



RUNAS RADIO



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Richard
Campbell

RunAs Radio is a weekly Internet Audio Talk Show for IT Professionals working with Microsoft products. The full range of IT topics is covered from a Microsoft-centric viewpoint.



Greg
Hughes

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Stephen Rose on the Windows 7 Release Candidate!
June 24, 2009



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Brandon Wenn: From runasradio.com, you're listening to RunAs Radio, the Internet audio talk show for IT professionals with Richard Campbell and Greg Hughes. This is Brandon Wenn, announcing show #115, with guest Stephen Rose, recorded Thursday, April 28, 2009. RunAs Radio is produced each week by PWOP Productions, providing professional media and podcasting services online at pwop.com. You can follow the boys on Twitter at twitter.com/runasradio.

Richard Campbell: Thank you, Brandon. This is RunAs radio and I'm your host Richard Campbell. With me as always, my co-host, Greg Hughes.

Greg Hughes: That would be me. How are you?

Richard Campbell: I'm excited, man. I'm having a good time. The house is getting set up. I talked about the phone system before but now, you know, we got the TouchSmart screen and we are going to talk about Win 7 today anyway and so it's all good stuff.

Greg Hughes: Very, very good.

Richard Campbell: And you, what have you been up to?

Greg Hughes: What have I been up to? Well, I'm kind of what's new is old again so back at work at a place that I previously worked. So, I'm focused right now work wise on corporate security strategy and that's a lot of fun. Other than that, enjoying the weather. Been out flying some, had the boat out, and that's a lot of fun. We had a really, really wet spring – so did you I think up by you...

Richard Campbell: Indeed it did, sir. Summer is finally here and thank goodness for that.

Greg Hughes: Yeah, we are having some great weekends on the row so pretty terrific.

Richard Campbell: All right, I want to go nuts on Win 7 so let's introduce our guest. Stephen Rose, our friend Stephen Rose, the Senior Community Manager for Windows Client IT Pros. Before joining Microsoft he spent 10 years as an IT Consultant working with Fortune 500 companies as well as a speaker at IT and Developer conferences worldwide. He is an MCSE, MCT and as well a two-time MVP, but you can't be an MVP and be a Microsoft employee, so.

Stephen Rose: Not anymore.

Richard Campbell: Not anymore. How are you, sir?

Stephen Rose: I'm doing well. How are you?

Richard Campbell: Great. We just last saw each other at TechEd. I think I went to your party.

Stephen Rose: I believe that you did.

Greg Hughes: Steve has his own party now?

Richard Campbell: Oh yeah. He was the...

Stephen Rose: It was just me. It was just me and Richard. We passed a little hat. We had a cake. It was nice.

Greg Hughes: I tell you. You get Stephen Rose and Richard Campbell in the same room, that's dangerous.

Richard Campbell: We both started doing our James Earl Jones impressions.

Stephen Rose: Exactly.

Richard Campbell: Luke, I am your father.

Stephen Rose: We are just going to create a cool group of good, big, deep voice guys that can just stand around and entertain with their voices all night. That will be a lot of fun.

Richard Campbell: Microsoft voice optimizer will be the new product.

Stephen Rose: Yes. We'll have to work on that as our next piece of software.

Richard Campbell: The voice optimizer.

Greg Hughes: We'll get right on that.

Stephen Rose: It was great. We had lots of Win 7 sessions and it was great to see all the developers talking about Win 7 and some new features for Server. It was a great conference and lots of good stuff and lots of people are very, very excited about the product. That's always nice when you're out there and people are excited. They want to hear more about what it is you're talking about so that's always a good thing.

Greg Hughes: There's lot of things that are going right.

Stephen Rose: Yes. We're working very hard to try to make them right. We seem to be so far doing well with that and we're getting good feedback and



meeting some great people that are excited about the product. So, that, like I said, just makes our job that much easier.

Richard Campbell: There's been a fair bit of resistance at the enterprise level to move to Vista on corporate desktops and I guess the first question is going to be are we going to be leapfrogging Vista at the enterprise level to go to 7? Is that even possible?

Stephen Rose: I think a lot of people, what we said is if you're on XP whether you go to Vista or whether you go to Windows 7, it's the same amount of work. There is no silver bullet. You're going to have to go through the same application compatibility testing, same hardware testing. You're going to have to go through all of that and again and I keep saying this to people just because you have a machine that will run Windows 7 doesn't mean it's going to run it optimally. Those people who did the downgrade from Vista to XP and have Vista-ready machines when they go to Windows 7 they're going to have a great experience with the right amount of RAM, all the resources that they need, and it's going to run great. So, I think a lot of people that were at XP, thinking about Vista many of them started Vista deployments and are using this as a way to start getting application, compatibility testing done, if they're going to shim it or buy a new app or virtualize that application to get it work within their environment because if the hardware and software works on Vista, it will most likely also work in Windows 7. If it's not working in Vista, it's also most likely not going to work in Windows 7. Some will stay, some will be going straight to 7 and that's great. We have a lot of people that are looking forward to that.

Richard Campbell: Because the driver mode is essentially the same. It's all about the driver's in the end, isn't it?

Stephen Rose: Correct and the great things is now we just released Vista SP2 and Windows Server 2008 SP2 the other day and those updates are in a single update pack even though they're for two different operating systems and what you'll start to see in Win 7 is all three of those. You'll see Vista update, server updates, and Windows 7 updates often within the same service pack or the same update because they are based on that same framework so makes it a lot easier to do that but also gives that whole compatibility aspect of if it works in server, works in 7, 7 and Vista but it's going to be one of those OSes. It's also those of the three OSes that you can do the boot from VHD from exactly for the same reason.

Richard Campbell: I love boot from VHD because I'm a geek and a developer who needs to spin up VHDs all the time. I'm worried about this as an IT pro

as a sort of abuse of hardware. You know, people are going to be doing some wacky things with that. I'm trying to think through reasonable enterprise cases for desktop machines that boot on different platforms like that.

Stephen Rose: I think what you're finding is great for application compatibility testing. I think it'll be great to have a Vista machine and a Win 7 machine in the same place to say, "You know what? I'm going to try this with my Vista machine that's running IE 7," that maybe joins the domain a little bit differently and test that out or for server, to have a server where you can walk in, you can join some workgroup machine for that server. You can push out a bunch of patches to them and put them back into a workgroup when you're done. The fact that you can sort of carry around a full version of server with you and a full version of Vista with you if you wanted to and be able to switch between those OSes for testing, for troubleshooting, for security, how is it going to look inside this browser, on this operating system, can I connect, to be able to do that all in one system without having to do it through VPC but doing it through a true window, I think it can offer a lot of consultants and a lot of IT managers some really nice flexibility.

Richard Campbell: Is this the safety fallback position of I'll keep an XP instance running on your machine for your old apps just in case?

Stephen Rose: That's where XP mode comes in handy which is one of the features that we released at the time of RC. XP mode which will be available in the Pro, Enterprise, and Ultimate SKU, it's not going to be available on the Home SKU, basically gets rid of that barrier on. We have that one person in accounting who is running that one app and it's that one app that's keeping us from moving to Windows 7. You'll get a fully licensed copy of Windows XP and what's great is you can run it in the full virtualized mode so you can launch the full VPC and work within XP, join it to the domain, just make sure you patch it and a virus software, or you can do the application virtualization where you're only running that application on your desktop. So, you're actually running IE 6 or you're running that accounting app or just for fun I was running Microsoft Bob just to see how it would work and it works beautifully within the system. So, you can run two OSes or two applications within two different OSes simultaneously within your Windows 7 box as long as your system supports hardware virtualization and that's really the key.

Greg Hughes: The key message is that Microsoft Bob does run on Windows 7.



Stephen Rose: It does, but do you really want to do that is sort of the question. So, I'd rather keep it in its own little virtualized instance.

Greg Hughes: The key question is do you really want to run Microsoft Bob?

Richard Campbell: Does anybody?

Stephen Rose: If you've never seen it, it's certainly a fun thing to take a look at but it's a great way to show "hey, here's IE 6 running, here is the fact that you can literally have these completely diametrically opposed apps and operating systems running." It really gives you a nice chance to bring things together. So, I think XP mode is going to be great for small and midsize businesses that are not looking at AppV or MED-V desktop or application virtualization on a large scale. It's one or two single users and I think it's going to be great to allow people to go back and use those legacy apps where they don't know how to shim, you know. They can't really upgrade. They're not developers and they're really limited on applications and on resources and budget.

Richard Campbell: I created a little Twitter storm the other day her by saying friends don't let friends run IE 6, you know. Pass that advice on to you Mr. Rose, just say no to IE 6.

Stephen Rose: Oh, no, I agree but I still walk into companies where their SharePoint, their internal systems are still based around IE 6 and 7 and it's absolutely amazing when that happens.

Richard Campbell: I don't have anything bad to say about 7. I have plenty of bad to say about 6 just from a compatibility and status perspective but getting back to the –

Stephen Rose: How do you feel about IE 8?

Richard Campbell: I'm enjoying IE 8. I think it's a great product and you know we're still sort of getting comfortable with it but it is a nice step forward. Before I get away from this VHDs on Win 7 thing, one of the concerns that I have -- again, putting my enterprise hat on here -- is making sure that group policies are being applied properly into that VHD on XP.

Stephen Rose: Absolutely.

Richard Campbell: It concerns me because there's number of significant steps forwards that happened in Vista and Win 7 around group policy that keeping an XP instance around hurts. I'm worried that we're going to use a certain ability to lock down and so forth, putting redirections and so on and still having that XP machine is going to be aggravating them.

Stephen Rose: I agree and I think that's where you need to make sure that it's just a one-off, that it's only to run, you know, even virtualize just for that one app. You've got your virus software, you've joined this as a domain, you're giving it the patches, you're managing it, and that's going to be the key. If people are running a bunch of those then they really need to look at a centrally managed solution through the Microsoft desktop optimization pack looking at something like MED-V which is going to do the same thing but allows centralized management and allow you to choose who can use it, who can't and really do it correctly. So, if it's not a one-off or one- or two-offs, stay away from XP mode and really go down the Enterprise, the desktop optimization mode which is going to work better for you.

Richard Campbell: We had Chris Jackson on the show a while ago who is a guy whose job at Microsoft is to help companies shim apps into Vista and obviously he'll be doing the same thing with Win 7. I bumped into him at TechEd again and it sounds like the shimming infrastructure of Win 7 is even more advanced than Vista now. You're getting more and more capability to lie to an application telling it, "Oh don't worry. It's okay, you can run it."

Stephen Rose: Yeah. Well, one of the interesting things is even the compatibility modes built into 7 and it's funny. We're about to do a virtual roundtable with Mark Russinovich on "app compat" on June 18th so I'll encourage folks to keep a look out for that and Jeremy Chapman will be on that. We're looking to get Chris Jackson on that as well as he is the shim foo master on those aspects but what's great is shimming absolutely works. We've made it very, very easy to shim application and we've even made it where you go to launch an application and you do it two or three times in Windows 7, one of the things you'll notice is that it will come up to you and say, "Hey, this isn't running. Is this an XP or is this a Vista application that you're meaning to run?" and it will actually run through a wizard which will actually try to put it into a compatibility mode for you to get it to run.

Richard Campbell: Right.

Stephen Rose: I've actually successfully installed some drivers that were both for Vista that weren't built for Windows 7 but I knew it worked in 7 by going this route and they worked beautifully and they went right into 7 and they worked very, very well. So, application compatibility is absolutely going to be the key and we're hoping that people have downloaded the release candidate, installed the release candidate, and they're testing their apps. This is the time when a lot of companies are deciding are we going to stay on Windows XP or are we going to go to Windows 7, can we get our apps to work, and



which ones are we going to need to shim, remediate, upgrade, etc., at this point in time. So, it's a really key point for folks and on the springboard site, you know, microsoft.com/springboard, we have a whole app compat zone where we talked about the new app compatibility toolkit 5.5 that just came out, the new map toolkit and we really go through a lot of the new tools that Microsoft has put out to really help people in, you know, deciding how they're going to do this, moving forward and providing the resources that they're going to need to be able to get those applications to work correctly and to be able to move into that and app compat is absolutely the key of it using things like, you know, the user state migration toolkit so we can take your data from XP to Windows 7 is another big aspect and we've made it very, very easy. You can do it off a thumb drive, you can do it from a server, you know, being able to take a look at things like the Windows Automated Installation kits and taking a look at how we're deploying and like I said using the app compat toolkit. Using the Microsoft assessment and planning toolkit, even looking at virtualization and options. There are so many different ways that people can go and we've created a lot of different ways depending on your budget and your knowledge where you can get your different applications to work.

Richard Campbell: I've been surprised how many times in my experiments with Windows 7 RC that the problem I've actually run into is software testing for version numbers badly like this is a vista driver. I'm checking to see if you're running Vista. If you're not running Vista, this won't work.

Stephen Rose: There was a great rumor that went around for a while that because when you took a look at Windows 7, it actually says version 6.1... in the betas.

Richard Campbell: Right.

Stephen Rose: Somebody said it was because we basically just took this and put a new wrapper on it, which is completely untrue. The engineers really ripped it apart. It's got a smaller -- its first operating system that requires less RAM, less installation, less space, less processing power, etc. We have just shaved millisecond after millisecond after millisecond off of everything. You bring it out of sleep, you are immediately connected to wireless. These are things that were not working this way in Vista. So, it's really been re-engineered. The reason for that numbering was to allow apps that we're looking for that Windows version 6 to be able to find that and hopefully remediate itself. That's the real story behind why it's 6.1, etc., etc., not 7. It will be 7 in our final releases but it will allow people to have a better beta and RC experience and we're working very closely with a lot

of vendors on that but it's going to take some time, absolutely.

Richard Campbell: No question, it's going to take a lot of time. Should we call out some of the big things for the enterprise with Windows 7, the sort of compelling things? I love the smaller footprint and I've done a couple of machines. By the way, the upgrade process from Vista to Win 7, I'm staggered. I mean I've never believed in upgrades. I'm a bare metal guy but, boy oh boy, did that ever work well.

Stephen Rose: It's fast. I mean that's the thing that people say is I can't believe I just imaged a whole machine or install the whole machine in like 15 minutes done. I mean I walked away, came back, I answered my one or two questions and there was Windows 7. They're waiting for me and that it found virtually everything that was out there. I mean there are obviously some exceptions to the rule but on average most people said, it found everything and the one or two things that didn't I was able to run a Windows update and found it very quickly so. People have been very, very impressed with it and I am as well. I mean I do upgrades. I go to intermediate builds and I spent a lot of my time doing that too and I'm very, very happy with the quality and the stability of the upgrade process. So, what's really exciting for the Enterprise folks, well, I mean we're certainly going to come back to the big three features which is the direct access, which is one of those features that once you've played with it and once you've used it, it becomes almost impossible for you to want to go back to RAS again.

Richard Campbell: Right.

Stephen Rose: I love the fact that I walk into a Starbucks, I'll sit down, I connect to the wireless and I'm immediately on our internal share point site, I'm into Internal Shares without having to do anything more than just log on to the internet and it's seamless to the end user.

Richard Campbell: Yeah, it clobbers RDP. I thought RDP was good but direct access is just a different league.

Stephen Rose: Absolutely. Branch cache is another one that's great and the concept behind branch cache is if you're using a branch cache server or if you're using the peer-to-peer aspect of it when, the first user when there is a large file to be downloaded, the first user downloads it. When the next user goes to download it, it will either go to the peer-to-peer group or to the branch cache server and it will download that file from that location. Now you have two peers offering the file plus the branch cache server, etc. so the time that would be spent and the bandwidth that would be spent by a lot of people



downloading a large file only goes to the first person, after that everybody downloads it for just a second or two were able to get it very, very quickly. It removes a lot of the bandwidth issues, so branch cache is one of those great features especially for smaller branch offices that really starts to make a big difference in, "Hey, I need to upgrade with T1 line," putting in branch cache. So, if a lot of it is just transferred from shared point site and follow sites back and forth between remote locations and home office that becomes a dramatic time saver and bandwidth saver which turns into a savings upon this so.

Richard Campbell: Now, don't you need 2008 R2 to use branch cache?

Stephen Rose: Yes, same with direct access. It requires Windows 7, server 2008 R2, and it also requires that you utilize IPv6 and it will use IPv4 internally within your network but it will use the Torpedo IPv6 over the internet using IPSec for security and https. So you will have to implement that to be able to sue some of the features. Bitlocker and Bitlocker To Go.

Greg Hughes: Yeah.

Richard Campbell: Right. Bitline and bitlocker was great in Vista. It's just more so in Win 7.

Stephen Rose: Bitlocker to go was one of those things that you know lot of admins will defect now that they're going to force a policy that says, "If you stick a thumb drive in this computer, it's going to force you to encrypt and it's not going to let you do anything until it does and that just becomes great because you know they gave away thumb drive at trade shows like candy. You walk away with five or 10 of them and everybody got at least one important file and one of them somewhere where if it got lost and somebody got it will probably be embarrassing and because some issues. So, the fact that through bitlocker to go you can force that encryption policy. No one can read it but you. It puts it into even if you know the password or read only mode on XP and Vista machine it really creates a better sense of security for really locking down your data both locally and on remote devices.

Richard Campbell: And I'm always brought back to that great social engineering exercise where the guys left USB keys lying in the parking lot and people picked them up and plug them into the machines.

Greg Hughes: Yup.

Stephen Rose: Absolutely.

Greg Hughes: Just to be clear, encrypts the entire disk or is it a file by file basis or –

Stephen Rose: Bitlocker To Go will encrypt the entire drive so if you put in a 1 gig thumb drive, it will encrypt the entire 1 gig thumb drive. Anything that you saved to that drive is now automatically encrypted.

Greg Hughes: So if there is stuff that is on the drive prior to plugging it in.

Stephen Rose: Will encrypt that to the whole drive is now encrypted and everything on that drive is now encrypted.

Richard Campbell: Right. So, it takes into the consideration the different the different possible scenarios, maybe not a new drive that might already have stuff on it but takes care of that. That's controllable by policy, correct?

Stephen Rose: There was an issue in England last year where the tax service put all the tax records of all the British citizens on the thumb drive and that thumb drive got lost and it turned up in a cab and the British tax service to my understanding has actually shut down for a day or two while that information was missing and it just goes into people are now using thumb drives just to transfer files back and forth and your policy if somebody brings the thumb drive into your company and they plugged it in to their laptop you know whether it's a sales person that is out in the field etc. it's now going to force that policy to happen and that's one of the other key things with Windows 7 and server 2008 is it doesn't see a difference between a remote user working from home on your domain using direct access and a local user. I was sitting around the other night and my laptop was sleeping and it woke up for five minutes and then went right back to sleep and I realized it has done a policy change. That it had upgraded a security policy. That it pushed out maybe a patch of some information out to my system and put it down but I didn't see my laptop and my house in direct access any differently than it saw of the desktop PC that's in the office right next to mine that was still back at the Redmond office.

Richard Campbell: Sure. I can think of a couple of scenarios where you have to be careful. I think this is a great capability but if I have my laptop which you know has bitlocker to go you turned on by policy by default and I plugged somebody else's thumb drive into it.

Stephen Rose: If you do then what will happen is it will if it's not encrypted yes it will encrypt and then ask and you can just say cancel you know, I don't want to encrypt this one but you're not going to be able to utilize that device until you do so. So that's when you're going to tell that person saying, "Look, if I go ahead in order to access the data, I have to



encrypt this drive." You'll get the chance to cancel that out of the wizard because it's going to ask you to put in a password.

Richard Campbell: So, I can't even grab that powerpoint file for example if the policy is configured that way unless I encrypt the drive first. I can't even read the data off the drive.

Stephen Rose: Yeah and there are exceptions to that you cannot always pick a public machine where that doesn't happen or things along that line so it's up to you. It doesn't have to be in all or nothing but it still is a way to lock that down and again to make sure. You know, we have some people in government organizations that we want to lock down the mini SSD cards that are in cell phones because we're afraid that someone is going to plug their cell phones into the machine. They can put in a 16-gig SD card and transfer 16 gig of information onto their phone and walk right out of the location.

Richard Campbell: Sure. Actually, I have been working in financial services for many years, I have seen the same thing. We've talked about before I think on the show. Literally seen laptops at certain financial institutions where their policy was to take epoxy squirt it into the USB port on the side of the laptop and just seal them up.

Stephen Rose: Yup and a lot of people do that and have done that and this is the way to say it you know what, you now can control. You can control by policy by saying only this size and above or only these machines or only in this location. You have a lot of flexibility on that but it really is about, you know, being able to lock down your system and for an end user you get that I don't care how it works, I just want it to work and when their data is automatically backing that up when their data is secure, when their laptop is secure, it's getting the patches, it's getting the updates, it's connecting to the corporate resources without having to do any more than turn it on that becomes a great bonus for everybody involved from the end user right up to the IT pro and right up to the IT manager that's dealing with that when they don't get caught up in those little aspects and I think that you know...

Richard Campbell: Sure.

Stephen Rose: Between direct access and branch cache and you know features like the new wireless features, the remote connection features, the built-in backup features that when you plug into the backup drive it says, "Hey is this a backup drive?" and automatically every time you plug that thing automatically starts to backup or does a tour of a remote network location when you pick it a certain times. It's these things that just happen in the

background now. That just make it easier to concentrate on what's important and it's not a big thing. It was funny at TechEd somebody said, "What's the big thing that I should take a look at to convince my boss to go to Windows 7." Well, since this is not really one big thing. It's all of these small little things that tie together become a big thing.

Richard Campbell: I had a friend asking this much the same question. I showed them on the RC and I right click on the desktop and one of the options now is screen resolution. You know, what do we do when we go to that desktop? Most of the time we try to adjust resolution for some reason and there it was right at the top level. It's just a little thing but it makes a little less painful, shall work the operating system.

Stephen Rose: Actually, I'm currently playing with the new version of office, the office 2010 and what's really great to see with that is they've incorporated aspects of office 2010 at the jumplist. So now for example, when I right click my outlook icon it says new email message, new appointment, new contact, new task, go to inbox, go to calendar, go to contacts, go to task. So without having to bring it up and switch, I can immediately do my most common task buy just right mouse clicking on the icon in my task bar and being able to move right into it and that's one of the great things as all of these apps are becoming 7 aware with jump list and most recently accept in those pieces and it really comes together again. It's that saving a few seconds here and there but it really starts to add up by the end.

Richard Campbell: Cool. Wasn't there some improvements on the networking side for dealing with say laptops that roved between multiple offices and need to sort of change their configuration for different networking?

Stephen Rose: There's actually two really cool thing, two or three really cool thing. One of them is something called DHCP hint and one of the others, and one of my favorites and this is kind of cool to have feature that most people aren't aware of but I absolutely love this. If you go in to windows 7, and let's say you have two printers. You have one at home and you have one that you use in the office. If you single click the printer, you'll actually get another button that shows up at the top that says manage default printers and what you can do is you can click on a network and then you can hit the drop down and choose a printer. So that way when you walk into your home network, it switches what your default printer is and when you go back to your preferred business networks -- and you can have as many of them as you want -- it'll automatically go out, find that printer and make it the default printer in those networks.



Greg Hughes: Right.

Richard Campbell: Very cool.

Greg Hughes: Used to take third party software to do that, so.

Stephen Rose: I mean and with direct access, if you're not realizing that you're at home, you send a 50 page document, it's going to print to the printer in the office, you're not going to print to the printer in your house and you're not going to be aware of it, until you go, how come it's not shooting out. So it's simple things like that. It's also, I think we talked about this in one of your previous programs. So you have the DHCP hint feature which rather than one of the problems of Vista is when you would come out of sleep or hibernation, it would show that you had wireless connection and that it would drop out and then it would come back a few seconds later. With windows 7, it does something called DHCP hint; where it takes a look at the last two networks that you join and says hi or either one of these IP addresses still good and if the network says yes, you still got another three day lease on it. It doesn't go through a whole release negotiation process. It just utilizes that. So what's great is when you come out of sleep wireless is immediately ready to go. You can start to surf the web. Your e-mails are downloading. You're not going through this period of it re-getting a new IP address, going through that whole aspect and bringing that down. So, it's again these small little things that this awareness, the smart printing awareness, the smart network app you know awareness of knowing where I am at that again makes it seamless, don't need to know this aspect but it just works the way I wanted to.

Richard Campbell: These are saved tech support calls in a large organization. You know, for a guy to be able to have this. I know of organizations I've talked to where every single time that VP takes his laptop home, there's a tech support call when he gets home and there's a tech support call when he comes back to the office and so when you could start eliminating those kinds of thing, the frustration level starts to drop and we started having them, I love getting rid of those noise-based calls because they're expensive. They add up.

Stephen Rose: Oh yeah. I mean, I love the problem's with step recorder and it's funny there are two things that whenever I show them, whenever I do an event, people clap. One is over shake. That one I don't understand why people think that shake is just the greatest thing since white slice bread, I don't get but the other one is that they always clap over is the problems with step recorder.

Richard Campbell: Wait, first tell me what shake is and let's talk about the problems with step recorder because I want to know.

Stephen Rose: If you have multiple windows open, if you take your top window and you grab it and you literally while holding the mouse shake the window back and forth, all of the other windows you have will minimize except for the programmed window. If you shake it again, all the windows will come back. So if you got 10 windows open and you don't want them all, you want them all to minimize except for the one you're working with, so you're not going to do the windows M which would minimize them all, you shake and that's all you have to do and it's a great feature and how practical it is but people love it but problems with step recorder is hidden. If you go to your start menu type in PSR and you'll see problem with step recorder would come up and what it will do is when you run it will document everything that you do on your system. If you are trying to replicate an error. So if you have something that every time you launch it, it crashes, it's going to say, you know move the mouse to your start menu click the start menu click the app, launch this. You can then highlight a portion of your screen and you can add your own comment. It then takes that file when you're done, makes it an MHTML completely a self sufficient file, in a zip format that you can send off. It will show all the screen shots what you did, add your comment and put in, this is the version of the operating system. This is the version of the application you ran. These were all the steps. So, it basically allows you to turn to your end user when they say I didn't do anything and go, "liar." I have proof and I have it here. Do not turn my office into a house of lies.

Richard Campbell: Yes.

Stephen Rose: You have that information and it's great. That's one of those great simple things that you send that off and myself to help this person. I can go through and see exactly what is going wrong. You've got the wrong version, you're clicking this the wrong way, you've got all this other things open because I'm seeing everything that you're seeing but I don't have to be connected live at that moment to do so.

Greg Hughes: Interesting. Now is there any way to not do the MHTML because I'm thinking about while if you want to write documentation stuff.

Stephen Rose: Unfortunately, no, but I have had guys, we showed this off at the MCT Summit and they all started drooling and losing their mind because they thought exactly that. Hey, this would be great because I could use this, what you can do. What you can cut and paste the text and you can also right click



and save the pictures as you've gone through the steps and down them.

Richard Campbell: Sure, that makes sense.

Stephen Rose: I'm sure someone will come up with something that will put it into an XML file or save all the JPEG's and comments in a separate file. I know someone will build that at some point and what's great about the problem step recorder is it's one of those things that you know that one of the engineers here just thought up and designed it like 10 o'clock at night and was done with it by 11 and threw it in there as this little extra thing but it was one of those keys that when you show it to anybody who does IT support they lose their minds and are just incredibly ecstatic about it and I think it's one of the best hidden features in Windows 7 that people don't know about, but once they find it they go, how do they ever live without this and no it's not available for Vista, XP, or as a separate download. It's built into 7 and will only be available on Windows 7.

Richard Campbell: Awesome.

Greg Hughes: I'm curious can it be turned on remotely and then the file collected because from a help desk standpoint I could see that it could be useful but the security side of me says, "what?"

Stephen Rose: It is something that has to be manually done. There are other things, for example, you can connect to any laptop and you can get a health report that will tell you how long has this been up, how many times has it rebooted, crashed, blue screens, what were the errors, so you can get remote health reports. This is more to solve and diagnose a very, very specific issue or problem that remote users are having when you're not able to remote in to that machine and be able to see what they're doing. Another way to say is, just run this, redo it, send it off to me, and you can view it through your cell phone and try to diagnose that data without having to be in a hard connection to do so

Richard Campbell: I guess the concern part of me says you know are there any controls that are around this particular application. If you think about, if a bad guy could somehow remotely activate it and then collect that file and then has my online banking information, for example, that could potentially be bad.

Stephen Rose: If they ran the banking app, sure. They'll possibly be able to get screenshots of that, and be able to do that. It's another one of those things that you can always turn off that feature inside of a large enterprise environment and only leave it up on that but I think it's one of those that will certainly do more good than harm but like anything else on any

machine Mac, Windows, Linux, Unix and you know this very well. Keeping your machine secured, keeping the patches in there, keeping your processes in place, and not giving to many rights to people that don't need them, don't deserve them, or shouldn't have them.

Richard Campbell: Right absolutely. Then you can always turn it on when it is needed and turn it back off if necessary, right?

Stephen Rose: Yup and there's a way to be able to turn all these features on and off and they've kept it pretty straight forward, to be able to do it. The action center is another one of those little things that some people said, hey this is great. I want to keep it on. In fact, a few people have said, you know what we think that this is confusing, we want to turn this off, so, some companies have decided we want to choose what messages you get because we don't want you to have a message saying, you scheduled a backup and haven't done it when were backing up your data to create confusion so customizing the operating system is going to be key to limit the amount of confusion and messages which may be very different for a laptop user that's working from home or out in the field versus a desktop user within your organization

Richard Campbell: So I'm curious, just real quickly before we finish from Stephen Rose off the top of your head, top five things that are only in windows 7.

Stephen Rose: Wow, that's a great question. Beyond the direct access bitlocker to go and branch cache we talked about. The first one is obviously that the problems with step recorder which I just think is just an amazing feature. Jumplists, the fact that we've got rid of your, hey, here's your most recently used documents and now when I right mouse click IE I can see the sites I go to most often that are pinned. I can see my frequently used. I can also do an in private or new tab from that. So jumplists are one of those small things that once you start to use it just, become absolutely really hard to live without as you start to move through it. Another great feature is libraries. The fact that in you're my documents you can go up and you can choose libraries which basically you can say I've got a share drive and I've got a local drive and I've got a group drive to make those all part of a single library. So on viewing them as a single view inside of my document, I think it's great because it gets rid of that hole, where do I find this. The search feature in windows 7 is just absolutely amazing. The fact that if I type in someone's name I'm going to see their contact card in outlook, every document that has been sent to that person, the fact that my wired and unwired connections are on one place, and I can see all of my connections listed. I can very simply move between them and I can troubleshoot better than I could in Vista. If I cannot connect because one of the



things that is great is if I go into my troubleshoot problems, it will go in and take a look and what it says. Is this an internet connection, a shared folder, a home group, a network adaptor, an incoming connection, or a connection to a workplace using direct access which you can find if you go into your troubleshooting in your network, it will ask you what kind of troubleshooting do you want to do. So, it's not just a single, are you connected, it will really look at the aspect and I think finally for home users and home groups. Home groups which you can be a member of a domain and you can also be a member of a home group so you can share your information within your house, print to any printer, your Xbox, your media center, your laptop can all share information but when you go back to your office you log into the domain those features are no longer applicable so you can really have that work life home balance with a single machine and be able to do things at home you can't do at work and do things at work you can't do at home.

Richard Campbell: That is cool.

Stephen Rose: I think the fact that we realize that people move through multiple location that they have one laptop that they want to have work at home and it work but needed to do very separate things and want it to switch automatically. I think we've been very successful in finding a way to make that happen behind the scenes.

Richard Campbell: Stephen, I think we're about out of time. So, when will Windows 7 be released?

Stephen Rose: You will be looking for RTM in the next few months and it will be available by the holiday time period which means for those of you saving up to buy cool new laptops for Christmas, you're going to be able to buy some Windows 7 laptops. We are very excited about that.

Richard Campbell: Awesome.

Greg Hughes: Sweet.

Richard Campbell: Do you think there'll be another release candidate or this is it?

Stephen Rose: I don't think so. I think we're going to be right to RTM. We've really done our homework. We've got a lot of good feedback. We've moved through the process well. We had lots of people download the beta, lots of people download the release candidate. I think we're on track right now for our TM but who knows. They could turn around and say, "You know what? We want to do one more RC and get some more feedback." So let's see what happens.

Richard Campbell: Okay.

Greg Hughes: Sure.

Richard Campbell: Excellent.

Richard Campbell: Stephen Rose, thanks so much for coming on the show.

Greg Hughes: Thanks, Stephen.

Stephen Rose: Always a pleasure gentlemen, thank you.

Richard Campbell: We'll talk to you next week on RunAs Radio.