

MVA

Microsoft  
Virtual  
Academy



# Module 4

## Client & Device Deployment and Management

MVA Jump Start

# Module Overview

- Preparing for Client Deployment
- Deploying and Managing Lync 2013 Clients
- Preparing for Device Deployment
- Deploying and Managing IP Phones

# Lesson 1: Preparing for Client Deployment

- Configuring Client Policies and Settings
- Creating and Assigning Client Policies

# Configuring Client Policies and Settings

Two ways that you configure clients:

## In-band provisioning

- Configurable through Lync Server Control Panel
- Enables you to apply policies at the global, site, or user level

## Group Policies

- Required for policies taking effect prior to sign-in

# Creating and Assigning Client Policies

## Configure in-band provisioning

- Use Lync Server Control Panel or Management Shell

## Configure client bootstrapping

- Use Group Policy

## Lesson 2: Deploying and Managing Lync 2013 Clients

- Deploying Lync 2013
- Configuring Lync 2013
- Deploying Lync 2010 Attendant
- Deploying Lync Web App
- Deploying Lync 2013 Mobile Clients
- Deploying Lync 2013 in a VDI environment

## Two options for deploying Lync 2013

- User-managed self-install
- Managed deployment

## Managed deployment includes two options

- Using management products such as SCCM
- Using an Active Directory<sup>®</sup> Domain Services Group Policy object

# Configuring Lync 2013

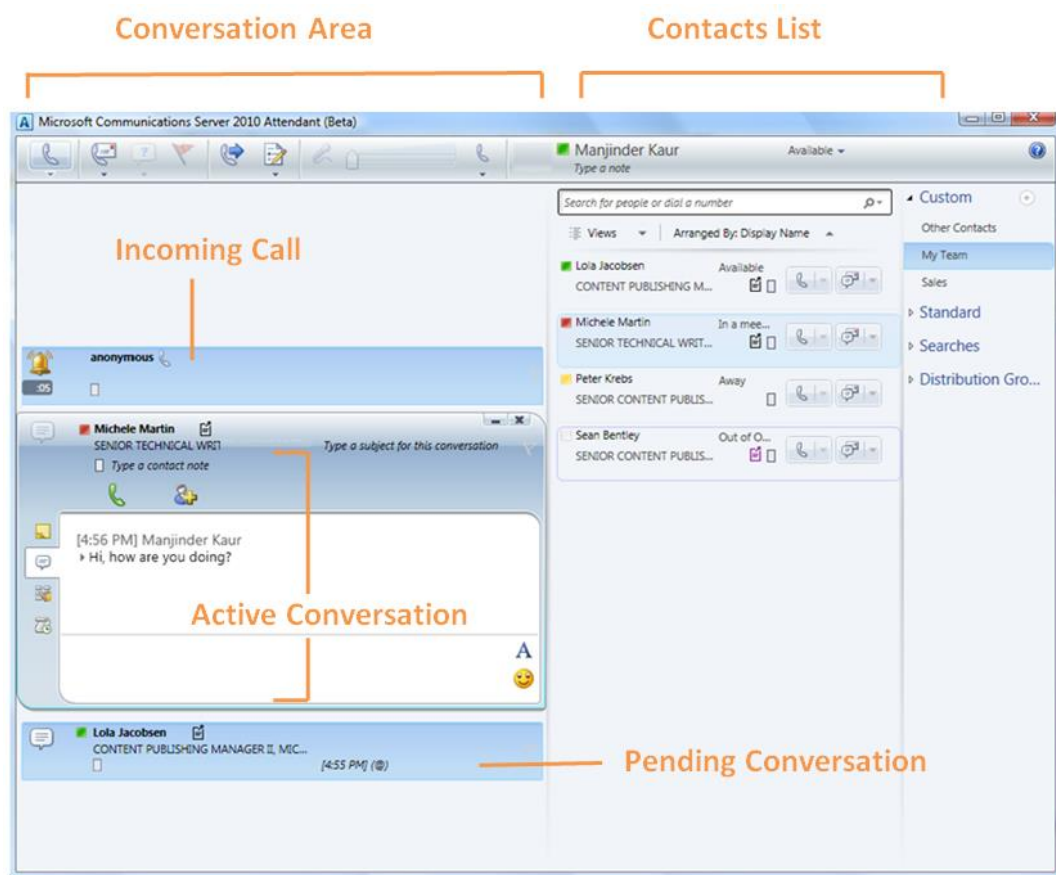
For Lync 2013, you may choose to configure:

- DNS for automatic sign-in
- Client version policy
- Meeting join page
- Online Meeting Add-in
- Enhanced privacy mode



# Deploying Lync 2010 Attendant

- Attendant is a call-management application for receptionists
- The Attendant window is divided into two main areas: Conversations and Contacts



## Conversation Area has:

**Incoming Area** – The area where new conversations come into Attendant

**Active Area** – The main window for one conversation, where multiple operations can be performed

**Pending Area** – The area where calls on hold or minimized conversations are placed

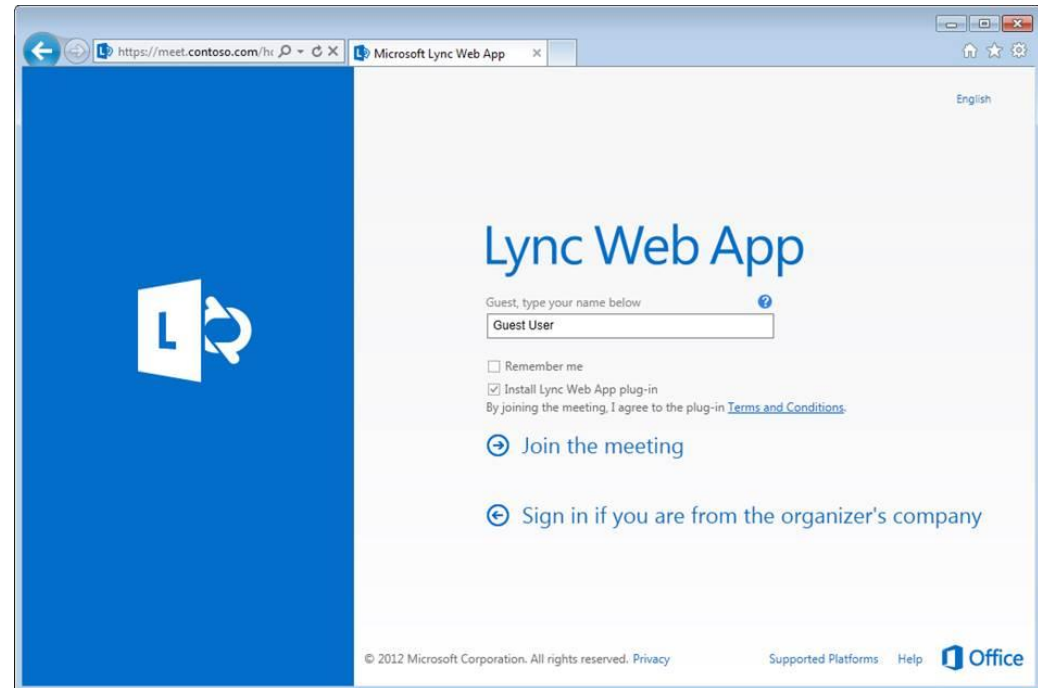
# Deploying Lync Web App

Lync Web App is an:

- IIS web component for meeting participants

Easy to use

- Works on Windows & Mac
- No Admin Rights required
- ActiveX plugin to install



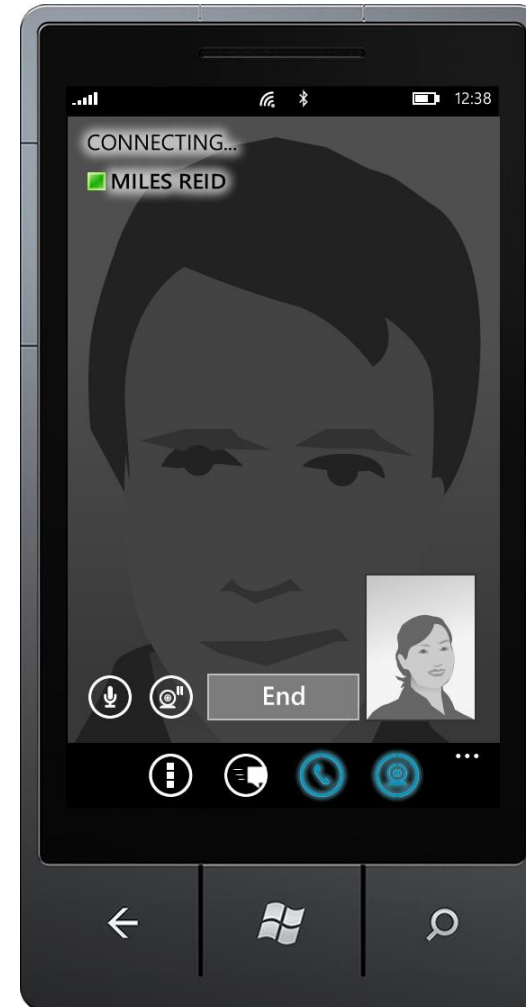
# Deploying Lync 2013 Mobile Clients

## Full Functionality on the go

- Support for Audio, Video, Desktop Sharing

## Client Side Deployment

- Only Installable by end user through marketplace
- Configurable through Mobile Policies



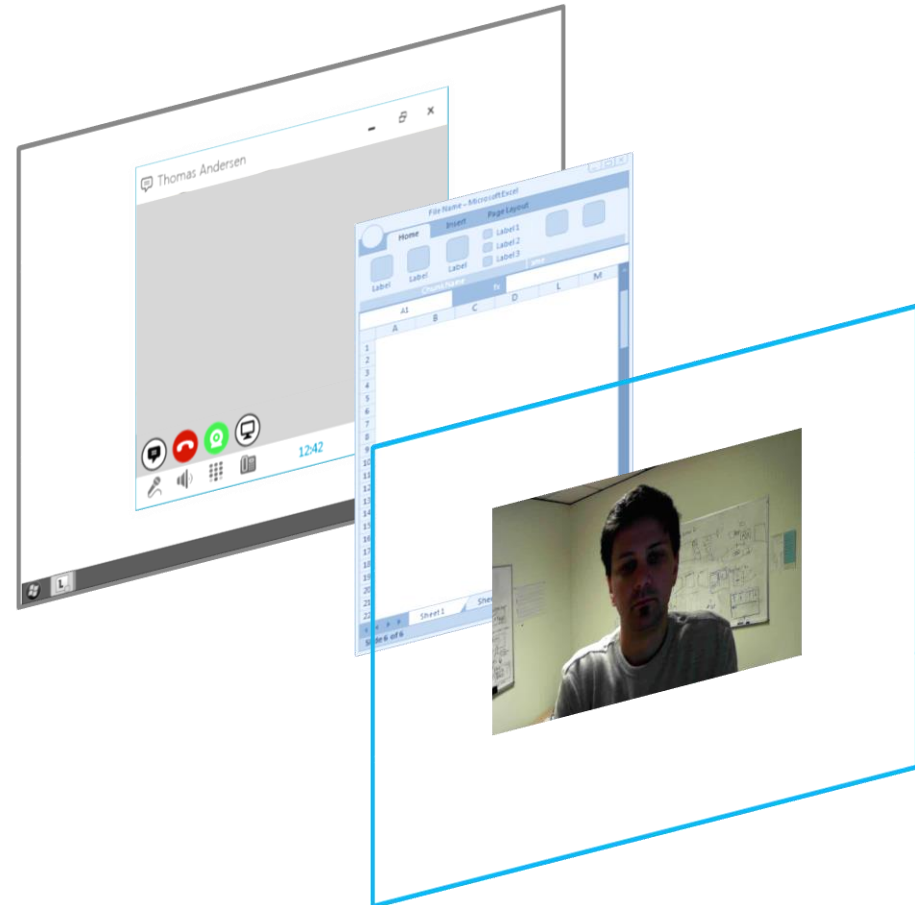
# Deploying Lync 2013 in a VDI environment

## Support for OS

- Windows 7 (Embedded)
- Windows 8 (Embedded)

## Supports Audio & Video

- Local Client is installed
- Enable media redirection has to be enabled in policy
- Ensure Local Lync client is not installed/running



## Lesson 3: Preparing for Device Deployment

- Supported IP Phones
- 3rd Party IP Phones
- Planning for Device Deployment
- Configuring DNS and DHCP

# Supported IP Phones



## 3rd Party IP Phones

- 3PIP phones are Lync Compatible Phones
- Will leverage manageability features currently available on their non-Lync phones
- Remote reboot, Web-admin tool, Boot-server support etc.
- Will include full support for Lync in-band provisioning
- Can include features such as:
  - 802.1X auth
  - Non-Aries form factor

# 3PIP Examples



**PA1**



**Polycom  
VVX 1500**



**SoundStation  
IP5000**



**snom 370**



**Meeting Point**



**Polycom  
SoundPoint**



**Polycom  
Spectralink**



**Polycom KIRK Series**



# Planning for Device Deployment

## Pre-deployment tasks

- Enable users for Enterprise Voice with Extensions
- Create required DNS and DHCP records
- Configure Device Update service
- Configure dial plans, voice policies, and call routes
- Associate common area phones with contact objects
- Enable PIN policy for users

# Configuring DNS and DHCP

- Devices require DNS SRV and A records
- Devices require the following DHCP server settings

Option	Value	Usage
42	NTP Server IP Address	Resolve time server address in an intranet-only environment (Pin Auth)
43	Vendor Class ID Sub Options <ul style="list-style-type: none"><li>• UC Identifier</li><li>• URL Scheme</li><li>• Web Server FQDN</li><li>• Port</li><li>• Relative Path for Cert Provisioning</li></ul>	Discover server during initial bootstrap  Also used for branch scenarios Ex.: Complete DNS failure
120	SIP Server FQDN	Domain to use for DNS query Address to use for outbound proxy servers

# Lesson 4: Deploying and Managing IP Phones

- Provisioning Users
- Configuring Common Area Phones
- Verifying Call Functionality
- Performing Device Updates

## Configuring User PIN Policies

- A user can set their PIN on the Dial-in Conferencing page
- You can set the PIN from Lync Server Control Panel

# Configuring Common Area Phones

To configure common area phones, you must:

- Create a new contact object
- Create specific CAP policies (optional)

Improved manageability for common area phones:

- Enhancements
- New management features

## Troubleshooting Tools

- Lync Server Control Panel
- Lync Server Management Shell
- Device Logs
- Device Update service
- IP Phone Inventory Report tool
- Monitoring Server Reports
- Power-On Self-Test (POST)
- Device Reset

# Performing Device Updates

The Device Update service enables you to:

- View updates in the device update store
- Create device update rules in the Central Management Store
- Approve or reject device updates for deployment
- Approve or reject updates for test devices
- Roll back updates to a previous version

Device Update file store:

- Automatically created during deployment by the Topology Builder
- Custom Update Script
  - Created by Microsoft Support Engineer Dave Howe

# Module Review and Takeaways

- Review Question(s)
- Real-world Issues and Scenarios
- Tools





# Microsoft

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