

Technical Frequently Asked Questions – Windows® Small Business Server 2011 Standard

Introduction

What is Windows Small Business Server (SBS) 2011?

Windows SBS 2011 is an affordable and easy-to-use server solution designed and priced for small businesses to help them reduce costs and be more productive. There will be two editions of Windows SBS 2011-Standard and Essentials. Both editions will provide solutions to help secure and protect business data with advanced, automated backup features, remote access, and simplified administration. SBS 2011 Essentials is ideal as a first-server option that will support organizations with up to 25 users and minimal IT experience. SBS 2011 Standard can support up to 75 users, and offers a complete solution including integrated applications that meet small businesses' most important requirements.

Windows SBS 2011 will help small businesses protect, centralize, organize and access their business information from virtually anywhere while supporting the applications they need to run their business and make them more productive.

Why did Microsoft choose to create the SBS family of products?

There are roughly 36 million small and medium-size businesses (SMBs) worldwide with more than one PC, and many see IT as a strategic imperative to grow their business.

SMBs are typically short on IT resources, but need the powerful technology solutions used by large companies. Building on the design philosophy of the current, award-winning Small Business Server product, Windows SBS 2011 provides small businesses with an affordable, all-in-one server solution that will help save time and money while significantly increasing employee productivity. Windows Small Business Server 2011 products are the simplest way for small businesses to get the power of Windows Server 2008 R2 and products and services for e-mail, collaboration, PC and Server management, and security.

What is SBS 2011 Standard?

Designed and priced for small businesses with up to 75 users, Windows Small Business Server 2011 Standard delivers enterprise-class server technology in an affordable, all-in-one solution. Windows Small Business Server 2011 Standard helps protect your business' information from loss by performing automatic daily backups and allows them to be more productive by providing features like e-mail, Internet connectivity, internal Web sites, remote access, and file and printer sharing.

- **Increase Data and Network Protection.** Windows Small Business Server 2011 Standard helps you focus on your core business objectives and not worry about the status of your

IT, by providing automatic local backup and restoration of all their business critical data on the server.

- **Take Advantage of a Scalable Platform that Grows with the Business.** As your business needs change, Windows Small Business Server 2011 Standard grows with you and meets your changing demands with a highly scalable platform. Easily add users, servers and applications, or expand into other Microsoft technologies as business needs evolve.
- **Stay Connected.** Enable your users to easily access e-mail, contacts, and calendar to connect with their clients, vendors and suppliers seamlessly from virtually anywhere.

How many users or devices can SBS 2011 Standard support?

SBS 2011 Standard will support up to 75 users or devices.

What are the top Technical Reasons to use Windows Small Business Server 2011 Standard?

- **Streamlined deployment and migration.** Enhanced migration tools, extensive pre-migration checks, and prescriptive guidance make it simple to upgrade to Windows Small Business Server 2011 Standard from previous versions of Windows Small Business Server and Windows Server. The familiar, intuitive Windows-based experience means that you can set up your server straight out of the box. And it's easy to add and remove users and determine what level of access they have with wizards guiding you through setting up internet access, printers, fax machines, and server storage.
- **A network that's simple to set up.** Simplified setup and deployment of clients speed up the process of getting the network up and running. Clients connect through a simple URL and web page, which automates the domain join and PC connection process. In addition, you can auto-configure clients for added security, power management, and more.
- **A single place to manage your network.** The easy-to-use administrative console gives you an at-a-glance look at the entire network and integrated applications. You can manage everything from users and files to advanced features such as IIS, Exchange, SharePoint, WSUS, and network configuration effortlessly from a single console.
- **Network-wide protection.** Real-time status icons monitor the health of your network so you can make sure your server and PCs are healthy and secure. You'll also get daily health reports, application health checks, and centralized deployment of updates to your clients.
- **Backup and recovery made easy.** With Windows Small Business Server 2011 Standard, you don't have to worry about losing important business files. Now, you can perform automatic daily backups of your server and all the business-critical data on it. The built-in disaster recovery feature allows you to restore files and folders, entire volumes, specific applications (including Microsoft® Exchange Server 2010 and Microsoft SharePoint® Foundation 2010), system state, or

conduct a full bare metal restore. And with folder redirection and centralized storage, you can also ensure the critical client and business data is also backed up.

- **Sophisticated messaging.** With Windows Small Business Server 2011 Standard, your small business will get the freedom to access all your communications—including email, voicemail, and instant messaging—from virtually any web browser or mobile device. And with the integrated Exchange Server 2010 and Microsoft Outlook Web Access (OWA) capabilities, you'll be able to get more done—no matter where you are.
- **Built-in document collaboration.** SBS 2011 Standard features Microsoft SharePoint® Foundation Services 2010 - the newest version of Microsoft Windows SharePoint Services. It powers exciting new features and capabilities that help you collaborate securely online—no matter where you are.
- **Remote Web Access.** Whether you're inside or outside your business, the Remote Web Access portal lets you access files, documents, SharePoint sites, email, or any other critical business data and take control of your network through a web browser. It's also fully configurable, which means it's a great way to extend your network.
- **Integration with Windows 7.** Windows Small Business Server 2011 Standard is designed to work synergistically with Windows 7, so you can take full advantage of features like folder redirect, group policies, and power management while enjoying optimum PC and network performance.
- **A strong IT foundation.** Windows Small Business Server 2011 Standard is based on Windows Server 2008 R2, the most flexible and robust Windows server operating system to date. Not only will you be able to start using more energy-efficient hardware, but you'll also get a platform that can grow as your business grows to support more users, servers, and applications.

Product Feature Set

What products are included with Windows Small Business Server 2011 Standard?

Windows Small Business Server 2011 Standard includes the following component technologies:

- Windows Server 2008 R2 Standard technologies
- Microsoft Exchange Server 2010 SP1
- Windows SharePoint Foundation Services 2010
- Windows Server Update Services 3.0 SP2

What other features does Windows Small Business Server 2011 Standard provide?

Windows Small Business Server 2011 Standard (SBS 2011 Standard) is designed to enable customers and partners with a complete infrastructure and business solution for Small Businesses. Over and above the products included in SBS 2011 Standard, there are also several other unique features:

- Remote access to company e-mail, documents, applications, and desktops
- Easy-to-use, task-based management console
- Personalized collaboration site
- Automated backups of company data configured by the administrator
- Integration with Windows Mobile devices
- Line-of-business platform for your mission-critical applications

Are there any design constraints in Windows Small Business Server 2011 Standard?

The design constraints are similar to previous versions of Windows Small Business Server. They are:

- No more than 75 users or devices
- The Standard Edition server must be the root domain controller of the forest
- The Standard Edition server must hold the flexible single master operations (FSMO) roles
- The Standard Edition server must be a global catalog
- There can be no inter-forest trusts or child domains

- RDS Application Mode is disabled on Standard Edition server

Can I upgrade my existing server, such as Windows Small Business Server 2003 or Windows Small Business Server 2008, to Windows Small Business Server 2011 Standard?

No. Migration (moving from the existing server to a new server) is the only supported method. For more information see the migration instructions on the [Microsoft Web site](#) for more information.

I see you are offering an Essentials version and a Standard version. What happened to the Premium Edition present in your previous SBS versions?

We made some small changes to SBS Premium and made it an add-on to simplify our SKU lineup, offer customers more flexibility, and extend the option to both SBS 2011 Standard and SBS 2011 Essentials customers.

What is the SBS 2011 Premium Add-on?

The SBS 2011 Premium Add-on is available for both SBS 2011 Essentials and Standard, and comprises:

- Windows Server 2008 R2 Standard
- SQL Server 2008 R2 Standard for Small Business

SBS 2011 Premium Add-on helps customers turn mountains of facts and figures into comprehensive insights that drives key business decisions. The Windows Small Business Server Premium Add On enables users to query, search, report, and analyze important business data or run business applications from a centralized database so that all employees can easily work from the same information. Moving to an add-on model also offers more choice to customers who wanted flexibility to purchase additional servers either up front or as needed. SBS 2011 Premium Add-on must be part of an SBS domain, and cannot be installed stand-alone. SBS 2011 Premium can be purchased at the same time as SBS 2011 Essentials or Standard, or as a follow-on sale sold separately.

Premium is ideal:

- As a line-of-business (LOB) applications platform
- To provide Remote Desktop Services Application Mode services
- As a backup domain controller
- To support virtualization (see below)
- And for other standalone uses
- Virtualization scenarios using Premium (Same supported scenarios as SBS 2008 release):

What benefits does the Premium add on offer?

The Windows Small Business Server 2011 Premium Add-On enables users to query, search, report, and analyze important business data or run business applications from a centralized database so that all employees can easily work from the same information. Moving to an add-on model, which will be available for both editions, offers more choices to customers who wanted flexibility to purchase additional servers either up front or as needed.

Where should I install my line of business applications?

Line of Business (LOB) applications can be installed on either the Standard Edition server or the SBS 2011 Premium Add-on server. You should check with your LOB vendor to ensure that it has been tested to work on either Windows Small Business Server 2011 Standard or Windows Server 2008 R2 Standard.

Do you have a hardware compatibility list for Windows Small Business Server 2011 Standard?

Windows Small Business Server 2011 Standard uses the same hardware compatibility list as Windows Server 2008 R2. You can find a list of compatible hardware at [Windows Server Catalog](#).

Do you provide fax server software?

Windows Small Business Server 2011 Standard includes Microsoft Fax Server which is a part of Windows Server 2008 R2.

Does Windows Small Business Server 2011 Standard support two network cards?

One NIC is recommended and supported on the Standard Edition server. If you have more than one NIC on the first server, then when the network wizards are run the additional NICs are disabled. Multiple NICs are an advanced scenario; if you want to use multiple NICs you should do so on the Small Business Server 2011 Premium Add-on server, or additional Windows Server member server.

Is Forefront Security for Exchange Server included in Windows Small Business Server 2011 Standard?

No

Is Internet Security and Acceleration Server (ISA) included in Windows Small Business Server 2011 Standard?

No

Administration Experience

Does the new Administration Console use the Microsoft Management Console (MMC) framework?

Windows Small Business Server 2011 Standard does not use an MMC-based management console. It uses a task-based interface that was designed for the small business owner and small business partner who want speed and repeatability. Furthermore, usability studies showed that task-based consoles are easier to understand and do a better job managing common functions on a server. The new Administration Console combines information about your network with context-sensitive tasks that relate to the information. This helps administrators get at-a-glance status and provide the tools needed to respond to the information.

What wizards are included in the Administration Console?

- Connect to the Internet Wizard
- Internet Address Management Wizard
- Fix my Network Wizard
- Install a Trusted Certificate Wizard
- Connect Computer Wizard
- Self-Signed Certificate Installer (Windows Mobile and Desktop)
- Move server data wizards (SharePoint, Exchange, WSUS, Shared Folders, User Directories)
- Add new user/add multiple users
- And many more!

What new management capabilities are built into the Administration Console?

Windows Small Business Server 2011 Standard combines task-based management features into the Administration Console. Examples of this include:

- Domain name and IP address management
- Dynamic domain name management
- Integrated antivirus and anti-spam reporting
- Pre-configured host-firewall rules
- Self-issued Certificate Services
- Active Directory configuration
- Data folder configuration, management, and redirection
- Role-based user provisioning

Can I still use the built-in Administrator account to manage my server?

In a new installation, Windows Small Business Server 2011 Standard disables the built-in Administrator account as a security best practice. During setup, you create a new account with Administrator privileges and use this account to manage your server. This reduces the attack surface by preventing attacks on the Administrator user name. If you migrate from an existing Windows Small Business Server installation, the built-in Administrator account is still available.

Can I use Remote Desktop Services in Application Mode on SBS 2011 Standard?

As a security precaution Remote Desktop Services Application Mode is disabled on the SBS 2011 Standard server. Only the Small Business Server 2011 Premium Add-on server can run RDS in Application Mode. RDS Administration Mode is enabled on both servers. The SBS 2011 Standard server uses RDS Gateway to redirect RDS sessions throughout the domain.

Who are the domain registrars that are used to set up customer domain names in the Internet Address Management Wizard?

The Internet Address Management Wizard includes eNom Central, GoDaddy, and Register.com. The registrar list is dynamically maintained at Microsoft and additional registrar partners can be added for other regions. If you are a Domain Name Registrar and would like to be listed during the Windows Small Business Server 2011 Standard installation process, please contact gitmepr@microsoft.com.

Client Desktops

What are the requirements for joining desktop clients to the domain?

Clients must be running Windows 7 Professional and above, Windows Vista Professional and above or Windows XP with Service Pack 2. The Connect Computer wizard requires .NET Framework 4.0 and will prompt you to install it if it is not present.

Does the Connect Computer wizard disable User Account Control (UAC)?

No. UAC helps protect users and businesses and is enabled by default. It is not recommended that you disable UAC.

When I add a user and a computer to the domain, is the user account added to the computer's Local Admins group?

All new user accounts added to a computer are assigned Standard User group membership by default, not Local Admins. However, if you use the Connect Computer wizard to import a user profile that already exists on the computer and the user account is already a member of the Local Admins group, then the user account keeps its current group membership. User membership in the Local Admins group can subsequently be changed in the Administration Console.

Is Microsoft Office Outlook 2010 included with Windows Small Business Server 2011 Standard?

Outlook 2010 is not included with Windows Small Business Server 2011 Standard.

My default home page in IE changed to <http://companyweb>, is this expected?

Yes, when you add a client to the SBS 2011 Standard domain it will be subject to a number of policies and changes. These changes are documented in the Help file available with the Connect Computer wizard. These policies can be changed back to previous settings if desired.

What are the limitations of the Connect Computer wizard?

The Connect Computer wizard helps connect workstations to the SBS 2011 Standard domain. The wizard will check for the required prerequisites and help import local profiles to the new domain user. Domain profiles from domains other than the Windows Small Business Server domain cannot be imported.

Setup

Is it recommended to have the operating system and application data on separate hard disk drives?

Yes. While you can store them on the same partition or the same hard disk drive, it's a best practice to store them on separate physical disks.

What is the Answer File tool?

The Answer File tool is used in advanced setup and migration scenarios. It creates an XML file that contains basic setup information. You can then copy the answer file to removable media, such as a floppy drive or USB thumb drive, and then run the Setup application. Setup uses the answer file to fill in the necessary domain configuration information. You can also use the answer file during the migration process. You can find more information about the tool in the Tools folder on the Windows Small Business Server 2011 Standard DVD.

Does Windows Small Business Server 2011 Standard have to be the DHCP server, or can I use a hardware device to manage network address assignments?

In Windows Small Business Server 2011 Standard the recommended solution is to manage DHCP using the server.

Is there a list of UPnP-enabled routers that can be configured automatically by Windows Small Business Server 2011 Standard?

Business-class routers are recommended for most small businesses. These routers can handle heavier traffic required by businesses, but they do not support UPnP. Consumer or home user routers support UPnP, but are not designed to handle the heavier traffic requirements of businesses. If you want to use consumer or home user routers on your business network, it is recommended that you use routers certified for use with Microsoft Windows 7. See the [Windows Logo'd Product List](#) for more information.

Why is my router configuration failing even if my router is UPnP capable?

Some routers do not completely comply with the Standards required to correctly be configured using UPnP. You will need to configure the ports on your router manually.

What are the ports I need to open on my firewall?

You may need to open the following ports, depending on the services you want to make available:

- Port 25 TCP – SMTP (Outgoing Exchange e-mail)
- Port 80 TCP – HTTP
- Port 443 TCP – HTTPS (RWA, OWA, Remote Desktop Server sessions)
- Port 987 TCP – External secure Companyweb access
- Port 1723 TCP – PPTP (VPN)

If port 80 is not open, then you must specify https:// for RWA connections; otherwise if port 80 is open you can use http:// and the session will be redirected automatically to port 443. If your router is configured to use UPnP, the Internet Address Management Wizard (IAMW) will open port 80.

Can I use the IAMW to configure SBS 2011 Standard but continue to use my own domain registrar?

Yes. If you already have a domain name and it is being managed by a registrar, you can use the IAMW and choose to manage the domain name yourself.

Does the network firewall have to be a hardware device?

You can use either a software firewall or a hardware firewall on your network, provided that it is on a different device from the server running Windows Small Business Server 2011 Standard.

Can I install SBS 2011 Premium Add-on using the "server core" installation option?

Yes. You can install Premium Server using the server core installation option.

Can I configure the Small Business Server 2011 Premium Add-on server as a read-only domain controller?

Yes. You can join the Small Business Server 2011 Premium Add-on server to the domain and then configure it as a read-only domain controller. You can always join additional servers or domain controllers to the Windows Small Business Server network.

Migration

How long should migration take when migrating from Windows Small Business Server 2003 R2, Windows Small Business Server 2008 or to Windows Small Business Server 2011 Standard?

If you are migrating from one physical server to a second physical server, it should take between one and two days, depending on your applications and data you have on your source server. Note that the source server remains online and available for most of the migration process, so you don't have to force a migration into a weekend.

How much of the migration process is covered by the unattended installation answer file?

You can complete the migration process up through the "join domain" phase. The remaining tasks in the Migration Wizard must be done manually.

Can the migration process be done via RDP?

The first phase of setup where you join the existing domain must be done at the console. Once you have set up your networking options properly, you can perform the rest of the process using RDP.

How long do I have to complete a migration from Windows Small Business Server 2003 to Windows Small Business Server 2011 Standard?

Normally only one server running Windows Small Business Server is allowed in a domain. When you run the Windows Small Business Server 2011 Standard Migration Preparation Tool on Windows Small Business Server 2003/2008, it extends the time limit for migration to 21 days. This time limit is counted from when you join the SBS 2011 Standard server to the SBS 2003/2008 domain to when you demote the SBS 2003/2008 from the domain.

Are there scenarios where it would be better to perform a new installation and restore data than perform a migration for settings and data?

The answer depends on the health of Active Directory and your network. You can download and run the Windows Small Business Server Best Practices Analyzer on your current network. This will help you determine if there are any issues that must be resolved before migrating to new hardware.

Once the migration is complete, can I rename the destination server to use the same name as the source server?

No. Windows Small Business Server is a domain controller and once joined to the domain it cannot be renamed. If you want to use the same server name on your network, you can migrate once to Windows Small Business Server 2011 Standard running in a virtual machine, and then migrate from the virtual machine to the original hardware (or new hardware) using the original server name.

After the migration is complete, can I rejoin the old server to the domain and use it as a file server or other server on the network?

Once the old Windows Small Business Server has been demoted from a domain controller it can no longer be used on the network. If you want to reuse the hardware you must install a new operating system.

If I'm going to install a new operating system on the old hardware, what is the purpose of uninstalling Exchange and performing cleanup tasks on the old server?

You cannot demote the old server if Exchange Server is still installed. When you uninstall Exchange and clean up Active Directory, you can then demote the old server from the domain and not leave old entries in Active Directory.

Does single instance storage still work after moving the Exchange mailboxes?

If you use the Move Mailbox wizard during the migration process and move all your Exchange mailboxes to the same mailbox store, then single instance storage continues to work normally.

Can I migrate my certificates from the source server to the destination server?

If you purchased and installed a trusted certificate on your source server, then you can migrate your certificate to the destination server. If you used a self-signed certificate on your server, it will not be migrated to the destination server. You must create a new self-signed certificate on the destination server and then distribute the new certificate to your desktops, laptops, or mobile devices using the certificate distribution tool.

What are the advantages of purchasing a certificate from a well-known certification authority?

Purchasing a trusted certificate is an inexpensive and convenient way to help secure business credentials and data. When you install a trusted certificate on Windows Small Business Server 2011 Standard, the certificate is distributed automatically to domain-joined clients, which means that administrators do not need to manually install the certificate package on computers or devices.

When doing a migration, when is the best time to purchase and install the trusted certificate?

On the destination server, when running through the Getting Started Tasks, you should purchase and install the trusted certificate at the same place as running the Trusted Certificate wizard. If you already own a trusted certificate, consult the migration guide on how to migrate this certificate to the destination server.

How do I distribute self-signed certificates to my non-domain-joined clients?

You can generate a certificate installation package that can be distributed to non-domain-joined clients and then automatically install the certificates on those clients. To create the certificate installation package, open your organization's Internal Web site, and then under

Announcements, click **Install the server's security certificate on your remote computer**. You can find more information on remote client connectivity on the [Microsoft Web site](#).

When should I distribute the self-signed certificate to clients?

Once the Windows Small Business Server 2011 Standard server is configured the root certificate can be distributed. All domain clients require the self-signed certificate in order to connect to the network. Domain-joined machines will trust the self-signed certificate automatically. For remote clients or mobile devices, you must distribute the self-signed certificate to them using the certificate installation package or manually install the certificate on computers or devices.

Do I have to change any settings on the desktops?

No. The migration was designed so that existing client settings are maintained throughout the process.

How are roaming profiles migrated?

Roaming profiles migrate much like document redirection. You change the destination server policy to use roaming profiles, and then the client computer must log on to the domain during the 21-day period while both servers are online. This will migrate the roaming profile to the new server.

Management, Monitoring, and Health Status

Are there situations where I should use the technology-specific consoles (such as Active Directory Users and Computers) rather than the wizards and tools in the Administration Console?

The Administration Console is the best way to manage common tasks, such as adding a user. The Console is designed so that it makes technology-specific changes throughout Windows Small Business Server 2011 Standard, which helps reduce the likelihood of forgetting to make a change in one product or another using a technology-specific console. The technology-specific consoles are always available for advanced administrators with in-depth product knowledge.

Why don't my custom users or groups show up in the Administration Console?

Custom users or groups in Active Directory are migrated to the destination server, but they are not automatically configured to appear in the Administration Console. Please review the Migration Wizard task "Migrate user accounts and groups" for information on changing registry settings to enable you to manage the users and groups with the Administration Console.

Why are some of my computers not showing up in the Administration Console?

The most likely cause is that the machine object is not present in the correct organizational unit (OU) in active directory. The SBS console will only display computers that are present in the \Domain Controllers, \MyBusiness\Computers\SBSServers, and \MyBusiness\Computers\SBSComputers OUs. Due to the way SBS 2011 Standard manages the domain, it is imperative that the objects are in the correct locations. Otherwise SBS 2011 Standard will not display them as there is no assurance the objects can be configured properly. By default, new computers appear in \MyBusiness\Computers\SBSComputers.

Why does it appear that not everything has gone green even when I have carried out all of the suggested administration tasks?

Depending on your network, certain tasks will take a little time, for example, getting all the clients up-to-date with security updates. Furthermore, there is always a chance for a client in your network to not be operating as expected, the health score card in the SBS console home page is there to provide you with a high level overview of the state of your network, you should also use the Network, Computers tab and the Security tab for insight on what might be triggering the alert.

Why is my computer showing as having no antivirus software in the console?

Only antivirus programs that register with the Windows Security Center on client machines are displayed in the Administration Console. Client firewalls or domain connectivity issues can also prevent the server from querying the client and displaying the status. Windows XP computers that are joined to the SBS 2011 Standard network but using a different subnet will need to have the firewall policy edited to allow for proper monitoring.

What is the difference between "replace permissions" and "add permissions" when running the change user role wizard?

If you select replace permissions, any previous group membership that the user had will be removed, including memberships to custom security and distribution groups. It is recommended that you use add permissions when performing a migration.

Networking, and Security

What are the ports I need to open on my firewall?

You may need to open the following ports, depending on the services you want to make available:

- Port 25 TCP – SMTP (Outgoing Exchange e-mail)
- Port 80 TCP – HTTP
- Port 443 TCP – HTTPS (RWA, OWA, Remote Desktop Server sessions)
- Port 987 TCP – External secure Companyweb access
- Port 1723 TCP – PPTP (VPN)

If port 80 is not open, then you must specify https:// for RWA connections; otherwise if port 80 is open you can use http:// and the session will be redirected automatically to port 443. If your router is configured to use UPnP, the Internet Address Management Wizard (IAMW) will open port 80.

Should I open port 3389 for remote administration or remote desktop connections?

You no longer need to open port 3389. Windows Small Business Server 2011 Standard uses Terminal Services Gateway to redirect traffic from port 443 to a selected desktop or server for RDP connections. You would need to use RWA or configure the Terminal Services client to use TS Gateway.

I am using the provided self-signed certificate; can my clients use RDS Gateway either directly or through RWA with no problems?

The client trying to connect using RDS Gateway must trust the certificate and have no certificate warnings. Any warnings will cause the connection to fail.

Does Windows Small Business Server 2011 Standard support Network Access Protection (NAP) for wireless connections?

Windows Server 2008 R2, the operating system for Windows Small Business Server 2011 Standard, has NAP support built in. If you want to deploy NAP on your network, follow the guidance provided on TechNet for Windows Server 2008 R2. Windows Small Business Server 2011 Standard does not directly configure or manage NAP; you must use the consoles provided by Windows Server 2008 R2.

Is the wireless protocol WPA2-Enterprise supported on Windows Small Business Server 2011 Standard?

If your wireless hardware devices support WPA2-Enterprise then you can use it with Windows Server 2008 R2-based technology, including Windows Small Business Server 2011 Standard. If you want to use WPA2-Enterprise on your network, follow the guidance provided on TechNet for Windows Server 2008 R2. Windows Small Business Server 2011 Standard does not directly configure or manage WPA2-Enterprise; you must use the consoles provided by Windows Server 2008 R2.

When I add a user and a computer to the domain, is the user account added to the computer's Local Admins group?

All new user accounts added to a computer are assigned Standard User group membership by default, not Local Admins. However, if you use the Connect Computer wizard to import a user profile that already exists on the computer and the user account is already a member of the Local Admins group, then the user account keeps its current group membership. User membership in the Local Admins group can subsequently be changed in the Administration Console.

Can third-party security products be managed by the Administration Console?

The Administration Console's Security tab is extensible and will accept third-party add-ins for managing products. For more information on creating add-ins, you can download the Windows Small Business Server 2011 Standard SDK from the [Microsoft Web site](#).

Remote Desktop Services Questions

Can I run Remote Desktop Services in Application Mode on the Standard Edition server?

No. RDS in Application Mode is disabled on SBS 2011 Standard server. Two Terminal Services sessions are available using RDS in Administration Mode to administer the server.

Can I run RDS on the Small Business Server 2011 Premium Add-on server?

Yes, you can configure the Small Business Server 2011 Premium Add-on server to run RDS.

Do the Windows Small Business Server 2011 Standard CALs include a license to use RDS on the network?

The Windows Small Business Server 2011 Standard CALs do not include licenses for using RDS on your network. If your users need to connect to a server running RDS, you must purchase RDS CALs for those users.

Virtualization

What virtualization scenarios are supported by Windows Small Business Server 2011 Standard?

Supported virtualization scenarios for Windows Small Business Server 2011 Standard are discussed here: <http://technet.microsoft.com/en-us/library/gg490793.aspx>

Can I run Hyper-V on the Small Business Server 2011 Premium Add-on server?

Yes, you can configure the Small Business Server 2011 Premium Add-on server to run Hyper-V.

Backup and Server Storage

Does Windows Small Business Server 2011 Standard use the same backup technology as Windows Small Business Server 2008?

Windows Server 2008 R2 provides the backup technology for Windows Small Business Server 2011 Standard. Windows Server Backup uses completely new technology for creating and restoring backups. Some of the more important features are using block-level backup and restore, for faster data copying, and using removable media such as optical or external drives. You can find out more information about Windows Server Backup in the [TechNet Library](#).

How does Windows Server Backup handle incremental backups?

When you first designate a backup destination, Windows Server Backup makes a complete copy of the volume you selected. Each backup event after that backs up only the blocks that have changed since the previous event. This means your backup destination always has a complete copy of your volume.

Does Windows Server Backup include bare-metal recovery?

Yes. You can restore your entire server using Windows Server Backup.

Can I restore to new hardware?

Yes, but there are reservations. Your new server should be as similar in configuration as possible to the old server. For example, if you attempted to restore a server that used single hard disk drives to a server that used RAID arrays, the drivers would be incompatible and you would not be able to recover your data. For dissimilar systems, you should perform a new installation using the appropriate drivers, install your applications, and then restore the data from the backup.

Is it possible to restore a mailbox or a message using Windows Server Backup?

It requires a combination of steps that include restoring the database to an alternate location and then using the Exchange 2010 native tools to complete the process. You need to use the tools from Exchange Server 2010 to restore a mailbox or a user's individual message.

Does Windows Small Business Server 2011 Standard support Distributed File System (DFS) for data replication?

DFS is built into Windows Server 2008 R2 and is available in Windows Small Business Server 2011 Standard. If you want to use DFS you must use the technology-specific tools in Windows Server 2008 R2 as there are no tools for configuring or managing DFS in the Administration Console.

Are tape backup devices supported in Windows Small Business Server 2011 Standard?

Windows Server 2008 R2, the underlying technology for Windows Small Business Server 2011 Standard, does not support for tape backup devices. If you require support for tape backup, contact your tape drive manufacturer for information about hardware and software compatibility with Windows Server 2008 R2.

I used tape backup for my previous server; can I use Windows Small Business Server 2011 Standard to recover the data?

You can restore the data to Windows Small Business Server 2011 Standard using NTbackup from the [Microsoft Web site](#). The utility is read-only; you cannot use it to write back to your tape device.

Can I use the Move Data Wizard to move the Exchange store and the Exchange log files to different volumes?

The Move Data Wizard moves the Exchange store to a different volume. The Exchange log file remains on the same volume where Exchange was installed. You can change the log file location to another volume using the Exchange Management Console.

I don't see an option to backup or restore only the system state data?

As part of the critical volume backup performed by SBS 2011 Standard, the system state information is backed up. If you need to perform a stand-alone system state backup, you must use the native Windows Server 2008 R2 Standard tool, WBADMIN.exe. You can find more information on the [Microsoft Web site](#).

Why can't I see the USB drive after I added it to my backup rotation?

Once you add a backup device to your backup rotation that device will be formatted and the drive letter removed. That device is now a backup target and should not be used for any other activities.

Can the SBS 2011 Standard Edition server be used to back up SQL Server databases on the Small Business Server 2011 Premium Add-on server?

You will need to create separate backups on the Small Business Server 2011 Premium Add-on server using Windows Server Backup.

Microsoft Exchange Server, E-mail, and Messaging

Can I move Exchange Server 2010 to the Small Business Server 2011 Premium Add-on server in Premium Edition?

No, you cannot move Exchange Server 2010 from the first server.

Can I add additional Exchange Servers to the domain?

Yes, but the Administration Console will not be able to manage them. You must install, configure, manage, and monitor the other servers separately.

Do I have to purchase and install Outlook for users who want an e-mail client?

No. Customers can use Outlook Web Access which provides most of the features of Outlook 2010 in a secure browser session.

Is the POP3 connector available?

Yes. The Exchange 2010 POP3 connector is available. However, it is recommended that you consider migrating to a hosting solution where you can receive e-mail using SMTP. The POP3 Connector is designed to provide new installs with the ability to have e-mail available right away using Exchange and thus moving the burden of mail checking from clients, but it is not designed or intended to be a long term solution.

What are the limits for the Exchange store?

Essentially there are no limits to the Exchange Server 2010 Standard Edition database size. By default, Exchange 2010 SP1 sets a limit of 1024 GB. Also note that you can have up to 5 storage groups with a maximum of 1 database per group, meaning that you can have up to 5 databases. In SBS 2011 Standard we use 2 storage groups (2 databases) by default. Realistically, database performance is dependent on number of processors; amount of RAM, speed of your I/O backplane and storage array configuration, so proper mailbox management policies should be in place to prevent creating back-pressure situations that would affect the server's performance.

Does Exchange Server 2010 support continuous cluster replication (CCR)?

Windows Small Business Server 2011 Standard cannot participate in a cluster, and so Exchange Server cannot participate in CCR or single copy cluster (SCC) replication technologies. Exchange Server 2010 Standard Edition supports both local continuous replication (LCR) and standby continuous replication (SCR). LCR and SCR are not enabled by default. You would need a second Exchange 2010 Server license for SCR.

Is Remote Device Wipe for mobile devices supported in Windows Small Business Server 2011 Standard?

Yes, though you must be running Windows Mobile 5.0 (with the MSFP add-on installed), 6.0 or higher on the device. For more information on which features are supported in which version of Windows Mobile, see the chart at <http://www.microsoft.com/windowsmobile/en-us/meet/version-compare.aspx>.

Can I host multiple e-mail domains in SBS 2011 Standard?

The configuration wizards provided with SBS 2011 Standard do not cover this scenario.

Remote Web Access

How do I access my Companyweb site from the Internet?

Remote Web Access (RWA) now provides access to Companyweb from the Internet.

What are the ports I need to open on my firewall?

You may need to open the following ports, depending on the services you want to make available:

- Port 25 TCP – SMTP (Outgoing Exchange e-mail)
- Port 80 TCP – HTTP
- Port 443 TCP – HTTPS (RWA, OWA, RDS sessions)
- Port 987 TCP – External secure Companyweb access
- Port 1723 TCP – PPTP (VPN)

If port 80 is not open, then you must specify https:// for RWA connections; otherwise if port 80 is open you can use http:// and the session will be redirected automatically to port 443. If your router is configured to use UPnP, the Internet Address Management Wizard (IAMW) will open port 80.

Should I open port 3389 for remote administration or remote desktop connections?

You no longer need to open port 3389. Windows Small Business Server 2011 Standard uses Terminal Services Gateway to redirect traffic from port 443 to a selected desktop or server for RDP connections. You would need to use RWA or configure the RDS client to use RDS Gateway.

Does Windows Small Business Server 2011 Standard support using remote printers without having to install the drivers on the server?

This is a feature of Windows Server 2008 R2 and is available to customers using Windows Small Business Server 2011 Standard.

Sharepoint, SQL Server and Line-of-Business Applications

Whats is the version of Sharepoint that ships with Windows Small Business Server 2011 Standard?

Windows SharePoint Foundation Services 2010

Can I use Office Web Apps on Windows Small Business Server 2011 Standard?

Office Web Apps is not supported on servers running as a domain controller. Therefore Office Web Apps is not supported for deployment on SBS 2011 Standard. You can utilize the Windows Small Business Server 2011 Premium Add-on, or other member servers to host Sharepoint and Office Web apps as needed.

What is the version of SQL Server 2008 R2 that ships with Windows Small Business Server 2011 Premium Add-on?

The version of SQL Server 2008 R2 included in Windows Small Business Server 2011 Premium Add-on is "SQL Server 2008 R2 for Small Business." It is technically equivalent to SQL Server 2008 Standard Edition but only licensed to run on a small-business network.

Can I install SQL Server 2008 R2 from Windows Small Business Server 2011 Premium Add-on on the first server?

Yes, this is a supported scenario. However the SQL Server 2008 R2 management tools will not install on the same server; you must install them on another server.

Are there size limits on the SQL Server 2008 R2 database that ships with Windows Small Business Server 2011 Premium Add-on?

There are no database limitations on that version of SQL Server 2008 R2.

Do you support all other Microsoft applications on Windows Small Business Server 2011 Standard?

Support is usually determined by the individual product teams as they are the experts on what their product requirements or technical limitations are. For example, some products cannot be installed on a domain controller. As Windows Small Business Server 2011 Standard is the root domain controller in the forest, this precludes installing that product on the server. However, by including a second copy of Windows Server 2008 R2 or Windows Small Business Server 2011 Premium Add-on, it provides a platform for other products that avoids some of the support limitations of the first server. In general, if the product is supported on Windows Server 2008 R2, it should be supported on the Small Business Server 2011 Standard and the Premium Add-on. Check with the specific product pages for definitive guidance.

System Requirements

Q: What are the system requirements for the SBS 2011 Standard

A: All system requirements will be finalized at RTM. Minimum system requirements for the previews are:

SBS 2011 Standard

Processor	Minimum Quad core 2 GHz (x64) or faster (4 sockets maximum)
RAM	Minimum 8 GB; Recommended 10 GB; Maximum 32GB
Hard-Disk Space	120GB

Support

Q: Who provides end customer support for Windows Small Business Server 2011?

A: Support for SBS 2011 depends on the channel that the customer purchases it through. If you obtain it through an OEM, the OEM will be the support system.

Microsoft Customer Service and Support (CSS) offers a number of support options for customers who have questions or concerns prior to deployment, or experience a problem during or after deployment. These options include online/self-help support, phone-based technical support, and professional support offerings.

Q: What online support options are available?

A: Customers have access to a variety of free online support tools at www.support.microsoft.com including:

- [Product Solution Centers](#) that contain support information by product, including common issues, how-to articles, troubleshooting tips, and the latest downloads.
- [Online Support WebCasts](#) where online support customers can watch live presentations given by Microsoft experts, and participate in live Q&A chat sessions following each presentation.
- [Microsoft Technical Communities](#) that provide opportunities to interact with Microsoft employees, experts, and peers in order to share knowledge and news about Microsoft products and technologies.

Q: What is a professional support contract?

A: Microsoft Services provides professional support offerings that include pre-packaged support, proactive services to improve IT health, reactive services, and various levels of Support Account Management. Professional support offerings available to small and medium-size business customers include:

- [Essential Support](#), a pre-packaged support offering that provides phone support, proactive support services, and access to online support tools for one fixed price.
- [Software Assurance](#), a comprehensive maintenance and basic support offering providing a broad range of benefits including newly enhanced support services, deployment assistance, training tools, and the latest technology that can help minimize licensing costs and improve your business productivity

Q: What if I need live technical support? How do I reach a support representative?

A: Customers can access technical support from our industry-leading technical support staff via email, through live chats, or over the phone 24 hours a day, 365 days a year, and in more than 40 different languages. Prices for these services will vary. Contact and pricing information is available at www.support.microsoft.com