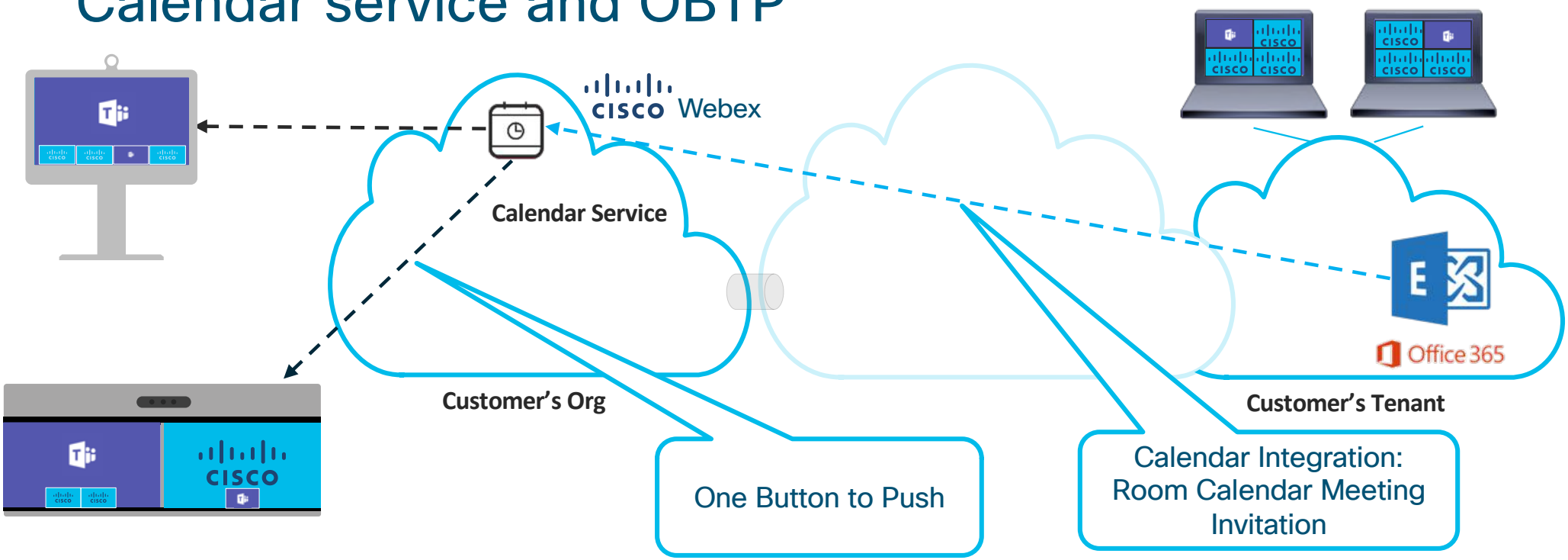
Cloud Video Interop gateway
Calendar service and OBTP



OBTP traffic

Graph API

- **Calendar integration** is required for OBTP
- **OBTP** is supported for Webex on-prem registered, Webex Cloud registered* and Webex Edge for Devices (cloud aware) video devices

*Cloud registration is best practice as it also provides support for WebRTC

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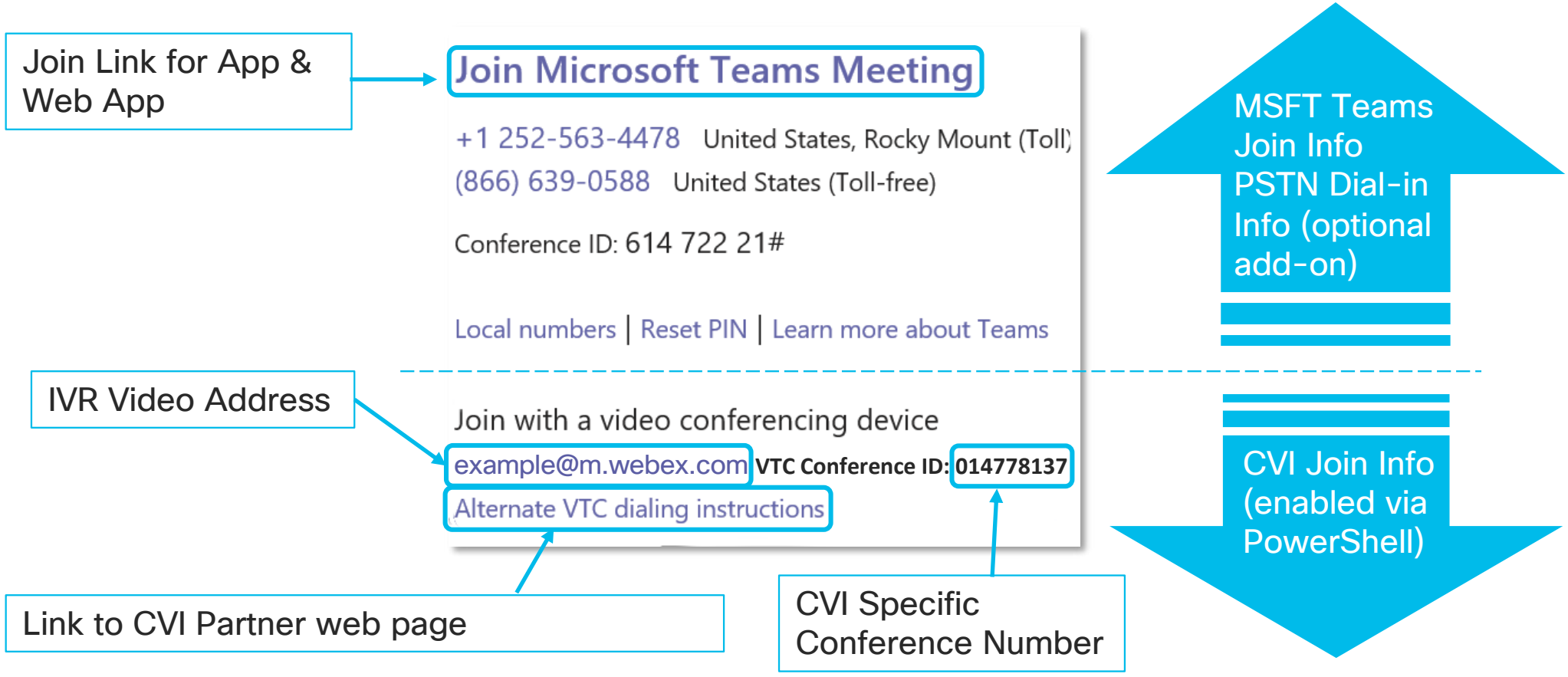
Example Teams invite (generated by Microsoft)



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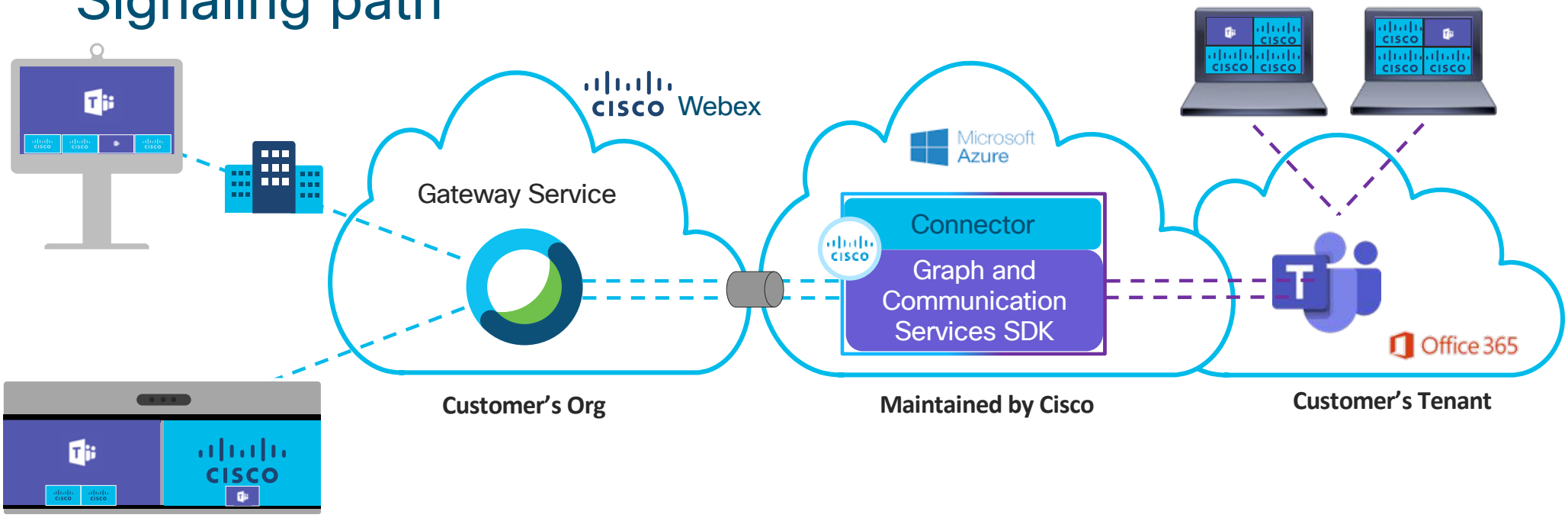
Cloud Video Interop gateway
Signaling path



Cisco signaling

Microsoft signaling

- On-prem video devices must be able to call the Webex domain for CVI over SIP
- Interworking to **H.323** can be provided by **local on-prem infra** (i.e. VCS/Expressway)

Example: Endpoint<->CUCM<->Expressway-C<->Expressway-E<**-internet-**>WebexCloud

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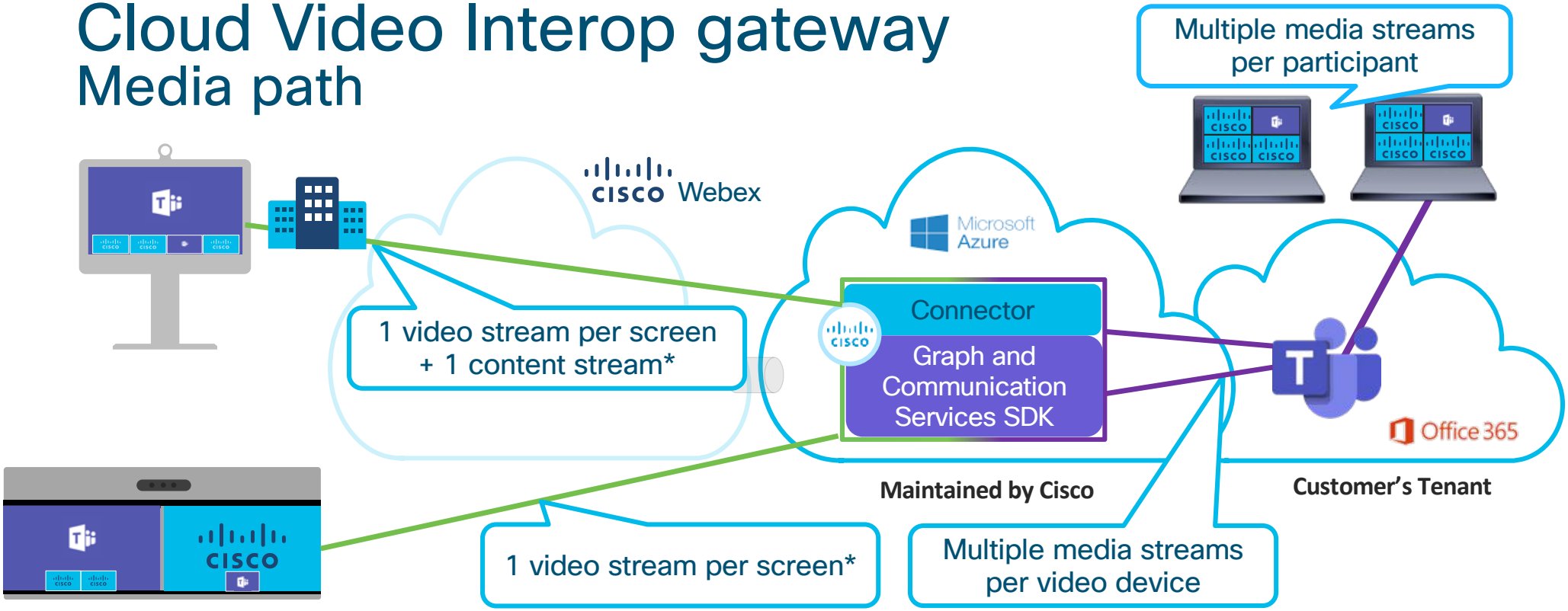
Cloud Video Interop gateway
Media path



Single stream media

Microsoft Teams Multistream media

- Media of Webex cloud registered video devices flows directly to the Azure DC maintained by Cisco
- Media of on-premises-registered video devices flows to the Azure cloud maintained by Cisco via the local SIP infrastructure:
  Example: Endpoint<->Expressway-C<->Expressway-E<-**Internet**->Cisco-maintained Azure Tenant
- No Video Mesh support

*Up to 2 video streams per endpoint and up to 10 participants from Teams

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Cisco VIMT (CVI) Features
Summary

Supported video devices

- Cisco Webex Cloud registered
- Cisco Webex on-prem registered
- Cisco Webex Edge for Devices
- SIP standard based
  (H.323 via on-prem interworking)

Family of layouts for Video devices

2-way content sharing

Layout control via DTMF

Recording Indicator

Configurable lobby management policy (guest access)

Unique features for Cisco Webex Rooms

OBTP Join (One Button To Push)

Multi-screen support

Integrated Roster List with Indicators (i.e. Active Speaker, Content Share, Mute)

Full roster list

Unidirectional Whiteboarding from Webex Board and DeskPro (non-interactive)

Some of these features might be available at different times for different deployment models (cloud vs on-prem) ***...see next slide***

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Caveats

- Content sharing will be possible via cable and wireless*
- No Video Mesh (Hybrid Media)
- Media traffic for Cisco Webex **Cloud-registered devices** will directly flow to the Cisco Azure Tenant
- Media traffic for **on-prem registered** video devices will be routed toward the Cisco Azure Tenant **via on-prem Expressway-C/E** or other CPE firewall traversal
- **One Microsoft Tenant** per Webex Org will be supported at GA

*wireless sharing does not work for cloud registered devices

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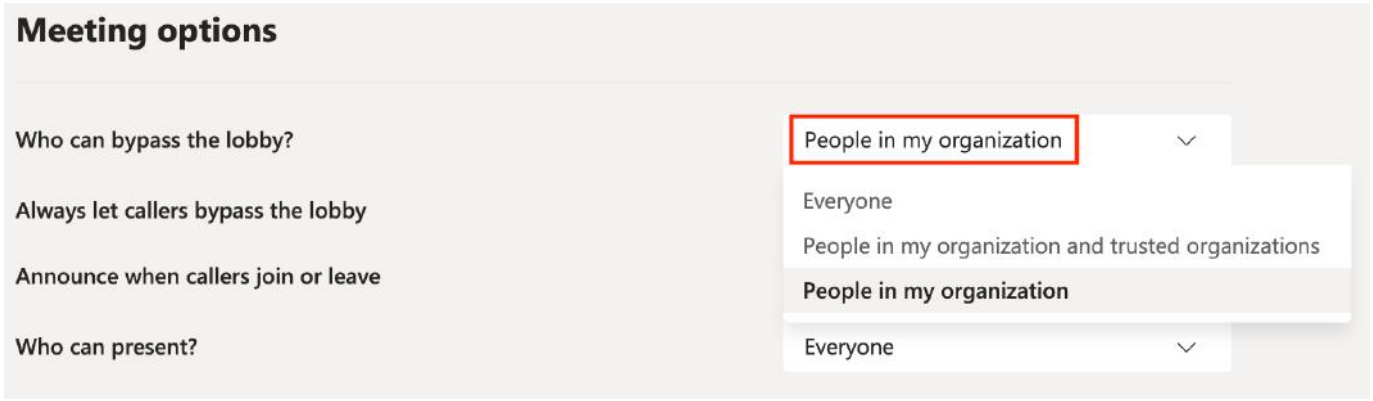
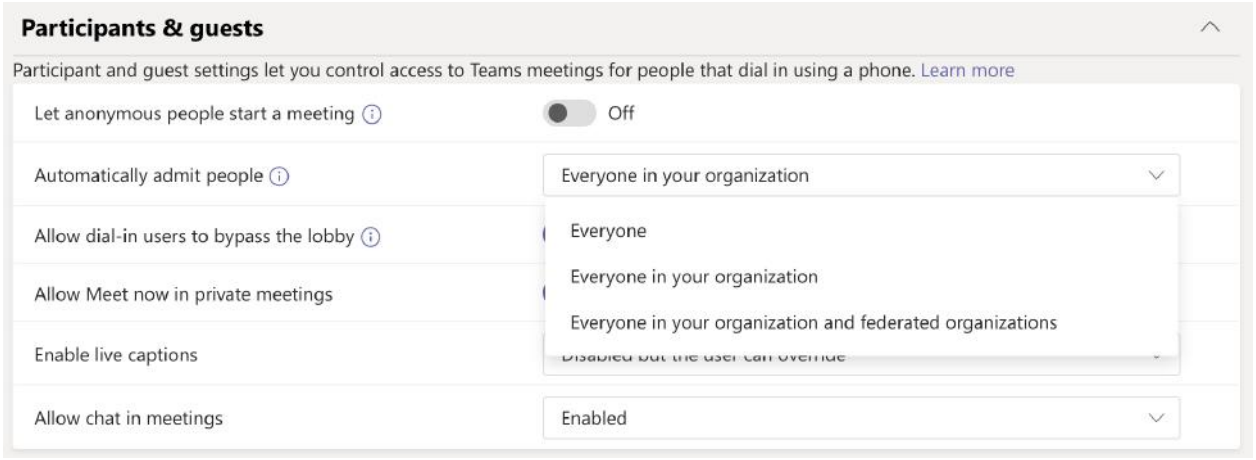
Lobby Policy

- Meeting options (calendar invitation)



- Meeting Policies (admin center)



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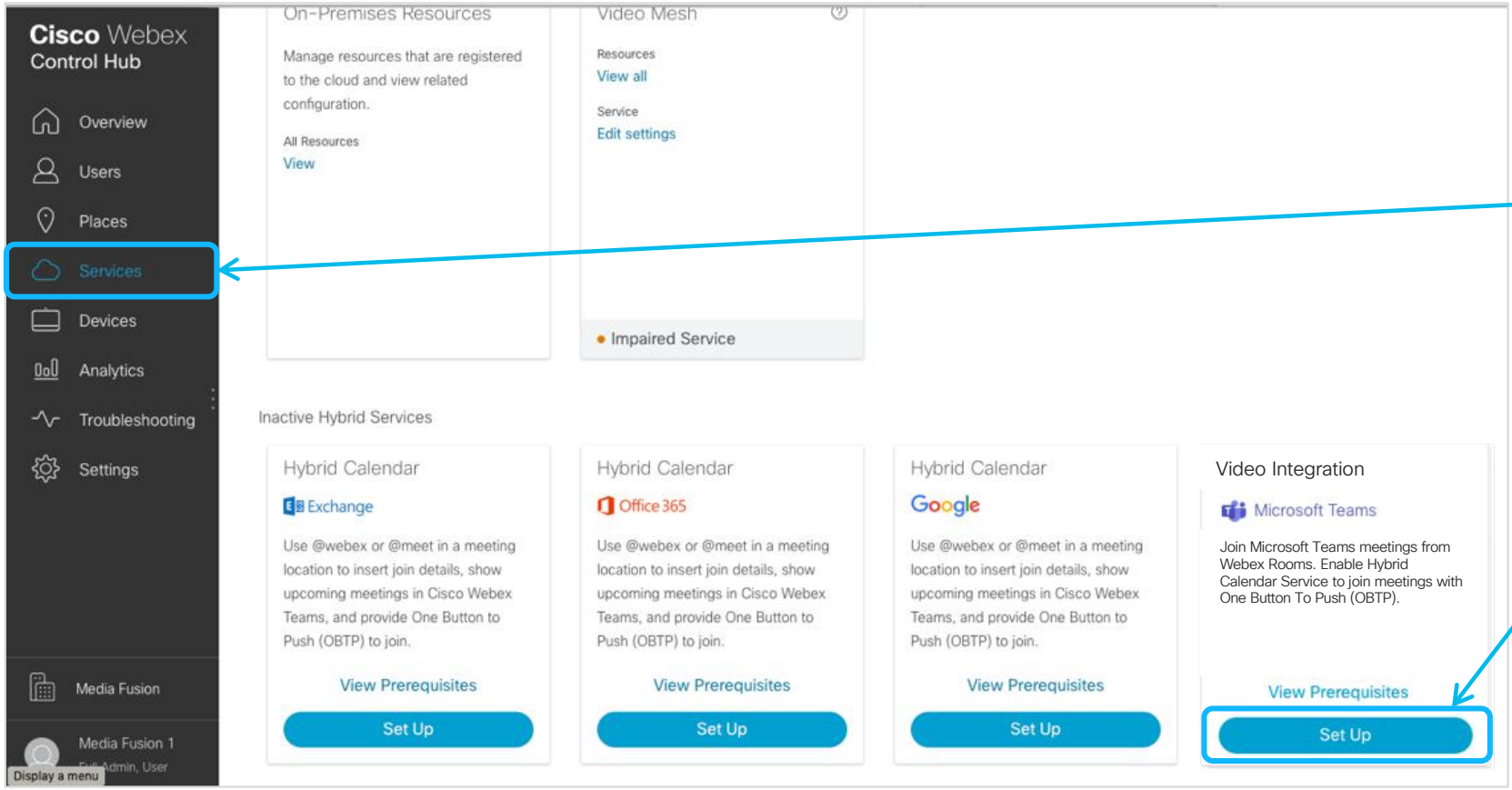
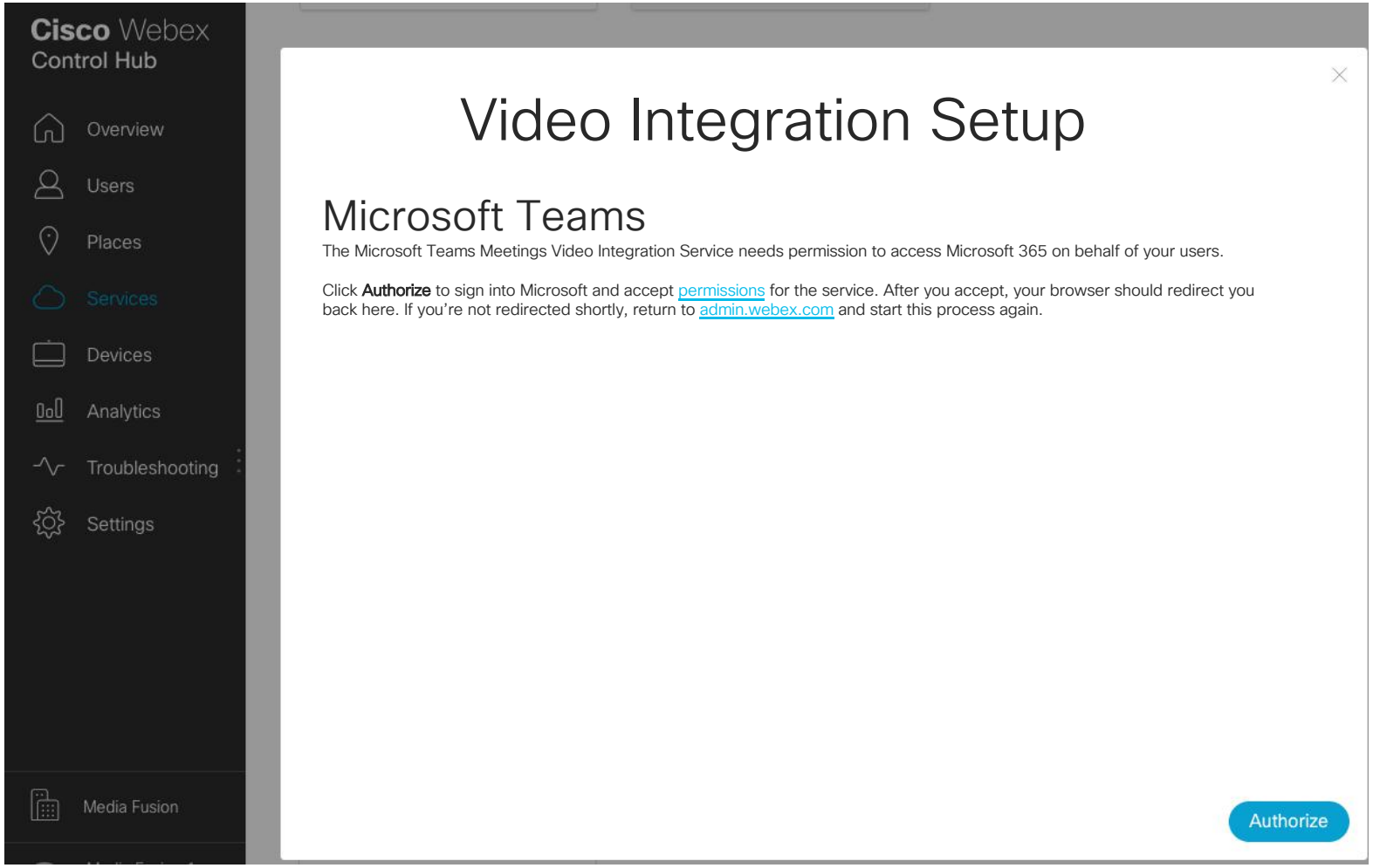
Cisco Webex CVI provisioning -
Setup page



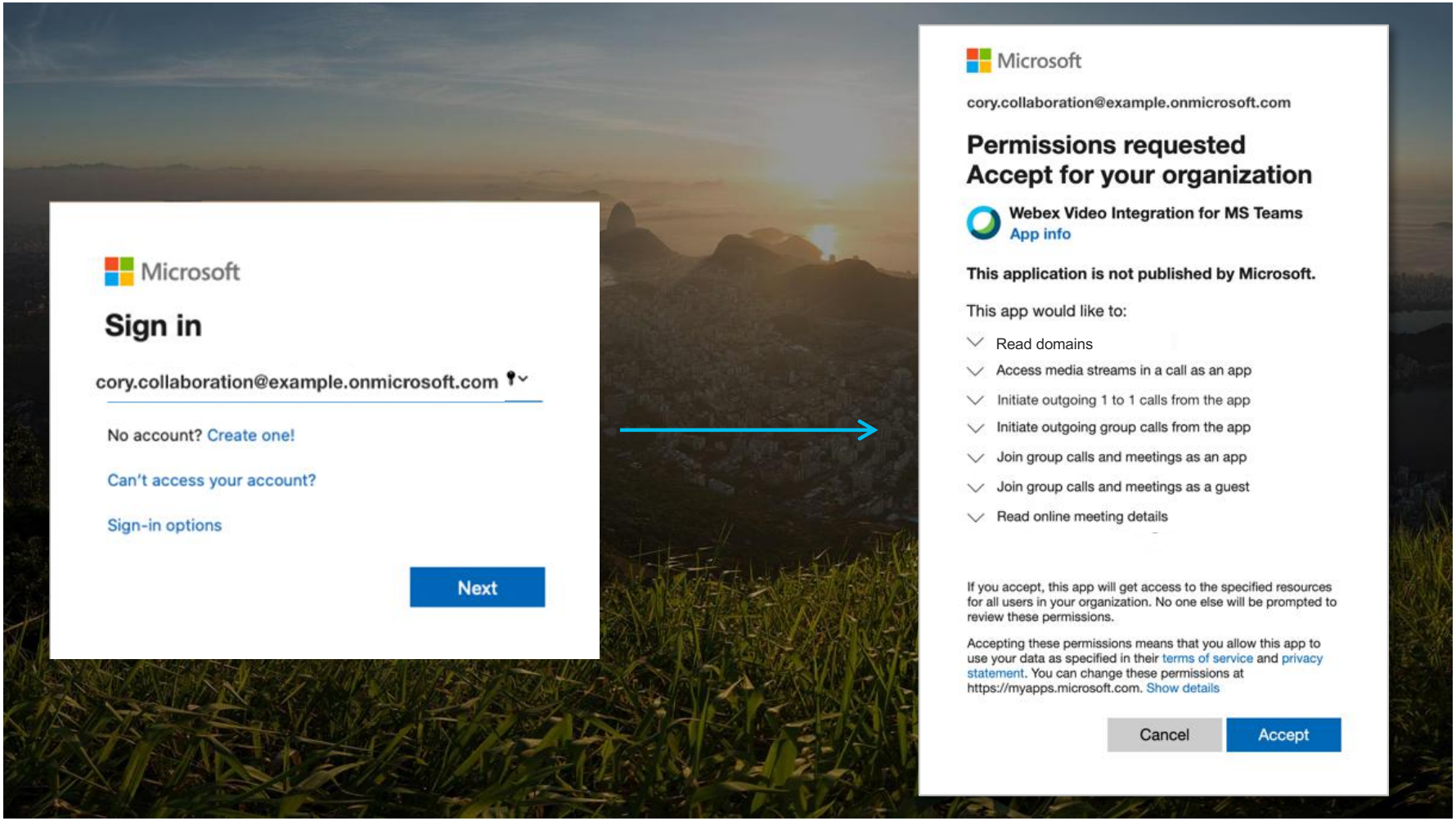
Services page

Click Set Up

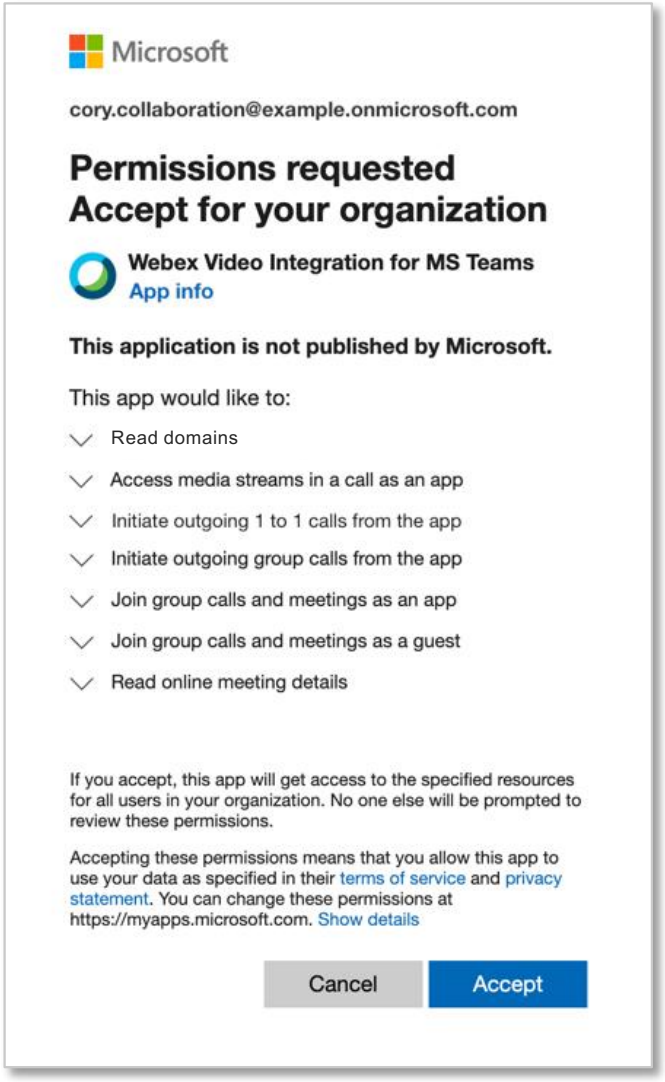
Set up Flow


Cisco Webex
Control Hub
Overview
Users
Places
Services
Devices
Analytics
Troubleshooting
Settings
Media Fusion
Video Integration Setup
Microsoft Teams
The Microsoft Teams Meetings Video Integration Service needs permission to access Microsoft 365 on behalf of your users.
Click Authorize to sign into Microsoft and accept permissions for the service. After you accept, your browser should redirect you back here. If you're not redirected shortly, return to admin.webex.com and start this process again.
Authorize

Set up Flow (Microsoft Authorizations)



Azure App Permissions



- Microsoft 365 Global Admin must Accept the Azure consent flow
- Required by Microsoft for a Certified CVI Provider to use the Media SDK
  - Read domains: needed to look up verified domains
  - Access media streams in a call as an app: service accessing media streams
  - Initiate outgoing 1 to 1 calls from the app: future use for 1:1 calls
  - Initiate outgoing group calls from the app: needed to create call to access media
  - Join group calls and meetings as an app: future use to bypass lobby
  - Join group calls and meetings as a guest: join as a guest
  - Read online meetings details: retrieve join URL from VTC Conf ID

https://docs.microsoft.com/en-us/microsoftteams/cloud-video-interop

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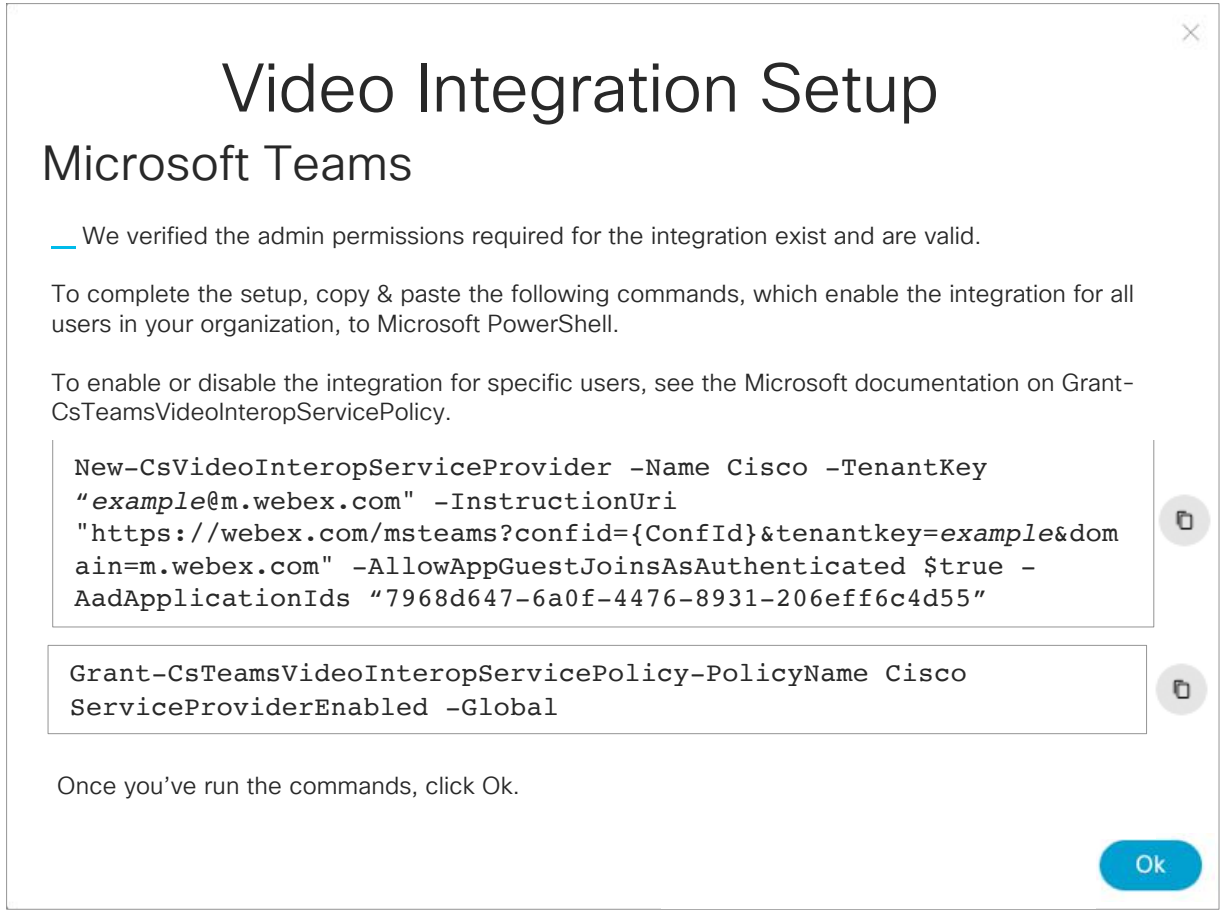
Automatic Setup Test Succeeds



https://docs.microsoft.com/en-us/powershell/module/skype/grant-csteamsvideointeropservicepolicy?view=skype-ps

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What you need to use VIMT (CVI)

Required

- ❑ Webex Org w/ at least one user license

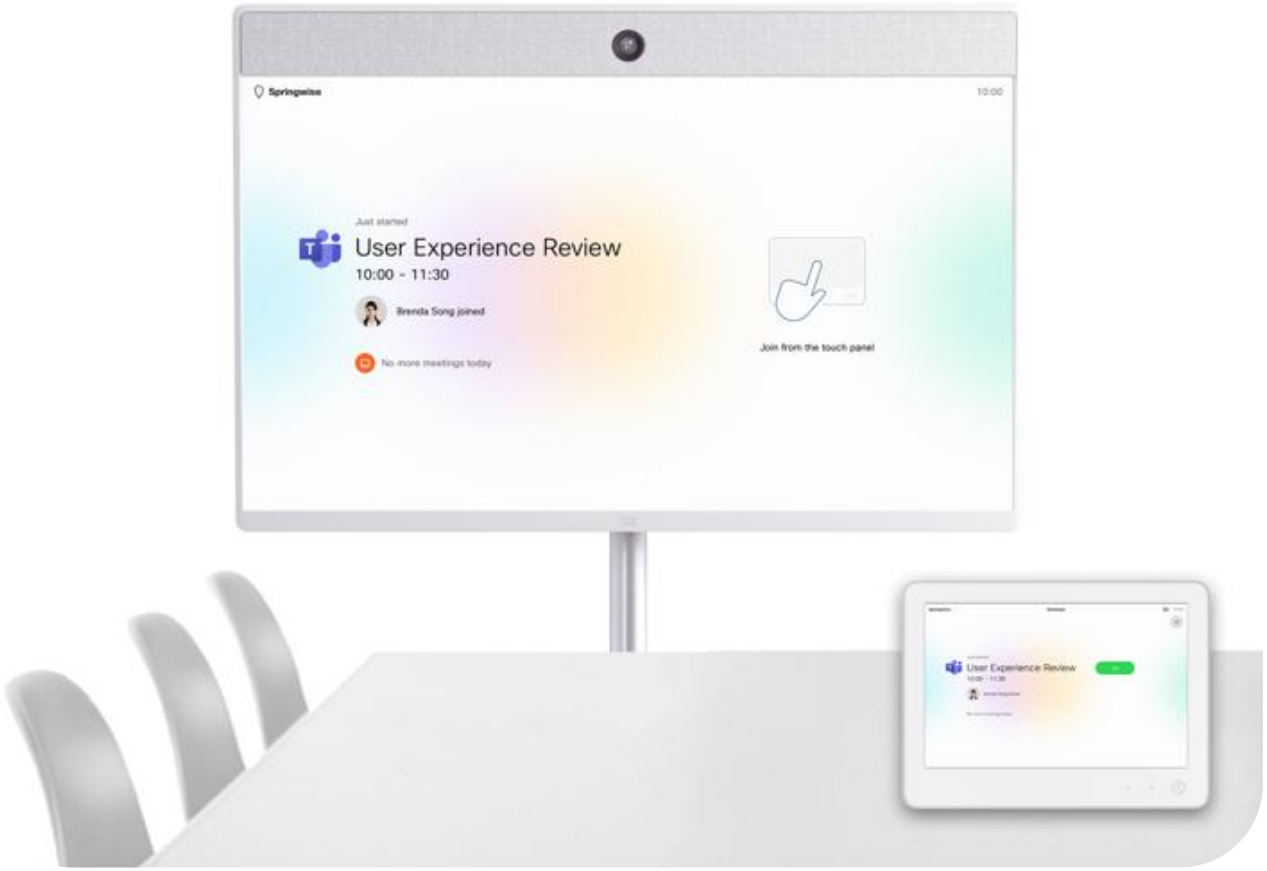
Recommended

- ❑ Sync users and enable for Calendar Service*
  - Hybrid Directory Service Sync Tool or Azure AD SCIM API Setup
- ❑ Configure Hybrid Calendar Service to provide OBTP
  - How OBTP Works with Cloud-Registered Devices
- ❑ For the best OBTP** experience, Webex Rooms should be registered directly or indirectly to the cloud
  - Cisco Webex Cloud Registered (direct)
  - Cisco Webex Edge for Devices – Cloud Aware (indirect)

*See notes **On-prem registered Webex Rooms support OBTP for CVI only. Cloud reg/aware will support OBTP for WebRTC as well

Webex Rooms running Microsoft Teams meeting web app (WebRTC)

Joining Microsoft Teams meetings - WebRTC
One Button to Push experience



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Joining Microsoft Teams meetings- WebRTC Layout example

*See notes

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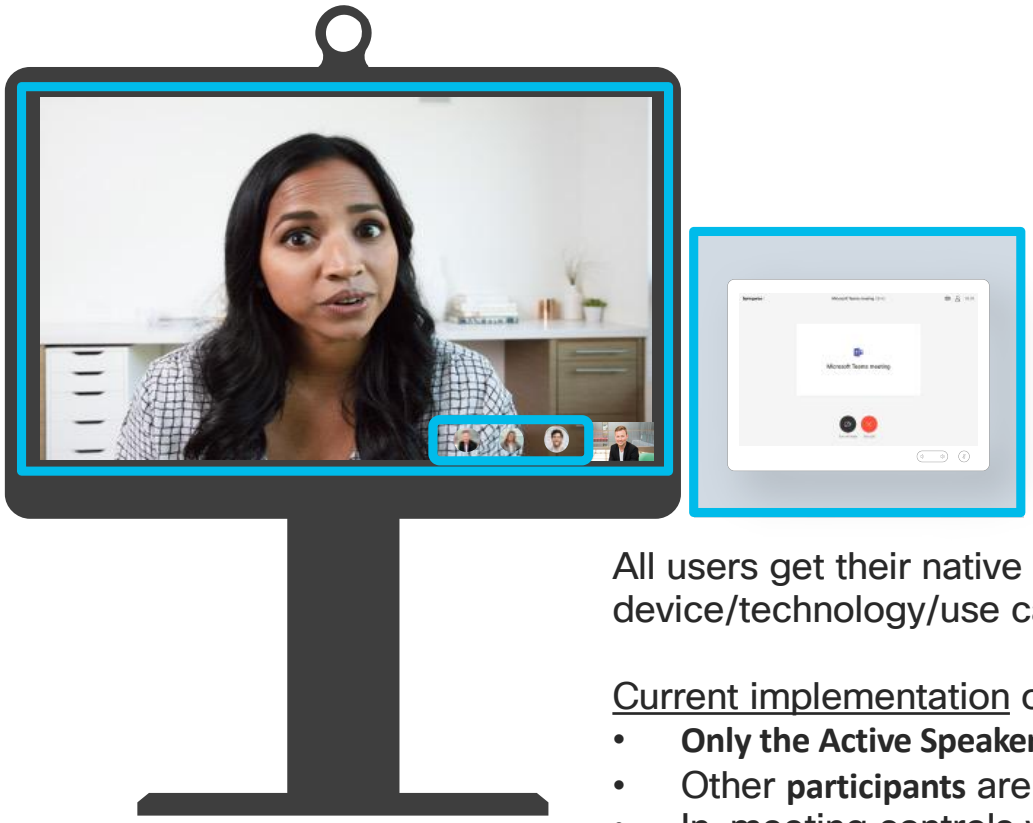
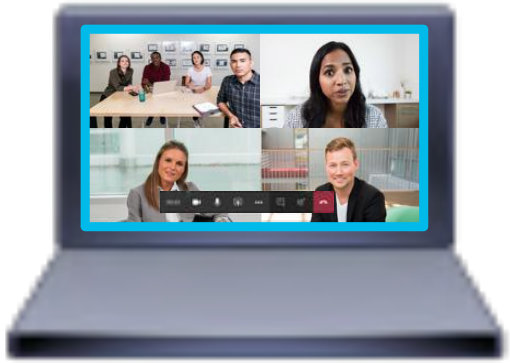
Modern web technology – WebRTC
Layouts and UX summary



Video Endpoint Experience



Microsoft Teams Client User Experience

All users get their native Teams experience from Microsoft, depending on the device/technology/use case

Current implementation of Microsoft Teams (Chromium) web app provides ***one layout***:

- **Only the Active Speaker** is shown on video (self-view is always on)
- Other **participants** are displayed as **avatars** at the bottom of the screen
- In-meeting controls will be available via Touch10 (including Webex-style self-view)
- Microsoft Teams client's users get Continuous Presence 2x2

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Modern web technology – WebRTC
Layouts and UX summary when content is shared

Video Endpoint Experience

- **Content sharing replaces** Active Speaker's video
- Current active speaker is highlighted in the avatars bar (self-view is always on)

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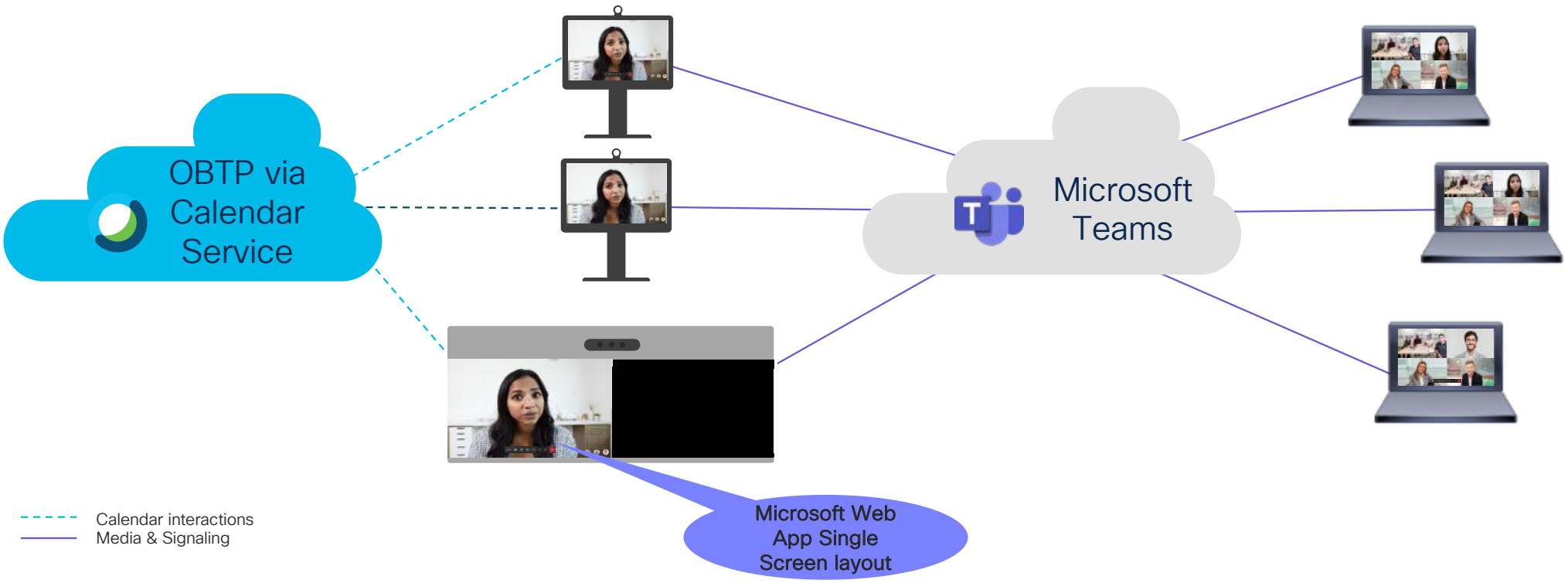
Cisco Webex Rooms for Microsoft Teams meeting
(Enabled via WebRTC)

Room Kits, Room Series, Boards, Desk Pro (web-engine enabled devices) - devices must be cloud registered or cloud aware (Webex Edge for Devices)



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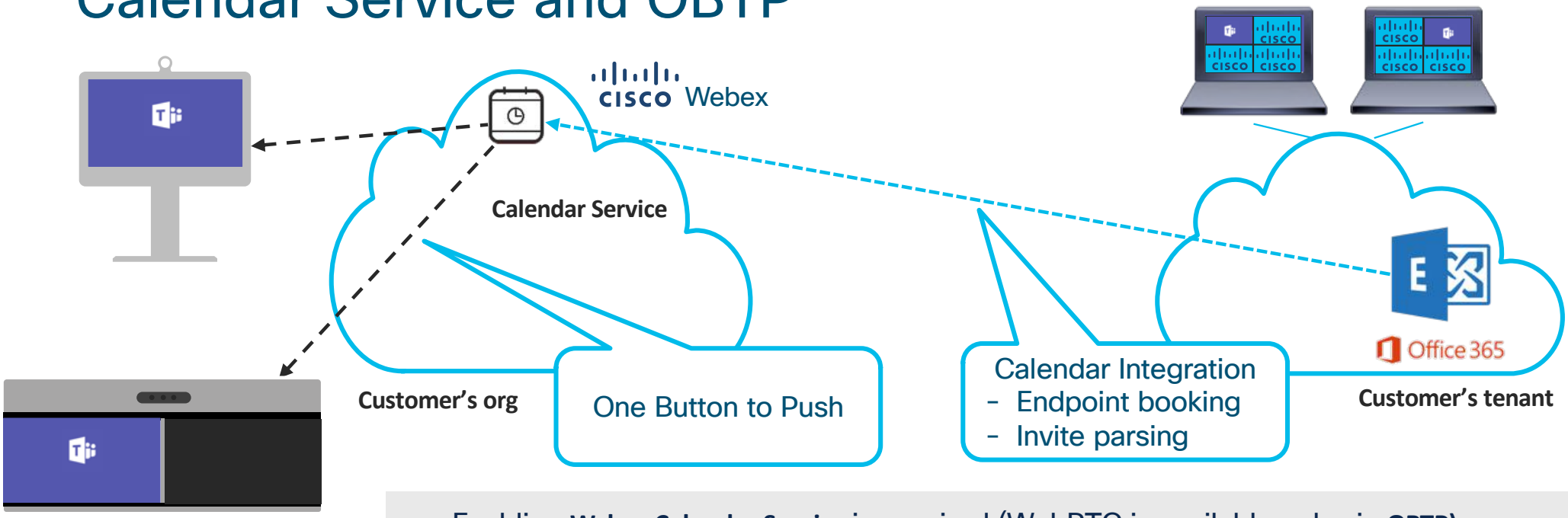
Joining Microsoft Teams meetings- WebRTC
Calendar Service and OBTP



- Enabling **Webex Calendar Service** is required (WebRTC is available only via **OBTP)**
- **OBTP** is supported for both cloud registered and cloud aware (Webex Edge for Devices)
- **Cloud solution** requires no on-premises infrastructure – uses **embedded browser** in endpoint to directly join a Microsoft Teams meeting as a guest

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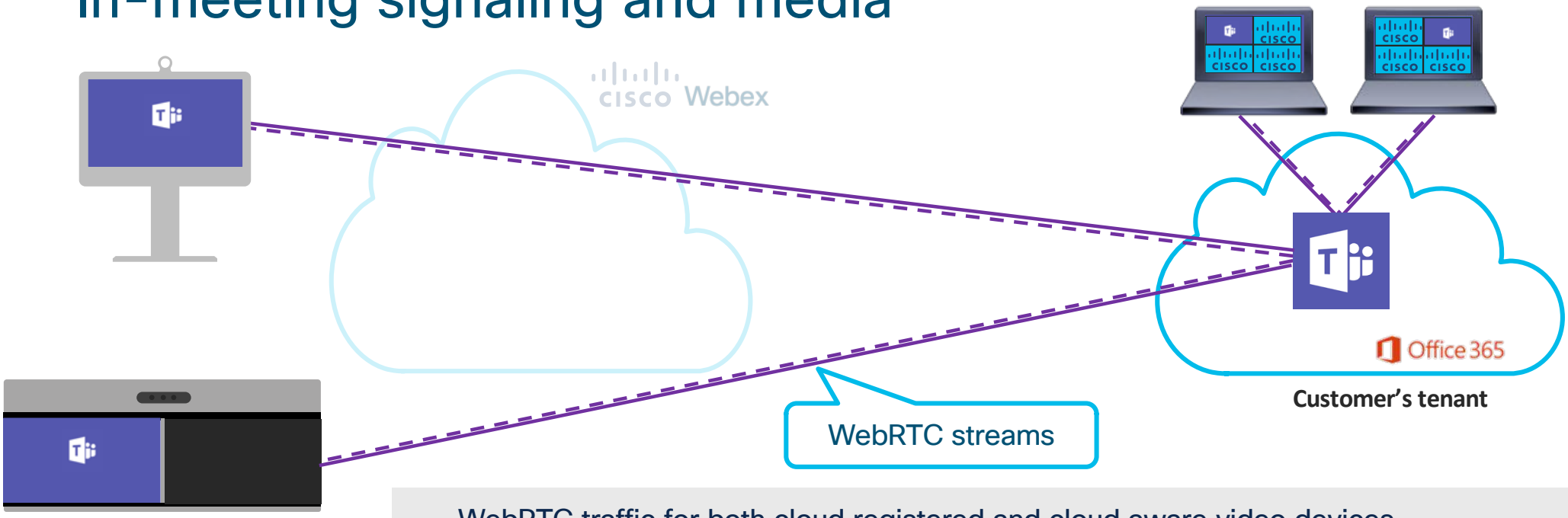
Modern web technology – WebRTC
In-meeting signaling and media



- WebRTC traffic for both cloud registered and cloud aware video devices
  - direct flow from the customer's premises to the Microsoft Teams' bridge
  - does not traverse through Expressway
- Ports 80, 443, 3478-3481

Microsoft signaling
Microsoft media

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What you need to use VIMT (WebRTC)

Required

- ❑ Webex Org w/ at least one user license or device license
- ❑ Configure Hybrid Calendar Service to provide OBTP
  - How OBTP Works with Cloud-Registered Devices
- ❑ Webex Rooms must be registered directly or indirectly to the cloud
  - Cisco Webex Cloud Registered (direct)
  - Cisco Webex Edge for Devices – Cloud Aware (indirect)

Recommended

- ❑ Sync users and enable for Calendar Service*
  - Hybrid Directory Service Sync Tool or Azure AD SCIM API Setup

*See notes

Summary of Meeting Interoperability

Two Methods to join Microsoft Teams meetings

	Cloud Video Gateway (CVI enabled)	WebRTC web app
Intended for	Hosted by my company	Join any other Microsoft Teams meeting
Experience	Cisco Webex experience - multi Screen with flexible layouts Bi-directional content share (using a cable or wireless*)	Microsoft Teams experience - single screen with Microsoft Teams layout Ability to receive share only (Microsoft Teams layout)
Roster	Full roster list	Roster list with touch screen only (Webex Board & Desk Pro)
Devices supported	Cisco and any SIP-capable video devices Cloud and on-premises registered devices	Room Kits, Room Series, Boards, Desk Pro (web-engine enabled devices) - devices must be cloud registered or cloud aware
Join Experience	OBTP join with Calendar Service, direct dial in, or IVR join experience	OBTP join with Calendar Service for B2B meetings
Licensing	Add on license required	Webex Room registration (included in Flex)

*Requires on prem registration (or cloud aware)

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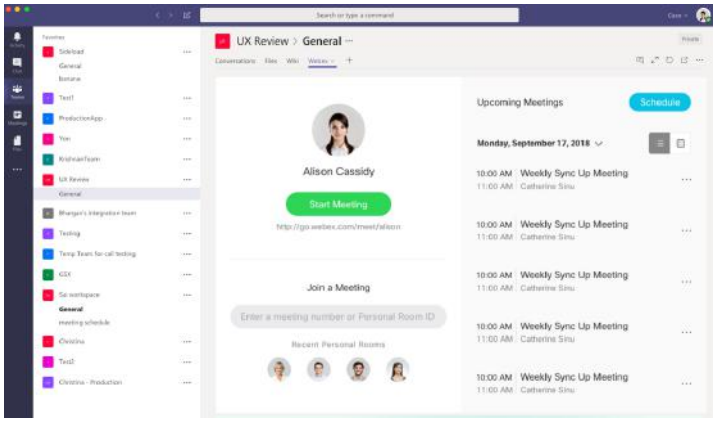
Cisco plugins for MS Teams

Microsoft Teams customer joining Webex Meetings



Webex Meetings customers who also happen to have Microsoft Teams (e.g. for messaging or file sharing)

Webex Meetings is available today inside Microsoft Teams for seamless scheduling & join

Webex customers who might invite someone in another org that uses a Microsoft Teams Rooms system

They can also seamlessly join your Webex Meeting

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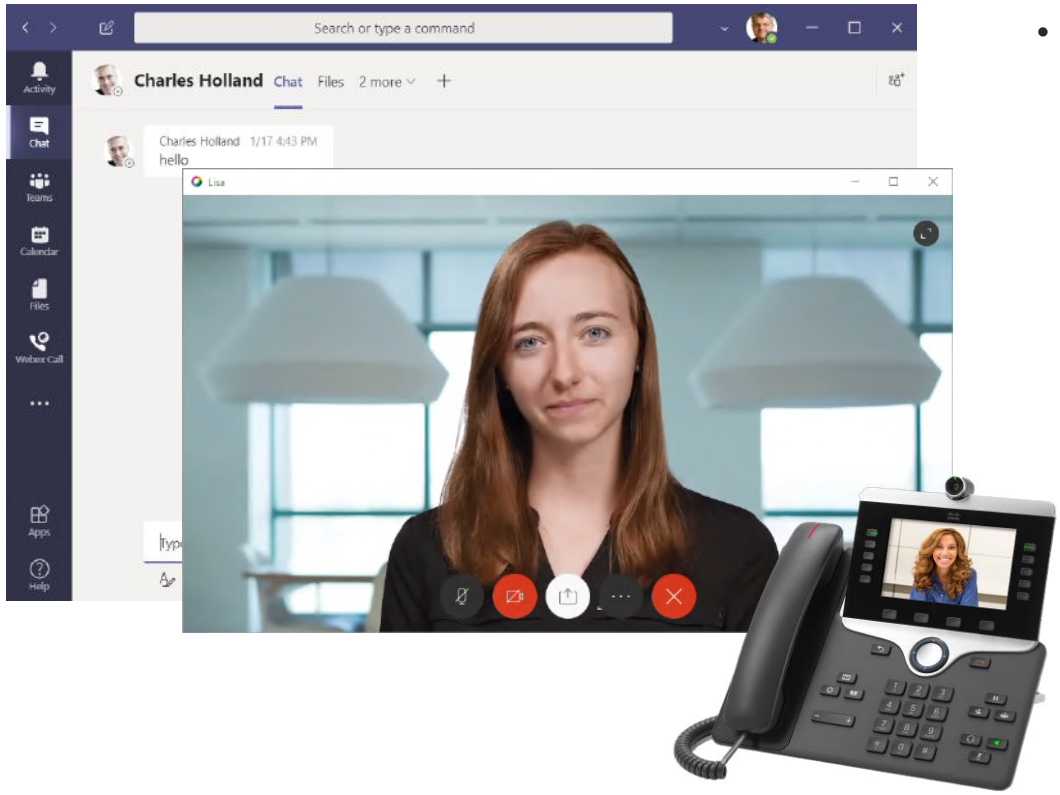
Webex Meetings advantages
Not available in Microsoft Teams meetings

- Market Leader in video conferencing
- Wireless content sharing from any device
- Multi-stream with additional layout options
- In-meeting Webex Assistant
- Companion Mode
- Face recognition / name labels
- People Insights
- Room panorama
- Localized media via Video Mesh

Introducing
Cisco Calling Integrations for Microsoft Teams



- The simple way to integrate Microsoft Teams Messaging and Cisco Calling.
  - Uses your existing Cisco calling infrastructure
  - Click to call with your existing Cisco phones from Microsoft Teams
  - Use Cisco soft clients for video calls
  - No compromise on calling features
  - No dial plan or routing reconfiguration required
  - No additional license costs

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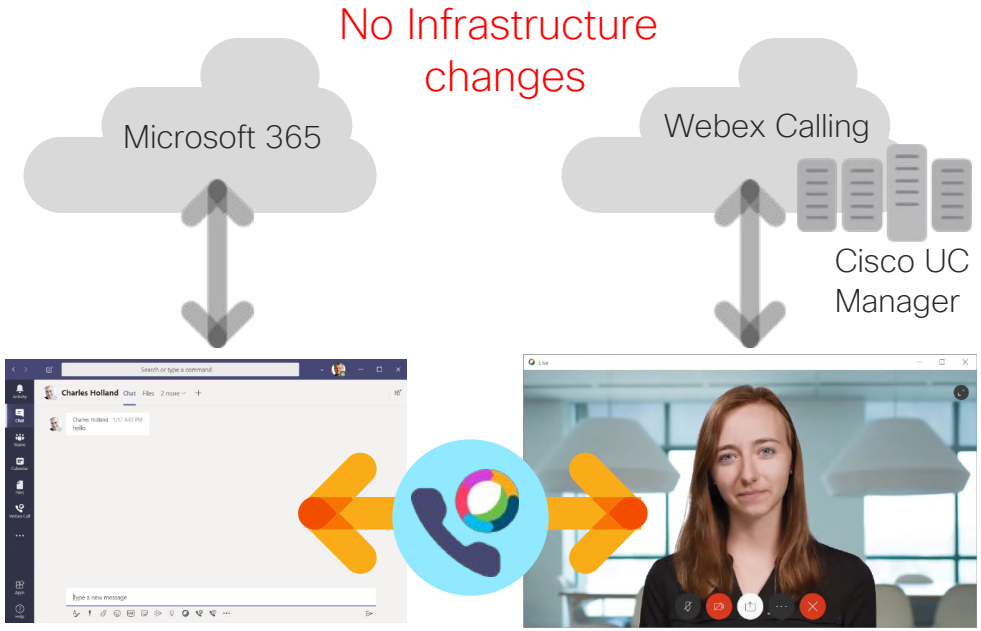
Client based integration

- Simple to deploy Client side integration which works with your existing Cisco Calling Apps
- Client side means NO changes to Infrastructure or configuration
- Works with a choice of Cisco clients

WebexTeams Cisco Jabber UC-One



Cisco Calling App added to MS Teams Client

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Cisco calling with MS contact search

Call/Search Input
Enter a number, SIP address or type a name to search for a Azure AD/Outlook contact

Dial Tab
Access dialpad, contact search and speed dials

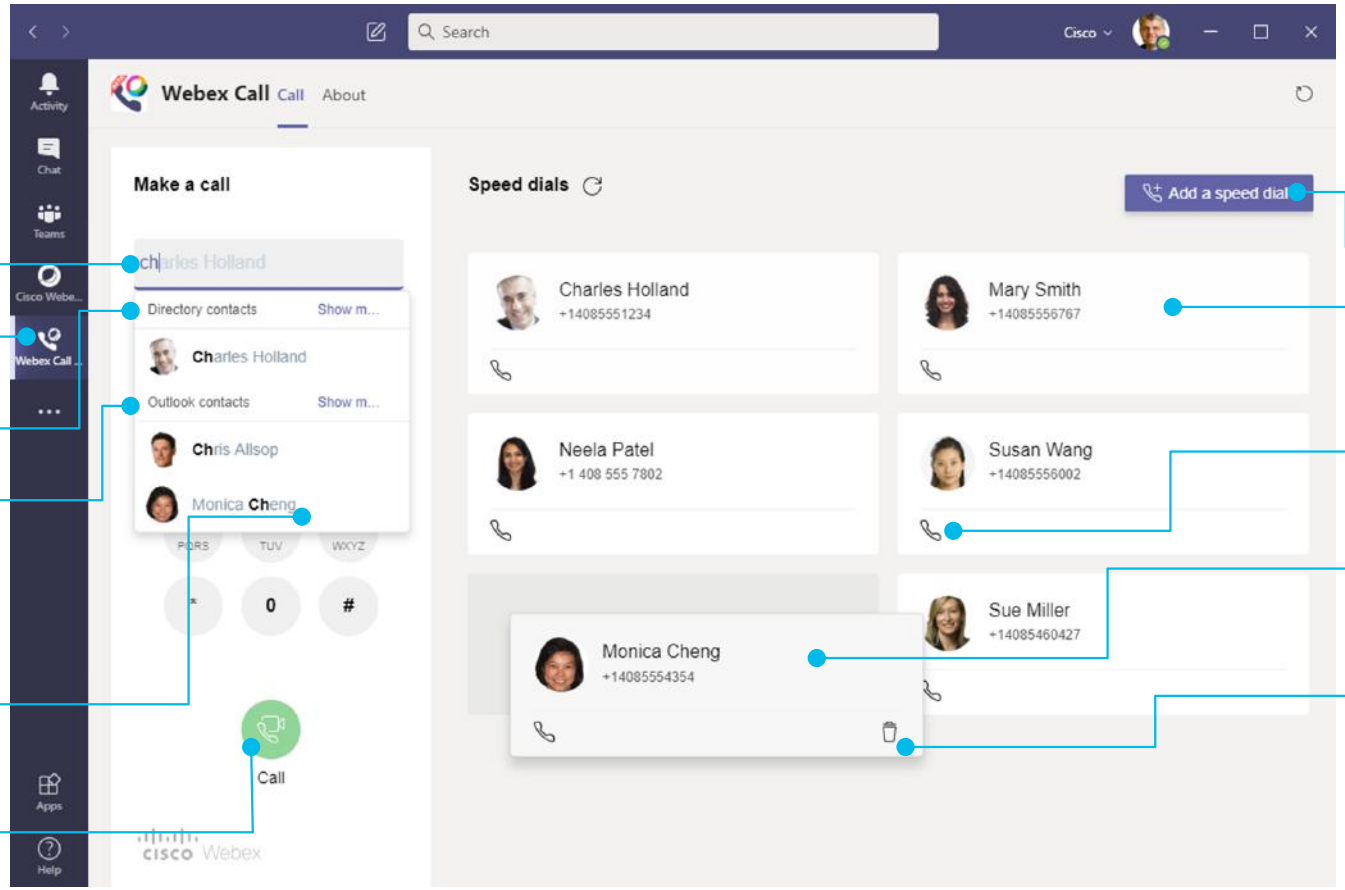
Contact Search
Search for personal and corporate contacts

Azure AD Contacts

Outlook 365 Contacts

Dialpad
Click digits to key in numeric dial destination

Call Button
Dial a number or SIP address



Add Speed dial
Click to add up to 25 speed dial cards

Speed dial
Pin frequent contacts as speed dials for easy access.

Call
Select number and call contact

Reorder
Drag and drop cards to organize them

Delete
hover over the card and click delete icon to remove speed dial

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Integration provides Flexible Work Styles

- Cisco Calling integrations support both Desk phone control and Soft phone calling
- No compromise on calling features and functionality including contact centre support
- Call your existing room video systems
- Work remotely using Cisco Expressway and Mobile Remote Access

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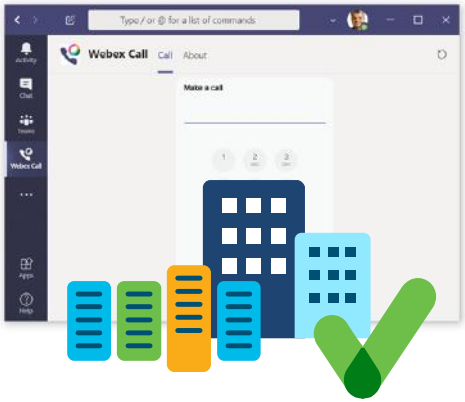
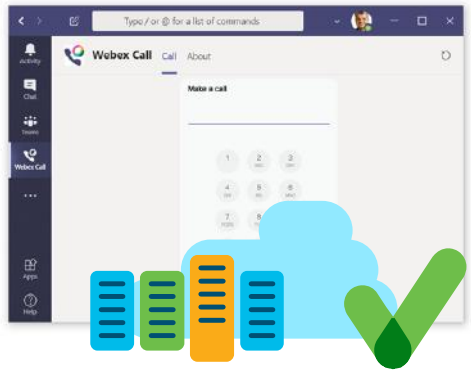
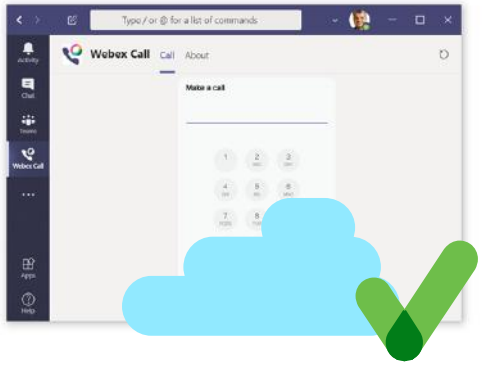
Choice of Calling Platforms



On Premise
UC Manager



Hosted Platforms
HCS



Cloud Platforms
Webex Calling, UCM Cloud, BroadCloud

- Integration can be used with a choice of Cisco calling platforms
- Allows migration to cloud calling when ready

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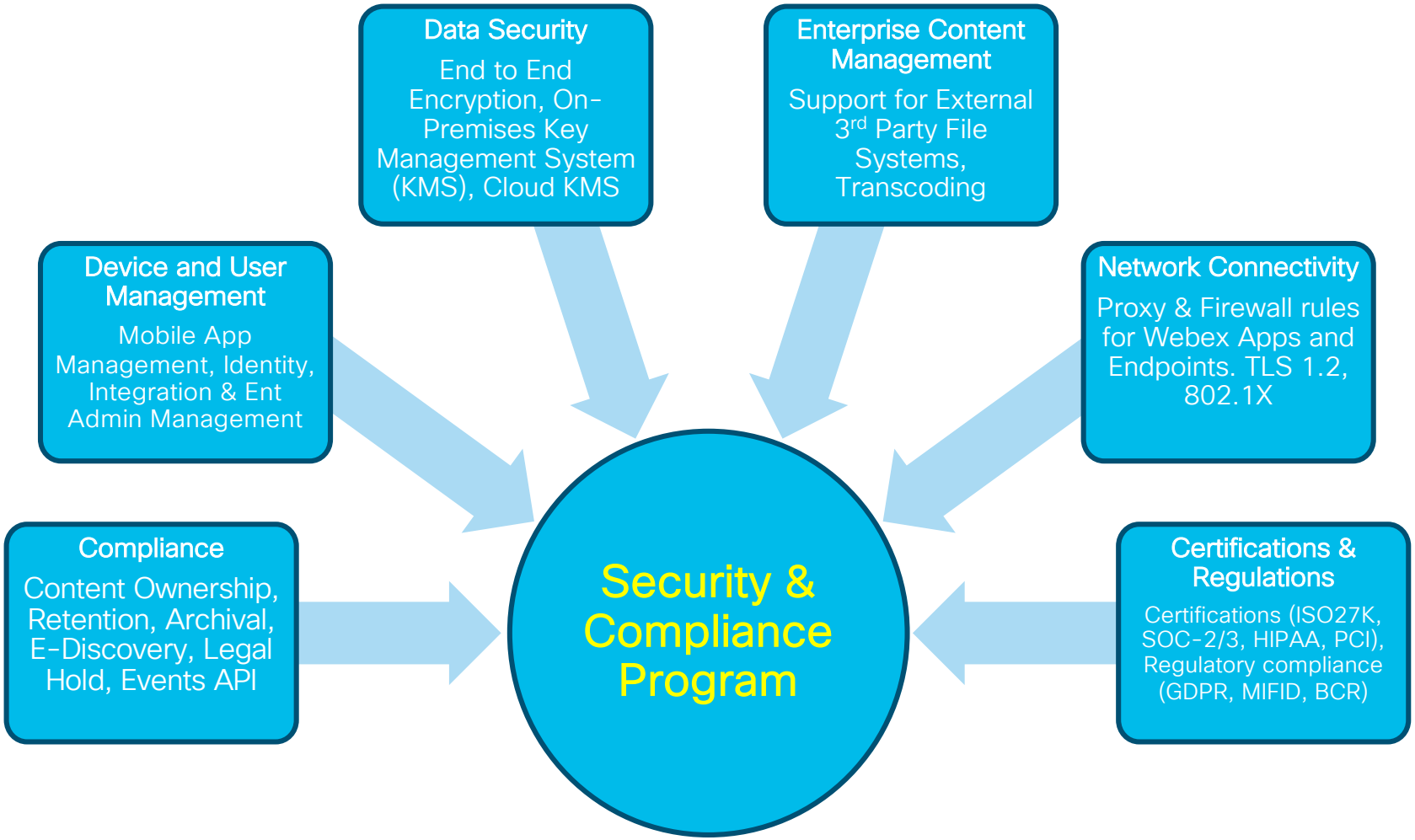
Webex Teams Security

Webex Teams Security and Compliance Initiative



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Compliance & DLP

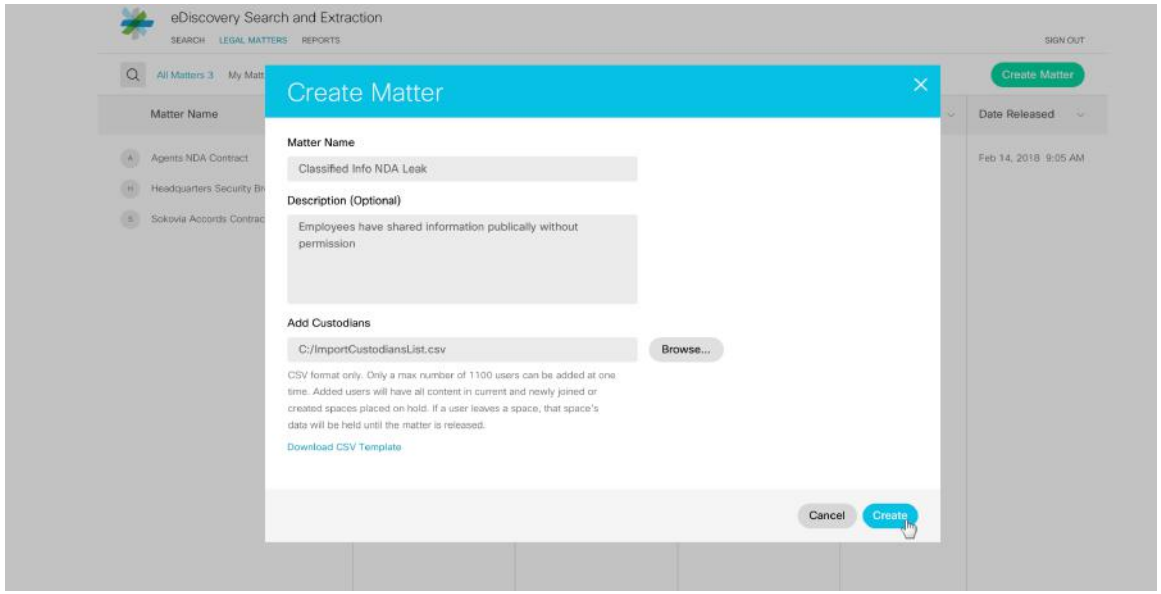
Webex Teams : Legal Hold

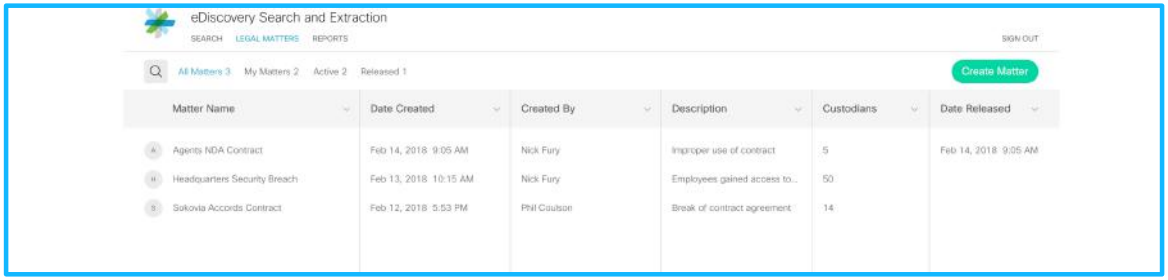
What:

- Compliance admins can add exceptions to retention policies during investigations.
- Features available:
  - Create a matter and put custodians (users) on legal hold
  - View and download matters
  - Release matters

Why:

- When employees are investigated, their content will be preserved and not purged by the org-wide retention policy





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File Sharing Control

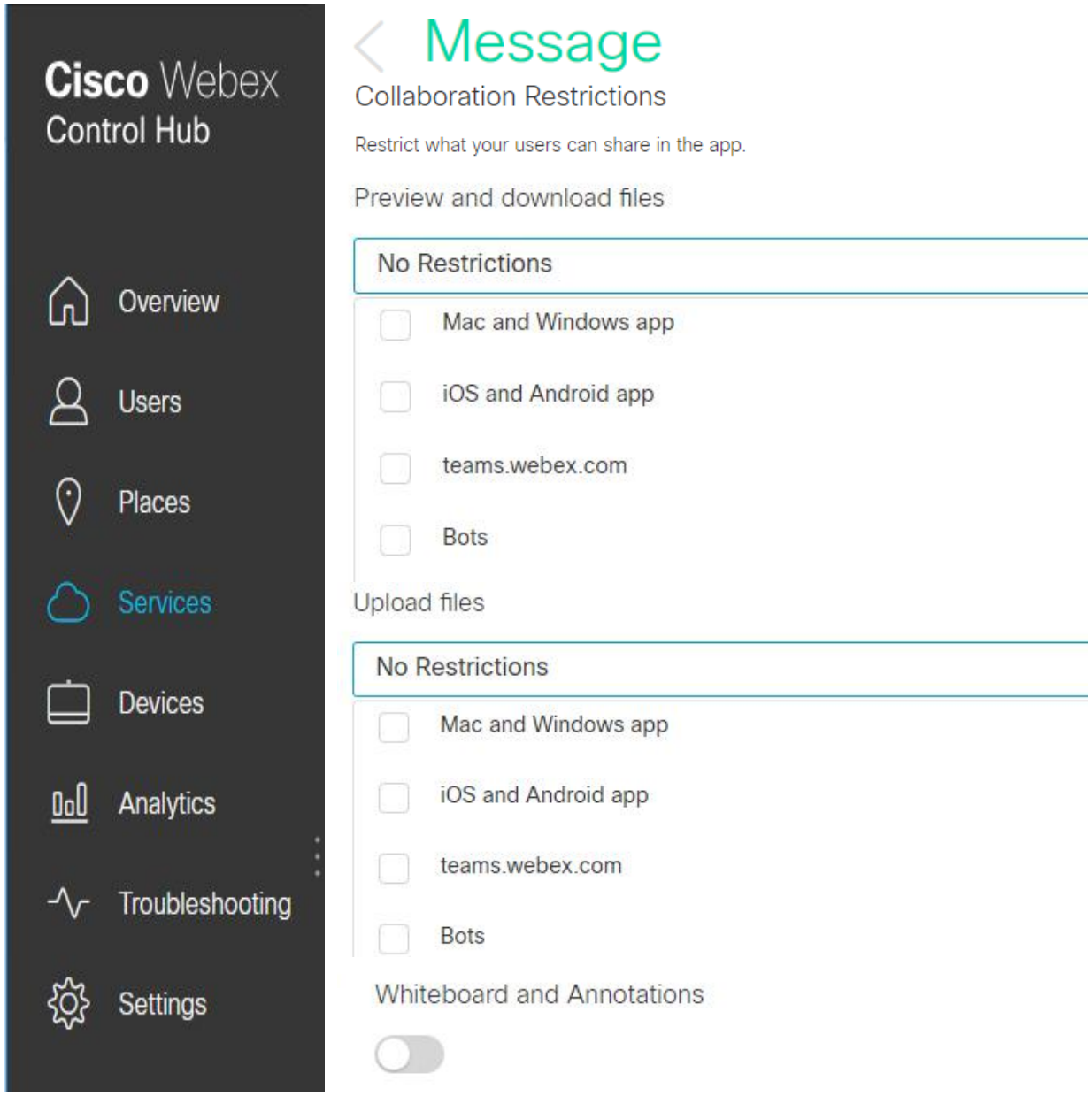
- Allows Webex Teams customers to control file downloads and uploads on specific client types : Desktop/ Web/ Mobile/ Bots
- Additional option to enable/disable restrictions on whiteboard and annotations.
- User warning if file share attempted

Addresses :

- Data Loss concerns
- Malware concerns

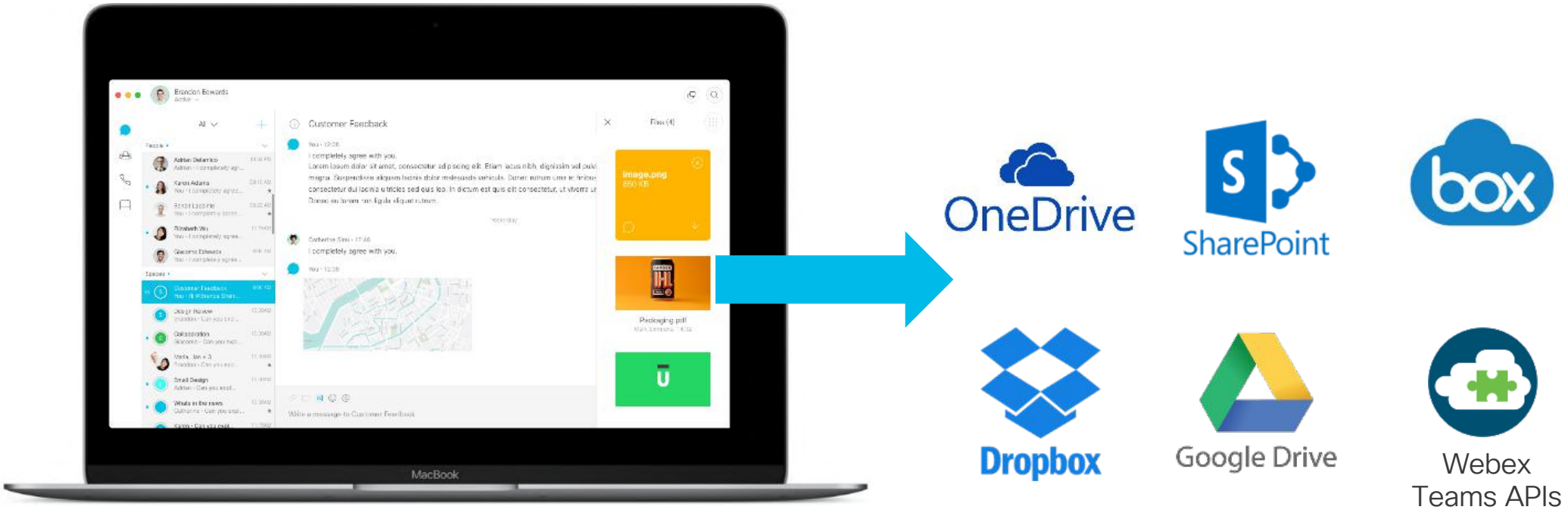
Provides :

- Mobile Application Management controls on Bring Your Own Devices



Webex Teams : Enterprise Content Management

Allows customers to replace Webex Teams File storage with their own content management system, through an optimised integration or a custom API



Microsoft OneDrive, SharePoint Online, Google Drive support today, others soon.....

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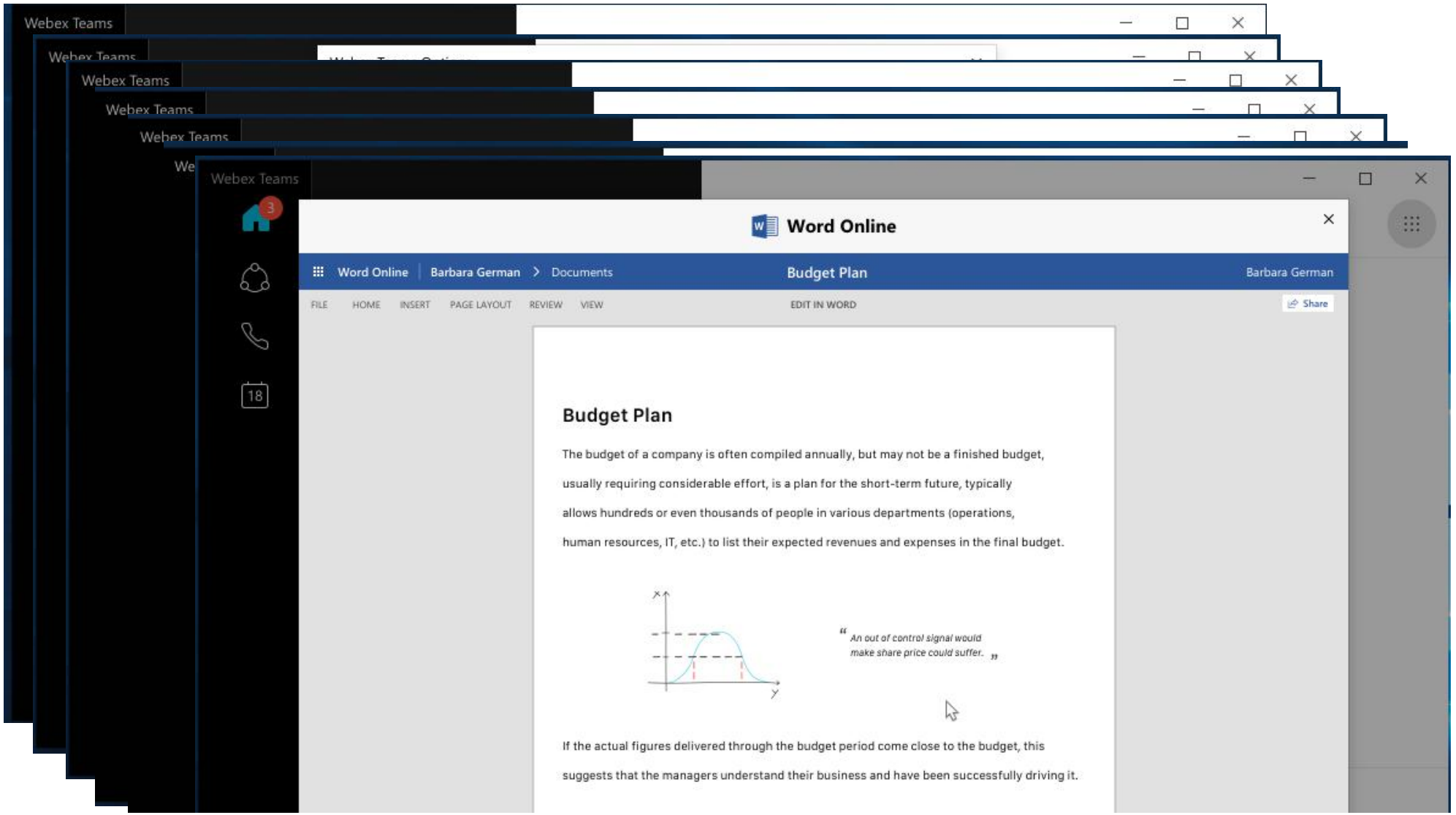
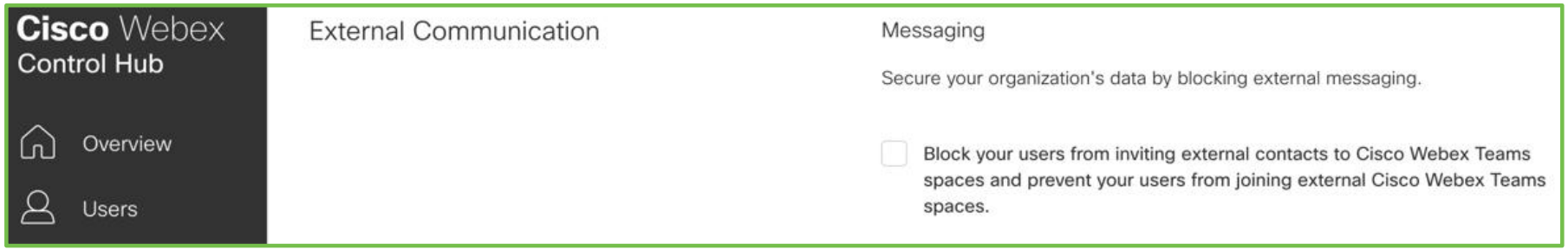
ECM: Share, Upload, View, Co-Edit File



Webex Teams : Blocking External Communication



What: Provide administrator with controls to prevent external communication

- Users within the org cannot add users outside the org in spaces owned by the org
- Users within the org will not be able to join external spaces
- Meetings are still allowed

Why: Need to control Webex Teams usage

- Mitigate data loss (accidental or intentional)
- Regulatory implications of external comms

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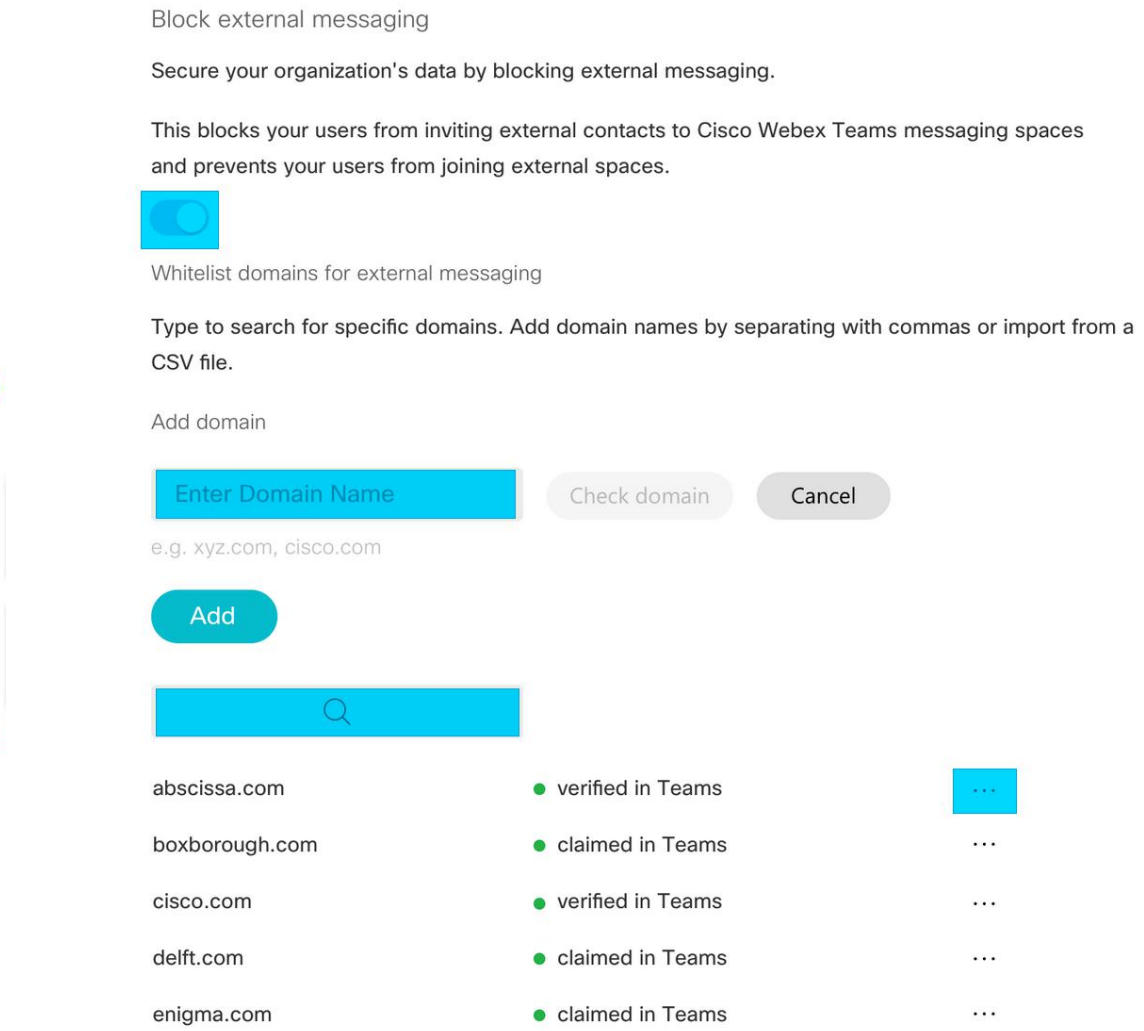
Block External Communications (BEC) : Allowed domains

What:

- Admin can configure a list of allowed external domains in Control Hub
- Previously open communication channels (for messages and content) will be blocked.

Why:

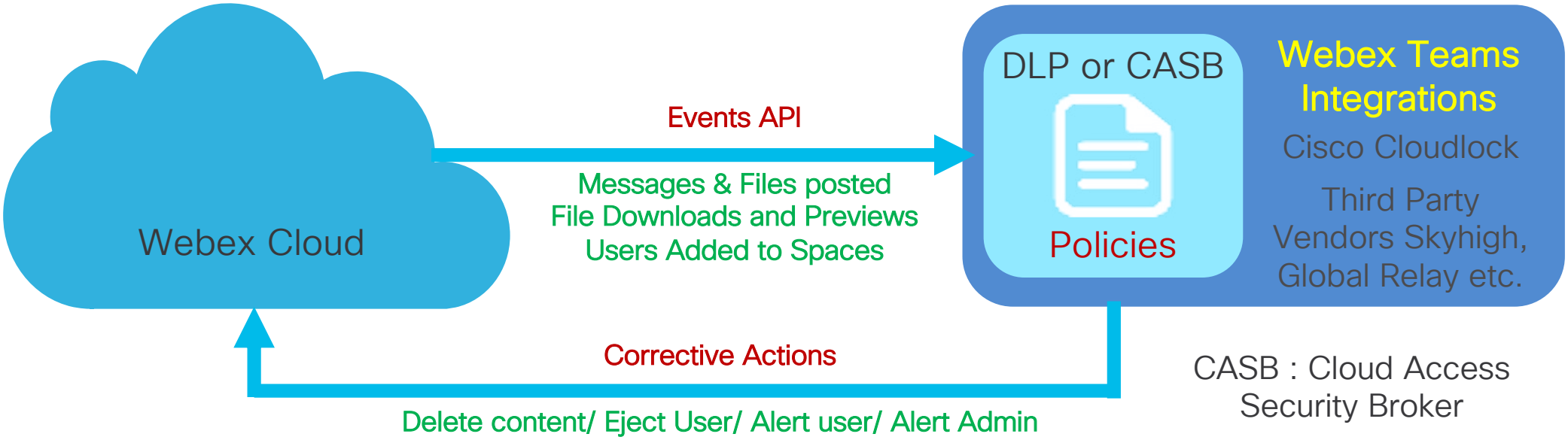
- To prevent data loss, for enterprises that would like to control communication paths outside their organization



Data Loss Prevention (DLP) : Monitor and React

Webex Teams Events API enables polling for Events and Content generated by users

Allows organisations to monitor and correct user behaviour (e.g. Delete Content, Alert User, Alert Administrator), preventing the loss of sensitive data



CASB : Cloud Access Security Broker

https://learn-umbrella.cisco.com/datasheets/ds-cisco-cloudlock-for-webex-teams

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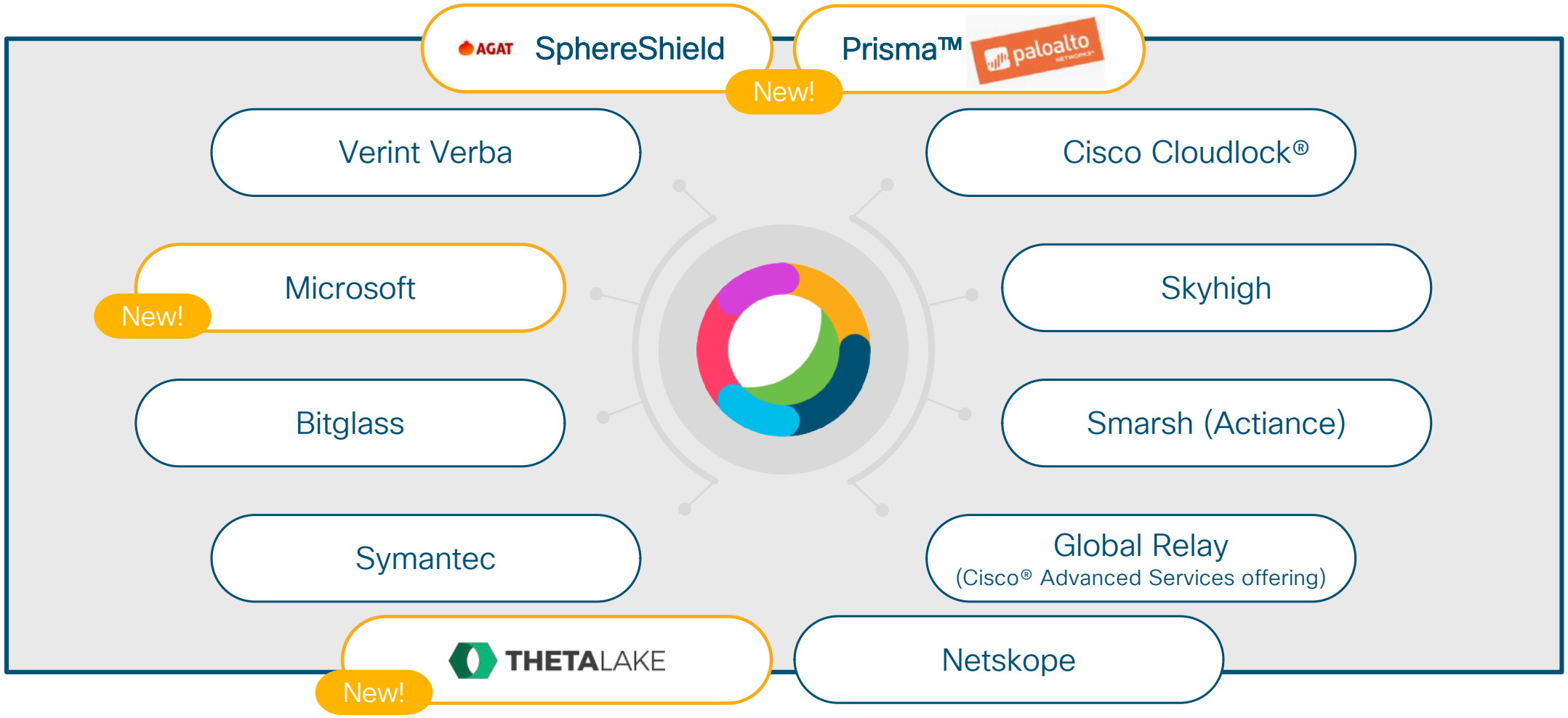
Webex Teams Integrations
Compliance: Data Loss Prevention & Archival



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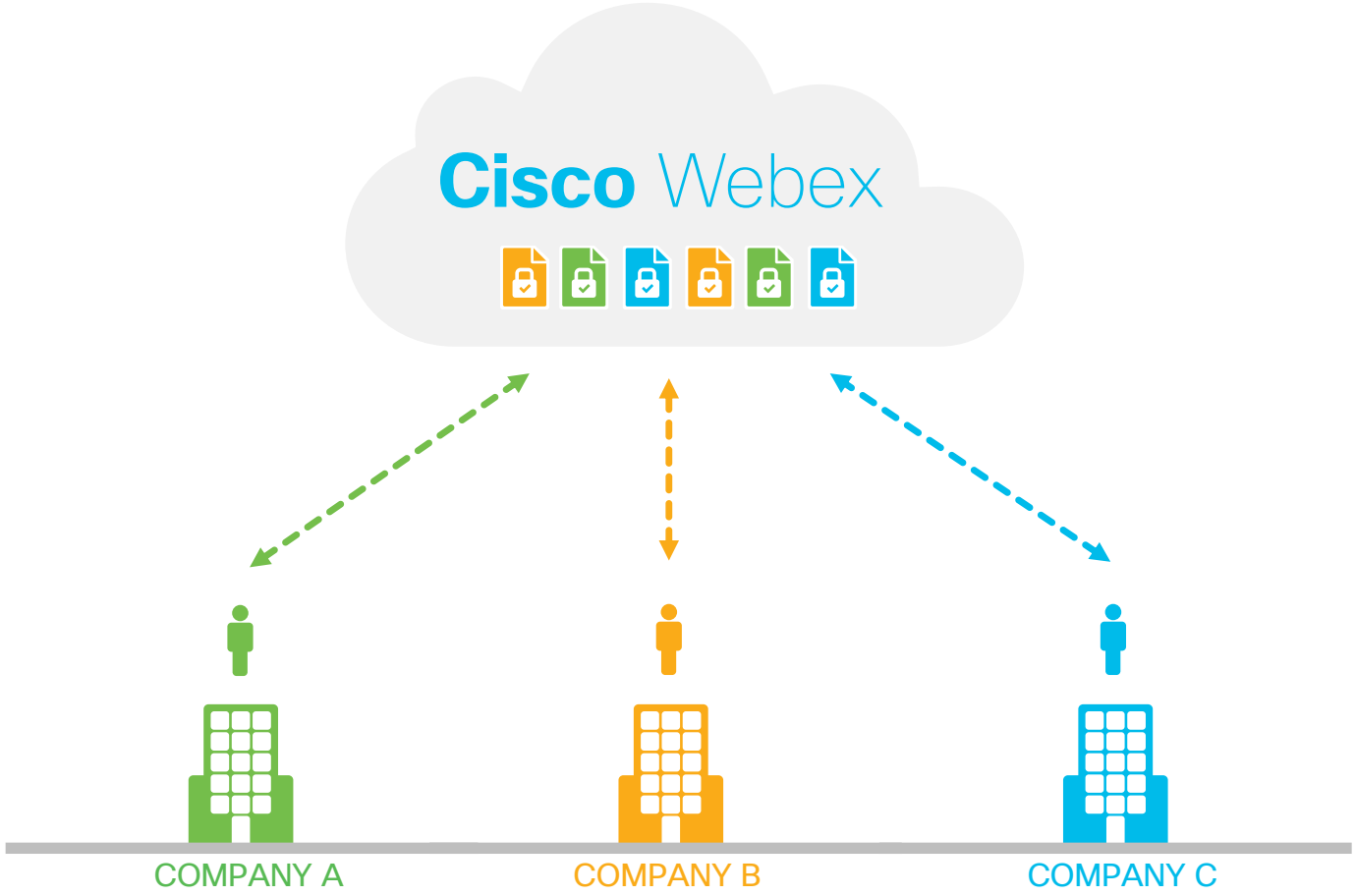
Cisco Webex: 1 account



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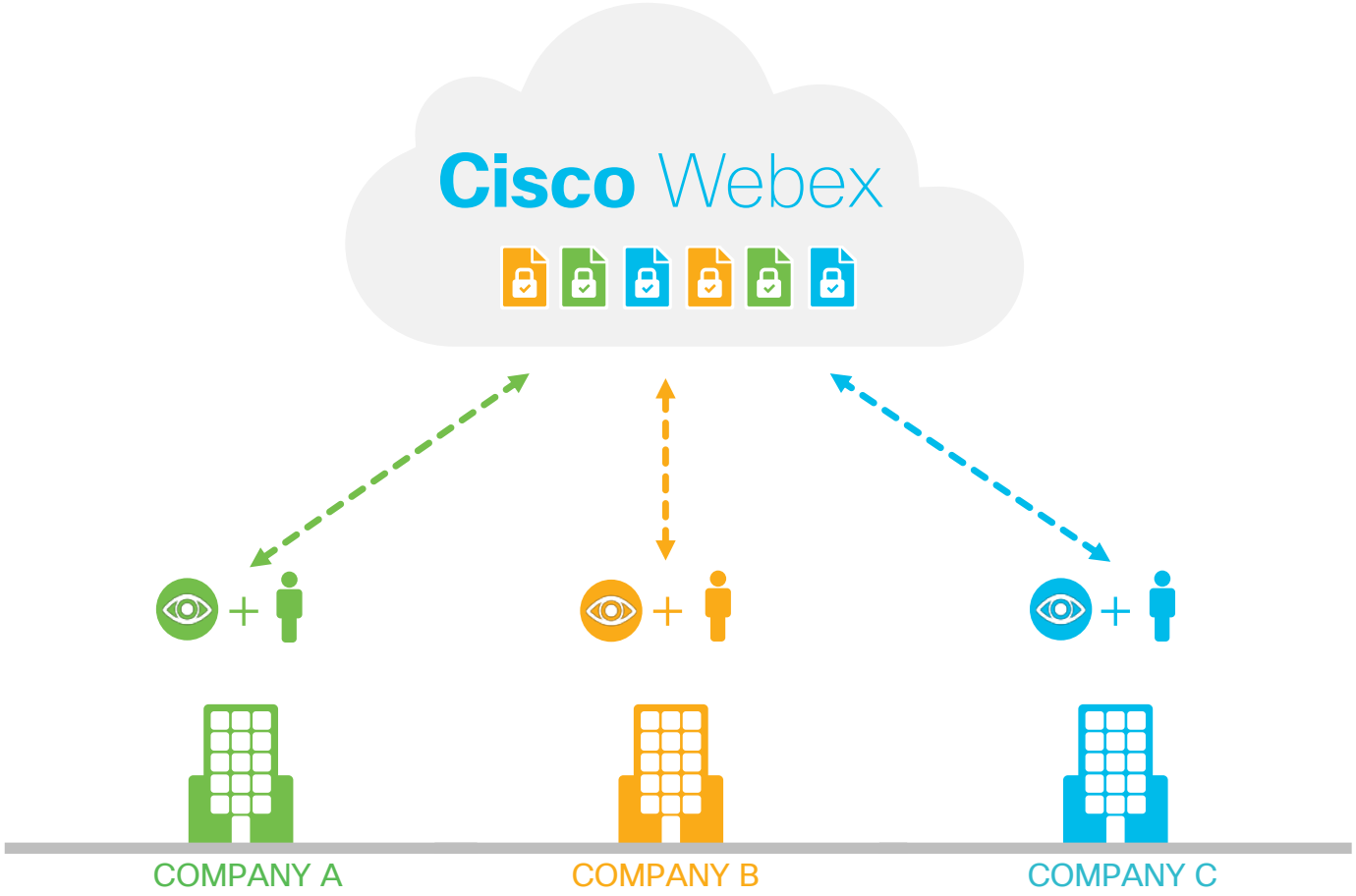
Cisco Webex promotes security and access



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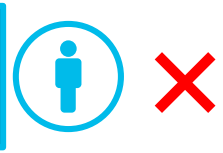
Cisco Webex DLP: Monitoring user activity

Hey, what's the latest on your upcomng "Project Titan" launch we talked about at lunch?

Message has been removed due to policy violation



Compliance Rules:
"Project Titan" with external users

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Data Loss Prevention : Feature support

	Cisco Cloudlock	Symantec	SkyHigh	Netskope	Bitglass	Verint Verba	Palo Alto Aperture
Monitor Messages	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Monitor Files	Yes	Yes	Yes	Yes	Yes	No	Yes
Alerts on violations	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Deletion of offending Messages	Yes	Future	Yes	Yes	Yes	Yes	Yes
Deletion of offending Files	Yes	Future	Yes	Yes	Yes	No	Yes
Malware detection/removal	No	Yes (Detection)	Future	Future	Yes	No	Yes
Configure policy per space or group	Yes (User, Space)	Yes (User, Space, Team)	Yes (AD groups)	Yes	Yes	Yes	No (future)

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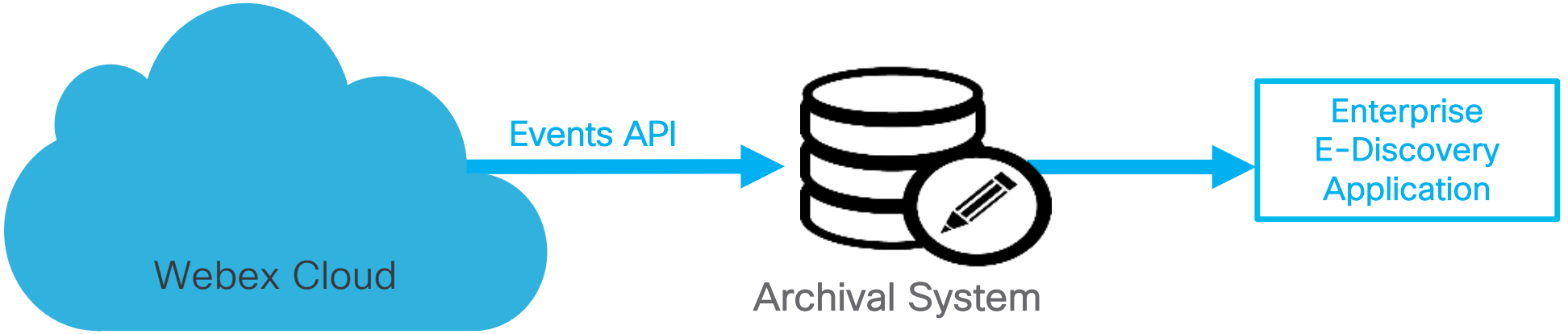
How can you archive Webex Teams data?



Use Cases

- Sophisticated eDiscovery
- Legal Hold
- Retention policies based on groups

Options

- **Out-of-the-box Solution** : Integrations with Archival partners e.g. Actiance
- **Custom Solution** : Cisco Advanced Services software & services e.g. Global Relay
- **DIY** : Use Systems Integrator or self integrate Events API with Archival software

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Archival Vendors : Feature support

	Actiance	Global Relay	Verint Verba
Archive Messages	Yes	Yes	Yes
Archive Files	Yes	Yes	Yes
Integrate with eVaults	Veritas, HP, IBM	N/A	Yes
On-premise vs Cloud	On-Prem, Cloud, Hybrid	Yes	On-premise
Native-integration vs Services engagement	Native-integration	Cisco AS engagement	Native-integration

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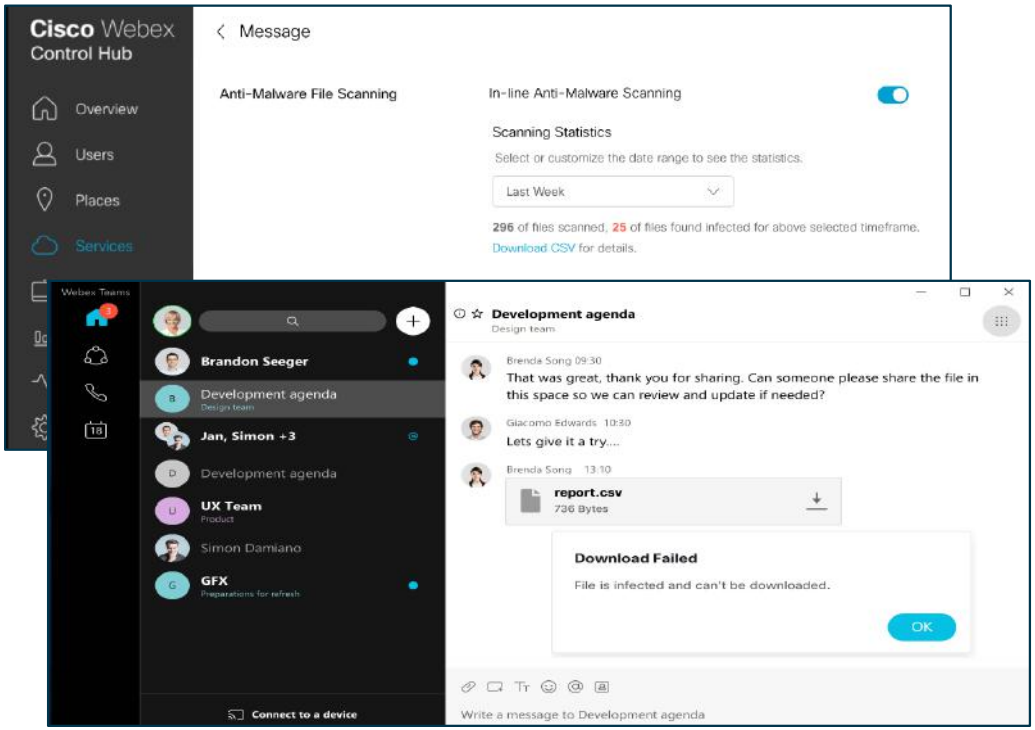
Anti–malware - Security pack

Built-in Anti-Malware Protection
powered by Cisco Talos ClamAV

New!

What?

- In-line Anti-virus and malware scanning of files and blocking infected files
- Malware and phishing scanning of URLs and blocking unsafe URLs
- Administrator control to turn-off and turn-on scanning
- Administrator visibility into Scan history
- *Part of Extended Security Pack*



Why?

- Protect users by scanning files and URLs for virus, malware and phishing threats
- Reduce data loss risk

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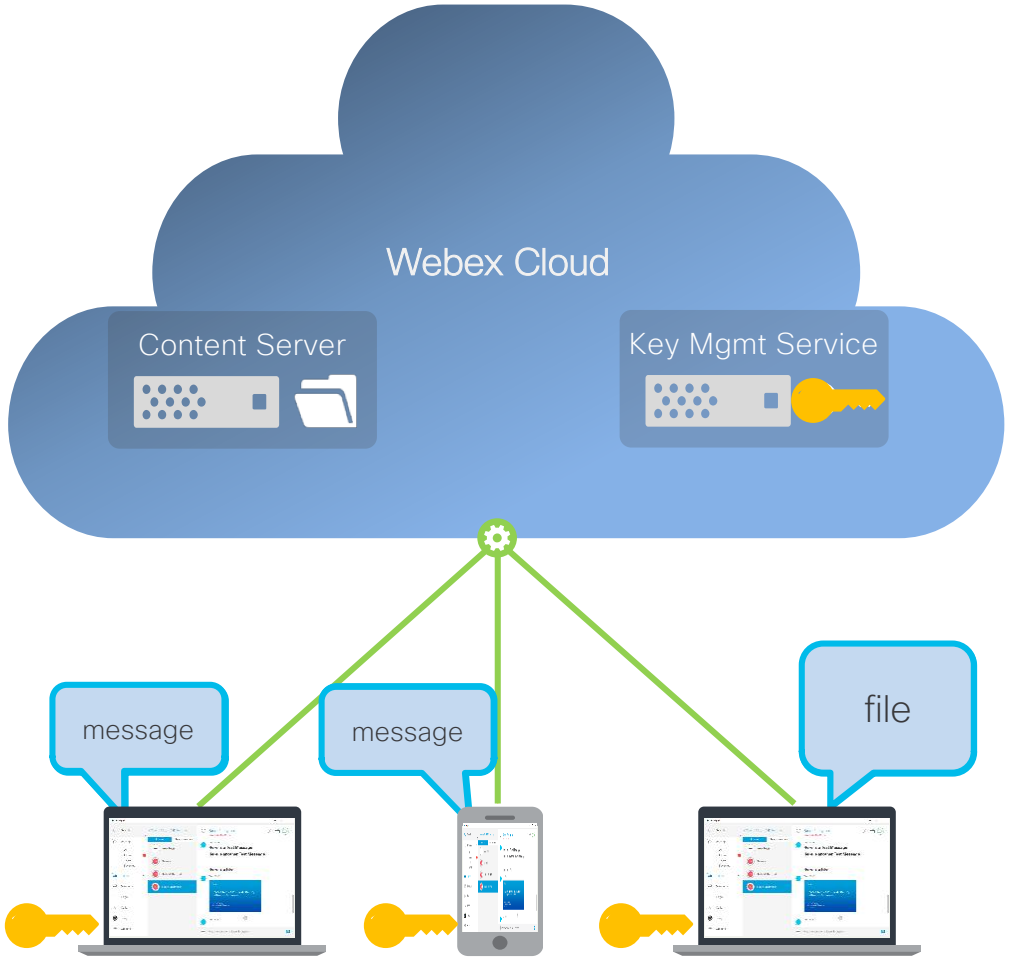
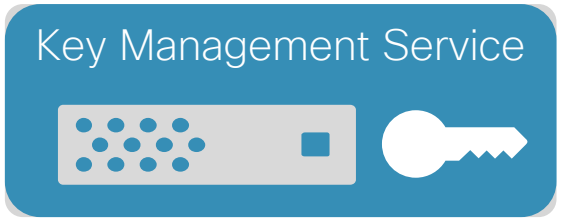
Hybrid Data Security

Webex Teams- Encrypting Messages and Content



AES256-GCM cipher used for Encryption



Any messages or files sent by an App are encrypted before being sent to the Webex Cloud

Webex Teams App requests a conversation encryption key from the Key Management Service

Each Webex Teams Space uses a different Conversation Encryption key

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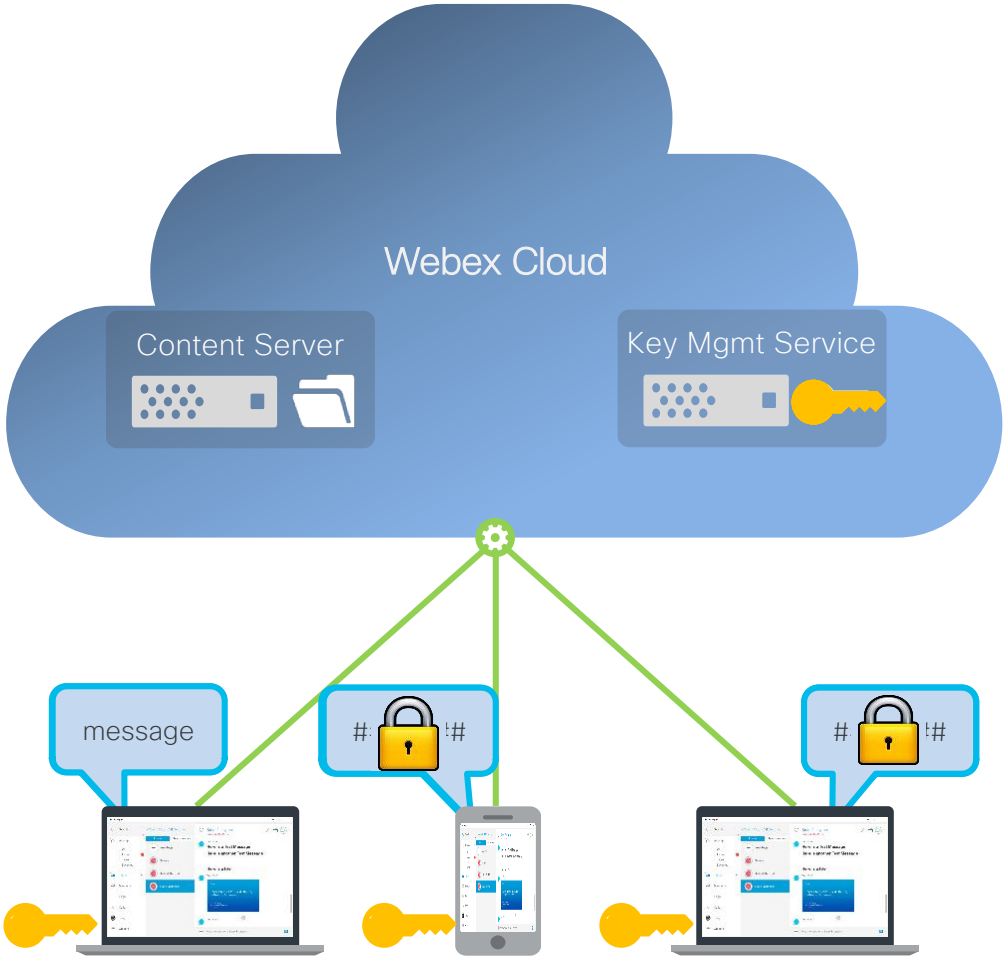
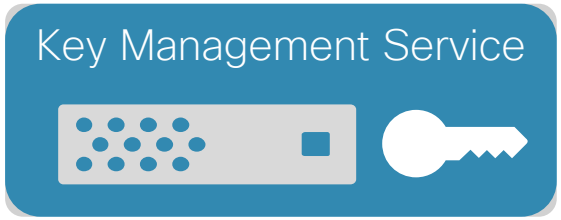
Webex Teams - Decrypting Messages and Content



AES256-GCM cipher used for Encryption



Encrypted messages sent by the App are stored in the Webex Cloud and also sent on to every other App in the Webex Teams Space

Each encrypted message also contains a link to the conversation encryption key

If needed, Webex Teams Apps can retrieve encryption keys from the Key Management Service

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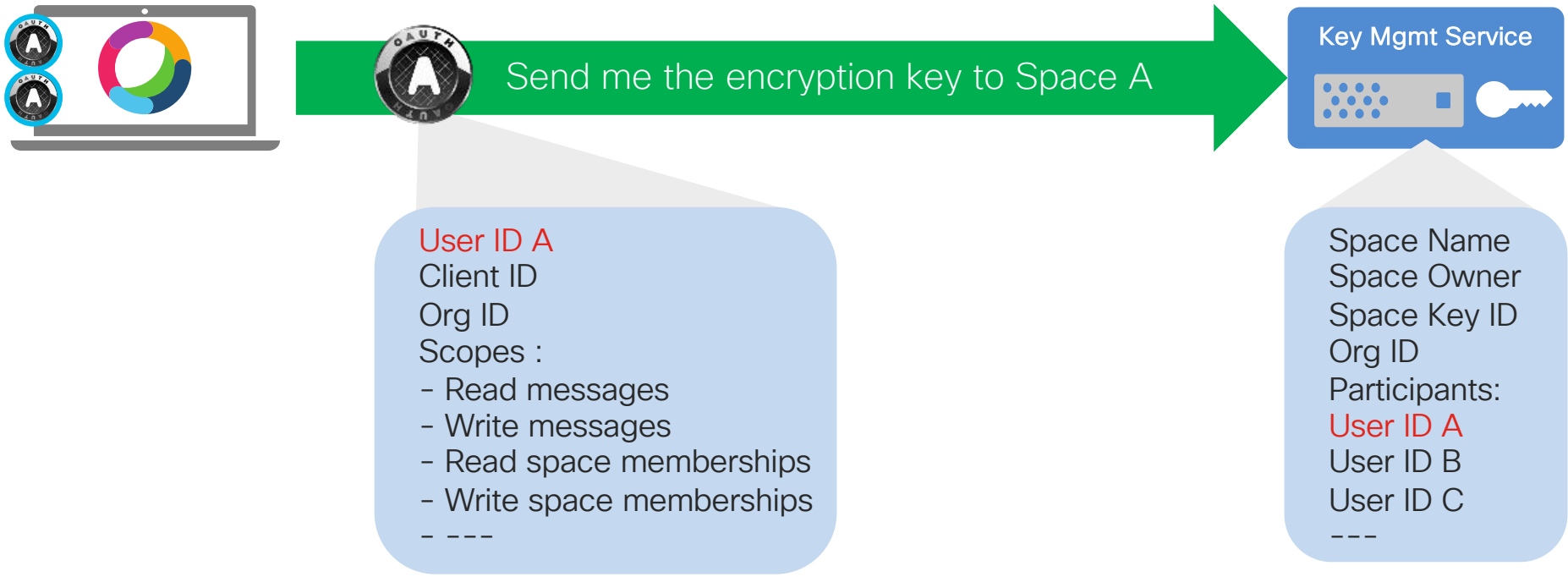
Webex Teams : Access Tokens and controlled access to User Generated Content



To gain access to any Webex Teams space and to read the content associated with that space, a user must first request the encryption key for that space using the KMS Access Token for their organization

KMS Resource Object (KRO)
A data structure that is used to track the encryption key for a space and the people that are authorized to receive the key

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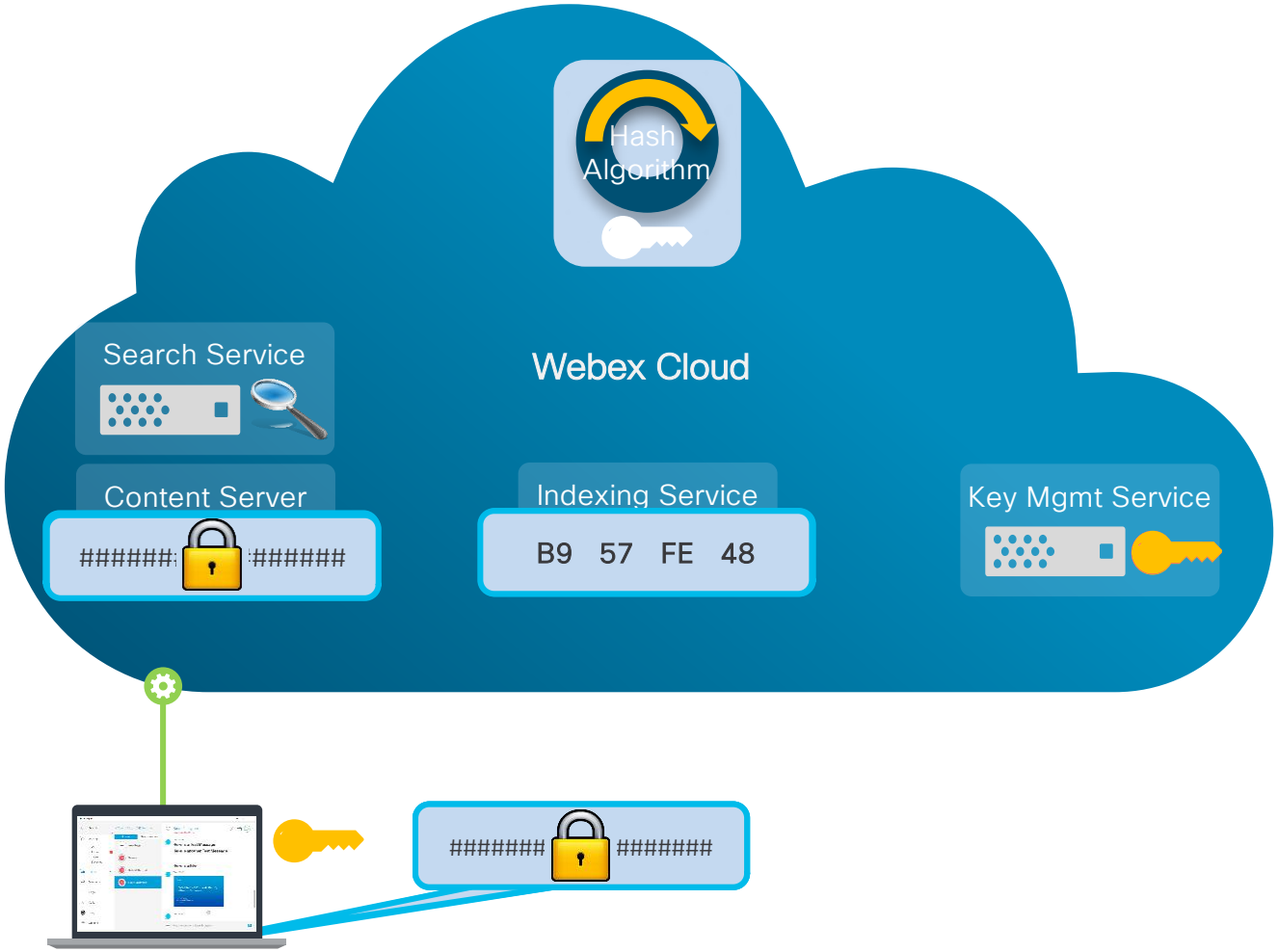
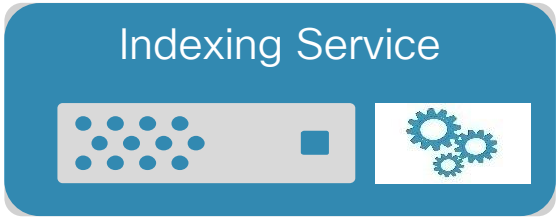
Searching Webex Teams Spaces: Building a Search Index



*A new (SHA-256 HMAC) hashing key (Search Key) is used for each space



The Indexing Service :
Enables users to search for names and words in the encrypted messages stored in the Content Server without decrypting content

A Search Index is built by creating a fixed length hash* of each word in each message within a Space

The hashed indexes for each Webex Teams Space are stored by the Content Service

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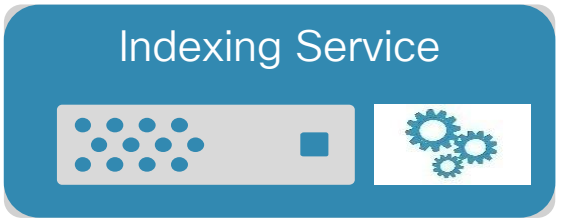
Webex Teams spaces : Querying a Search Index

Search for the word “Webex”

*A link to Conversation Encryption Key is sent with encrypted message



App sends search request over a secure connection to the Indexing Service

The Indexing Service uses per space search keys to hash the search terms

The Search Service searches the for a match in the hash tables and returns matching content to the App *

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Webex Teams Platform Security

Hybrid Data Security

On Premises :
- Encryption Key Management
- Encryption Key Storage
- Content Indexing Service
- eDiscovery Service

You make security **possible**

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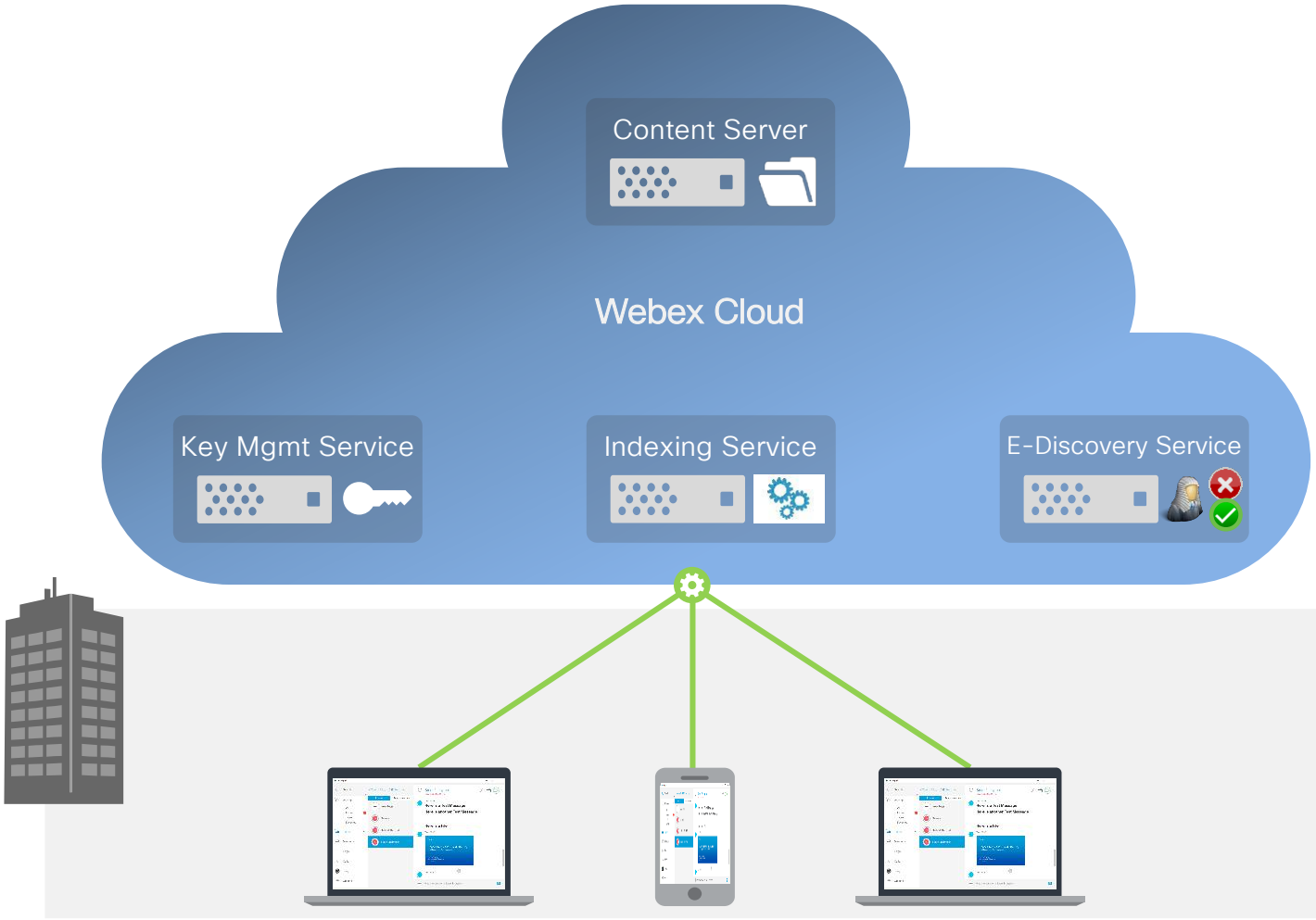
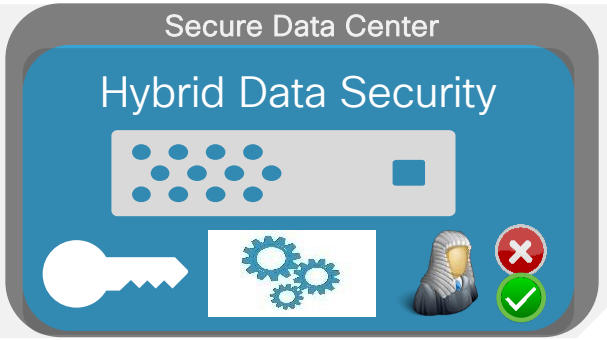
Webex Teams – Hybrid Data Security (HDS)



Hybrid Data Services
=
On Premise :
Key Management Server
Indexing Server
E-Discovery Service



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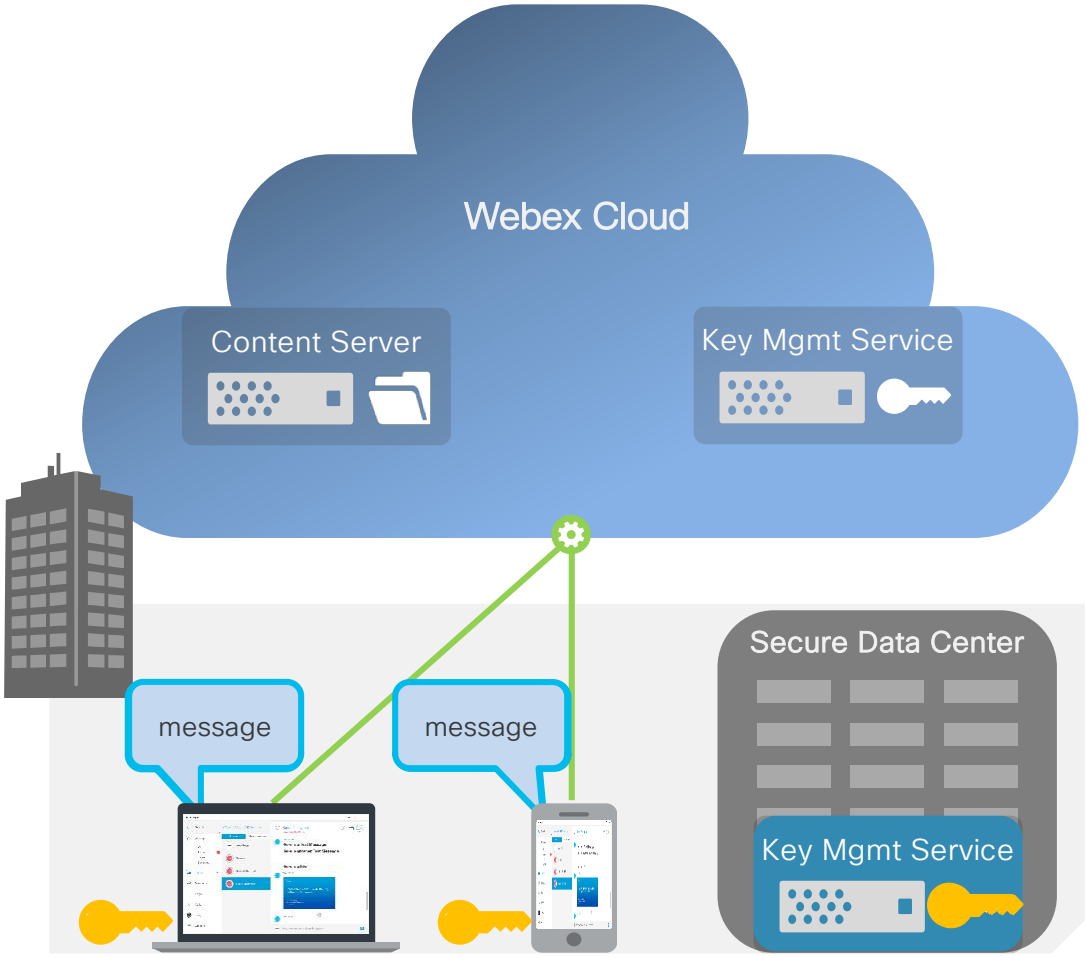
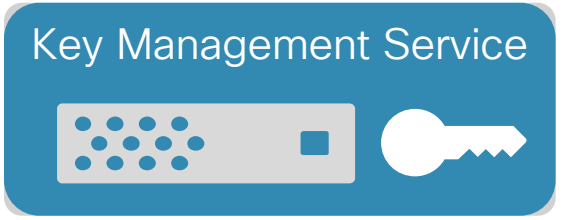
HDS – Encrypting Messages & Content





Webex Teams Apps request an encryption key from the HDS Key Management Server

Any messages or files sent by an App are encrypted before being sent to the Webex Cloud

Encrypted messages and content stored in the cloud

Encryption Keys stored locally

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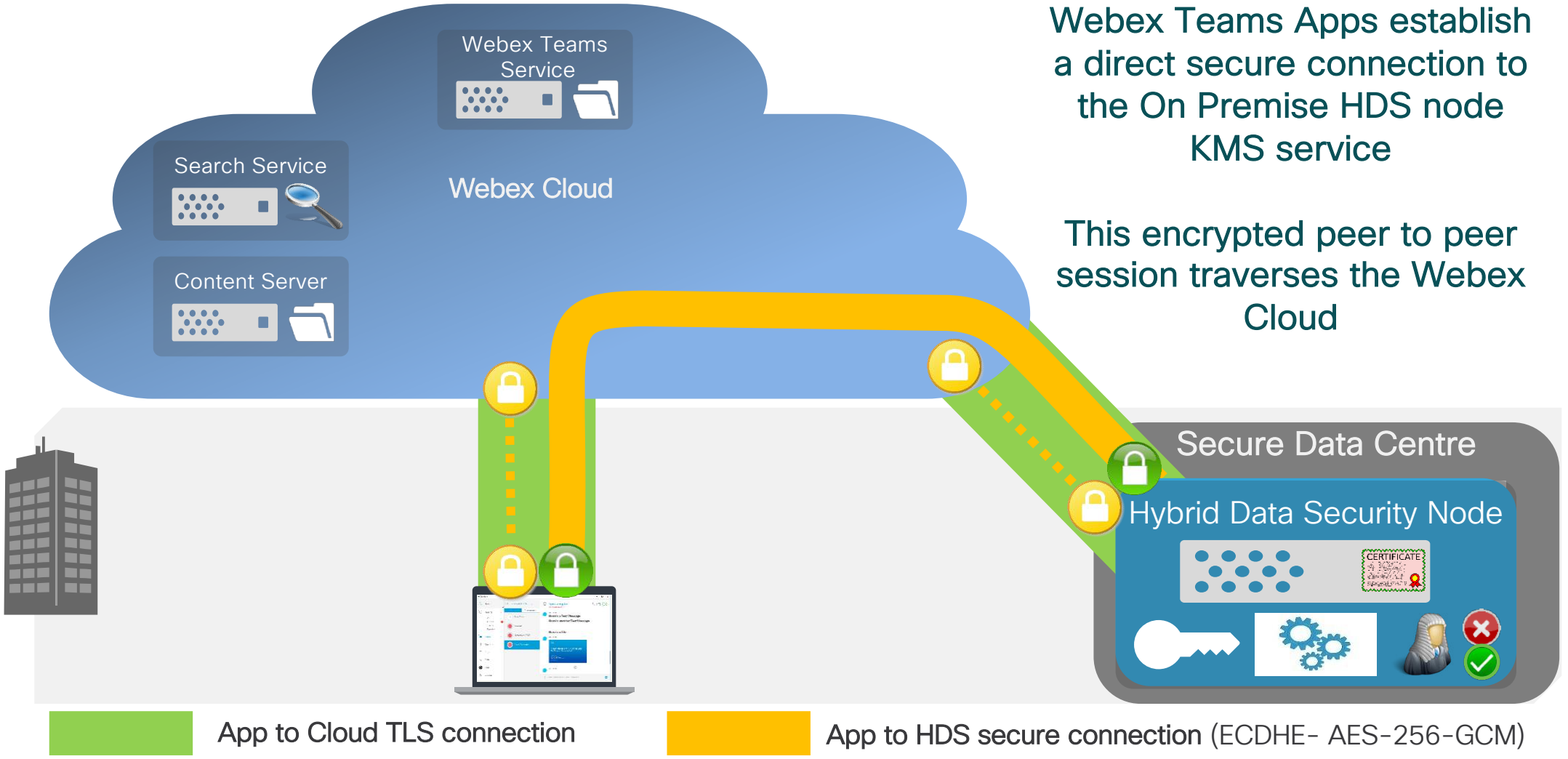
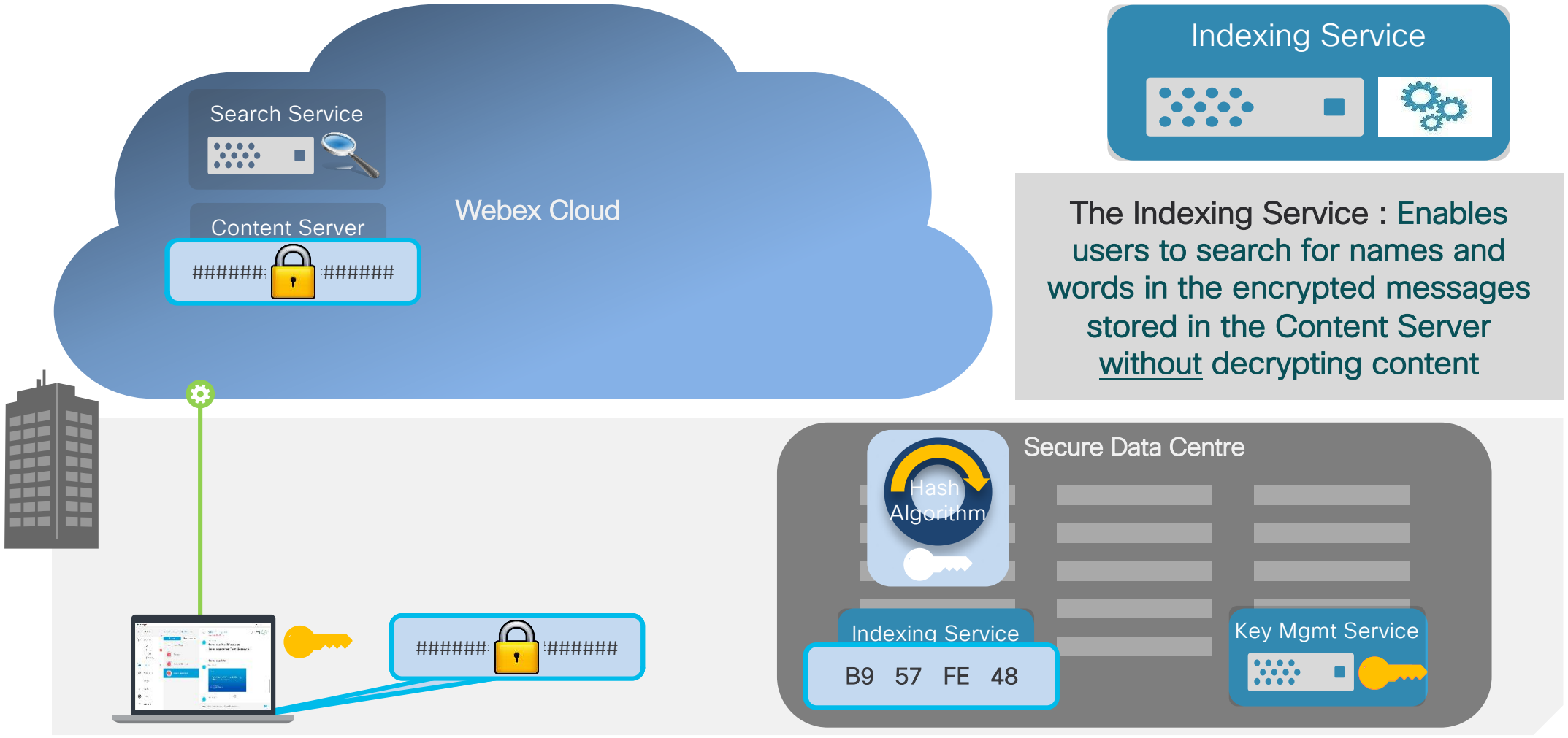
Hybrid Data Security – Secure App Connections



Webex Teams Apps establish a direct secure connection to the On Premise HDS node KMS service

This encrypted peer to peer session traverses the Webex Cloud

Hybrid Data Security: Search Indexing Service



* A new hashing key (Search Key) is used for each space

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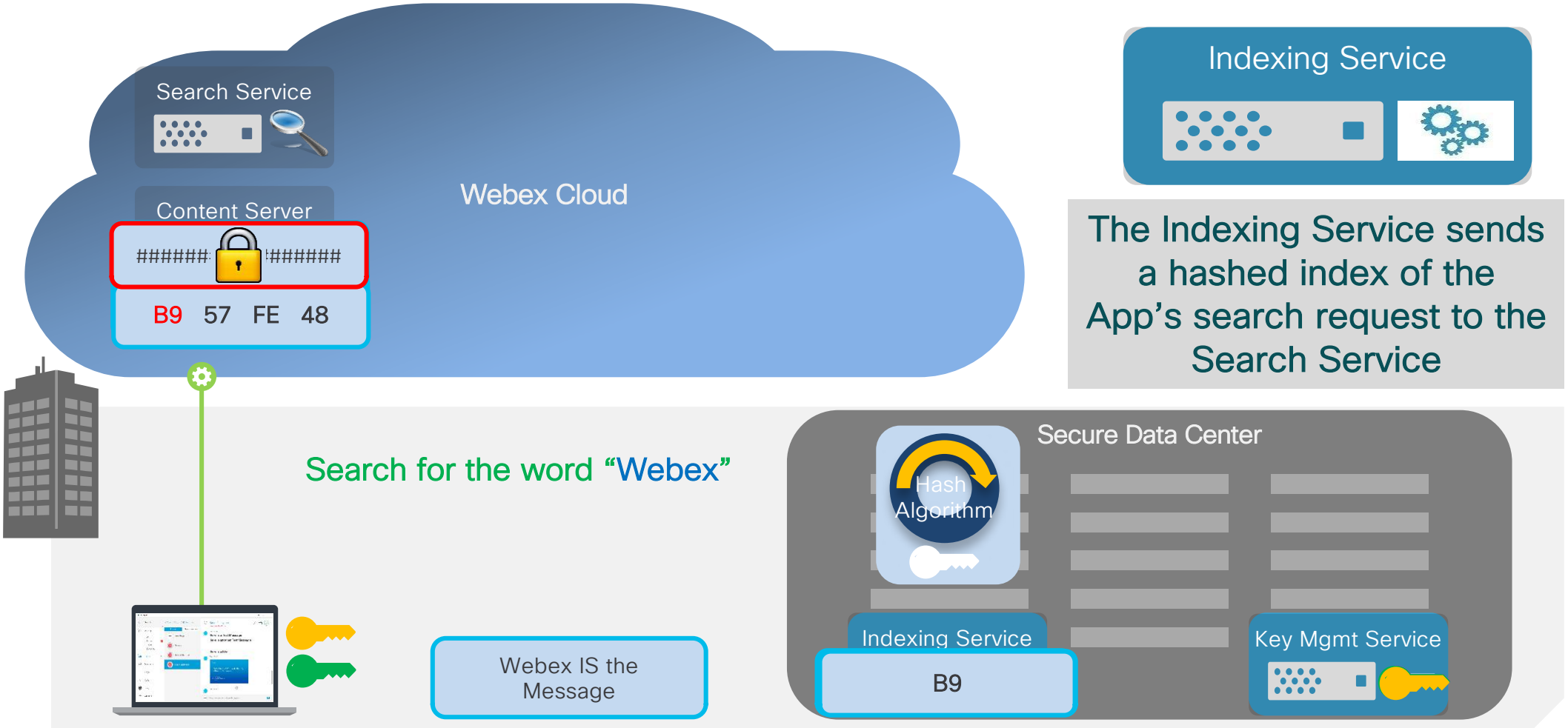
Hybrid Data Security: Querying a Search Index

Search for the word “Webex”



*A link to Conversation Encryption Key is sent with the message

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Customer Controlled Security :

Key Management Server Federation with other Webex Teams Orgs.

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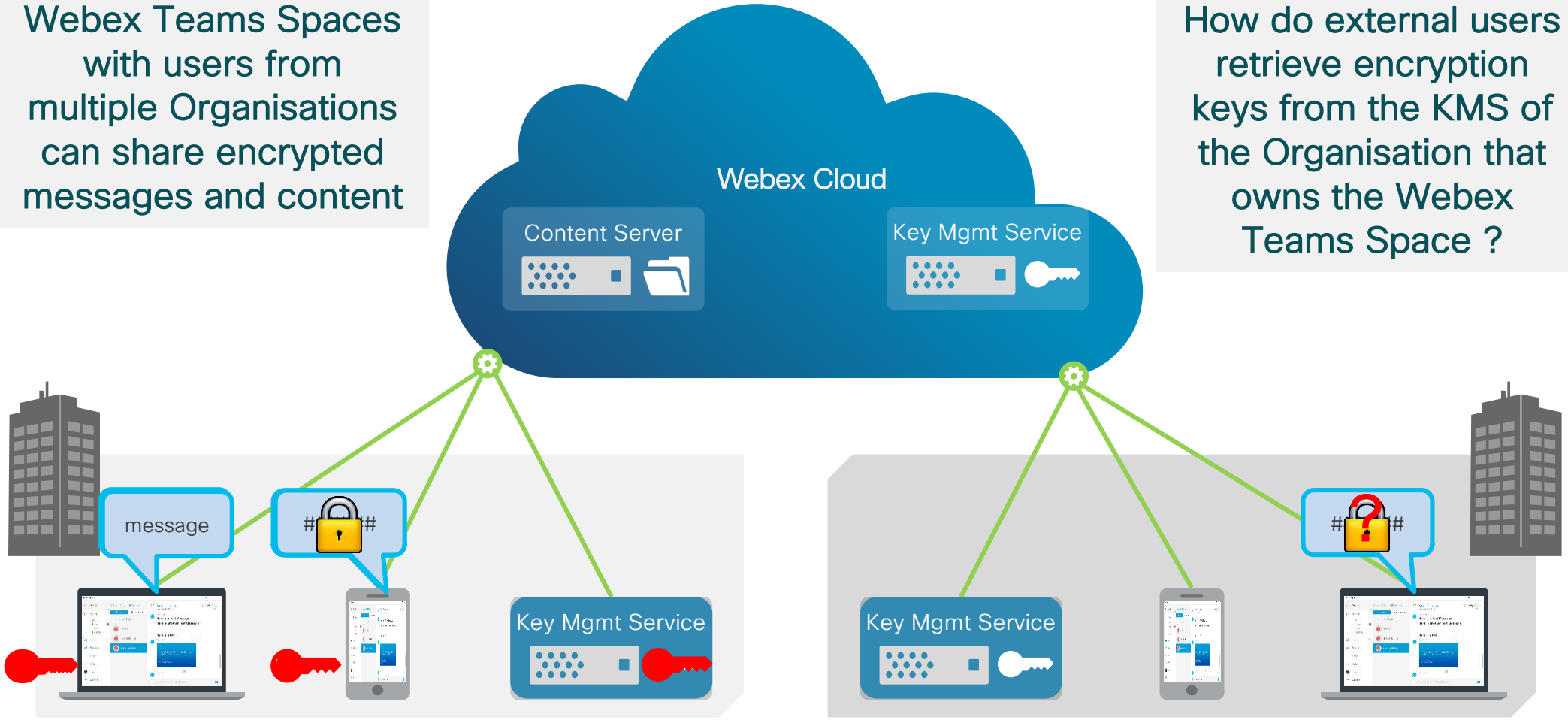
HDS: Encryption Keys & Users in other Organizations

Webex Teams Spaces with users from multiple Organisations can share encrypted messages and content

How do external users retrieve encryption keys from the KMS of the Organisation that owns the Webex Teams Space ?



Organisation A

Organisation B

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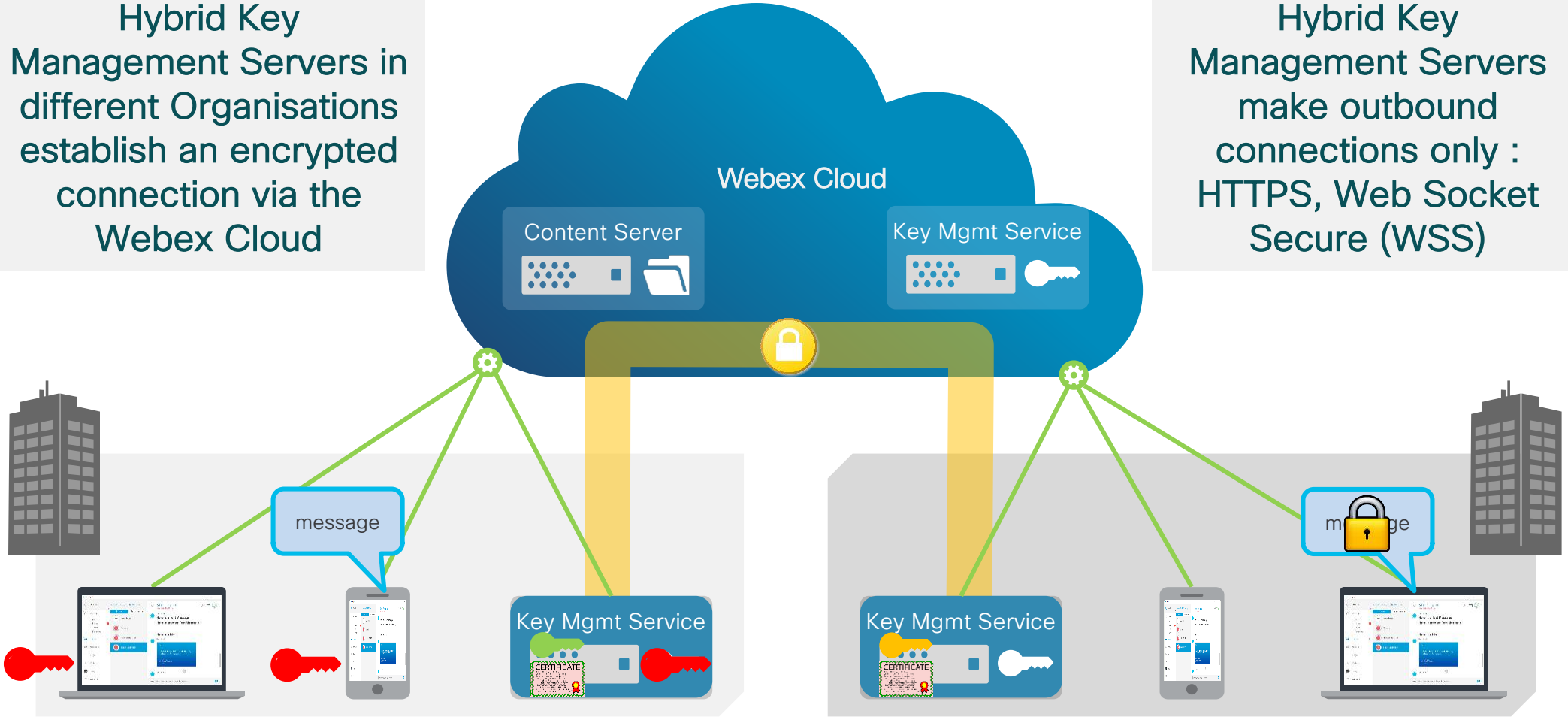
HDS: Key Management Server Federation

Hybrid Key Management Servers in different Organisations establish an encrypted connection via the Webex Cloud



Hybrid Key Management Servers make outbound connections only : HTTPS, Web Socket Secure (WSS)

Organisation A

Organisation B

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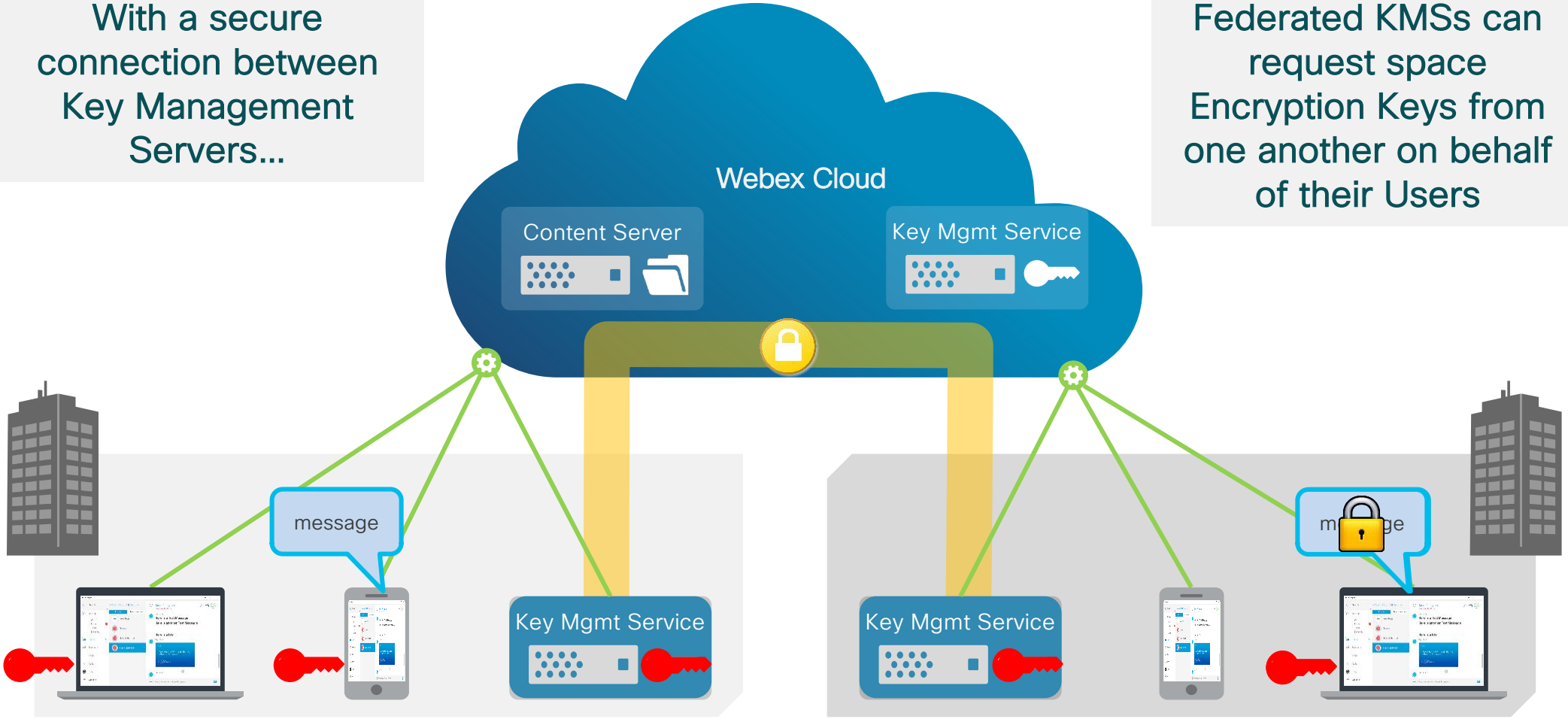
HDS: Key Management Server Federation

With a secure connection between Key Management Servers...

Federated KMSs can request space Encryption Keys from one another on behalf of their Users



Organisation A

Organisation B

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Webex Teams Security – Documentation

Webex Teams Privacy and Security White Paper
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/esp/cisco-spark-security-white-paper.pdf Foundational document covering the Webex Cloud platform

Webex Teams Applications – Security White Paper
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/esp/Cisco-Webex-Apps-Security-White-Paper.pdf (Teams Apps – Windows/Mac/iOS/Android)

Data Handling and Privacy for Cognitive Collaboration White Paper
https://www.cisco.com/c/en/us/solutions/collateral/collaboration/white-paper-c11-742369.html

Webex Teams Privacy Data sheet
https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/cisco-webex-teams-privacy-data-sheet.pdf Details on the processing, storage and encryption of Personal Data

Webex Teams Tech Ops and Security – Frequently Asked Questions (FAQs)
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/esp/Cisco-Spark-Security-Frequently-Asked-Questions.pdf

Network Requirements for Webex Teams Services
https://collaborationhelp.cisco.com/article/WBX000028782

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