

Examining Service Pack 2

for



Microsoft[®]
Exchange Server 2010

** throughout presentation indicates additional information on reference page in back of presentation*

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If you can't get enough Exchange & technology

read my blog <http://blog.reefsolutions.com>

About Ben Serebin

- Working in the IT sector since 1996 (16 years)
- Specialty is Exchange Server, Spam Filtering, DNS, & complex wireless deployments.
 - Recently Completed Projects Q1 2012: Designed & implemented a 3 node cluster of Windows RDS and implementation of VMware resource clustering for load balancing of CPU/Memory/storage.
- Upcoming Projects: Exchange 2007 (single server) to 2010 (HA/LB DAG) Migration, Deploying KVM over IP for cluster of ESXi hardware & minimal downtime of VM migration for replacement of Sun/Oracle hardware.
- Current Environment: Running Exchange 2007 & 2010 Server on Windows 2008 & 2008 R2 on 3 node ESXi 4 Cluster with 4 iSCSI systems, server computing environment is entirely virtual, Blackberry Enterprise Server Express 5. Current “smart” phone is a BlackBerry Bold 9650.

Agenda for Presentation

- Common Questions about Service Pack 2
- Executive Highlights of Service Pack 2
- Weirdest Thing To Add to Service Pack 2
- First 4 Additions Discussed (Cloud & On-Premise)
- Improving End User Experience / Go To Jail Card
- Roles Upgrade Order
- How to Update with CAS Arrays
- Updating your DAGs
- You Son of Bitch
- Wondering about that rollup
- Reference Details

Common Questions / Timing

- Do I need to install RTM, SP1, and then SP2? NO! Microsoft's website only shows this small update (535MB). Smaller than SharePoint, SQL, and even Office. Very Impressive for small size. It's everything.
- Perfect Timing! BES/X + SP2 = Secure Solid Relationship. 5.02 & 5.03 are officially supported.

14.2.247.5 is the version number for Service Pack 2.



8 Major Additions to Service Pack 2

1. Hybrid Configuration – cloud integration
2. Mailbox Replication Service – cloud integration
3. OWA Single Sign-on – speeding up user access
4. Address Book Policies – consolidation
5. Mailbox Auto-Mapping – improving end user provisioning
6. Multi-Valued Custom Attributes – PowerShell
7. Litigation Hold Ignore – beta tested by News Corp
8. Public Folder DAG Functionality – per user requests*

Read All About It: 8 New Features

#8 is a joke. PF DAG is a dream!

The Most Least Demanded Feature Request (#8)

8) Outlook Mobile Access – text based minimal OWA type functionality on “phones”. Designed for Pocket PC, Palm OS, and other non-existent devices.

Amazing features include:

- Access to email, calendar, contacts, tasks, and the GAL.
- Access to e-mail subfolders!
- Compose, Reply, & Forward email.
- Create calendar, contact, & task items
- Handle meeting requests
- Set time zone & OOF
- No logoff.
- No client detection logic/redirection.



Thanks
petri.co.il
for this
walk down
memory
lane
image.

Real Deal About the 8 New Additions in Service Pack 2

For Cloudy Folks

1. On-premise & Office 365 integration for provisioning user mailboxes (aka Hybrid Configuration).
2. New PowerShell Commands for Cloud/Forest migration (aka Mailbox Replication Service)

For On-Premise Folks

3. Single Sign-on for Cross AD Sites (aka Cross-Site Silent Redirection for OWA).
4. Segment your users population (subsidiaries, mergers, groups, etc from seeing each other in Global Address List (aka Address Book Policies). BES/X does not natively support this BUT, you can easily gain similar functionality using a magic word of “HostedServer”*.

Segment feature has existed since BES 4.1 using the AD based company attribute!

Improving End User Experience / Free Go To Jail Card

5) Reducing auto-discovery loading of other mailboxes you have full access to (aka Mailbox Auto-Mapping). Makes end user Outlook launch faster and perform better.

6) More settings to store about users (5 additional Multi-Valued Custom Attributes). Each attribute supports up to 1,300 values. Accessible via PowerShell only or 3rd party tools (e.g. ADModify.NET – free over 140k+ downloads [developed by MSFT PSS], AD Bulk Users 3 - \$99 [developed by Dovestones], etc.

7) Litigation Hold Ignore – aka fastest way to prison. Feature to allow “bypassing” a litigation hold. Accessible via PowerShell only. Useful for Enron & News Corp. Get a request in writing to use this!

Which Roles to Update First?

Upgrading Service Pack 2 Role Order

1. Client Access Servers
2. Hub Transport & Edge Transport
3. Mailbox Servers
4. Unified Messaging Servers
5. Management Workstations

FYI: Internet facing servers first.

CAS Warning: the most popular “least popular” feature requires a new IIS Feature called: IIS 6 WMI Compatibility. Otherwise you’ll see an error on update: The ‘IIS 6 WMI Compatibility’ component is required.



How to Update with CAS Arrays

Via a Load Balancer (e.g. Kemp Technologies, LoadBalancer.org, etc)

1. Disable email monitoring alerting.
2. Put one server you plan to update to SP2 into offline/maintenance on your LB.
3. Enable email monitoring and verify success.
4. See step 1 and repeat the process.

Via Microsoft Network Load Balancing

1. Stop – immediately disconnects all sessions.
2. Drainstop – prevents new connections and continues to handle existing.

Updating your Database Availability Groups Servers

DAG Updates – 2 Options

- 1) Proactively move active users to a different DAG.
 - Microsoft provided a “proactive” switch users script with Exchange Service Pack 1
 - Script is called **StartDagServerMaintenance.ps1**
- 2) In load balancing you trust. Install updates and reboot.

3 Ways To Have a Good Update Experience

1. Review Event Logs for errors and warnings.
2. Review Update Log in
C:\ExchangeSetupLogs\ExchangeSetup.log
3. Review Services – confirm all Exchange services are running except for some optional ones depending (e.g. IMAP4, POP3, etc).

You Need More Than Redundancy!



YOU SON OF A BITCH

You just divided by zero, didn't you?

Wondering About that Rollup...

Where is thou Rollup?

Service Pack 2 Released 12/4/11. Service Pack 2 Roll-up 1 is should arrive sometime in February. And it did on schedule! Yesterday (2/13/12), Rollup 1 was released.

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Description of Update Rollup 1 for Exchange Server 2010 Service Pack 2

[View products that this article applies to.](#)



References Details

BlackBerry Enterprise Server Express (aka BESX) for Microsoft Exchange Compatibility Matrix January 06, 2012
http://us.blackberry.com/support/software/server_express_exchange_jan_6_12.pdf

BlackBerry Enterprise Server for Microsoft Exchange Compatibility Matrix January 06, 2012
http://us.blackberry.com/support/software/server_exchange_ver_jan_6_12.pdf

Blackberry Enterprise Server Compatibility Home Page for Exchange Versions
http://us.blackberry.com/support/software/server_compatibility.jsp#tab_tab_compatibility

ADModify.NET
<http://blogs.technet.com/b/exchange/archive/2004/08/04/208045.aspx>

How to install updates on Exchange Server 2010 CAS Arrays (using NLB)
<http://exchangeserverpro.com/how-to-install-updates-on-exchange-server-2010-cas-arrays>

How to install updates on Exchange 2010 Servers that are protected with DAG
<http://exchangeserverpro.com/how-to-install-updates-on-exchange-server-2010-database-availability-groups>

BES Segmentation of users population similar to Address Group Policies per BES KB15923.
BES/X does not natively support Address Group Policies (BES KB29442).

New IIS Requirement on CAS Servers due to OMA
<http://exchangeserverpro.com/iis-6-wmi-compatibility-component-required-exchange-2010-sp2-upgrade>

Proactive Switch Active Database Users for DAG Maintenance
<http://exchangeserverpro.com/how-to-install-updates-on-exchange-server-2010-database-availability-groups>

Thank you for attending tonight's NY Exchange User Group Meeting.

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.....