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Text Transcript of Show #252
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**Justin Morris has Mobile Lyncs
February 22, 2012**





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Brandon Wehn: From www.runasradio.com, you're listening to RunAs Radio, the Internet audio talk show for IT professionals with Richard Campbell. This is Brandon Wehn announcing show #252, with guest Justin Morris, recorded Tuesday, January 31, 2012. RunAs Radio is produced each week by PWOP Productions, providing professional media and podcasting services online at www.pwop.com. You can follow the show on Twitter at www.twitter.com/runasradio.

Richard Campbell: Thank you, Brandon. This is Richard Campbell, and you are listening to RunAs Radio. With me today is Justin Morris. Justin has seven years of enterprise IT infrastructure experience in Australia and the UK, deploying Microsoft identity, messaging, and communications platforms. He joined Modality Systems in October 2009 as a consultant, designing, deploying, and configuring Microsoft Unified Communications solutions in the UK. And he's active in the global Microsoft Unified Communications community, speaking at and running the Microsoft UC user group in London and writing about Microsoft Lync on his blog, answering questions on the Microsoft TechNet Forums. He is a contributor the Microsoft NextHop blog. He holds the MCITP qualifications in Windows Server, Exchange Server, and Lync Server, which I think is the set you really need to be successful with Lync these days.

Justin Morris: Yeah, that's the big three that you need to have under your belt to be a credible infrastructure guy in Lync.

Richard Campbell: I mean, without a doubt, Lync and Exchange are completely intertwined. You can't have one without the other.

Justin Morris: The two products really form the whole Unified Communications platform that Microsoft had, and so Lync forms real-time collaboration aspects of that and Exchange really pulls together the whole solution with the messaging and calendaring parts of that as well.

Richard Campbell: And dealing with really the identity elements, the relationship with Active Directory and all of that good stuff. We've done a few shows on Lync over the past few months, but you've done a lot of work on the mobile side of Lync. I've really not thought a lot about this. I get the idea of Unified Communications, but where does mobile come into play?

Justin Morris: The mobility component has only really just come to life in the last sort of two months when we saw the new Cumulative Update for Lync Server come online, and then everybody started jumping around and saying, "Hey, you know? This is our preparation for mobile" because it had been sort

of, everybody was waiting with bated breath for months, and months, and months since platform, and there was. . . sort of everyone was sitting there thinking, "I'm going to turn on straight away," but then a stand-alone app came up after that in about December. And then finally we saw the Mobile Client's entry into the marketplace there. This is a really important step for this sort of Lync server wave that's come through because the products in RTM for over 12 months now, and we're looking for the mobile clients to be followed up shortly after RTM**. Now they're finally here, and so _____ 3:45*

Richard Campbell: My question then is, of course you've always had the PST and Gateway so you could always call to a mobile phone anyway, but this is about going over data rather than going over dial-up?

Justin Morris: Yes, this is about providing like an actual client on smartphones, so phones like your iPhone, Symbian-based phones, Android, and*4:12 _____ mobile, having that instant messaging and present experience that you have on your Windows desktop embedded into your smartphone.

Richard Campbell: Okay, so this is not just about calling; this is about presence.

Justin Morris: Yes, it's definitely all underpinned by this core experience and instant messaging and presence, and then there's a voice component built under that as well.

Richard Campbell: Okay. And you said WinMobile. Does that include Win Phone 7 because I generally think of Win Mobile as before 7.

Justin Morris: Yeah. No, it's definitely Windows Phone 7.5, Mango, which is the flagship for the mobile experience.

Richard Campbell: Is it actually backward compatibility? Is there a Lync client back for 6.5 if you're, goodness knows, trapped back there?

Justin Morris: No, I think it's compatible after 7, but 7.5 is the best shot for getting it on Windows Phone.

Richard Campbell: The reference. Yeah, I mean, I've worked with organizations that have a large 6.5 install base, typically fairly custom gear, and they're stressed because Microsoft has not replaced all the features that were in 6.5 in 7.5 yet. It's relationship with Exchange still doesn't seem to be as good, but, at the same time, you're not seeing some of the new stuff come along. So, this seems like a real breaking point for me, and I have to move my guys up if I want to use Lync.



Justin Morris: Yes, the difference between 6.5 and 7.5 is worlds apart anyway. I remember back, you know it was clunky and everything, and we had *5:37_____ to the mobile running on these old 6.5 devices. It would drain the battery in like an hour and something, you know. So, now the Lync product group has taken a step back and said, "Okay, let's actually develop an app built from the ground up for smartphones, that is battery saving and everything." So, we get a new client running on 7.5, and all the other mobile platforms out there, it's built fit for purpose and can sit in your pocket all day and not run the battery down.

Richard Campbell: But can I actually. . .I still can't join a domain with 7.5, something I could do with 6.5. I still don't have the same level of administrative. . .I'm putting my IT hat on here through and through. It's all well and fine that you like your phone better, da dut da dut da duh. . .I need to be able to disable your phone. I need to be able to pull, add and remove apps from it, and that stuff still hasn't come to the 7 stack.

Justin Morris: It has started to come into maturity with Mobile Device Manager, but I think you have it; there could be some improvements there to give some more power to IT Admins.

Richard Campbell: It's an interesting. . .we're in a tough time, I think, with that. You're going to have to give up some features in the old way to get these admittedly excellent features in the new way. So, I have not seen the Lync client for the phones. What can you tell about it.

Justin Morris: The Lync client for mobile platforms that are out there is for Windows Phone, like we just talked about. The *6:55_____ Android platforms that works across Samsung, LG, anyone that does Android phones.

Richard Campbell: Is there a particular version of Android you need to be running?

Justin Morris: Yes, you need to be running I think it's Gingerbread or Honeycomb, the way that they name their versions. So it's in the last two iterations of Android that you need to run on that platform. And then we've also got the ones that were sort of like hugely anticipated, and that's for iPhone and iPads, and this gives us the ability to have our instant messaging and presence bedded into the phone as an application.

Richard Campbell: Right.

Justin Morris: There's also a client _____*7:34 for Nokia Symbian, but we're not seeing as much of an adoption or demand for those clients right now.

Richard Campbell: Symbian's got no love in North America, really. Although I have played with an N9, and it's a gorgeous phone through and through. You want to see where the Nokia Windows Phone 7s came from, go look at an N9. But I thought that it was more popular in Europe.

Justin Morris: They definitely are. *8:00_____, so they definitely have a big market stake over here.

Richard Campbell: Sure.

Justin Morris: Nokia's really important in the fact they are quite strong in the emerging markets, like India and China and Africa and that because of the ubiquitous devices that they can get quite cheaply. So I think if Nokia seizes upon that to develop the Windows Phone 7 experience in that, that stranglehold they've got already would be a good growth point for them.

Richard Campbell: Yeah, I'm pretty impressed with the 710 which is like the discount model of the Phone 7. That's the one that might actually make it in the developing markets. Exciting stuff! On the iPhone, which version of the phone do you need. Will it work on a 3 or 3GS or do you need to go 4?

Justin Morris: I think it will work back for 3GS. It's more so dependent on the iOS version which *8:53_____ tested on an iOS 5, so the very latest one. The best version of the iOS you want to run it on because you get all the great things like notifications when you get new IMs in the iPhone and iPad.

Richard Campbell: So every version of the Lync client has the same set of features? It's not an asymmetrical implementation?

Justin Morris: There is a bit of a feature disparity across the platforms, the mobile platforms. Obviously there's sort of like the UX to look and feel like the *9:27_____ platform. The Windows Phone 7 Lync Mobile Client looks like, has a Metro UI look about it. You can sort of flick left and right between your information and your contact list, and your open chats and that kind of thing. And as you move into the iOS client on iPhone, it's start to look and feel more like that typical iPhone experience, lots of little gray buttons and things. But the good thing that makes the iPhone experience really compelling and sets it actually apart from even the Windows Phone client experience is that you've got the ability to see your calendar from within the Lync Mobile Client.

Richard Campbell: Interesting.

Justin Morris: You can actually open up a Lync meeting that you have and then click on Join that meeting from within *10:14_____ invitation, and then what Lync will do is call you back and bring you



into the audio conference in that sense** The second point that's really cool on the iPhone app is you can actually see **10:26 voicemail from within Exchange _____ directly in the iPhone client. So that sort of sets it apart _____ from the other platforms.

Richard Campbell: There's a conflict of interest there, too, because it sounds like now you have two different inboxes. You've got what comes in through Lync and what comes in through your regular mail client.

Justin Morris: Yeah, the whole story is around all your email and your voicemail sits in your Exchange mailbox, and Lync is really there for that real-time collaboration dynamic stuff around instant messages, so if you and I send an IM to each other it's just like a real _____ 10:58 away sort of "I just need some information really quick, I'm not really concerned where that's stored or anything particularly unless I've got some ** _____ compliance requirements around it."

Richard Campbell: And I'm just going to get a toast pop up and be able to click on it and respond.

Justin Morris: Yeah, exactly right. And that's sort of presented a **11:15 _____ as well, so if I send me an IM, I see a notification on my iPhone, I see a notification on my PC or my MacBook, this kind of thing, and I've got the opportunity to respond to that on any device that I've got my hands on at that point in time.

Richard Campbell: Right. And is this all dependent on WiFi connectivity? Will 3G work? How much data do you need here?

Justin Morris: It's actually quite robust. Like, I've got the Lync Mobile Client to sign in just on Edge connectivity, and granted it can be a little flaky and my IMs don't always send, but on standard 3G I can get *11:51 presence working just fine.

Richard Campbell: That's good. I'm with you on the *Edge side. As a guy who travels a lot, Edge is really more of a 2G technology, and the fact is sometimes that's all you get depending on your phone, depending on the carrier in wherever you may be. So at least if it. . . I don't think I would try to initiate a voice call that way, but if I can at least get the IM, I could live with that.

Justin Morris: We still have GPRS here as well; I'm not sure if you guys have that in North America, but it's like. . .

Richard Campbell: Yeah, we try and block it out. It does exist, but most people don't want to talk about it. This is interesting that, you know, we get that same point of presence. How do you deal with coming back to the office with your mobile device?

Justin Morris: So, _____ particularly the way that we recommend deploying the mobile scenario to our customers, that you make the service available regardless of what network your mobile clients roam onto. So, if their on the public internet through a 3G connection, the DNS records required to that connectivity are the same once they come into the office onto either their private WiFi or something like that, you know. So when they come in, they roam on the network; they might sign out and sign back in momentarily, but the same experience is presented.

Richard Campbell: At least in IM, because it's intermittent enough, the fact that you're hopping networks just doesn't mean anything. What about if you're actually on a call?

Justin Morris: The call stuff is a really contentious point with Lync Mobile today in that the actual audio component is carried over the Wifi or 3G network. It's actually done by a Call via Work feature in that, if I look through my Lync contact list and I want to make a call to say my manager, I click on Call on my phone, and then I get a little dialogue box that says "Answer the next incoming call" to connect you to your manager. What that does, is the actual Lync environment makes an outbound call to my mobile number and then also a call to my manager at the same time, so it makes two calls, and then when I answer the call on my mobile, it's going over the cellular network. It bridges those two calls together for me.

Richard Campbell: Right, okay. So you're counting on your PST and Gateway, or your PBX, to actually do the dialing out from the home office to complete the calls.

Justin Morris: Exactly, yeah.

Richard Campbell: Well, at least that centralizes the long-distance bill.

Justin Morris: Yeah, it keeps costs down and it guarantees, or ensures to a high degree, that it's going to be a decent quality call because it's going over the cellular network and there's towers all around the city or whatever for that. If we started trying to put voice over 3G connections, that's still quite flaky and the quality of networks worldwide can't be guaranteed, so the decision was made to not provide that voice over a *14:47 connection just yet.

Richard Campbell: And the carriers hate that, so there's a whole other battle that's going to happen. They don't want us switching to VoIP. They want us on the cell network.

Justin Morris: Oh, yeah. Definitely.



Richard Campbell: It's an interesting problem that we can just see is coming straight at it. You know, we're not going to be able to get out of this conversation without talking a little bit about Skype because Skype is an interesting problem for Microsoft now.

Justin Morris: There's been this sort of, ever since the acquisition took place, there's been this ongoing conversation like, "When are we going to see some integration here," "when are we going to see some features being shared between Skype and Lync," and I think that is definitely going to be an interesting story and start to come to fruition in the next few months. **15:32 _____ product whereas Lync is like the enterprise-grade IM presence ____ voice product. That sort of thing you give to your CO and it works every single time. The thing with Skype is that people have been using it in their homes to contact their family overseas and they'll accept a little bit of poor quality here and there. If a call drops out, they're fine with that because it's free. But the people that purchase Lync and then might drop hundreds of thousands of dollar onto an enterprise _____*16:00, and they want that to work every single time.

Richard Campbell: Mmmm hmmm. Yeah. It's not going to be tolerated otherwise. Thinking about, in terms of sort of the enterprise deployment model of this, are there certain pieces you've got to buy to let the mobile component work? It seems apparent to me that you need a PST and Gateway for sure.

Justin Morris: The mobility component for Lync leverages a lot of the standard stuff that you would deploy in a Lync environment anyway. So you have your core *16:33 friend pool that you have for your Lync environment and then you'd also have a reverse proxy running, something like Threat Management Gateway which would be publishing the IIS component of Lync, and that's really the main communication _____ for the mobility client. I _____ signaling is carried over a * _____ HTTPS link, and _____ Gateway, therefore connectivity to the _____ feature. And the final piece of the puzzle that requires the edge serve there which keeps that push notification on Windows Phone and Apple iPhones.

Richard Campbell: All right. And you just do that outbound piece.

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I'm going to paint another scenario. I'm at a Starbucks, working remotely. I've got my laptop and

my cell phone. I'm on the Starbuck's Wi-Fi. How should I be taking a call? Wouldn't I just take the call through the laptop with my headset or is it better to use the phone?

Justin Morris: Yeah, there's been some functionality built into their client that, when you search for it up to the very first time, the Lync Mobile Client asks you to put in your mobile number to _____ ring. So what happens is, if I get a call into my Lync en