



RUNAS RADIO



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Susan Bradley Fills Us In on Small Business Server!
May 14, 2008



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[Music]

Brandon Wenn: From runasradio.com, you're listening to RunAs Radio, the Internet audio talk show for IT professionals with Richard Campbell and Greg Hughes. This is Brandon Wenn announcing show #57 with guest Susan Bradley, recorded Wednesday, May 7, 2008. RunAs Radio is produced each week by PWOP Productions, providing professional media and podcasting services online at pwop.com.

Richard Campbell: You're listening to RunAs Radio. I'm your host, Richard Campbell. With me as always, my friend and co-host Greg Hughes.

Greg Hughes: How you doing, man?

Richard Campbell: I'm doing well, sir. Having a good time. TechEd is upon us.

Greg Hughes: Yes.

Richard Campbell: Any day now, right?

Greg Hughes: Yup. I'll be seeing you there again. I'm looking forward to that. Meeting with a bunch of other people who I hear are attending. So, don't forget, if you're there, come and see Richard and I and say hi or sit down or we'll grab lunch or whatever.

Richard Campbell: We'll be there the IT week together for mostly of the TechEd Online stage, which will be in the main hall and I've been putting together some panel discussions and one of them has really been a hot button issue, which is IPv6. We did a show a while ago with Sean Siler on it, got a lot of email around it and definitely stirred up the pot. People are very interested in what's going on there, so I thought that would be a great panel discussion too to talk about more of it, so look for that at TechEd in June, second week of June.

Greg Hughes: Yeah, that will be great. I know we got several emails after that IPv6 show as well.

Richard Campbell: Right. Let me read this one from Russ Wilson. "Hello gentlemen. I am a .NET developer who listens to all the tech shows provided by PWOP Productions and I've been listening to you guys since episode one. Like many other developers who have written in to your show, I use RunAs as a way for me to stay abreast of new technologies coming out in the IT professional world while I'm busily coding away in the land of .NET. Thanks so much for your efforts. I just finished listening to your show you had with Sean Siler on IPv6 and it was great! I want more. I've been trying to warn some people here at my company about the upcoming issues we may face when trying to migrate, or is that

deploy, to IPv6, so I think I will have them start with this episode. I do however have a question that may concern many of us on a personal level. How are the ISPs planning to handle the IPv6 change? They have millions and millions of customers sitting out there with modems that may or may not support IPv6. Do you have any insight on how they plan to handle the deployment? Another concern I have aside from that is even if the ISPs get their hardware switched over fine, what is the layman to do? My parents don't know the first thing about the router I installed for them two years ago. IPv4, IPv6, they don't care. They just want it to work. Is there a master plan to help with the non-technical people to get their home networks up and running? I wonder if the government will step in with commercials, etc., like they're doing with the switch to digital television here in the US. Your thoughts? Am I blowing this out of proportion? Anyway, those are some of my concerns I have as a geek and a consumer. Thanks for all the great work and keep the shows coming. Thanks, Russ Wilson, Decatur, Illinois." Thanks Russ.

Greg Hughes: Yeah, thanks Russ. That's a great email, some good questions.

Richard Campbell: Absolutely and I think they're going to handle it pretty much like the digital TV thing. I would expect, although I don't know for sure, that ISPs already -- you know, so many of the chipsets that are out there today for Broadcom and so forth already support IPv4 and IPv6.

Greg Hughes: Exactly.

Richard Campbell: It may just be a firmware upgrade.

Greg Hughes: I can see though, I mean, one of the differences between, you know, an IPv6, two fundamental differences between the IP network going v4 to v6 and digital television, one of them is, is that the digital television is a switch, right?

Richard Campbell: Right.

Greg Hughes: It's a flip of the switch and we're no longer going to be broadcasting, so you could say that there's a transition period and then technically I guess we're in a transition period right now.

Richard Campbell: Right.

Greg Hughes: It's not flipping a switch, you know, a black and white binary sort of process for IPv6, it's a migration. So, for example, I could sit here right now, let me look, ipconfig, all right, so I have IPv6 addresses on my laptop here, on my home network as well as IPv4 addresses because my router



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supports that. So, I'm already doing IPv6 and not even on purpose, right? It just does it for me, but it has that capability, so like you say, a Broadcom chip or a lot of the others that are out there that are very common, you know, a flash firmware upgrade or in some cases just right out of the box it already supports it.

Richard Campbell: I don't think it's going to be the same kind of issue. So, the interoperability I think is a big thing. If I was an ISP -- I mean there are two sides to this. One is your interior network, which is maybe IPv4. I think Sean was encouraging us to start tinkering with IPv6.

Greg Hughes: Yeah.

Richard Campbell: And your exterior network out to the Internet, which is almost certainly IPv4 right now and eventually, will be IPv6.

Greg Hughes: Yeah, so in the case of mine that I did is an IPv4 address that I get from my ISP, so we're that interoperability thing and bridging an IPv6 network to an IPv4 Internet right now.

Richard Campbell: Sure. So, I could see ISPs, just for simplicity's sake, saying once they need to migrate their exterior networks to IPv6, creating bridging in their modems to IPv4 interior network so that their customers never need to switch.

Greg Hughes: Sure. I mean just like on my network here at my office, I am getting both types of IP addresses, v4 and v6, you know, in a strong theory that ISPs can do the same thing for some period of time and as soon as you start assigning IPv6 addresses to devices that understand and will do that, it will certainly frees up a lot of IPv4 address space at the same time.

Richard Campbell: But I would also point out, and I thought that was really the point of our show was there were significant advantages to the IPv6 infrastructure from an IT perspective.

Greg Hughes: Oh, at a security perspective.

Richard Campbell: Absolutely.

Greg Hughes: And a whole bunch of different areas, yeah.

Richard Campbell: So, now that we could see that this migration is going to happen over the next few years, that we're committed to moving, it's a great time for IT pros to start looking at what would it take to migrate my infrastructure to IPv6 and what benefits am I going to get from this for my network as a whole.

Greg Hughes: Oh, absolutely. If you are an IT pro, and I think we said this during the show, but just to reiterate, I'll do my preachy thing here for a second, if you're an IT pro or if you run an IT shop or work in one and you have not yet addressed the potential need for IPv6 and how it sort of fits into your plans, now is the time to do it. I mean it's going to be less expensive and less hectic if you start thinking about it now.

Richard Campbell: All right, Greg. Let's introduce our guest. Susan Bradley started her career in computing with the IBM 8088 computers and Compaq "luggable" portables. To this day, she is convinced that her right arm is longer than her left arm because she lugged those dang "luggables" for an entire summer at an audit job.

Susan Bradley: True.

Richard Campbell: Awesome. Now, she practically has an RJ45 connection growing out of her body. In addition to blogging at www.sbsdiva.com, great domain name, she writes articles for Brian Livingston's WindowsSecrets.com on the topic of patching. Extremely honored to be the author of the SmallBiz chapter in the Windows 2008 Security Resource kit, she's also the co-author of the upcoming SBS 2008 unleashed. Welcome Sue.

Susan Bradley: Welcome and thank you.

Greg Hughes: Thanks for joining us.

Richard Campbell: Is it Sue or Susan?

Susan Bradley: Yes, Sue, Susan, hey you, doesn't matter.

Richard Campbell: Any of those. So you! SBS. How did you end up here?

Susan Bradley: Once upon a time in a galaxy far, far away... Oh, sorry, wrong story.

Richard Campbell: Yeah.

Susan Bradley: Yeah.

Richard Campbell: Said the lady with the Yoda picture on her blog site.

Susan Bradley: So, the once upon a time is I went to CPA encounters. We have to go to technology conferences.

Richard Campbell: Right.

Susan Bradley: And one of the courses I went to about 1998 I think was a course on small business



networks and that's the time we were doing, I'm going to show my age, LANtastic's Modem Share.

Richard Campbell: Wow.

Susan Bradley: Oh yeah, peer-to-peer network at its finest. So, I listened to a person talk about this new product coming out called Small Business Server and I thought, "You know what? It sounds like it's going to fit well for my firm." So, then I went around to try to find somebody to install it and they were all like, "What's that?" This is when marketing wasn't quite as efficient as it is now.

Richard Campbell: Right.

Susan Bradley: So, long story, we finally did find somebody to install it and then somehow and to this day I don't remember exactly how I found the newsgroups out there, but I was having some issues. I think I was trying to upgrade between SBS 4.0 and 4.5 and somehow and I don't to this day how I found them, but I found the newsgroups out there, the NNTP newsgroups. Now, they're kind of going into web forms, but I found this group out there of crazy people just like me, some of them were consultants that installed SBS, some of them were administrators of SBS networks, and we all started to help each other through technology issues. You start out in any of these kinds of forums lurking a lot. You kind of see what the community is like and kind of see what's going on and then finally you see some question out there and you usually see these really dumb questions and you go, "I know that one! I can answer that one." So, you jump in and you start answering questions and then this illness kicks in where you really start to like helping people and, in fact, what you find out is that when you help people, it actually trains you better. You learn when you help others.

Richard Campbell: You have to clarify your thoughts around a particular thing.

Susan Bradley: Exactly. I mean it's just that they always talk about teachers and how when you have to understand it better to turn around and talk to somebody else about it. You kind of go, "Oh okay."

Richard Campbell: I think you also get a sense of ownership from that as well is that once you start helping people on it, you really are committed to it.

Susan Bradley: So, that's kind of a long story of how I got here.

Richard Campbell: For folks who don't know a lot about small business server, let's sort of lay the foundation. What is the difference here? What's in it?

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Susan Bradley: We always call it the kitchen sink server.

Richard Campbell: Right.

Susan Bradley: When you describe it to somebody, they go, "You've got to be kidding." However, I'd like to point out before I start talking about what's in the kitchen sink server, I'd like to point out to people that are doing virtualization these days, when they're doing multiple virtual servers on one piece of hardware, you're kind of doing the same kind of thing that we're doing in small business server. What we do on, well, what Microsoft does, I should say, on the small business server product is they take and they look at all the different server products that Microsoft produces and they go, "You know what? Let's make it a little bit easier for somebody to deploy." So, instead of the whole process that, you know, what I call big server land, you don't have to go through this process of Dcpromo and you don't have to go through this process of installing Exchange and making sure you have Service Pack 1 because it won't install without Service Pack 1 on Windows 2008. It does the install for you. You either love it or you hate it. It's kind of like there's no in between.

Richard Campbell: Right.

Susan Bradley: You either like the fact that you get this wizard-driven install so that things are done for you and in about two-and-a-half hours, you have a fully deployed domain controller, Exchange server, SharePoint Server, you have your domain name setup, you're connected to the Internet, you have a really cool remote access to that network. In fact, we joke about it now that GS Remote app is very, very close to it and probably stole a bit of remote web workplace. You're either in that camp or you see the value of it and the power of it or it drives you crazy because you're this control freak and you like to set up everything manually.

Richard Campbell: You want to tweak it your own way.

Susan Bradley: Exactly.

Richard Campbell: You said domain controller, SharePoint, Exchange. Is SQL Server in there?

Susan Bradley: Okay. So, let me tell you about the new thing coming out with SBS 2008 that's really cool about SQL Server. In the past, we were required to put the SQL Server on top of everything else, so, yeah, we called it the kitchen sink server. In the 2008 era, they realized that we've got a lot of line of business applications that tend to not upgrade to the latest and greatest. Let's face it; they're a year to three years behind. So, what they're doing on the



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2008 era products is they're allowing us to put the SQL Server on a separate box altogether.

Richard Campbell: Interesting.

Greg Hughes: So, that's an option then?

Susan Bradley: It's called a premium. There are two SKUs. If you felt licensing was fun before, oh, you haven't seen it down here. We have a standard SKU that has the normal SQL 2005 Express, then we have a premium SKU that has SQL Server 2008 standard. It will also give you downgrade rights to 2005.

Richard Campbell: Okay, and that's the one you can install on a separate box if you want.

Susan Bradley: Exactly. They also give you this brand new, in the 2008 era, they give you an extra Windows 2008 license so you can have that second server, you can have it do whatever you want. You want it to be an additional domain controller? No problem. You want it to be a line of business SQL Server? No problem. If you add terminal server CALs, you can do TS App Server out there. So, that's a brand new thing that they're allowing us within the license to pull off the SQL and put it on a separate box. For those people that are a bit concerned that, "Gee, I want to put everything all on one box; that want to do that again," you can put the SQL back on the main box if you want. So, there's no restriction as to where that SQL goes.

Richard Campbell: Okay. I mean I just get -- I guess I'm a big IT guy. I get chills at having that much stuff in one instance of Windows.

Susan Bradley: I know, but you have to keep in mind that, number one, they've been working on this... People say it would be insane for you to do it all by yourself.

Richard Campbell: Right.

Susan Bradley: We're not smart enough, but when you get the fact that it's, number one, supported and you get the development team putting it all together and making it work, it does work.

Richard Campbell: So, what are the restrictions to stuff like Exchange and SharePoint and so forth for the small business edition? What makes it different?

Susan Bradley: It basically is the exact same thing as the big server line Exchange. The only difference is we're limited as to number of users or devices.

Richard Campbell: Okay.

Susan Bradley: There's a hard cap at 75 users or devices. What we say is they're usually, we call it the sweet spot, it really works the best when it's about 25 to 35 to 40 users or devices. You can top out at 75, but you're kind of hitting that top limit. In fact, there's a brand new product coming out called Essential Business Server. Again, the names are lovely. They don't exactly come up with a great marketing name sometimes

[Laughter]

and that one called EBS. So, it's between, it starts at 25 users or devices and goes up to a maximum of 300. Now, the difference between that one and small business server is that one by design starts out at three servers.

Richard Campbell: Interesting.

Susan Bradley: Or three virtual servers, they can do virtual as well. So, what it's done on that one is it's got a domain controller, it's got Exchange on a separate box, and then it's got that edge role for Exchange on a third box.

Richard Campbell: And that's up to 300 users. I just find it fascinating, Microsoft is starting to create these strata of configurations depending on the size of your organization and I'm thinking about the challenges of the upgrade path from one to the next.

Susan Bradley: And they have already anticipated that and know that. We have what we call transition pack and there are actually transition packs now. If you get to 74.5 users on small business server and you're going, "Uh-oh, we're in big trouble," there's something called a transition pack that you run on the box and it basically takes all those limitations off.

Richard Campbell: Interesting. I'd like to point out that I would be in trouble if I had a half-user.

Susan Bradley: Well, you know.

Richard Campbell: Yeah.

Greg Hughes: I think I've had half-users on Exchange before.

Richard Campbell: Yeah. You know, you bring up an interesting point here, Greg. Of all of the products that Microsoft makes, not just a small business server, but in general, Exchange is the one I fear the most.

Greg Hughes: That's the one that scares me. At the same time, I can't imagine -- Microsoft has had



this SBS out for years now and gone through many iterations. While I've never used it in a production environment, I've installed it to play with it. I've always sort of had environments that were a little too large for SBS. I do know an awful lot of IT people that have used it and sort of built that single server and swear by it.

Richard Campbell: It does sound to me, Sue, that you have a loyal following like there's a bunch of fans of SBS.

Susan Bradley: We have a gentleman in our SBS MVP ranks that also installed Macintoshes on an SBS network and he equates that we're kind of like Apple fans. I mean we will be honest and we will be critical, but if you believe, we believe. One thing I do want to point out when you talk about the single server solution, I wanted to dispel one miss there. In my office, I actually have three servers.

Richard Campbell: Okay.

Greg Hughes: Right.

Susan Bradley: So, just because it's all in one box for those roles, that doesn't mean that you can't have an additional domain controller out there.

Richard Campbell: Right, you just buy a license.

Susan Bradley: It doesn't mean you can't have member service, you name it.

Richard Campbell: Sure.

Greg Hughes: Right.

Richard Campbell: How much for that sweet spot? You said it was around 25?

Susan Bradley: Usually about 20, 25, 30.

Richard Campbell: So, what kind of gear are we talking about to run an SBS single server solution for 25?

Susan Bradley: It depends on -- I mean I am a hardware bigot when it comes to... I mean I'm still the SCSI gal and currently on the 2003 era, we were topped out at 4 gigs of RAM.

Richard Campbell: Right.

Susan Bradley: So, we were in the 32-bit platform. So, if you look at my box, my box...

Richard Campbell: Sorry, Sue. You're saying there was only a 32-bit version of SBS?

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Susan Bradley: There was in the 2003 era. Because we're driven by Exchange, in SBS 2003, we were on the 32-bit platform.

Richard Campbell: Okay.

Susan Bradley: SBS 2008...

Greg Hughes: That world changes.

Susan Bradley: We were up on the 64-bit.

Richard Campbell: Right, because Exchange is only 64-bit, so you now we must go 64-bit.

Susan Bradley: You got it.

Richard Campbell: Yeah, that 4-gig limit has got to be the straining point of SBS up until now.

Susan Bradley: Yes and no. It depends on your application. For me and my office, I'm trying to remember the model that I have, it's a Hewlett-Packard, most of the time it's barely, you know, I always joke that it's sitting there in the corner filing its fingernails bored to tears because the CPU isn't doing that much.

Richard Campbell: Right.

Susan Bradley: I don't have any really SQL intensive applications and that's what's nice about the 2008 era. If you really do have some line of businesses that's really a SQL hog, you can stick it over on the second box.

Richard Campbell: Easily spin SQL Server off and cut that load out because SQL Server can gobble up an entire machine if it thinks it needs to.

Susan Bradley: To be fair in my own box because I know what instances are on there, I actually put in commands to what I call throttle it down.

Richard Campbell: Right.

Susan Bradley: Because I go, "Okay, you don't need that much. You're going to stay there." So, I know what's on that box and I set a given cap limit for it.

Richard Campbell: And I got to think in a 32-bit world, you're mostly capping memory.

Susan Bradley: Yeah.

Richard Campbell: That would be the thing for me would be to tell SQL Server, "You only get a gig to play in. I'm sorry."



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Susan Bradley: Exactly.

Richard Campbell: So, Exchange has enough room to breathe and so on.

Susan Bradley: Yeah.

Greg Hughes: So, you've mentioned SQL Server 2008 a couple of times and it seems like we should be seeing something pretty soon, but what do you know about 2008 and what can you share in that area?

Susan Bradley: It's actually a community technology preview or whatever they call the betas these days. People say the server launch event that has the one product that hasn't yet been launched. Word is, is that we're going to get the ability to have that SQL to be either the 2008 or the 2005. Basically, they're going to do -- and I can't give... There is a public beta at this time, there's a release candidate out for both SBS and EBS. As far as estimated days that one is going to launch, can't tell you, don't know, but regardless, they're not going to wait until that SQL release date because they're going to give the option of whatever we want on that out there.

Richard Campbell: Of either way.

Susan Bradley: Yeah.

Richard Campbell: I guess that's part of they're leaving that flexibility in there because we don't know exactly what SQL 2008 is going to...

Susan Bradley: And they've given it to us now on the current version. They understand that SQL and line of business applications, I mean, the vendors set their own timetables on that.

Richard Campbell: Right.

Susan Bradley: The other cool thing is different, again, from the 2003 era product. The 2003 era product, they gave us SQL 2005 workgroup and a lot of vendors kind of went, "Sorry, we're not going to support that." So, in the 2008 era, they're giving us the standard SKU.

Richard Campbell: Okay. So, the other logical competitor in my mind for SBS has got to be the ISPs. I can get Exchange and SharePoint from a bunch of different vendors now. I'm just trying to feel what the advantage would be for running my own server.

Susan Bradley: Sure. Calendars, paranoia...

[Laughter]

I kid you not.

Greg Hughes: Well, information security, certainly there are some arguments there.

Susan Bradley: The biggest thing is I want my data, I want it on my premises, I don't trust the cloud.

Richard Campbell: Right.

Greg Hughes: I think there are some business that are required to operate in that manner too from a distant IT control standpoint. Having it in house, it really can be a business requirement in some markets.

Richard Campbell: I love this balancing act of I'm a control freak enough that I want to run my own server, but not enough that I want to install them my own way.

Susan Bradley: Exactly.

Richard Campbell: That's an interesting window to live in.

Greg Hughes: It's sort of a business rules versus the technology rules as well, sort of two different sets of rules there where the technology people have to help enforce the business rule.

Susan Bradley: You have to remember too that there is a consulting group out here that installs most of the small business servers.

Richard Campbell: Right.

Susan Bradley: So, the business owner comes in and says, "I need this. I'm not comfortable with the cloud yet. What options do you have?" The consultant goes out there to Microsoft's laundry list of stuff and let's be fair, they also go out to Novell and Linux and they look at the options and say, "Okay, which one gives me what this client needs?" The client doesn't care what name it is. The client does usually want Exchange. We're married to Outlook, let's face it.

Richard Campbell: Yeah. It's not that they want Exchange because they're married to Outlook and the experience of Outlook is so much better once you have an Exchange Server.

Susan Bradley: We always joke that what you sell to clients or what you show the clients, you don't show the clients the server at all. That could be a brick in the corner for all they care. You show them two things. Number 1 is you show them the shared calendar ability in Outlook, that's number one, and the second thing is you show them what we call the



Remote Web Workplace. What Remote Web Workplace is, is a SSL website that the end user logs into, puts their username and password and they literally get back to their desktop back at the office.

Richard Campbell: Wow.

Susan Bradley: What's nice about it if you've got people that aren't on the uber geek remote worker side that can't handle the VPN and can't handle all this stuff. They literally get back to their same desktop at the office. If you've got these people that if you move the icons two inches, they freak?

Richard Campbell: Right.

Susan Bradley: They're getting back to their icons, their desktop, everything works.

Richard Campbell: What about the sort of grubby underside of managing all of this? What about backup, disaster recovery, that kind of thing?

Susan Bradley: People give a bad time or they freak out about the "single server solutions," but at the same time, it gives you a lot of flexibility because if you do choose to do a single domain controller, you can image that domain controller and not introduce risk back into the network when you restore that.

Richard Campbell: Because there is no other domain controller.

Susan Bradley: Exactly.

Richard Campbell: So, then you are dealing with downtime, but you...

Susan Bradley: Usually though, yes and no. Number one is you buy good hardware, that's my first rule of thumb.

Richard Campbell: Right.

Susan Bradley: The second rule of thumb that I have is you buy spare hard drives. You always make sure that there's a hot swap available because you don't want to be calling, you know, Fries at 10:00 at night going, "Do you have an HP hard drive?" or looking on eBay.

Richard Campbell: Now, you're talking about a RAID 1 configuration or you're talking about literally just having an extra hard drive on the shelf?

Susan Bradley: Just having extra hard drive.

Richard Campbell: Okay.

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Susan Bradley: This is the level of paranoia. Okay, so level of paranoia is having extra hard drive at a minimum.

Richard Campbell: Right.

Susan Bradley: Next level of paranoia is having an extra NIC card because I've sometimes had those go bad. Next level of paranoia is if you get software assurance, you can have what's called a cold server standby rights or you have another piece of hardware out there.

Richard Campbell: That already has software installed on it but it's off.

Susan Bradley: That already has software installed. Most people don't choose that. They rather would choose the image, making a drive image of it. Nowadays too, the other way that they're getting around this is virtualization because once you release that operating system from the physical box and you put it in a virtual, it doesn't care what hardware you have it on.

Richard Campbell: Yeah, easy to switch to a different machine.

Susan Bradley: I mean we literally had a consultant, a friend of mine in Australia, had one of their clients network server went down. He virtualized it on his laptop for the weekend. Band-Aid obviously wasn't the greatest experience in the world, but kept them up and going.

Richard Campbell: At least they were running.

Susan Bradley: Until they got new hardware and put it right back down.

Richard Campbell: I just recall the backup software that Microsoft provides is not that robust. What's doing the imaging?

Susan Bradley: We're using a couple of things. In the 2003 era, right now, we're using either Acronis or StorageCraft.

Richard Campbell: Okay. A smart SBS owner goes out and buys Acronis.

Susan Bradley: Yup.

Richard Campbell: I'd buy that. I mean I'm a big Acronis fan myself.

Greg Hughes: Yup, good software.

Richard Campbell: They make sense to me. The nice thing about having one machine is you can snap



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an image of it. I bet that's a pretty healthy size image, mind you.

Susan Bradley: It can be, yes. Now, shall I throw out another way that we're doing it?

Richard Campbell: Sure.

Susan Bradley: You're going to love this, Windows Home Server.

Richard Campbell: What?

Greg Hughes: Really?

Susan Bradley: I kid you not. The uber geek in the community are taking home server and using it as a backup. It backs up the SBS box, it backs up the client workstation.

Richard Campbell: That's hilarious, I love it.

Susan Bradley: It works.

Greg Hughes: I can put a plug in for Home Server, mine is sitting right here next to me and it's probably the best hardware technology investment I've made in many, many years for me. It really is pretty cool stuff.

Richard Campbell: I think those are the sort of key things about being successful is this. What are the other third party add-ons we're going to plug into it?

Susan Bradley: Exactly.

Richard Campbell: Are there others we should know about?

Susan Bradley: One of the things that I recommend for small business servers especially in this day and age of spam, you know, we all love spam, I recommend that you put what I call the cloud out front. So, if it's Post Ini, if it's Reflection, if it's Exchange Defender, you put some third party hosted thing out front to filter the email first and then the other thing that I do is I limit down my port 25 connection to just, in my case, it's Exchange Defender, I limit port 25 to just look at Exchange Defender. So, I'm not getting any drive by anything on that port at all.

Richard Campbell: Right. So, these are mail proxies essentially that all the mail goes through them just so you can just...

Susan Bradley: They hold it. If I go down, they hold the email.

Richard Campbell: Right.

Susan Bradley: They filter it. They have an archive for two weeks of spam if I really want to go back and see spam, but, yeah, they're a proxy in front of me so that they get it first. They filter it, they hold it if I go down. You were saying about downtime too. That's probably the key. If you were in a small business network, you usually can afford some downtime.

Richard Campbell: Right.

Susan Bradley: You can go a Friday afternoon for four hours without the network. You can work around it.

Richard Campbell: Sure, but you know what mail to bounce, that's the thing.

Susan Bradley: Yeah.

Richard Campbell: So, having a mail proxy gets rid of the bouncing mail. What about the firewall? I don't imagine I'm plugging this Internet connection directly into this box. Is there something I should be putting between them?

Susan Bradley: It depends on which era you were at. In the SBS 2003 era, they actually had -- are you ready for this? Not only did we have domain controller and everything else on the box, we had ISA Server on the same box.

Richard Campbell: Wow.

Greg Hughes: Right.

Susan Bradley: Yeah, I know. We got a little bit smarter in the 2008 era. We're actually now, the ISA Server is no longer part of the product, so now we can purchase whatever firewall we want in front of it. In fact, they're going to what's called a single NIC setup. Part of this is due to the technology change in Windows Server 2008. Server 2008 is shipping with the firewall network on that NIC card turned on 24/7. It's like Vista does it.

Richard Campbell: Right.

Susan Bradley: It's to better protect that network connection. As such, they can't do the ISA Server on top of the same box anymore, which is a good thing. It's time that we got it off the domain controller. So, now we can choose whatever firewall device we want in front.

Richard Campbell: Okay. That makes sense to me.



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Greg Hughes: Of course. ISA Server provides the ability -- so, is ISA Server needed I guess for this? You were talking earlier about the capability to sort of publish certain services out to end users. Maybe they're going to remote connect to their desktop or those sorts of things. Or is that something separate in SBS 2008?

Susan Bradley: What SBS does is it basically sets up the publishing and then if it can see the firewall out there, if it can handle UPnP, it will actually poke the necessary holes in that outside firewall. If you have a firewall or if you're paranoid and you turn off UPnP, you just mainly go to that firewall and configure the 443 connection.

Greg Hughes: So, that actually sounds really similar to the way that Windows Home Server does a very similar thing to allow you to remotely connect to that console.

Susan Bradley: You've got the same kind of routine. The Home Server, Small Business Server, and Essential Business Server are all three out of the Windows Essential Systems Solutions family. I think I got that right.

Greg Hughes: Gotcha.

Susan Bradley: They're all three kissing cousins and the funny thing is you kind of see parts of each of them in all three of them because the remote capabilities in Windows Home Server, first we're in Small Business Server, then they were taken over to Essential Business Server. The dynamic IP that's in Windows Home Server is also in Small Business Server now. So, they work together very well and like realizing which parts of each were really good and so they were stealing and cannibalizing parts.

Greg Hughes: A pretty good example I think of Microsoft not reinventing every wheel every time the last several years, it seems like they've really done a good job of trying to build a common component, use the parts that work really well across products.

Susan Bradley: Right, and for those people in the audience that have used Windows Home Server, like the wizards that are in there, again, the same things are going on in Small Business Server 2008, that same ability where it walks you through of, you know, we're going to do this, we're going to do that, same concept.

Greg Hughes: You know; I'm kind of curious. For people that may be are thinking about beefing up their services, you know, I imagine there's businesses small and medium-sized businesses that might be able to take advantage of this, but one of the big

roadblocks sometimes is cost or perceived cost. What are maybe some round numbers? Granted you're not the cost or licensing person, but what's your experience with, you know, what kind of investment does it take to be able to implement an SBS set of services?

Susan Bradley: From a consultant standpoint or from a business standpoint?

Greg Hughes: Well, I think if you have a business standpoint, maybe they're running a couple of different ad hoc services here and there to do mail and old calendaring legacy apps and they'd like to become a little more modern, but what kind of investment generally speaking are they looking at from a licensing standpoint?

Susan Bradley: Amazingly enough, when you go out to Dell and some of the OEM websites, and to be honest with you, some of the hardware out there scares me a little bit because to me, it's a little bit underpowered. I literally got a box just to see what it was like. I literally got a Small Business Server 2003 box for about \$800 from an OEM site.

Richard Campbell: Wow, hardware 2.

Susan Bradley: I wouldn't recommend this box to be honest with you, but it was like the -- I call it an overgrown desktop. To me, I wouldn't recommend that level. I would be comfortable more with at least a \$2000 to \$3000 to \$4000 box.

Richard Campbell: For the hardware.

Susan Bradley: Yeah.

Richard Campbell: How much is the licensing?

Susan Bradley: The pricing on the 2003 model, and I don't know the 2008, so you're going to have to wait until that releases, on the 2003 side, the standard version was \$599, I hope I get this right, the premium version was I think \$1299 for the licensing and that comes with five user CALs and then you can buy five CALs or 20 CALs and I think the five-pack, I think they're \$99 a piece. Again, this is...

Greg Hughes: So, all in all, it's really not that expensive really.

Susan Bradley: Yeah. What really cost for a lot of people is not the hardware and not the software. It's the consultant time.

Richard Campbell: To get it running right.

Susan Bradley: Yup.



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Richard Campbell: That seems reasonable. That how it just work understanding the business and how it needs to have things work.

Susan Bradley: Right, and you know, coming in and if they've got a peer-to-peer network, it's taking them and migrating them over to the server domain setup. Sometimes, or I shouldn't say sometimes, a lot of times, it's coming into a small network and they've got a lot of XP Homes and XP Homes won't join a domain.

Richard Campbell: Right, right.

Greg Hughes: Right.

Susan Bradley: They've got to upgrade into XP Professional.

Richard Campbell: I think most the consulting has got to be taking what's currently there and making it work in an SBS world.

Susan Bradley: Right.

Richard Campbell: That's got to be the definitely challenging part. You mentioned a couple of times the various vendors, third party apps that people often run in this environment. Any favorites? Are we talking like Great Plains or some of the other Microsoft Dynamics products?

Susan Bradley: You know what? In my world because I am a CPA, for whatever reason in California where I live, Great Plains hasn't made too many inroads. We have QuickBooks.

Richard Campbell: Ah, so QuickBooks is the popular one.

Susan Bradley: QuickBooks is up on our servers, not so much Great Plains. Sorry, Microsoft.

Richard Campbell: But I guess that's got to be a common install and you need to have it work in a configuration and QuickBooks supports SBS.

Susan Bradley: Yup. In fact, the funny thing is I know from reliable sources that because QuickBooks in the 2007 and 2008 era works really well on a network setup. I heard through the great vine that QuickBooks was actually pushing a lot of server deployment because they realize that they needed to have some kind of server in the middle to share that data out. They buy QuickBooks and realize, "Oops, we need a server," and then they would go buy Small Business Server.

Richard Campbell: Nice. Interesting synergy there.

Susan Bradley: Yup.

Richard Campbell: I don't think QuickBooks utilizes SharePoint. What do people end up doing with SharePoint? Is it primarily just the office sharing kind of thing?

Susan Bradley: SharePoint is a funny thing. I think it's going to grow more. Right now, SharePoint is very much dependent on if there is somebody in the office that gets it or if the consultant gets it and pushes it out.

Richard Campbell: Right.

Greg Hughes: Right.

Susan Bradley: In my office, we've used it as both a what I call an HR bulletin board, so we've got the firm policies and we've got the health documents up there and that kind of stuff and then because we have a specialty called litigation consulting, I have some very unique documents up on SharePoint for that. So, in my case, it was because I pushed it, I liked it, and then in the 2008 era, we'll be getting SharePoint version 3 that we're going up to the -- or currently one that ships with SBS 2003 right now is the v2. SharePoint v3 will be in Small Business Server 2008.

Richard Campbell: Okay. Susan, we've torn through a half an hour on record time, probably less than half an hour flat and I think we sort of got a picture of SBS. What are we missing here?

Susan Bradley: The main thing is -- if you come to my blog at sbsdiva.com, you'll see links there for the places that you can go to; if you're interested in finding out more about this. They've just announced a release candidate zero of SBS and EBS, that's Small Business Server 2008 and Essential Business Server 2008. Both of them just opened up from the private betas to public betas now. So, if you're more interested, come out to sbsdiva.com and I'll have links there where you can sign up for more information.

Richard Campbell: Great.

Greg Hughes: That's awesome.

Richard Campbell: Susan Bradley thanks so much for coming on the show.

Susan Bradley: Thank you.

Richard Campbell: And we'll talk to you next week on RunAs Radio.