



Eriq Oliver Neale, et al

Foreword by Jeff Middleton, SBS MVP

# Windows® Small Business Server 2008

## UNLEASHED



SAMS

## **Windows® Small Business Server 2008 Unleashed**

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# Foreword

*By Jeff Middleton*

It's my pleasure to offer this brief introduction to *Small Business Server 2008 Unleashed*, an introduction that provides some helpful perspective about four topics: SBS 2008, this book, the team of authors, and the extensive worldwide community of IT professionals who use SBS. I think you will see the connection and opportunity for you very quickly.

Microsoft Small Business Server 2008 takes over the flagship designation of an extremely popular server brand. SBS is an efficient product concept that Microsoft has now refined over several releases in the last 11 years. Based upon the integration and value established in the SBS 2003 release five years ago, the SBS suite has effectively defined the standard of "designed for SMB" for a server products bundle. As you may already know, or otherwise will learn from this book, SBS 2008 introduces a second server configuration bundle for the first time, establishing a one-server standard edition and two-server premium edition. This provides a clear signal that Microsoft considers SBS 2008 to be a gateway to larger-scale deployments, as well as recognizing that even small SMB operations are a candidate for more than just a single server solution.

If you are new to the SBS platform, you will find that it is designed as a niche market product. It establishes a foundation for complementary products, and attracts alignment of services and service providers who know and quite literally love the product. The history of SBS has been periodically plagued by disconnected criticisms that "SBS is too limited," or "SBS is overkill," or "SBS has too many constraints." I say "disconnected" because a loyal community of successful, skilled, and enthusiastic advocates continue to demonstrate the value by example. It is a powerful tool that enables you to deliver a specific value: optimizing the management of a robust set of tools for a small business.

SBS provides a sweet spot wherein the scale, flexibility, and ingenuity of design are most deeply enriched. I routinely describe "it's not the number of seats that matters, it's how you leverage the overall business with it." SBS servers make an ideal catalyst for a small business, a focal point as a technology platform, plus a shrewd productivity growth asset as well. Naturally, a business may, over time, evolve out of the center of the ideal fit, scale, or return on value and gravitate toward the edges. SBS then becomes either a step-stone gateway or an integral building block to extend. It's your choice. You can enrich your investment with an SBS best by being informed about what an SBS server can do well and how to optimize it. Approaching this product without the benefit of enjoying the advice of experience contained in this book makes little sense, and that leads me to highlight the leverage offered both directly within this book and the perspective you will gain.

As your advisors and guides into SBS 2008, the author team is quite in tune and experienced with the SBS product line, both past and present. The writing team's efforts focus upon what you are most likely to need for the central value of the product based on their experiences. There's a depth of coverage for the essential elements across the feature set, plus valuable perspective as orientation to topics and issues best addressed in a specialized application or technology reference dedicated to that subject.

Returning as lead author for this edition of *SBS Unleashed*, Eriq Neale is notable for his perspective currently as an independent SBS consultant, as well as a former member of the Microsoft Product Support Services (now CSS) SBS team. Take a further glance across the author team credits, and you may notice the Microsoft award recognition of Most Valuable Professionals (MVPs). This tells you two things: They are independent and experienced voices who don't work for Microsoft, yet they do obtain a depth of engagement with the product teams. As a full disclosure, I too participated on a technical edit team for this title, and I can count each and every one of the authors as a friend and my respected colleague.

I can attest firsthand that the author team presents a wealth of experience. It's born of their individual hard work with SMB solutions, SBS product applications, and also of professional investments in this industry. They are acknowledged leaders in the SMB community, an example of only a fraction of so many more professionals who are exchanging ideas on the Web, collaborating at conferences worldwide, via blogs and news-groups, and even dedicated to professional development groups meeting in their local cities. You will find that the work of these authors, once introduced here, resonates and melds into a global set of resources of continuing value. I know from my personal experience the enrichment that comes from joining in these conversations. It's an essential resource to me.

Over the years in my career, I have known too many people—and some time back, even myself included—who struggled in SMB consulting work simply for lack of guidance by an experienced peer or mentor. There's a wealth of information, education, partnerships, and even channel opportunities that orbit this product. I have now come to know so many more people, literally thousands of successful professionals, who are engaged in using, deploying, managing, or selling products that bind with SBS. They gained an understanding of the product, and then generally have one more thing in common: They remain well informed because they reached out and explored the connected space.

I encourage you to tap into this global perspective. Begin a journey as you digest the value in this book as your starting point, but continue to explore beyond just mousing around inside the SBS product itself. With little effort, you will likely find a continuing dialog with all of us, and many more who share a passion for SBS and the small business world in SMB. Treat this book and the authors listed as a valuable jazz collection that you can explore even further if you trace the musicians and music. It may surprise you to find out you are just a step away from a problem resolution, just following the footsteps of a peer on the same trail. So much time spent on search engines is lost to the wrong keywords. Search for the people, not just the product, find the nexus of communication in SMB and SBS topics, and then jump into the conversation!

When offered the opportunity to work as a technical editor for this book, my agreement was instantaneous. The simple reason is that I have looked forward year after year to reading and learning for myself what these folks have to say. What a pleasure it is to have their thoughts as a reference as the new journey begins with SBS 2008!

# Introduction

Whether you have been working with the Small Business Server product line for years or are seeing an SBS server for the first time, you will find that Small Business Server 2008 is not like many other Microsoft products. Like its predecessors, SBS 2008 combines core Microsoft technologies such as Exchange, SharePoint, and IIS, all on the same box, but SBS 2008 goes beyond just providing the glue that allows those tools to interact seamlessly. And that is where the learning curve comes in.

This book has been written to help the reader shorten the learning curve for SBS 2008. Readers who have never touched a Small Business Server before may be mystified by all the wizards and consoles and tools that are not found on “standard” Microsoft server products. Readers who have a solid working knowledge of previous SBS versions will recognize many of the elements of previous versions in SBS 2008, but those elements have changed drastically in this edition. To that end, the contributors for this book have worked to present SBS 2008 in such a way that the qualified consultant can quickly learn about the product as he or she first starts to work with it, as well as using the book as a reference guide for ongoing support of SBS 2008 after initial installation.

Whether SBS 2008 will be a big seller when it hits the streets in Fall 2008 or not remains to be seen. Regardless of how many units Microsoft sells in the first six months of the product life, the author team believes that any consultant who plans to provide support for SBS 2008 should start becoming comfortable with the product sooner rather than

later. To help make that goal a reality, the contributors have worked to bring this book to print as close to the release of the product as possible.

One element that is not included in this book is a discussion of the use of virtualization technology in and around an SBS 2008 installation. This was a conscious decision on the part of the development team for several reasons. Most importantly, the virtualization story provided by Microsoft was not announced until after the product was released to manufacturing, and the author team did not feel that there was enough time to fully develop content related to virtualization, given the very short amount of time between RTM and the release of the book. Rather than present an incomplete, or worse, incorrect, story related to virtualization, the team opted to wait for the best practices of virtualization to develop in the industry. That said, there will be content related to virtualization in and around SBS 2008 posted to the book's web site as the process and understanding matures. Quite honestly, the story surrounding virtualization and SBS may not even be fully complete by the time this book hits the shelves.

With changes in the licensing model and enforcement, the inclusion of multiple server OS licenses in the Premium Edition, the ability to split the bundled SQL software on a separate server, and the updates to the core technologies, there is much to learn about SBS 2008. The contributors hope that the material you find in the remaining pages of this book will help you quickly improve your ability to support the SBS 2008 product and grow your practice at the same time.

## Book Overview

- ▶ Part 1, "Introduction and Setup," details the history of the product and how to plan for and install an SBS 2008 server.
- ▶ Part 2, "Managing Network and Web Configuration," focuses on the networking technologies of SBS, including DHCP, DNS, IIS, remote access, and VPN, as well as discussing SharePoint and Companyweb.
- ▶ Part 3, "Managing E-Mail," focuses on the e-mail features of SBS at the client and server level and covers Exchange disaster recovery issues as well.
- ▶ Part 4, "Managing Client Connectivity," details the management of clients in the SBS network and covers incorporating Macintosh clients and setting up Terminal Services.
- ▶ Part 5, "Managing Security and System Health," takes an in-depth look at the maintenance side of SBS, including the monitoring and reporting tools, backups, group policy, and keeping systems up to date with security patches.
- ▶ Part 6, "Beyond SBS 2008," covers two of the newer technologies incorporated into SBS 2008, IPv6 and PowerShell, as well as covering advanced topics for setup.

## CHAPTER 1

# Welcome to Small Business Server 2008

Midway through 2008, Microsoft announced the release of the latest edition to the Small Business Server family, SBS 2008. The product continues in the tradition of earlier versions of Small Business Server, combining many of Microsoft's premier technologies in an installation that can run on a single server, allowing small businesses with limited budgets to have access to the same technologies that larger businesses use to run their operations. Incorporating Windows Server 2008, Exchange Server 2007, Windows SharePoint Services 3.0, and Windows Server Update Service 3.0, SBS 2008 provides a solid technology foundation for businesses of 5–75 employees around the world.

In addition to the businesses that have been looking forward to the release of SBS 2008, IT professionals around the globe have been anxiously awaiting the release as well. Thousands of technology consultants have built businesses around deploying and supporting Small Business Server products, and they are looking forward to the opportunities awaiting them with new installations and migrations in the coming months and years. This book is geared toward those IT professionals who are new to the SBS 2008 product, but come from backgrounds supporting previous versions of SBS or any of the core technologies in larger environments.

## History of the SBS Product

SBS 2008, known by its code name Cougar through its years in the development process, is the latest release of an all-in-one product that, quite frankly, breaks many of the “rules” that Microsoft has established for the products that

### IN THIS CHAPTER

- ▶ History of the SBS Product
- ▶ Features of SBS 2008
- ▶ Limitations of SBS 2008
- ▶ Support for SBS 2008

comprise SBS. Traditionally, Microsoft's best practice has been to have a separate server for each of the key technologies in SBS. In other words, Exchange should not be installed on the main Domain Controller server, and ISA should not be installed on a Domain Controller at all. But the product has been successfully sidestepping those rules for over ten years, combining messaging, directory services, and security tools into a single, affordable solution for small businesses. To understand how the product got to where it is today, a brief history of the development of the product follows.

## **BackOffice Small Business Server 4.0**

In 1997, Microsoft adopted a BackOffice Products suite family name, which was established and better known for a three-server license suite called BackOffice Server 4.0. The family name designated an aggressively priced product bundle combining Enterprise class server applications as a "solution" built on top of Windows NT Server 4.0. Whereas "full" BackOffice (as the three-server suite was known then) was a modestly integrated bundle of CDs, SBS 4.0 was a very ambitious product concept that fully integrated the same diverse suite of products all into one server. By combining Windows NT, Exchange Server 5.0, SQL Server 6.5, Proxy Server 1.0, and Internet Information Server 3.0 onto a single box, Microsoft hoped to challenge Novell for an entry-level server marketplace that, perhaps, had not yet even been born. Shared modem and fax services and a POP3 connector for Exchange were introduced with the product as well, a signal that small business customers needed familiar problems solved as part of the solution suite.

SBS 4.0, as it came to be known, was limited to a maximum of 25 users, and had some initial deployment issues. Only Windows 95 and NT clients could connect (not Windows 98), and many of the wizards that handled management of the server would routinely crash. But the release of SBS 4.0a (effectively SBS 4.0 SP1) addressed many of these issues by including Internet Explorer 4.01 for both the server and the clients, and the management tools were updated to work with the added functionality in IE 4.01.

For the first time, small businesses were able to use the same tools that larger companies used for messaging, security, and application support. Outlook 97 enabled employees to have their e-mail, calendar, and contacts stored in a central, protected location, and users could easily share calendar and contact information through the Exchange server. Proxy Server helped increase Internet performance by caching Internet traffic on the server for commonly-accessed web sites. SQL Server 6.5 allowed businesses to look at using a wider variety of line-of-business applications that relied on SQL as a back end, because they did not have to take on the cost of a separate SQL Server license with the product.

The BackOffice product family also introduced the unified Client Access License (CAL) concept that continues with the SBS product today. Instead of purchasing a separate CAL for each of the Windows, Exchange, SQL, and Proxy Server components, SBS customers purchased a single CAL per seat. The unified CAL allows access to each of the technologies in the SBS deployment, and the CAL was (and remains in current versions) priced at a lower cost than purchasing each of the other CALs individually. For this reason, SBS is established as the longest-standing product from Microsoft with a technology enforced CAL license manager.



## BackOffice Small Business Server 4.5

Microsoft released SBS 4.5 in May of 1999. Still based on Windows NT 4, SBS 4.5 included significant updates to the other technologies bundled with the previous version. Exchange 5.5, IIS 4.0, Proxy Server 2.0, and SQL Server 7.0 rounded out the component updates. For the client side, SBS 4.5 bundled Internet Explorer 5.0 and Outlook 2000, and included FrontPage 2000 as a tool to modify the web content hosted on the SBS server. Another significant change was the increase of users from 25 to 50.

Recognizing that the communications landscape was changing, the Internet Connection Wizard in SBS 4.5 added support for routers and direct Internet connections in addition to modem support. Proxy Server 2.0 offered some control and protection from the Internet, now that many SBS servers would be connected to the Internet full-time instead of connecting as needed.

New management services were added to enhance the ability of the server to e-mail or fax system status information to designated recipients. The ability to select different locations for shared folder paths was also introduced in this version.

The growth and maturity of the product gave the marketplace reason to embrace the product line for use in small businesses and an anticipation of future versions to see what new functionality would be added.

## Microsoft Small Business Server 2000

Released in February of 2001, SBS 2000 was a significant departure from its SBS predecessors. In more than just the change of the name (shedding the cumbersome BackOffice label), Microsoft stopped development of the “full-BackOffice Suite” following BackOffice 2000 because SBS 2000 was successfully able to define an identity uniquely and specifically oriented to the small business marketplace and technology goals.

Based on Windows 2000, which introduced Active Directory to the SBS product line, the entire component product line was updated to include the current technologies of the time. With SBS 2000, Microsoft developed the model that future builds of SBS would follow. Once the core operating system was released, the SBS team followed the OS release by about six months, making sure that the available technologies all worked together, in harmony, on the same box. SBS 2000 included Exchange 2000, IIS 5.0, SQL Server 2000, and the new ISA Server 2000. Client tools included IE 5.0, Outlook 2000, and FrontPage 2000, the same as SBS 4.5. The maximum number of users remained the same.

System status information collection and reporting also significantly improved in SBS 2000. Health Monitor was better able to collect and report status information, giving system administrators a better way to keep tabs on the health of a server.

Another significant introduction to the product line with SBS 2000 was the ability to run Terminal Server in Application Mode on the SBS 2000 server itself. This enabled users to remotely connect to the network and run applications on the server just like they would on their workstations.

Many in the community started to question the overall security of the server with SBS 2000, given the ability for “normal” users to log in on the server via Terminal Services, and that the server could be directly connected to the Internet, even with ISA 2000 acting as the gateway. Some of these security concerns would start to become factors in the development of future versions of SBS.

## **Microsoft Small Business Server 2003**

Released in October of 2003, SBS 2003 gained worldwide notoriety almost immediately. Built on Windows Server 2003, SBS 2003 also included Exchange 2003, IIS 6.0, and Windows SharePoint Services 2.0. Client technologies included Internet Explorer 6.0 and Outlook 2003. A new web technology, the Remote Web Workplace, was introduced with SBS 2003, not available in any other Microsoft product, and continues to be one of the most sought-after technologies from Microsoft. The maximum user limit was raised to 75 from 50, meaning that SBS could be used in even larger organizations, particularly if you consider agile use of a combined mix of “per seat” and “per device” licensing, which SBS 2003 adopted.

SBS 2003 also introduced editions of the product, now available in Standard and Premium Editions. SBS 2003 Premium included all the technologies in Standard, plus SQL 2000, ISA 2000, and FrontPage 2003. The price for Premium Edition remained very close to the historical pricing. Yet a key factor in the dramatic adoption of SBS 2003 was the significantly lower price, placing the Standard Edition at half the cost of Premium Edition, and well below the price of just Windows 2003 Server itself.

Despite all the improvements in the product, several aspects of the product generated discord in the SBS reseller community. Many VARs and product users were upset about the split of the product into two editions, especially because they were going to be paying significantly more to keep all the same functionality that they had with SBS 2000. For security reasons, SBS 2003 also removed the Terminal Server in Application Mode functionality, intending for that functionality to be replaced by the Remote Web Workplace’s ability to connect to workstations inside the network from offsite. SBS 2003 had also hoped to ship with updated versions of both SQL and ISA, but product delays kept both of those updates out of the initial release. ISA 2004 was later included as a no-cost upgrade for owners of the Premium Edition when SBS 2003 Service Pack 1 was released in July of 2005. SQL 2005 Workgroup Edition was included as part of the Premium Edition of SBS 2003 R2, which was released in July of 2006.

Still, SBS 2003 was very well received by the small business community, and product sales reflected that. The security improvements in the underlying technologies made SBS 2003 a very stable product, which was needed, given the five-year gap until the next major release of SBS. The product contained greatly improved management tools, aimed at giving the business owner, who might not have a technical background, the ability to perform basic ongoing maintenance on the server. Partnering with OEM vendors, the “15-minute” install was developed and marketed for the product, again appealing to the do-it-yourself business owner who could buy a server from a vendor with SBS 2003 pre-loaded and have a working network after answering a few simple questions during the scripted setup process.

## Essential Server Solution Family

On February 20, 2008, Microsoft announced the Essential Server Solution family of products, which includes Small Business Server 2008. The other product announced in the family was the return of a “big brother” to SBS, Essential Business Server 2008. Unlike the birth of SBS as a scaled-down “baby-BackOffice” server, EBS 2008 is building upon the concepts proven in the evolution of SBS, extended and adapted for the demands of a medium-sized business. EBS 2008 is a three- or four-server solution that can be managed and maintained using a similar set of deployment and administration wizards, similar to the SBS product. EBS 2008 splits the Exchange 2007 services onto a dedicated server, and includes an Edge server that runs a special version of ISA to provide protection from the Internet. EBS also has Standard and Premium Editions, with the Premium Edition including the ability to run SQL Server 2008 on a fourth server on the network. EBS therefore provides a suite of applications bundled with the related Windows 2008 Server licenses for the designated number of servers.

The basic framework of SBS 2008 was also released on that date, including the move of SBS from the traditional single-server solution to an optional two-server license implementation with the Premium Edition. Table 1.1 details the differences between SBS 2008 Standard and Premium Editions.

TABLE 1.1 SBS 2008 Editions

Component	Standard	Premium
Windows Server 2008	✓	✓
Exchange Server 2007	✓	✓
Windows SharePoint Services 3.0	✓	✓
Forefront Security for Exchange	✓	✓
Windows Live OneCare for Server	✓	✓
Second copy of Windows Server 2008		✓
SQL 2008 Standard Edition		✓

## Features of SBS 2008

Like its predecessors, SBS 2008 is built on the current Windows Server operating system (2008), and includes many of the components of its older siblings. The following sections detail the tools and technologies that SBS 2008 includes.

### Communication

Undoubtedly, one of the biggest selling points in the history of SBS has been the inclusion of Exchange Server, and SBS 2008 is no different. Exchange Server 2007 SP1 not only gives SBS 2008 enterprise-quality e-mail and shared contacts and calendaring, but the built-in and pre-configured Office Outlook Web Access also gives remote users secure

access to their mailbox on the server. SBS 2008 is pre-configured to support Windows Mobile 5 and 6 devices.

Small businesses that have large amounts of mail data to store will welcome the larger storage capacities provided with Exchange Server 2007. With the ability to store mail on multiple mail stores and with a complete removal of store size restrictions, heavy e-mail users have only to worry about storage and backup capacity and not about artificial limits imposed for sales and licensing reasons.

The POP3 Connector for Exchange lives on in SBS 2008, giving businesses the opportunity to transition their hosted e-mail solution to SBS 2008 in a controlled manner. That said, the POP3 Connector for Exchange is still intended to be a transitional tool and not a permanent solution. With that goal in mind, SBS 2008 includes tools to make it easier to enable direct e-mail delivery to the server instead of pulling messages into Exchange from an externally-hosted POP3 server.

New connection tools make it easier to set up Internet connectivity for both incoming and outgoing connections. Businesses can now use these tools to easily register their own public domain names and manage public DNS records so the SBS server is easily accessible from across the Internet for e-mail delivery and remote access.

### **Changes from SBS 2003—Outlook Client Licenses**

SBS 2008 is the first version of SBS that does not include a license for the Outlook mail client with the SBS Client Access License. This is not due to a change in the SBS approach to licensing, but a change in Exchange Server 2007 licensing.

Previous versions of Exchange included the Outlook license in the Exchange CAL. However, because many employees were purchasing Office licenses for their systems, which come with a license for Outlook, they were really paying twice for the same Outlook license—once in Office, and once in the Exchange CAL.

So, Exchange Server 2007 has removed the Outlook license from the CAL to avoid this perceived “double billing” for Outlook. It is now expected that those users running Office already have Outlook (or Entourage in Mac Office) to connect to Exchange, and those who don’t will find that the improved Office Outlook Web Access interface gives most users the same functionality as the Outlook client.

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SBS 2008 also still includes the Shared Fax service. The service enables businesses to connect a fax modem to the SBS server and store incoming faxes in a folder on the server, in SharePoint, or in Exchange. Workstations can also connect to the shared fax printer and send faxes directly from applications on the workstation.

## **Collaboration**

The inclusion of SharePoint Services 2.0 in SBS 2003 significantly increased the product’s value as a true collaboration tool, and SBS 2008 continues that tradition. SBS 2008 includes SharePoint Services 3.0, along with the customized initial installation known as

Companyweb. With the increased functionality in WSS 3.0, users running Office 2007 can access files in the SharePoint document libraries from within the Open and Save dialogs, as though the documents were stored on the local disk or on a network file share. But SharePoint includes many more features, including a number of new web parts that make it a solid foundation for shared workflow access for both internal and external users.

System administrators can still create and protect shared folders on the server, making use of the native Windows Server 2008 sharing and security tools. SBS 2008 creates a new Public shared folder, where administrators can place documents and make them available for all users of the network, local or remote.

A new design for the Remote Web Workplace also makes it easier for remote users, through a web browser, to access data on the server, including files stored on shares on the server. Administrators will appreciate the new restrictions that can be placed on users so that they can see only specific workstations to connect to through the Remote Web Workplace.

## Protection

Security continues to be an issue that businesses of all sizes struggle to manage, but small businesses probably struggle more than their larger counterparts. SBS 2008 continues the move toward better security with a number of improved and new features.

Protecting user data remains a critical function, and SBS 2008 provides several avenues to protect workstation and user data. Through Group Policy, local folders on the workstation can be redirected and saved on the server. SBS 2003 was able to redirect the My Documents folder, and SBS 2008 is able to redirect the Desktop and Start Menu folders to the server as well.

Server backup in SBS 2008 differs from earlier versions, thanks to changes in Windows Server 2008. The native backup tools no longer support backing up to tape, and the ntbackup tool can only be used to restore from tape in SBS 2008. That said, the native tools now use imaging technology to aid in faster recovery of the server in case of a disaster. Still, it's likely that IT professionals will continue to use third-party backup solutions for the server, especially where backing up to tape is a business requirement.

SBS 2003 included a self-signed SSL certificate to help protect access to the web services at a time when purchasing third-party SSL certificates was still cost-prohibitive. SBS 2008 also provides a self-signed certificate, but it is initially generated as a root cert for a Certificate Authority that runs by default on SBS 2008. This enables administrators to create new self-signed certs for additional services without having to add those new certs to the trusted certificate list if the root certificate is already installed. But because there are instances where a self-signed certificate is just not sufficient, SBS 2008 provides a way to more easily manage the certificate request process; this makes it easier and more cost-effective to acquire and install a trusted certificate from third-party vendors. This allows Internet Explorer 7 to connect to the secured sites hosted on the SBS server without the confusing security warnings the browser displays when a self-signed certificate is used, even when the certificate has been installed correctly in the workstation's certificate store.

SBS 2008 now includes two malware protection tools to help guard the server and the mail system from unwanted problems. The Exchange server can be protected with the included one-year trial of Forefront Security for Exchange service that is pre-installed with SBS 2008. Because the Forefront subscription only provides protection for Exchange, an included one-year trial subscription for Windows Live OneCare for Server helps to protect the server file system. Both of these trials can be extended at the end of the initial trial period, or they can be removed and replaced with third-party solutions.

### Changes from SBS 2003—Where Is ISA?

SBS 2008 does not include ISA in either edition of the product, and this change from previous versions has already caused a significant uproar in the community. But the architectural changes in Windows Server 2008, along with concerns about physically having a domain controller directly connected to the Internet—ISA or not—have removed ISA from the SBS 2008 product offering. A version of ISA is included in the Essential Business Server 2008 suite, just not in SBS 2008.

Essentially, SBS 2008 is out of the firewall business altogether, since Routing and Remote Access Services (RRAS) no longer functions in Windows 2008. So, businesses that had been running SBS as a firewall, with or without ISA, will have to adopt the new model of having a separate device sitting on the edge, either a business-class firewall/router device or some other edge solution.

Microsoft has a solution for those customers who purchased SBS 2003 with Software Assurance. As posted on the official SBS blog (<http://blogs.technet.com/sbs/archive/2008/06/30/software-assurance-entitlement-for-sbs-2003-customers-upgrading-to-sbs-2008.aspx>), customers who have a current Software Assurance subscription for their SBS 2003 server will receive a license for ISA 2006 and a separate license for Windows Server 2003 on which to run ISA 2006 (because ISA 2006 does not run on Windows Server 2008). These products can be run on a separate box at the edge of the network, and Microsoft has written a whitepaper (<http://go.microsoft.com/fwlink/?LinkID=122167>) on how to configure this ISA 2006 server for use in front of an SBS 2008 installation.

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## Expansion

As businesses attempt to expand by “thinking outside the box,” SBS 2008 can help them by growing outside the box, literally. SBS 2008 Premium not only includes SQL 2008 Standard Edition, but it also includes a second copy of Windows Server 2008 to run on a second server. Although the idea behind the second server addresses giving SQL 2008 a separate box to run on for resource-heavy line-of-business applications based on SQL, the second server license can be used for any of a number of purposes. The second server could be a Terminal Server, a second domain controller, or even an edge server that could run ISA (when a version of ISA releases that will run on Windows Server 2008). The

bottom line is that SBS 2008 Premium adds a second server license and effectively turns SBS 2008 Premium into a multi-server suite and not just a standalone server.

#### **NOTE**

As with previous versions of SBS, even with a second server in the SBS network, the core SBS technologies must be run on the primary SBS box. The SBS 2008 license prohibits splitting Exchange, Companyweb, and the other core SBS technologies off onto the second server.

## **Limitations of SBS 2008**

SBS 2008, like its predecessors, is a limited product, given its price point and other factors. Those who have worked with previous versions of SBS are used to the limitations of the product, but those who are looking at SBS for the first time might not be aware of what the restrictions are or why they are in place.

#### **What the SBS 2008 Limitations Are Not**

Many people who are not very familiar with the SBS product line have developed the misunderstanding about what the actual limitations of the product are. There has been a perception that SBS is built on watered-down versions of the core products. For example, the Exchange Server that is included with SBS is not “real” Exchange Server, or that the underlying Windows Server operating system is not “real” Windows Server.

This has not been the case with previous SBS versions, and is definitely not the case with SBS 2008. The Exchange 2007 that bundles with SBS is the same Exchange 2007 Standard Edition that “regular” Windows networks can use. Windows Server 2008 that runs underneath SBS 2008 is the same Windows Server 2008 that was released in early 2008.

As the next sections of the chapter indicate, there are some restrictions that have been placed on SBS 2008 that have it behave slightly differently than non-SBS versions of the components, but these restrictions have been placed on top of the core components that make up SBS. Microsoft did not build special versions of Exchange, Windows, SharePoint, and so on to include in SBS. The SBS development team took the standard tools and made adjustments to the deployment of these tools to meet with the restrictions needed for the product, but they did not go through and rewrite the core components to remove functionality in order to bundle them with SBS 2008.

## **Hardware Limitations**

For the first time in the lifecycle of SBS, there are specific hardware requirements that are different for SBS than there would be for a regular Windows Server implementation. Historically, SBS has had the same general core hardware requirements as the version of

Windows Server that it was built on. Yes, SBS needed more RAM and more disk space at minimum than the published specs for Windows Server, but processor and other hardware minimums matched the core OS.

Not so in SBS 2008. Because of the requirements of Exchange 2007, SBS 2008 must run on a 64-bit platform despite the fact that Windows Server 2008 is capable of running on either 32-bit or 64-bit hardware. This is a fairly significant change in the product, and it means that, in many cases, existing SBS 2003 server deployments will not be able to run SBS 2008 on the current hardware, unless 64-bit-compliant hardware was purchased within a couple of years prior to the release of SBS 2008.

## Software Limitations

Table 1.2 details some of the limitations SBS 2008 has with its core components.

TABLE 1.2 SBS 2008 Software Restrictions

Category	Restriction
<i>Operating System</i>	
Users/Devices	A maximum of 75 user and device licenses can be installed.
Active Directory	SBS 2008 must be the root of the Active Directory forest.
Active Directory	SBS 2008 cannot have any Active Directory Domain Trusts with other domains or forests.

## Support for SBS 2008

Given its “kitchen sink” nature, SBS is and has been a difficult product to support. Not that the product is unwieldy or cantankerous, but there are so many differing technologies squeezed into a single server that it becomes difficult for a single person to know all the pieces in enough detail to be self-sufficient in supporting the product. When a box is up and running smoothly, not much regular maintenance is needed, which is by design. When things go wrong, however, even the top-notch support professionals can find themselves out of their league fairly quickly, given the right circumstances.

Fortunately, there are a number of resources that the support professional can turn to when he or she gets into one of these situations. The following are a few of the resources that the top-tier support professional should be familiar with.

### Community Support

One of the greatest resources for SBS support is the worldwide SBS community. Thousands of support professionals who ply their craft in supporting small businesses have built one of the strongest user support communities for any Microsoft product. Through mailing lists, blogs, newsgroups, webcasts, radio programs, electronic discussion forums, and so on, these individuals give their knowledge and experience back to the community for the benefit of all.



One manifestation of this community spirit is in the large number of SBS user groups that exist around the world. Many large metropolitan areas have a user group, or maybe more than one, and some smaller areas do as well. Some groups have strong affiliations with Microsoft, some have affiliations with other professional organizations or vendors, and others are entirely self-sustaining.

As you move forward into the world of SBS 2008, look in your local area for an SBS user group, if you do not already belong to one. If there is not a group in your area, look to start one. Contact user group leaders to help you get information on how to start a group, or use one of the online group resources to get started. You can also start a blog and document some of the solutions you have run across as you get familiar with SBS 2008 in your client space. Join a mailing list and participate in the discussions, especially if you have expertise in a topic being discussed. By participating in the larger community, you might build contacts and relationships with others who may be able to help you out should you find yourself in a real jam.

### **Best Practice—Get Involved in the Community**

Many small business technology consultants who have already made the effort to get involved in the community—either through a local user group or through participation in mailing lists, discussion groups, and so on—have found the benefits of being a part of the community. Reading their blogs or hearing them talk in other venues, you can get an idea of how powerful and useful community involvement can be.

The appendix provides a number of resources related to SBS 2008, including a section on community resources. If you are not already participating in the community, look to these resources to find ways of getting involved in local community activities or even starting your own!

## **Online Support**

A number of web sites around the globe offer documentation or forums geared toward the SBS product space. Some even offer support for other support professionals. If you find that you are unable to locate a resolution to an issue you may be facing in the mailing lists or blogs space, joining one of these online support forums may help put you in touch with someone who has resolved your issue, or something similar. Some of these sites might have a subscription fee to access some of their content, but many offer free registration or open access to their services. In general, gaining access to these forums and resources before you need them is best.

The public SBS newsgroups also make an excellent support resource. Found at [news://connectnews.microsoft.com/microsoft.connect.windows.server.sbs08](http://connectnews.microsoft.com/microsoft.connect.windows.server.sbs08), these forums are monitored by a large number of individuals, including Most Valuable Professionals (MVPs), who share their time and expertise to answer questions posted to the group. Microsoft employees monitor these groups as well, and some Microsoft support professionals respond to posts in the newsgroups.

## **Official Product Support**

Of course, Microsoft also provides support for the SBS 2008 product, and there are a number of avenues for the support professional to get support from Microsoft. In addition to the traditional call for support line, Microsoft also has a web-based support offering that has a lower cost than phone support and can be used for less-critical support needs. Support professionals who are either Microsoft partners or work for a Microsoft partner can get access to the Partner newsgroups as well.

## **Summary**

Although SBS 2008 is almost completely new under the hood, it follows in the tradition of its predecessors by bringing a complete set of business productivity tools at a competitive price for small businesses. Many of the IT professionals who are familiar with previous versions of SBS should have little trouble adapting to the new product, although there will be a significant learning curve for some of the updated and new technologies in SBS 2008. And now that the introductions are out of the way, it's time to start getting ready for SBS 2008!

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