

GIS Gesellschaft für Informationssysteme

Teams and SfB Coexistence/ Interop demystified

Dennis Winkelmann



Based on strong feedback from TAP customers and other early adopters, Microsoft announced planned changes in April to simplify manageability and increase end user satisfaction as organizations migrate from Skype for Business to Teams. These changes will deliver a simplified and more predictable end user experience, using a simplified policy model for managing upgrade and interoperability. The changes described next will be rolled out incrementally over the next several months.

better
digital
teamwork

10.12.2018

TeamsInteropPolicy vs. TeamsUpgradePolicy



- ▶ **TeamsInteropPolicy** will be retired (targeted for the end of Q3), and its functionality is being consolidated into **TeamsUpgradePolicy**
 - ▶ still needs to be set in parallel with **TeamsUpgradePolicy** during the phaseout
- ▶ To simplify manageability and increase end user satisfaction, interop and migration are now managed based on “coexistence mode” using **TeamsUpgradePolicy**:

The screenshot shows the 'Teams-Upgrade' administration page. The left sidebar contains navigation options: Dashboard, Benutzer, Nachrichtenrichtlinien, Organisationsweite Einstellungen (with an expand arrow), Externer Zugriff, Gastzugriff, Teams-Upgrade (highlighted in blue), Altes Portal, Anrufanalyseportal, and Anrufqualitäts-Dashboard. The main content area is titled 'Teams-Upgrade' and includes the instruction 'Verwalten Sie den Upgrade-Vorgang von Skype for Business zu Teams für Ihre Benutzer.' Below this is the 'Koexistenzmodus' section, which features a dropdown menu for 'Koexistenzmodus'. A yellow warning banner states: 'Die Upgrade- und Interoperabilitätseinstellungen für Teams erfordern einen neuen Koexistenzmodus aus den verfügbaren Optionen.' The dropdown menu is open, showing three options: 'Legacy (veraltet)' (greyed out), 'Inseln' (Verwendet sowohl die Skype for Business- als auch die Teams-App.), and 'Nur Skype for Business' (Benutzer erhalten Chats und Anrufe in Skype for Business.). The 'Legacy (veraltet)' option is highlighted in blue, with a message below it: 'Diese Upgrade- und Interoperabilitätseinstellungen für Teams sind veraltet. Bitte wählen Sie eine andere Option.' At the bottom of the section are 'Speichern' and 'Verwerfen' buttons.

Microsoft Teams & Skype for Business Admin Center

also known as Modern Portal



- ▶ Reflect the new management model based on coexistence modes
- ▶ Configuring TeamsUpgradePolicy will now automatically also set TeamsInteropPolicy to consistent value, so TeamsInteropPolicy is no longer exposed in the user interface
- ▶ *Using PowerShell you must still set both TeamsUpgradePolicy and TeamsInteropPolicy together to ensure proper routing*
- ▶ After the transition to TeamsUpgradePolicy is complete, it will no longer be necessary to also set TeamsInteropPolicy

Managing Interop and Migration	Modern Portal	PowerShell
Until September 2018 (dates subject to change)	Use TeamsUpgradePolicy	Use both TeamsUpgradePolicy and TeamsInteropPolicy
Post September 2018 (dates subject to change)	Use TeamsUpgradePolicy	Use TeamsUpgradePolicy only; TeamsInteropPolicy deprecated

License

Teams and Skype for Business



- ▶ All Teams users have an underlying Skype for Business account!
 - ▶ Users already using Skype for Business Online use their existing online account.
 - ▶ Users already using Skype for Business/Lync on-premises use their existing on-premises account
 - ▶ Using Skype for Business Hybrid syncing the msRTCSIP-DeploymentLocator attribute into AAD
 - ▶ Interop between Teams and Skype for Business users is only possible *if the Teams user is homed online in Skype for Business*
 - ▶ Users with no Skype for Business account will have a Skype for Business Online account automatically provisioned when the Teams user is created. No Skype for Business license is required
- ▶ To upgrade a user to Teams the user must be homed online in Skype for Business

Using Phone System



- ▶ To use Teams Phone System features, users must be in TeamsOnly mode and they must either be configured for Microsoft Phone System Direct Routing or have an Office 365 Calling Plan.
- ▶ Scheduling Teams meetings with Audio Conferencing (dial-in or dial-out via PSTN) is currently available only for users who are homed in Skype for Business Online. Support for Teams users with an on-premises Skype for Business account is planned.

Coexistence modes



What is determined?

- ▶ **Incoming routing** : In which client (Teams or Skype for Business) do incoming chats and calls land?
 - ▶ Does not distinguish between Chat and Call
- ▶ **Meeting scheduling** : Which service is used for scheduling new meetings and ensuring that the proper add-in is present in Outlook?
 - ▶ Note that TeamsUpgradePolicy does not govern meeting join. Users can always *join* any meeting, whether it be a Skype for Business meeting or a Teams meeting.
- ▶ **Client experience** : What functionality is available in Teams and/or Skype for Business client?
 - ▶ Support for other modes is dependent on the upcoming TeamsAppPolicy.

Coexistence modes

Routing, Meeting and Client Behavior



Mode	Routing Behavior	Meeting Scheduling	Client Experience
Islands	Incoming VOIP calls and chats land in same client as originator ¹	Both	End users can initiate calls and chats from either client, and can schedule meetings from either client.
SfBOnly	Incoming calls and chats are routed to Skype for Business	Skype for Business only	End users can initiate calls and chats from Skype for Business only, and only schedule Skype for Business meetings. (NOT YET ENFORCED)
SfBWithTeamsCollab ²	Incoming calls and chats are routed to Skype for Business	Skype for Business only	End users can initiate calls and chats from Skype for Business only, and only schedule Skype for Business meetings. They can also use Channels in Teams. (NOT YET ENFORCED)
SfBWithTeamsCollabAndMeetings ³	Incoming calls and chats are routed to Skype for Business	Teams only	End users can initiate calls and chats from Skype for Business only and only schedule Teams meetings. They can also use Channels in Teams. (NOT YET ENFORCED)
TeamsOnly	Incoming calls and chats are routed to Teams	Teams only	End users can initiate calls and chats from Teams only. Skype for Business is only available to join meetings.
Legacy	Routing is based on TeamsInteropPolicy	No impact	No impact. This a temporary mode to facilitate transition from TeamsInteropPolicy to TeamsUpgradePolicy. After the transition is complete, this mode will be removed.

TeamsUpgradePolicy

Managing migration and co-existence



► TeamsUpgradePolicy now exposes three properties:

Parameter	Type	Allowed values (default in italics)	Description
Mode	Enum	<i>Islands</i> <i>TeamsOnly</i> <i>SfBOnly</i> <i>SfBWithTeamsCollab</i> <i>Legacy</i>	Indicates the mode the client should run in. If mode=Legacy, components consuming this policy will revert to honoring TeamsInteropPolicy. This is to aid in the transition to the new schema as components that previously honored TeamsInteropPolicy are updated to honor TeamsUpgradePolicy. Mode=TeamsOnly is the equivalent of Action=Upgrade.
NotifySfbUsers	Bool	<i>False</i> or true	Indicates whether to show a banner in the Skype for Business client informing the user that Teams will soon replace Skype for Business. This cannot be true if Mode=TeamsOnly. This is the equivalent to Action=Notify.
Action	Enum	<i>None</i> , Notify, Upgrade	This is a legacy parameter that will eventually be removed, because it is redundant with the combination of Mode and NotifySfbUsers.

TeamsUpgradePolicy

Managing migration and co-existence



- ▶ Teams provides all relevant instances of TeamsUpgradePolicy via built-in, read-only policies. Therefore, only Get and Grant cmdlets are available.
- ▶ These policy instances can be granted either to individual users or on a tenant-wide basis. For example:
 - ▶ To upgrade a user (\$SipAddress) to Teams, grant the “UpgradeToTeams” instance:
 - ▶ `Grant-CsTeamsUpgradePolicy -PolicyName UpgradeToTeams -Identity $SipAddress`
 - ▶ To upgrade the entire tenant, omit the identity parameter from the grant command:
 - ▶ `Grant-CsTeamsUpgradePolicy -PolicyName UpgradeToTeams`

TeamsUpgradePolicy



Identity	Mode	NotifySfbUsers	Action	Comments
Islands	Islands	False	None	
IslandsWithNotify	Islands	True	Notify	
SfBOnly	SfBOnly	False	None	For now, this mode is effectively the same as setting preferred client=SfB. We expect in the future this will restrict Teams functionality.
SfBOnlyWithNotify	SfBOnly	True	Notify	For now, this mode is effectively the same as setting preferred client=SfB. We expect in the future this will restrict Teams functionality.
SfBWithTeamsCollab	SfBWithTeamsCollab	False	None	This mode exists at the PowerShell layer but is not yet exposed in the admin user experience. From a routing perspective, this is the same as SfBOnly mode. When TeamsAppPolicy is available, this will only allow Channels in Teams app.
SfBWithTeamsCollabWithNotify	SfBWithTeamsCollab	True	Notify	This mode exists at the PowerShell layer but is not yet exposed in the admin user experience. From a routing perspective, this is the same as SfBOnly mode. When TeamsAppPolicy is available, this will only allow Channels in Teams app.
UpgradeToTeams	TeamsOnly	False	Upgrade	Use this mode to upgrade users to Teams and to prevent chat, calling, and meeting scheduling in Skype for Business.
Global	Legacy	False	None	The mode will eventually be updated to Islands.
NoUpgrade	Legacy	False	None	This instance will eventually be retired.
NotifyForTeams	Legacy	True	Notify	This instance will eventually be retired.

TeamsInteropPolicy vs. TeamsUpgradePolicy



During phaseout of TeamsInteropPolicy

- ▶ Components that previously honored TeamsInteropPolicy are in the process of being updated to honor TeamsUpgradePolicy
- ▶ Recent update to Modern Portal automatically grants both of these policies properly when you select a coexistence mode
- ▶ During the transition, management of these two policies must be coordinated:

If you grant an instance of TeamsUpgradePolicy with this value of Mode...	...Then grant this instance of TeamsInteropPolicy
Islands	DisallowOverrideCallingDefaultChatDefault
SfBOnly, SfBWithTeamsCollab, SfBWithTeamsCollabAndMeetings	DisallowOverrideCallingSfbChatSfb
TeamsOnly	DisallowOverrideCallingTeamsChatTeams

TeamsInteropPolicy



- ▶ Until this transition is complete, only the three specific instances of TeamsInteropPolicy listed below are supported
 - ▶ Ensure that users with TeamsInteropPolicy are assigned only one of these three built-in instances
 - ▶ In each case, the value of CallingDefaultClient matches the value of ChatDefaultClient, and AllowEndUserClientOverride is always false

Identity	AllowEndUserClientOverride	CallingDefaultClient	ChatDefaultClient
DisallowOverrideCallingDefaultChatDefault	False	Default	Default
DisallowOverrideCallingSfbChatSfb	False	Sfb	Sfb
DisallowOverrideCallingTeamsChatTeams	False	Teams	Teams

- ▶ Use the following cmdlet syntax, where \$policy is one of the above values of identity:
 - ▶ Grant-CsTeamsInteropPolicy -PolicyName \$policy -Identity \$SipAddress
- ▶ **Microsoft requests that customers update their policies by June 30, 2018.** Sometime after that, Microsoft will be removing the other instances of TeamsInteropPolicy.
 - ▶ **Organizations that do not update to one of these instances will eventually have their users automatically updated to one of these instances. We obviously prefer that customers do this, so you can choose what is best for your users.**
 - ▶ Undo customized built-in global policy to default

better
digital
teamwork

Federation Considerations



- ▶ Federation from Teams to another user using Skype for Business requires the Teams user be homed online in Skype for Business
- ▶ Federation is in pilot and progressively becoming available
 - ▶ If your organization requires federation, you should not upgrade until federation support is in place.
- ▶ Once federation support is enabled, TeamsUpgradePolicy (along with TeamsInteropPolicy during transition) also governs routing for incoming federated chats and calls
- ▶ Federation with Skype consumer not yet implemented

TeamsAppPolicy

Later this year



- ▶ Control what portions of Teams client are enabled (such as IM, Meetings, Chat, Channels)
- ▶ When set, TeamsUpgradePolicy will check to ensure that TeamsAppPolicy is properly configured for the desired mode
 - ▶ Grant will fail with an error explaining how the other policy must first be set

Summary

Key Aspects



- ▶ TeamsUpgradePolicy replaces TeamsInteropPolicy
 - ▶ Introducing coexistence mode with fixed modes/ policies available
 - ▶ End User choice will not be available
 - ▶ Chat/Calling support for **only one client** at a time (SfB **or** Teams) – the other is disabled
 - ▶ In default mode will allow side by side existence where chat/ calling remains within Teams/ SfB
 - ▶ Chat and Calling feature cannot be in different clients and must have the same value (default, SfB or Teams consistently)
 - ▶ Also determines Meeting invite behavior
 - ▶ Meeting join will be available in both clients anyway
- ▶ During transition both Policies must be set accordingly
- ▶ TeamsAppPolicy introduces ability to govern Teams features available to the user

better
digital
teamwork