

# Welcome to the NYExUG March 2010 Meeting

- **Group Details:** meetings (2<sup>nd</sup> Tue of every month) open to all, free, pizza dinner included, raffles at end of meeting, 2 mailing lists (announce – sign-up via emailing [join@nyexug.com](mailto:join@nyexug.com) or [meetup.com/exchange](http://meetup.com/exchange)).
- **March Meeting – Exchange 2010 Client Software Compatibility – Discussion & Demo**
- **New Raffle Opportunities** (bring a new member and get an additional raffle ticket)
- **Meeting Topics Ideas – let me know in person or via email [ben a.t reefsolutions . com](mailto:ben@reefsolutions.com)**

Presented March 9, 2010 at NYExUG Meeting

# Exchange Server 2010 and Outlook 2003 Compatibility Issues Discussion & Testing

*Superscript numbers (e.g. word<sup>1</sup>) throughout presentation are for additional reference information in back of presentation on Noted References page.*



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**If you can't get enough Exchange & technology**  
**read my blog <http://ehlotech.blogspot.com>**

# About David Hoch

- Working as an IT Professional since 1991
- Working as a consultant to Small & Mid-sized businesses since 1999
- Serving the needs of Non-Profit & Commercial organizations
- Specializing in Terminal Services & Centralized Computing Environments
- Designing, Implementing, & Managing networks based on Enterprise & Small Business Server versions of Microsoft Windows Server
- Recently implemented Exchange 2010 as an upgrade to an Exchange 2003 environment
- Exchange 2010 was implemented in a virtualized environment (ESXi 4.0)

# About Ben Serebin

- Working in the IT sector since 1996
- Specialty is Exchange Server, Spam Filtering, DNS, & Wireless.
- Current Projects Q1 10: Reviewing geographic diverse Exchange backup solution using AppAssure 4.x release, researching using jumbo frames for iSCSI traffic, and deploying Exchange 2010 (delayed due to Outlook 2003 issue).
- Current Environment: Running Exchange 2007 Server on Windows 2008, Blackberry Enterprise Server 4.x, running on VMware ESXi 4.0. Current handheld email device is a BlackBerry Bold 9000 (EDGE only).
- My PPTs are focused on conveying a tremendous amount of technical information in a short amount of time. If I had a presentation assistant, they would be prettier as well. So, any questions, do not hesitate to ask.

# So you've implemented Exchange 2010... Now What?

- The good news is that Exchange 2010 has been getting good reviews in terms of features, functionality, & reliability
- Implementation of Exchange 2010 requires careful planning and execution, but seems to integrate into a Windows 2003 or Windows 2008 Domain without too much difficulty
- Once Implemented, the new Outlook Web App allows for initial testing of Inbound and Outbound mail flow
- For light e-mail users, Outlook Web App can be considered a complete mail solution. It provides an Outlook-like experience with no need for additional software licensing or software configuration & maintenance

# Outlook 2003... Challenges

➤ Outlook 2003 offers several issues to contend with when used with Exchange 2010

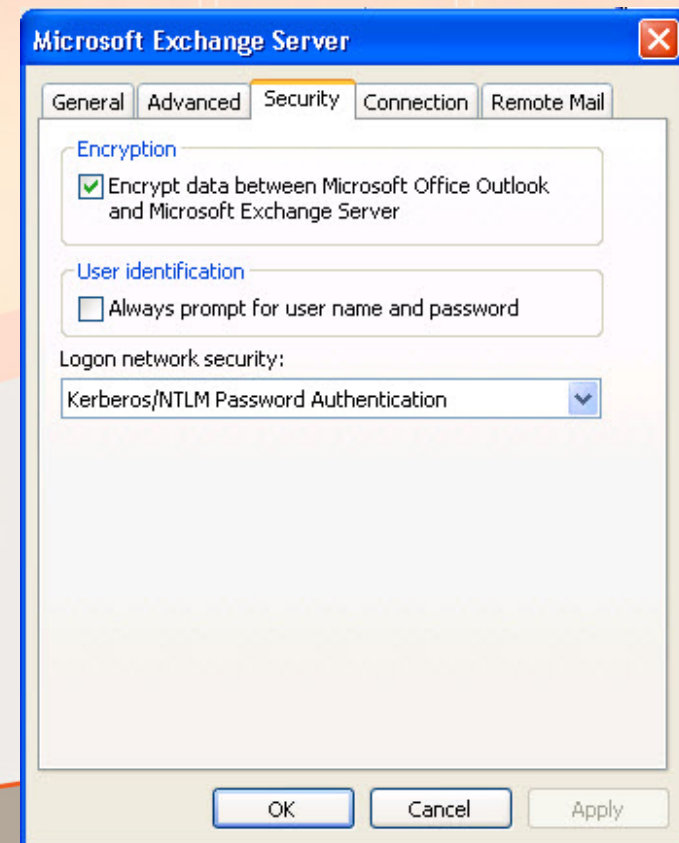
## 1) E2010 Requires Encryption between Outlook & Exchange

- Outlook 2003, by default does not enable encryption
- Without encryption, Outlook will not open the E2010 mailbox
- Tools > E-mail Accounts > View > Change > More Settings > Security > Encrypt data between ...

- Changes can be made via Group Policy

- An alternative would be to disable the encryption requirement on the Exchange 2010 CAS, but this isn't recommended. You would do this with the following command in the Exchange PowerShell environment:

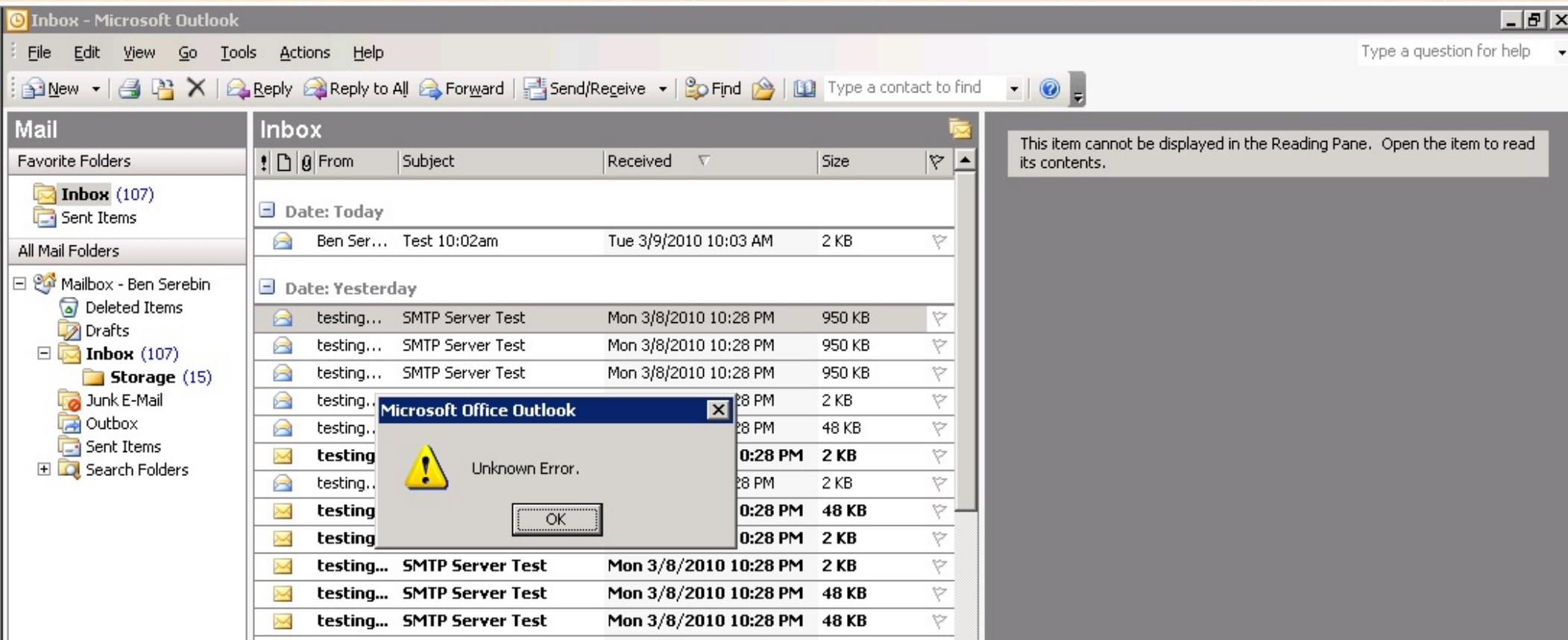
```
Set-RpcClientAccess -  
Server savdalex10 -  
EncryptionRequired $false
```



# The Exchange 2010 and Outlook 2003 Known “Unknown Error.”

Since E2010 does not issue UDP notifications to Outlook 2003, Outlook must resort to Polling for status updates (every 60 seconds), causing...

- Outbound messages to stay in the outbox longer
- Inbound mail to arrive slower
- Items deleted from Outlook folders do not disappear immediately
  - See details in Microsoft KB2009942
- Poor user experience when deleting an email due to error below.



# Exchange 2010 Attempted Fixes for Outlook 2003...

- 2) Since E2010 does not issue UDP notifications to Outlook 2003, Outlook must resort to Polling for status updates (every 60 seconds), causing...
- Outbound messages to stay in the outbox longer
  - Inbound mail to arrive slower
  - Items deleted from Outlook folders do not disappear immediately
    - See details in Microsoft KB2009942
- 2 Attempted Fixes
1. Install E2010 Update Rollup 1 or 2 & Modify Registry
    - Reduces the polling frequency to as little as 10 seconds (As stated in KB, 10 seconds is the shortest available polling time)
    - **Problems:** increases traffic on network, increase work-load for E2010, increase work-load on Outlook 2003, for Terminal Services causes an exponential increase of work-load
    - **Result:** Does NOT work!
  2. Use Outlook 2003 Cached Mode
    - **Problems:** does not work with Terminal Services, increases traffic on network, increase work-load for E2010, increase local storage (copy of Outlook data on local machine), slower Outlook performance, Address Book refreshes slower.
    - **Result:** Works, but has serious side-effects.



# Outlook 2003... “Fixes” (con’t)

Since Exchange 2010 does not issue UDP notifications to Outlook 2003, Outlook must resort to polling for status updates (every 10 to 60 seconds)

## ➤ Other Suggested “Helpful” Fixes

1. Upgrade to Outlook 2007
  - **Problems:** increased cost, end user training (minimal to similar UI as Outlook 2003, not “ribbon” UI)
2. Downgrade to Exchange 2007
  - **Problems:** loss of Database Availability Groups, loss of better performance, loss of better OWA functionality
3. Instruct users of E2010 to use Outlook Web App for access
  - Better feature set than previous OWA, but not suitable for heavy Outlook users
4. Do not upgrade to Exchange 2010 for mailboxes running Outlook 2003

So, the real answer, there is no fix yet. Oh Microsoft....

# Live Demo

## ➤ Tonight's Plan:

- 1) Demonstrate Outlook 2003 issues when running against Exchange 2010
- 2) Install Exchange Rollup 2 & Modify the Registry
  - Test for improvement
- 3) Test Outlook 2007 running against Exchange 2010
- 4) Run Outlook 2003 against an E2010 mailbox, Upgrade to Outlook 2007, then Downgrade to Outlook 2003, to identify potential mailbox problems with Outlook Client changes

# Additional Discussion Points

## ➤ Exchange Backup Solutions

- Windows Server Backup – Exchange Extension
- Other Options ?



# Thank you for attending the March 2010 NY Exchange User Group Meeting.

Raffles – do not forget, if you bring in new members, you 2x, 3x, or more your chances to win raffle prizes.

TechHit.com (Outlook add-ons) – raffling off any one of their products (SimplyFile [intelligent filing], EZ-Detach [easily detach multi-emails of attachments], MessageSave [backup, archive, save msgs], AutoRead [mark as read/remove new mail icon], & QuickJump [quickly open/move between Windows folders]).

*Now for Question of the Month.....*

# Question & Answer of the Month

Q) What Microsoft tool is used to perform an overall topology readiness scan of your environment (e.g. AD, existing Exchange configuration, etc) to highlight problems for rolling out Exchange 2010?

A) Exchange Server Pre-Deployment Analyzer (ExPDA).

<http://www.microsoft.com/downloads/details.aspx?FamilyID=88b304e7-9912-4cb0-8ead-7479dab1abf2&displaylang=en>

