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Rodney Buike Talks Office 2010!
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[Music]

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 #146, with guest Rodney Buike, recorded Monday, February 2, 2010. 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 Richard Campbell. You're listening to RunAs Radio and with me as always, my good friend and co-host, Greg Hughes.

Greg Hughes: Hey Richard, how are you?

Richard Campbell: I am well.

Greg Hughes: I'm good, we're both good.

Richard Campbell: We are good. It's Monday morning, we're recording shows. It's always a good day when you can start this way.

Greg Hughes: Yeah. We've got some pretty cool stuff to talk about too.

Richard Campbell: Today's RunAs Radio podcast is sponsored by Microsoft Canada's EnergizeIT Anything is Possible Program, an exclusive Canadian program to develop and support technical professionals. Learn more about the EnergizeIT program and its complimentary offerings at www.energizeit.ca including Microsoft's sponsored events, community-hosted events, Install Fest for Office 2010 scheduled in the Spring of 2010, along with additional podcasts. Reserve your seat today at www.energizeit.ca. Yeah, let's dive right in. I want to introduce our guest. Rodney Buike is the IT Pro Advisor on the Developer and Platform Evangelism team at Microsoft Canada where he tours Canada giving IT pros the skills they need to leverage the latest technologies from Microsoft. Before joining Microsoft Canada, Rodney worked a system engineer and architect, independent consultant and author. He is best known as the lazy admin from thelazyadmin.com, a website focusing on Windows infrastructure tips and tutorials. Welcome, Rodney.

Greg Hughes: Hi, Rodney.

Rodney Buike: Hi Richard, hi Greg. How are you guys?

Richard Campbell: Good, man. So I guess we're talking Office 2010. It's kind imminent. Do we actually get an announced ship date? I think it's June?

Rodney Buike: I could tell you but I might lose my job.

Richard Campbell: Okay. So it's not officially out there.

Rodney Buike: At the time of the recording, no, I don't think we've officially announced things yet.

Greg Hughes: Got you.

Richard Campbell: There are lots of dates floating around on the great interwebs that...

Rodney Buike: Well, it's safe to say that it'll be released in 2010.

Richard Campbell: Yeah, that's fairly safe.

Greg Hughes: Hopefully, yeah. All right, so here's the big fat question which is why should I care at all about Office 2010?

Rodney Buike: There are actually a couple of interesting things. Typically, you know, we go from one version of Office to another and nobody kind of focuses on all the new features, new functionality of Word or Excel or what-not. But there's really kind of when you get behind the scenes, I think that's really where you see a lot of really interesting things especially in Office 2010. I think we can kind of break it down into a couple of areas, productivity being one, deployment being another, and security being kind of the third. There are some kinds of key areas where there are some interesting things that have been done. When we talk about productivity, it's not just the Ribbon. The Ribbon is there in pretty much every application that I've tried now in Office. I haven't used them all, I haven't used Access for example, but it's there. Outlook, some really great features now in the Ribbon in Outlook. When 2007 came out, there was lots of fight back, a lot of pushback against the Ribbon. People wanted to be able to switch it back, but once you get used to it it's one of those things. You know, nobody likes to change, but when you get used to it you see what that feature actually brings to the table and why it's there making your life easier, making things easier to work with. It just becomes kind of natural and you think of why didn't we always have this. So that's been kind of extended out into other applications, Outlook being one of them. But also this kind of notion that Microsoft has been kind of talking about three screens for a while and having applications available to three screens. Well, that's the browser, a mobile device or the client which is what we're using today. I'm kind of expanding it out so things like Office Web Applications where I don't actually need to have Office installed on my machine, all I need is a machine that has a browser and the browser doesn't necessarily have to be IE. You know, if you've got a Mac and you've got a customer coming



in and they've got a Mac and you want to work on a document together, they can open up the browser and get access to the Office Web Apps.

Greg Hughes: Uh-hmm.

Rodney Buike: Really just a lot of different ways to access. Maybe you're on the road and you just need to check out something in a document, you know, having Office Mobile so you can pop it open on your Windows phone or on your iPhone as an example and view that document whether it's a Word doc or it's an Excel document or PowerPoint. I mean, just kind of get the information that you need, just again making things easier or making things more accessible and on the other end making you kind of more productive.

Greg Hughes: You've mentioned security. I'd like to touch on that in a little bit because I'd like to find out what you're thinking of there, but before we do that when we say Office 2010 what are we talking about? What is it that encompasses the whole product line of Office 2010?

Rodney Buike: So Office, you know, when I've been talking Office 2010 its really kind of around the applications that were used, the clientside applications whether it's Outlook, Word, Excel, PowerPoint, and the changes that have gone on there.

Greg Hughes: Yeah.

Rodney Buike: But really, the suite kind of builds out to include things like Project server and SharePoint server. I know you guys have done some podcasts on Project and SharePoint 2010. That's really kind of part of the whole, you know, the client and the server suite as far as Office goes.

Richard Campbell: Folks generally think about the server-side of Office beyond SharePoint, but I also get to sense that 2010, and maybe this is a whole other show, has really gone into the web side. I guess that's really one of the other screens that...

Greg Hughes: OCS and some of those as well, yeah.

Richard Campbell: Yeah, although that's available online.

Rodney Buike: Yeah. When you look at like the solutions provided, like Web Apps as an example, the integration, I guess the line really kind of drawn between the client and the server is kind of getting very narrow because when we look at like Web Apps as an example, well, that's a server-side deployment. You know, that's on the client-side where it's being accessed. Again, that's kind of the browser or the desktop application.

Richard Campbell: Right.

Rodney Buike: The lines are blurring a little bit but we still kind of, from a product standpoint, we still have server tools, things being installed on servers, and client tools being installed on the client.

Greg Hughes: So talk about the Web Apps for people who are not familiar. Is this a completely separate system? Is this something I can host? Is there queue involved? Is it a service? What are these Web Apps you're talking about?

Rodney Buike: So Office Web Apps are basically Word and PowerPoint and Excel that are accessed through either a SharePoint site or a Windows Live Share SkyDrive. If you think of it, typically you'd go to a SharePoint site and there's a list of documents and you click on the document and it download it to your desktop and it opens up Word or PowerPoint on your desktop and you can interact with that document then. The web apps are really just web-based versions of those same tools so rather than having to download that document and open it on the desktop, on the client, which would require Office installed on the client, it will just open up in the web version of the tool so nothing needs to be installed on the client machine itself other than a browser.

Richard Campbell: Which is always the goal. You always get machines that are so locked down or in a location where I just can't deploy thing to it, and Office seems to be the last bastion of real deployment products where I actually have to ship this thing out.

Rodney Buike: Yeah, exactly and it's one of those things where – you almost got me off the track there with deployment because there's some really interesting deployment things too.

Greg Hughes: Sure.

Rodney Buike: But it is really at the point now where, yeah, you've got that locked down machine...

Richard Campbell: Yeah.

Rodney Buike: Or you've got a customer coming in and their using a different version of Office. I mean, some of the things with the Web Apps too is online collaboration so multiple people can be working on the document at the same time. So Richard, you and I travel a lot. Imagine being stuck in an airport and you don't have VPN access, but as long as you can get to that web application and have the ability then to launch that web application and have Greg in his office working on the same document at the same time, you know, real-time collaboration between you guys without really kind of any, you know, you don't have a client installed on your machine, you maybe



using an internet kiosk at the airport because your notebook battery is dead or something like that. So really powerful options there.

Richard Campbell: You know, I'm at a point now, and maybe it's just that I'm getting old and grumpy, where if I have to connect my V into my VPN to get what I need to get done done, I feel like I failed like that's sort of like the worse option there because of all the challenges of making a VPN connection work reliably, there are so many other alternatives and I'm not just thinking in terms of remote access for 2008 R2 which I think is gorgeous, but just this isn't there the generalized, "Okay, just put me in the network thing" seems like a cop-out. You want to consciously expose piece by piece what you need from your network externally.

Greg Hughes: Authorized stuff.

Rodney Buike: Yeah, exactly. I mean, you want to have some layers of security in front of that but get authorized, get connected to your SharePoint site and really that's where you're at. Your documents reside there, now your application can reside there as well and you're ready to go.

Greg Hughes: So what about security then? You've mentioned security at the start of the show, you called that as one of the three top things. Why? What has changed or what is better and what do we need to know about it?

Rodney Buike: Really I think there are a number of different things that have been done to Office. I mean, if I were to ask what is kind of the number one attack vector now when it comes to desktop computers, it's not the operating system anymore. It's the actual applications, it's the files whether it's a Word macro or an effective PDF document.

Greg Hughes: Yeah.

Rodney Buike: That's where the attacks are originating now coming at the applications that are loaded on top of those operating systems. So there are really a number of things that again provide what we call like a layered approach to security, so a number of things on the file sites. So within the application itself, the file blocking was something that was introduced in Office 2007. It's been improved so it's a little bit, you know, you've got a finer level of control in managing how Word and Excel and those documents, how they open up their file types. But now there's also some file validation that goes on. So with most of the exploits being targeted at kind of the older file format, the doc, the XLS type of file formats, something that was done with -- actually we've tested them out in Publisher 2007, was this file validation and it's basically just validating whether or not a file is properly format or not. There was a tool you could

actually download, a separate tool that would basically take that binary file, the old doc file, and convert it to basically a DOCX which was the XML file format which we kind of invalidate any of the malicious code that was in there and then convert it back into a new document that was clean. It was a bit of a process to do that. Some of that file validation has been built-in to the tool, and then something called Protected View. So if you're familiar with Protected Mode in Internet Explorer 8.0 where you can go to web page and certain web page, depending on the internet, they will be opened up in a sandbox or IE will be running at the sandbox. The same thing happens with a Word document. Protected View is really kind of a layer of securities that really allows you to open up a document without sort of worrying about is there a malicious macro in here or some kind of a malicious code in here.

Greg Hughes: Right.

Rodney Buike: Because it's open up in a protected mode in a sandbox, it is -- I'm not going to say it is 100% foolproof when it comes to security because that's just not true, but it is again a few layers of security to kind of lock that down further.

Greg Hughes: Interesting. So you know, a lot of that macros in the Excel and Word capabilities that we've come to rely upon that we've also found over the years could create situations that we don't want to be in. Sandbox those so that they just stay within the context of that document and aren't able to reach out and touch something else.

Rodney Buike: Yeah and again combine with things like a data execution protection and the address space load run in those issues, some of the things built into the operating system itself...

Greg Hughes: Right.

Rodney Buike: As well as these file validation checks, you know, really kind of needs to get through four or five layers before the malware would be able to even break out of the sandbox. So there are a number of layers of security that are in there to really kind of protect the end-user from files. You know, when we take a look at what files will be opened up in that protected mode, you know, anything coming in from the internet or anything coming via Outlook, so typically that's were those dangerous documents will come. Something you download online, an attachment that somebody sends you, those automatically get opened up in a Protected View. There's kind of a limited functionality. You can print things, you can do some searches in the document, should you want to edit it then you need to enable editing. Then there are other document types. You know, anything that comes from an unsafe location, this is something that you could, if you got like an internet site that's open publicly, you can move that



into that location. So as an administrator you could extend the list of locations, what you would deem unsafe to include other locations, maybe things like temporary internet files, and then there's the file block policy as well. So anything that goes through that file block and has been blocked, you'd still be able to get access to that file and look at it in that Protected View.

Richard Campbell: You know, we haven't talked about this much lately, but the whole Office virus vector seems to have died. I can't think of one in recent history.

Rodney Buike: I can't think of anything recently either, but it's kind of one of those things that it's always open to attack. Some of the changes that happened going from the binary doc format to the add XML, or DOCX or XLS, that XML file format did a lot to sort of reduce that but that doesn't mean that there isn't some intelligent bad guy out there trying to work on it.

Richard Campbell: You know, the other angle on this is that Outlook used to be an easy vector because it was using Internet Explorer as the viewer for emails. I don't know if I read this somewhere, are they're now using Word as the viewer for emails and in Outlook 2010?

Rodney Buike: I haven't read that. I've been using it and I know these things, I mean there's the built-in preview for documents and so as far as that goes we're still using the Word and Excel in that and so if you preview a document within Outlook 2010, all that Protected View, all those layers of security that are in there that you would expect normally when you open up the document are also included. It's just in that preview mode.

Richard Campbell: Right.

Greg Hughes: Just to be clear, that's if I preview a Word document or an Excel spreadsheet inside of the Outlook preview pane is what you're talking about, right?

Rodney Buike: Yeah. You get those same security technologies, things like Protected View and the file blocking and that when you view it within Outlook as a preview or when you open up that file on your desktop.

Greg Hughes: Right.

Richard Campbell: This is just a question of knowing when code can execute. I'm presuming VBA still exists inside of Office 2010. They haven't made the move to .NET that way yet.

Rodney Buike: That's a little bit out of my range here as far as this .NET stuff. But yeah, for backwards compatibility, a lot of those things will still

be there. So I mean we can still open up the older file formats too. Just because maybe the new file format haven't been exploited, it doesn't mean that people aren't still using the old file format and that the chance of you getting an infected doc file, as an example, isn't still there.

Richard Campbell: Sure.

Rodney Buike: We all know that Slammer is still floating around in the internet even though the patch for that has been out for what seems like forever.

Richard Campbell: Right.

Greg Hughes: Right.

Richard Campbell: Yeah and people should take advantage of it.

Greg Hughes: Kind of curious, if I haven't done the research yet and I am thinking, well, the place where I really have people using Office and the Microsoft stack if you will, is Exchange and Outlook in combination. What is it about Outlook 2010 and Exchange 2010 from either a feature functionality standpoint or productivity standpoint that is new or improved to the point where I would be interested in considering that for my user populace if you will.

Rodney Buike: As a user, I think one of the biggest things --you know, it's a rather small thing but I think one of the biggest things that technology-focused people are going to appreciate is the fact that we can have multiple Exchange profiles in Outlook 2010 now. So I mean, I've got a corporate Exchange mailbox but I also have an Exchange mailbox for the lazyadmin.com and it's always a process of having to load the right profile in order to access the mail on that particular system. I just love the fact now that I have both of my Exchange mailboxes in the one Outlook client and the one profile.

Greg Hughes: Right.

Richard Campbell: And I don't need to switch between those anymore. It's a small thing but a lot of people out there have more than one Exchange account, they have their corporate one and they'll have one that they're running at home whether it's an SPS server or something in their lab, and the ability to kind of connect to those from that one source is nice.

Greg Hughes: I know I could use that.

Richard Campbell: Yeah. I run into that situation as a consultant where I'm working with a customer in an engagement for six months and they want me on their mail.



Rodney Buike: Yeah, exactly and now you've got to have another profile and you've got to switch between those profiles to check the mail and to correspond with them and now you just add those many Exchange accounts as you want. I mean, from a policy perspective if you've got policies in place on your corporate Exchange account, you can only apply sort of one set of policies and it's going to be that kind of default profile or that default account.

Richard Campbell: Right.

Rodney Buike: But you can still access the mail or you can send and receive and it's really great to be able to access that all again from one profile without having to switch around and the pain that happens there.

Richard Campbell: And that sort of inches us into this whole idea of policy because -- maybe you could talk to this. Office 2010 has a tighter group policy set of options now? I'm always thinking about things like trying to control where my users are saving files making sure they get back into the right places and are properly recorded and identified and try to limit the kind of dumb behavior that ends up losing things.

Rodney Buike: There's always been a really strong set of group policies around Office where you were able to do that. A lot of times though it's a combination of policies. You've got your client policies which will give them access to save to certain locations and prevent them from just saving everything to the C drive. You know, that's kind of outside the scope of Office but within Office itself, and then when you get SharePoint served into the mix things change a little bit too. But yeah, there's always been a really good set of policies around what users can do and what they can't do as far as Office goes and I haven't seen any in the Office 2010 a group policy template yet but just based on sort of you know, we look at every version of Windows that has come out, there's always been substantial increase in the number of policy options that were there and the control that you could put in place.

Richard Campbell: Yeah and maybe this is not just fallacy. There's also this new tool in 2010 called Backstage which seems to be it's not directly a policy per se but it's all about that managing files properly.

Rodney Buike: Yeah and it kind of ties back into that productivity side of things so Backstage being that. You know, typically we look at Office 2007 and there was what we would call the Office Pro in the top left-hand corner there.

Richard Campbell: Right.

Rodney Buike: There were lot of users that really didn't know what that was.

Richard Campbell: Yeah.

Rodney Buike: They found it by accident and then they would click on it and there were some options there and if your mouse cursor went a little too far out of the box then it would disappear again. So there's Backstage feature. If you look at the top tab where the Pro was, there's now a file button and if you click on that you get the Backstage. It's a separate page behind the document so to speak that really kind of gives you then a whole bunch of information. So you Save and you Save As and all those features, you're printing, you're sharing, that's also then where you can, if you want to check out the file before you share it, you know, make sure that anything kind of customized that you did, that they will work on other versions of the application.

Richard Campbell: Right.

Rodney Buike: You know, if you deleted a version and you want to go back to an auto-saved version, you can manage those versions, you can apply all your document protection to that if you're using the right management services and what-not, as well as sort of managing all the other options. You know, if I was in Outlook as an example, Backstage is where I would set my out of Office supplies when I go on the road. It's just a little bit better layout. Then things like Print Preview as well. So instead of having to open up a separate Print Preview, usually you get the dialog box and get Print Preview. You get the preview right then and there. You can kind of scroll through it and make sure that everything looks good, select your print options, select your printer. It's just a much more a friendly experience.

Richard Campbell: There's really kind of a struggle. This is a silly thing to think about, but it's a struggle when you're working on a Word document just to look at what is the printer going to print versus what's on my screen and just go through that iteration...

Rodney Buike: Yeah, there are different views and everybody gets comfortable with the different view. Some people really like to work with the print layout, some people like to work in a draft mode or an outline mode and depending on what view you're comfortable working in it's going to look different on your screen than it is when you print it. So having a Print Preview there and as soon as I go in and I want to print, I'm always going to see that preview beforehand, whereas before you always had to view a Print Preview as kind of a separate step and make sure that, okay, Print Preview, yes, this looks good, now I can go to the printer setting which is another tab and make sure that things are printed out properly. Here it's just part of the process. You know, I go to a Backstage, I click on Print I automatically get a preview as well as my printer options, which prints I



want to use, do I want one side to go and collate it, do I want letter-size paper and what-not, all those kinds of options are there and it's all in one screen and I can just go ahead and click Print and get my document.

Richard Campbell: Yeah. I like this idea that there's this end-game page. Now that I finish tinkering with my document, whatever I might want to do from there, whether I'm saving it, securing it, printing it, whatever, it's all in one place now.

Rodney Buike: Yeah, very nice. Again it's something that the first time you tried it out it will be something that, you know, it's a little bit different and it will take one or two tries to figure out things. I remember scratching my head for five minutes trying to figure out where to set my auto Office in Outlook 2010.

Richard Campbell: Right.

Rodney Buike: But now that it's there it's great. It's much easier, it's much more a productive way of finding those options and changing them and setting them and make sure everybody know when I'm on the road.

Greg Hughes: So what about getting this out there to the people that are going to use it? As far as the Office Suite goes, what's new or important to understand about distribution of the applications, deployment of the applications to user-based.

Rodney Buike: I think the biggest thing has to do with deploying Office. It's probably from an administrator -- we can look at it from two points of view, from the administrator or from a home user. I mean it's really kind of the longest single task of the whole process. You know, if you think of having to insert the CD, go to the process of taking off the installation and then waiting for it to install, for a home user that can take anywhere from half hour to an hour depending on their level of expertise and making sure that they select the right components and get everything installed properly. From a corporate point of view, that can take days and weeks depending on what deployment tools you have in place and how you work on getting that and deploy it. So one of the challenges too, while the installation is going on you pretty much have to standstill. I can't be installing Office 2007 while I'm using Office 2007, that kind of make sense when you think about it.

Greg Hughes: Sure.

Rodney Buike: But with some of the new application virtualization technologies that are out there, we can now deploy Office 2010 and probably within 90 seconds to about five minutes, depending on your internet connection and your network connectivity, you can be using some of the basic functionality of Office. So think of it as a home user

and they go online and they buy Office online, everybody's shopping online now. I mean, it's going to take an hour to download a one gig file onto the desktop, and then they need to go ahead and go through the process of installing it. Now it's just a simple start the download and once the installation hits at about the 5% and 10% mark people can start using it. You can go to programs like the stuff Office 2010 and click on Word. You'll get a subset of the features that are there. Not every single feature in Word will be there. The basic ones will be there and you can start applying those, start using those features and while the installation and download goes on in the background, additional features will just become available. You won't need to close the application and restart it or even the PC. They just sort of show up in the Ribbon.

Richard Campbell: That's far out.

Greg Hughes: That's pretty cool.

Rodney Buike: From an end-user point of view, that's great. The thing is on the corporate side of things, with application virtualization in the App-V suite we can also do this within our organization. The great part about it, again kind of taking this back to security, is that you're always going to get the latest version. So if I go and I, you know, the data, the RTMs, I go and I download Office 2010 and I use it, it's called a Click-to-run installation, and I do a Click-to-run installation and install it on my PC at home, I'm going to have the most up to date version. Two months, three months from now there are sets of hot things that are going to come out for Office 2010. If my wife decides to go out and buy it and she goes online and she buys it and she starts the Click-to-run process and installing it on her notebook she's going to get the version with all those updates already integrated. So there's no need now to, wow, I've got to download this and I need to go to Windows Update and make sure that everything is up to date on a system before I start using it. Those updates get integrated into the deployment and the same thing is app, we just need to patch our App-V, our application deployment on App-V and again as soon as a user starts to going and streaming that installation into their machine you know that they'll have the latest version of the application. The application is running locally. Once the installation is done, it is using the local PC resources. It's installed on the local PC and if we don't have network connectivity the application will still continue to work as always. It's really just a way that we're installing it that is a little bit different.

Greg Hughes: Very cool.

Richard Campbell: So if I'm considering Office 2010, there's a free downloadable beta right now. Right?



Rodney Buike: Yup. So Office 2010 is currently in beta. There will be a release candidate coming soon at both 32 and 64-bit version. One thing I forgot to mention before, there's 64-bit version now of the Office Suite for those people running 64-bit operating systems. So yeah, the beta is there now, there's beta for all the tools whether you're looking at the client-side tools on Office 2010. SharePoint or Project Service are both in beta as well. I mean, you can also get access to the Office Web Apps beta. I can provide you guys with some links for the show notes if you'd like.

Richard Campbell: Yeah.

Rodney Buike: And there's a really good blog that's kind of explaining the whole process. So there are some really good blogs from Windows Engineering team on how Windows are being built. [Blogs.technet.com/office2010](http://blogs.technet.com/office2010) is the blog from the Office Product Development team. So same sort of style on how they're building Office 2010 focusing specifically I think more on the client-side than the server-side, but some really great information on there as far as why they're doing what they're doing as far as building Office and things like productivity and security and deployment.

Greg Hughes: You know, I always like to ask what's the biggest mistake that people make but this software is not out yet. Maybe the question should be what's the most important thing that people need to be thinking about as they're considering and reviewing Office 2010 pre-release to try to make decisions about what to do with it in the future.

Rodney Buike: I think the biggest thing is going to come down to again those kinds of three killers, productivity and increasing the productivity. Again not just things like the Ribbon but that whole idea of three screens so wherever you are, whether you're in front of a browser, whether you've got the full client install on your machine or you just have access to a mobile device. From the overall end-user perspective, that's huge. To be able to work how you work on an everyday basis but from wherever you are and not being tied to a client PC, I think that's number one. Security, you know, obviously everything that any IT pro is thinking about today has an element of security built into it. We're always trying to stay ahead of the attackers and make sure that our infrastructure is protected, and again application exploits and hackers targeting application is kind of the big area of concern right now. Nobody is really going after the operating system too much anymore because of the great job that's being done there to secure that. So those would be kind of the two -- I mean, you know, from the deployment perspective everybody is trying to save time whether you're an IT pro or a home user who's installing the things, you want to get these things up and functional as fast as possible.

Greg Hughes: Very good.

Richard Campbell: All right, Rodney, thanks so much for coming on the show.

Greg Hughes: Thanks, Rodney.

Rodney Buike: Thanks guys, thanks for having me and we will probably bump into each other one day again on the road.

Richard Campbell: You bet. And we'll talk to you next week on RunAs Radio.