

# Microsoft Windows Protocols – Active Support

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# Empower every implementer of Microsoft Open Specifications to achieve more

## Microsoft

Making **Windows**  
a better  
interoperable  
platform

## Samba

Opening  
**Windows** to a  
wider world

# Agenda

Protocols Developer Support

How to reach out to us for “Reactive” Protocols Support?

Active Support @ Protocols Events

Active Support for Samba Developers

- Reflecting on Samba’s cooperation

Pro-Active Support

Concluding remarks

# About us

- We are Protocols Developer Support
- Seasoned Escalation Engineers
  - Two sub-groups: Windows and Office Divisions
- Extensive debugging experience across products
  - Windows, Office, SharePoint, Exchange and SQL Server
- Diverse background
  - OS experience: Windows, Solaris, Linux, ...
  - Developer experience: applications, drivers, networking, communication



# What and Who we support

## WHAT do we support?

### Microsoft Open Specifications Support Efforts

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- **Technical Documents:**

- Over 450 Windows specifications
- Over 500 Office, Exchange, SharePoint and SQL Server specifications

- **Protocol interoperability**

- Focused on interop issues related to Microsoft Open Specifications

## WHO are our customers?

### Anyone working with Microsoft Open Specifications

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- Developers, Designers, Testers, Architects, Scholars
- Unblock our customers with accurate workarounds
- Ensure necessary changes made to our documentation set

“Reactive” protocols support

# How to reach out to us?

- Assisted support on Open Specifications is free
- Support requests are timely acknowledged

## Email:

dochelp@Microsoft.com

Monitored 24x7

Support ticket

Private

## Forums:

<https://aka.ms/dochelp>

Community participation

Moderated by Microsoft

Public posts



# What makes a good protocol support request?

- Provide clear statement of the scenario
- Help us prioritize: are you blocked?
- Identify document (e.g. [MS-XYZ]) and sections (if any)
- Describe repro steps
- Tell us your analysis and workarounds (if any)
- Share your findings about the issue
- Collect necessary traces and diagnostic logs



# Active protocols support

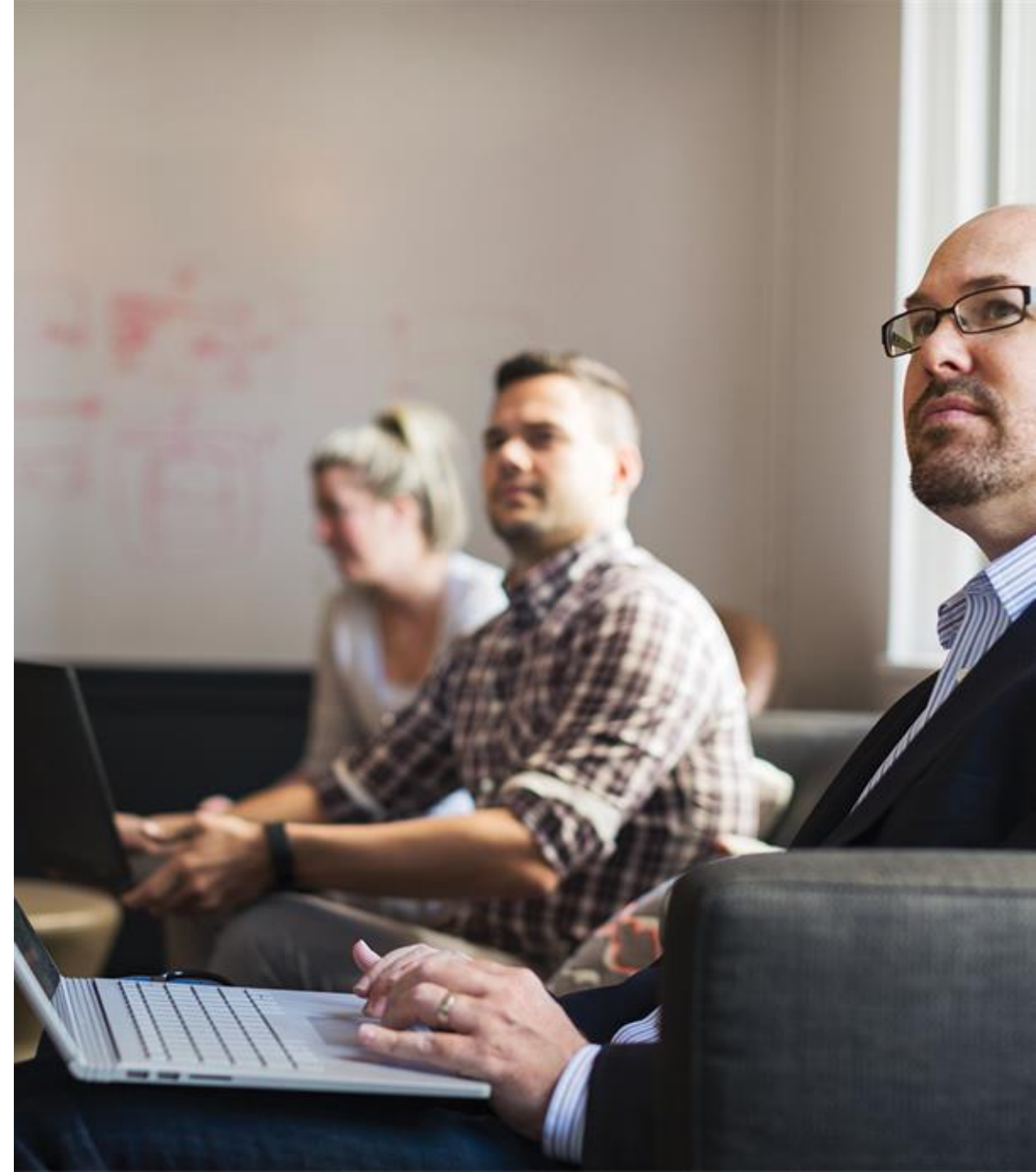


# @ Protocols Events

## **Plugfests, Interop labs, and Conferences**

Support is omni-present:

- Side-by-side interop testing assisted by Escalation Engineers
- Speedy investigation of difficult bugs
- Close collaboration with our test suite developers
- Chalk-talks of troubleshooting techniques
- Facilitation of 1:1 with our product groups





## @ Protocols Events

### **Broader Benefits:**

- Presentations of state of the art
- Industry networking
- Interop testing between various implementations
- Live assistance with our Protocols test suites.



# Active Support for Samba Developers

- sambaXP in Gottingen, Germany
- Events on Redmond campus, WA, USA
  - Plugfest, Interop lab, Airlift
  - Samba is invited like other partners
- SNIA SDC Plugfest @ Santa Clara, CA, USA
- Samba Interop lab on Redmond campus



# A look back at Samba cooperation

- 10 years, over 25 events.
- Every year: 1 to 2 weeks-long “coding camp”
- Samba devs own agenda
- Access to some product group resources
- Dedicated 1:1 with escalation engineers
- Interop testing, debugging, troubleshooting



# Looking back

- Product bug fixes on both sides
- Test cases added to smbtorure
- Validation battery for non-Microsoft implementations
- Improved protocols test suites
- Notable test suites:
  - File Server, Netlogon, Auth, KDC, LDAP, Replication, Active Directory
- Industry use of these test tools
- Better test coverage, better interop

# Pro-Active protocols support calls



# Calls with Catalyst's Samba AD team

## **Regular protocols support calls:**

- For the past 1 ½ year
- Discuss protocols issues for ongoing projects.
- Design phase (pro-actively) has interop in mind.
- Recent examples:
- Navigate challenges of implementing AD schema upgrade.
- Feedback loop: How would NTLM deprecation impact Samba's world?





# Closing remarks

**Microsoft**

Making  
Windows



**The journey is your opportunity.**

**Samba**

Making  
Samba

*... a better  
interoperable  
platform.*

# Q&A

What questions do you have?

# Resources

- Support contact Email: [dochelp@microsoft.com](mailto:dochelp@microsoft.com)
- Support contact Forums: <https://aka.ms/dochelp>
- Open Specification Dev Center: <https://msdn.microsoft.com/en-us/openspecifications>
- Open Specifications <https://msdn.microsoft.com/en-us/library/dd208104.aspx>
- Support Team blog: <https://blogs.msdn.microsoft.com/openspecification/>
- Interop Dev Events: <https://interopevents.com/>
- Windows Protocols Test Suites: <https://aka.ms/wpts>