

Microsoft® Small Business Server 2003 Unleashed

By Eriq Oliver Neale, - et al.

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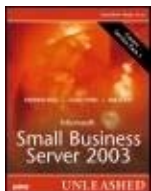
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Overview

If you are new to the world of Microsoft Small Business Server 2003, Microsoft Small Business Server 2003 Unleashed can provide you with real-world support experience as you get started or explore your upgraded server. Written and reviewed by Small Business Server MVPs, this book provides valuable coverage of Mac and Linux platform integration, as well as the integration of ISA 2004, SharePoint, FrontPage, Exchange, and SQL Server. You will develop a number of new skills, including:

- Planning SBS installations.
- Troubleshooting SBS installation problems.
- Adding additional servers to the SBS network.
- Troubleshooting common Exchange problems.
- Working with ISA 2004 in the SBS environment.
- Troubleshooting common IIS problems in SBS.
- Working with SharePoint Team Services and the Companyweb interface.
- Configuring SBS and Macintosh clients for integrating the two platforms.

Make complex networking accessible with Microsoft Small Business Server 2003 Unleashed.



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Microsoft Small Business Server 2003 Unleashed

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About the Lead Author

Eriq Oliver Neale is an internationally recognized Small Business Server expert in addition to being an accomplished author, musician, blogger, teacher, and all-around geek. He started building PCs from scratch to help pay his way through college and never looked back. In the 17 years he has worked in IT, he has dealt with DOS, VAX/VMS, Novell, Macintosh, all flavors of Windows, and all manner of communication technologies, including email systems and remote access solutions.

Eriq's writing credits include contributions to *The Internet Unleashed 1997* from Sams Publishing, *Windows 2000 Server System Administrator's Handbook*, *E-mail Virus Protection Handbook*, and several books in both the 2000 and 2003 MCSE exam preparation series. One of his earliest works, an article on MIDI (musical instrument digital interface), is still a frequently referenced document on the Internet.

Eriq spent a year as a support engineer in the Small Business Server team of Microsoft's Product Support Services. In addition to resolving complex support issues, he also developed internal documentation used by other support engineers. He also contributed heavily to the "Connecting Macintosh Clients to a Windows Small Business Server" document released by Microsoft early in 2005.

Eriq makes his home in northern Texas with his wife and pets. His consulting practice provides direct support to small businesses locally, and he consults with other small business IT support firms around the globe. When he is not posting in the newsgroups, participating in email discussion groups, supporting clients domestically and abroad, taping his weekly small business technology radio show, or writing about small business topics in his blogs, Eriq can usually be found in his recording studio, curled up with a good mystery, or relaxing in front of the television.

About the Other Authors

Amy Babinchak holds degrees from Michigan State University in Public Affairs, Natural Resources, and Environmental Economics. In 1995, she made the switch from environmentalist to computer tech after getting tired of applying for grants to do "good works" and ending up as the computer person anyway. At times she has supported Novell 3.12 - 5, Mac OS, Microsoft NT, and everything on up. Amy enjoys learning new things, so when ISA showed up in SBS 2000 she viewed it as a challenge and focused on mastering this new security tool. She started Harbor Computer Services in 2000 to fill an obvious gap in qualified small business support. In 2005, her company was recognized by Microsoft as the first Small Business Specialist in the Detroit, Michigan, area. Recently Amy has begun speaking to user groups and accepting ISA consulting contracts from other firms. When not running her business, blogging, and supporting clients, she can be found on Lake Huron getting away from it all on her sailboat without which she would shrivel up and die.

Timothy Truman Barrett is cleverly disguised as a mild-mannered geek. He actually is a happily married man with his lovely wife of 15 years, Dayna. They have two wonderful daughters, Stephanie and Lauren, who are also lovely. And Tim hates monkeys. A lot.

Obsessed with building things from Lincoln Logs and Tinker Toys almost from birth, Tim finally got his first computer at age 15 an old, used TRS-80 Model I. It had no instructions or manuals, but by trial and error, he figured out how to make it work. He also learned BASIC and spent the entire summer bugging his mother and six siblings by constantly showing them all the "cool" stuff he could do with it.

After studying computer aided drafting (CAD) and physics at Louisville Technical Institute, he went to work in the healthcare industry. As a veritable "jack-of-all-trades," Tim has worked with just about everything: sewing machines, table saws, X-ray machines, IBM mainframes, phone systems, servers, PCs, and the occasional backhoe.

At age 36, Tim is currently a Microsoft Certified Professional, a Microsoft Small Business Specialist, and the founder of the Kentucky Small Business Server User Group (KYSBSUG). His motto is, "No Geek Left Behind." He also has strong religious values as one of Jehovah's Witnesses.

Susan Bradley, SBS MVP, CPA/CITP, MCP, GSEC, also known as the SBS Diva (a nickname given to her by David Coursey from ZDNet), is a geek, blogger (www.msmvps.com/bradley), and a CPA/CITP who holds the GSEC security credential. She writes on patch management issues for Brian Livingston's Windows Secrets newsletter and has co-authored a book on Small Business Server. She also co-authored an e-book on patch management with Anne Stanton for Ecora Software. She is a Microsoft MVP in the categories of Small Business Server and security, and volunteers for the Center for Internet Security in its benchmark and standard setting processes. She has been an "SBSer" since the 4.0 days (yes, believe it or not, she liked the platform even then).

Past chairman of the Technology Committee for the California Society of CPAs, Susan's been a speaker at past SMB Nation events, AICPA Tech Conferences, and regional CPA Technology Conferences. A firm believer that community involvement is key to keeping all of us safe and secure, you can find Susan most days in the newsgroups or blogging or on the PatchManagement.org listserve. She strongly urges businesses

of all shapes and sizes to be more secure. Unless she can figure out a way to service patch her end users, the best things she can do to protect them is to lock down desktops and ensure that patches are installed, firewalls enabled, and install antivirus and antispyware on all computers. Susan believes that the key to protecting client data and identities from the bad guys is to be proactive and not reactive.

Susan started her career in computing with 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. Now she practically has an RJ45 connection growing out of her body.

Frank Clark has been involved with IT, directly or indirectly, for more than two decades. Since the late 4.0 days, he has become increasingly involved in Microsoft's Small Business Server product line as a customer, consultant, and evangelist. With a detailed-oriented approach and the desire to tinker and learn more, he has delved further under the hood of SBS than few others and enjoys sharing the tales of exploration. His background in EMS and healthcare along with his experience in the U.S. Army provides unique perspectives and solutions utilizing SBS and other technologies while encompassing a healthy dose of security.

Henry Craven cites curiosity as the force that led him to his 15 years in the IT industry. As a commercial photographer, his initial interest in computing was fired by the potential for cataloging and retrieving images. Based on his considerable business experience, he quickly began to apply the new technology to wider business problems, both for himself and clients. Finding early PC software generally too limited to be of real business use, he began writing software in BASIC, Turbo Pascal, and, later, Paradox. This led to the need for networking and the deployment of his solutions over LANs through Novell, OS/2, and early Windows peer-to-peer networks.

An early adopter of MS Access as the primary desktop database application environment for rapid development of small business applications, Henry soon became an authority in small business data-based application development and contributed generously to the online communities of CompuServe, Deja News, and Microsoft public forums.

Henry's commitment to finding real-world solutions for business problems continued when he set Microsoft Small Business Server as his primary focus. Recognized by Microsoft for two years running as a Small Business Server Most Valuable Professional, Henry continues to participate tirelessly in online peer communities and as an expert speaker. Henry sees SBS as providing a much-needed rich, stable, scalable, and affordable network solution and business application platform for small businesses.

Henry attributes his success to these tenets:

- Listen and learn from all those around you, ceaselessly.
- Regard yourself as a partner with your clients and apply your expertise to help them achieve their goals.
- A good solution should be almost transparent to the client.
- Your client's ability to grow with the technology is a measure of your success.

Javier Gomez is a Microsoft MVP for Small Business Server and an active participant in both online and offline IT communities focusing in the SMB market. Although a chemical engineer by education, he is really an entrepreneur at heart. He strongly believes in using technology not just for the sake of it but as a key business tool to work smarter and faster. As a Microsoft MVP, he has helped hundreds of administrators and end users around the globe to get the most out of their servers. He is a member of several SBS user groups in Maryland; Washington, DC; and Philadelphia. In his free time he enjoys BBQs, movies, beaches, and visiting Puerto Rico.

Chad A. Gross is a Partner and Chief Technology Officer with Mobitech in Omaha, Nebraska, as well as a Microsoft Small Business Server Most Valuable Professional (MVP). Chad earned a Bachelor of Arts degree in Computer Science from Central College in Pella, Iowa; has worked supporting the computing needs of

small businesses since 1999, and has worked with Small Business Server since SBS 4.5. In addition to working with SBS, he also helps clients streamline workflows and maximize their IT investment by creating custom Microsoft Office solutions mostly based on Microsoft Access, Microsoft Windows SharePoint Services, and Microsoft SQL Reporting Services. Chad uses his unique combination of technical, accounting, and business administration skills to provide tailored solutions that represent tremendous value to Mobitech's clients. Outside of work, Chad enjoys camping, renovating his home, and walking his dog. Chad lives in Council Bluffs, Iowa.

Anne Stanton specializes in leveraging technology within accounting and consulting professional service firms of all sizes all over the world. As a former executive vice president of an advanced practice management software development company for ten years and now as current president of a professional service consulting firm, she continues to increase lines of revenue, streamline procedures, maximize profit, and expand services for best practicing firms. The Norwich Group services are diversified by both business consulting services and technology consulting services within the company. Technology specialties include Customer Relationship Management solutions, Small Business Server, and process focused line-of-business applications. The Business consulting services include leveraging partner affiliations, increasing "A" level clients while weaning "C" level clients, and helping small service firms meet their business goals.

Anne is one of seven globally recognized Microsoft Most Valuable Professionals for the MS CRM software. She is also an active participant in numerous communities and virtual forums. As the moderator of the International Small Business Server Leader's Group, a community of more than 70 international technology group leaders, she leverages contacts to create positive business solutions for all involved. Anne is also the founder of the NH/VT Upper Valley Technology Consultant's Group. She has helped Top 100 accounting and consulting firms all over the country master the practice management software process and has worked with the smallest firms in her area on utilizing their existing office products more efficiently. Anne dives in, helps when she can, and tells you when The Norwich Group services do not meet your needs.

In the first year of business for The Norwich Group, Anne co-authored two books: *The Complete Guide to Patch Management* and *The AICPA's Guide to the 2004 Top Technologies*. She also is a contributing writer for Accounting Software 411.com, the CPA Technology Advisor, iSixSigma and the AICPA's IT Section Newsletter, InfoTech Update, as well as other industry-specific journals. Anne is an active speaker and has presented at both technology-specific national conferences (such as SMB Nation) and at accounting industry-specific shows such as The AICPA Technology Conference. She is the editor of the Information Technology Alliance (www.italliance.com) newsletter and an active participant in numerous events. Anne can be reached at astanton@thenorwichgroup.com.

Edward E. Walters is a Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Cisco Certified Network Associate (CCNA), and Cisco Certified Design Associate (CCDA). Living in Rowlett, Texas, he is an independent contractor specializing in Microsoft Small Business Server 2000 and Microsoft Small Business Server 2003.

Acknowledgments

Anyone who has spent any amount of time working with SBS has come to know the community that exists in support of the product. This community extends well beyond the reach of Microsoft and is championed by the SBS MVPs (Most Valuable Partners). This book is for the SBS community, by the SBS community. The authors who have contributed to this book are consultants, MVPs, and former PSS (Product Support Service) engineers who share one key trait: they are evangelists for the Small Business Server product and want everyone who works with this product to be successful with it.

No single person could have penned this book with the level of detail and expertise that this author group has brought to the table. And to that end, no single person could have adequately done the technical edit either. Key resources in the SBS community were targeted to contribute as authors, reviewers, and editors for this work. Without the help of all of them, this project never could have been completed.

I'd like to thank the following individuals for the help and guidance they provided me for the entire process of putting this book together:

- Susan Bradley, for coordinating the technical edit of the book, writing a chapter, reviewing the original book proposal, and hooking me up with the right contacts when I mentioned that I ought to write a book.
- Marina Roos, for reviewing the original book proposal, doing spot-check reviews on chapters while they were in progress, and keeping me on my toes and deadlines.
- Chad Gross, for contributing a chapter and providing a no-holds-barred review of the original book proposal.
- Loretta Yates, for never giving up on me or the book. You've been amazing to work with, and I look forward to our next project.

Thanks also to all the authors, reviewers, and editors from the SBS community who contributed to this project. Even though some of your names may not appear in the pages that follow, your efforts are recognized and appreciated.

I'd like to thank the development team at Sams for their patience and understanding through this process and all the obstacles that came our way. The editing crew was one of the best I've worked with in years.

I owe a special thanks to my clients who let me put them off temporarily while I worked to meet a deadline.

Finally, I owe the biggest thanks of all to my wife, Anna, who put up with the late nights, high stress, and lack of free weekends while I worked on this project. I could not have done this without your understanding and support.

We Want to Hear from You!

As the reader of this book, you are our most important critic and commentator. We value your opinion and want to know what we're doing right, what we could do better, what areas you'd like to see us publish in, and any other words of wisdom you're willing to pass our way.

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Introduction

Microsoft's recent focus on the small business market segment is nowhere more evident than in the development and marketing of the Small Business Server product. For years, while Microsoft pushed the mentality that each of its major product offerings really needed to be installed on separate servers, a small group of developers quietly worked to integrate these enterprise-level technologies into a single-server implementation that worked reliably. But not until the Small Business Server 2003 product did Microsoft really get it right. And with the release of Service Pack 1 for SBS 2003, the product has reached a maturity that equals the demand small businesses have for such a product.

With the announcement of the Small Business Specialist designation in the summer of 2005, Microsoft began a huge marketing push to get existing partners to qualify for the designation as well as to draw new partners into the program. Many larger partners have not had the exposure to the product or the market space and frequently find themselves in a jam when working with the SBS product for the first time. Until now, there has not been a single reliable resource for partners to use to not only get an understanding of the SBS product but also to "go beyond the wizards" and learn the best ways to customize the product.

This book was developed to fit that need. Each chapter in the book covers a technology or implementation issue at several levels. First, the chapter introduces the topic and gives a fairly detailed overview for the reader who has not been exposed to the topic previously. Second, the chapter presents the configuration settings for a default installation, where appropriate, as a reference for the reader. Next, the chapter goes into advanced configuration for the technology, including how-to steps for commonly requested customizations. Finally, the chapter ends with a troubleshooting section that details more than just "rerunning the wizard."

In addition, this book spreads beyond the typical Microsoft publication on a topic by covering aspects of Small Business Server installations that consultants face in the real world. Consultants who have needed to incorporate other operating systems, Macintosh and Linux specifically, into an SBS network now have a set of reference and how-to material that will aid them in quickly including these technologies into the SBS environment.

This text is not the end-all, be-all on the SBS topic, however. Certain topics and issues had to be left out to keep the book at a reasonable size. Technician's toolkits are large enough already without lugging an 80-pound book along with them. For those topics not addressed within these pages, the reader can review the public references found in [Appendix A](#), "SBS Resources," to locate help and reference materials. The SBS community is worldwide, and the majority of community members is more than willing to help out a newcomer when he runs into the first major problem.

Book Overview

- [Part I](#), "Overview of Microsoft Small Business Server 2003," details the history of the product and presents the business case for using SBS in a small office environment.
- [Part II](#), "SBS 2003 Installation," covers the planning and execution of a Small Business Server 2003 new installation.
- [Part III](#), "SBS 2003 Networking," focuses on the networking technologies of SBS, including DHCP, DNS, IIS, remote access, VPN, and Terminal Services.
- [Part IV](#), "Security," takes an in-depth look at security issues facing network administrators at both the server and workstation level.
- [Part V](#), "Exchange," focuses on the email features of SBS at the client and server level and covers Exchange disaster recovery issues as well.
- [Part VI](#), "Web Technologies," looks at two of the most popular innovations of SBS, Remote Web Workplace and Companyweb.
- [Part VII](#), "Client Connectivity," details the management of clients in the SBS network and covers incorporating Macintosh and Linux clients.
- [Part VIII](#), "Administration and Management," 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 IX](#), "Internet Security and Acceleration (ISA) Server," looks at ISA 2004 and how it integrates into the SBS environment.

Part I: Overview of Microsoft Small Business Server 2003

IN THIS PART

[CHAPTER 1](#) Understanding SBS Technologies

[CHAPTER 2](#) Making the Business Case for SBS

Chapter 1. Understanding SBS Technologies

IN THIS CHAPTER

- [The Growth and Maturing of SBS](#)
- [Versions of SBS 2003](#)

Businesses are increasingly challenged to perform better, faster, and more economically with fewer resources. This is especially true of smaller companies; strapped for the tools and technology to improve their business, they are often caught between staying with inefficient systems that work or gambling the future of the company on new or unproven technology.

Starting from humble beginnings, Microsoft Small Business Server 2003, known as SBS 2003, provides a comprehensive networking solution for smaller businesses. Including many features such as shared documents and calendars, email, messaging, secure Internet access and data storage, reliable printing and faxing, and remote administration, SBS 2003 has evolved into a proven world-class business platform providing

technologies and tools that enable small businesses to be more productive and efficient. SBS 2003 accomplishes this by utilizing several key Microsoft tools and technologies:

- Windows Server 2003
- Windows SharePoint Services
- Exchange Server
- Microsoft Office Outlook
- Microsoft Office FrontPage
- SQL Server
- ISA Server

Listing the included technologies does nothing to explain what SBS is really all about and barely scratches the surface of its potential. Retail copies of SBS can be obtained and can be up and running quickly and easily. SBS 2003 is also available preloaded from many OEM, system builders, and consultants both large and small and can be deployed in minimal time frames. The SBS development team has done a great job and all but eliminated the need for great depths of knowledge and lengthy training by creating wizards to assist with the most common tasks. SBS still does have a learning curve, but this can be overcome relatively easily with time and guidance from those familiar with and knowledgeable about the product. It is still recommended to be well versed in SBS for the planning and deployment of an SBS network and to be available if major problems arise.

Because SBS 2003 has been rolled into the Windows Server 2003 family, the standard interface provides a consistent look and feel across the entire platform. This means that usage and management provide the same experience whether using a desktop computer, working on the SBS server, or even when accessing a member server in the domain. So those familiar with Microsoft's products will spend less time learning the product and more time using the product, while being more productive in the process. The Client Setup Wizard provides a mechanism to migrate user profile settings and data from a peer-to-peer network based on the Windows 2000 or Windows XP operating systems without disruptions to users. Improved wizards, monitoring tools, and usage reports provide simpler administration, greater details of system and network status, and information on utilization.

Because SBS 2003 is truly built on Windows Server 2003, after it is deployed, it will keep your business up and running while minimizing possible data loss. Volume Shadow Copy enables point-in-time backups to assist recovering accidentally deleted files and helping backups run quickly with minimal errors and downtime. The Backup Configuration Wizard guides you through the creation and implementation of a successful data backup strategy reducing the time and effort needed to ensure business continuity.

Another component of data continuity is securing that data while limiting access and restricting the installation or use of software to manipulate the data. Access to critical business data and applications is controlled through secure centralized storage, which ensures that authorized users can access needed information in their computers while also preventing those who have no need for the data from acquiring it. Windows Server 2003, has increased available services by more than 200% while mitigating attacks against the system by 60%. Software restriction policies help prevent unapproved software installations and usage, helping protect against viruses and other attacks. Wizards simplify security settings and help ensure that all the necessary security steps are taken while setting up the network. SBS 2003 includes both internal and external firewall support. This provides a high degree of security for the SBS network.

Not only is it important to increase individual performance, but team performance also improves through enhanced collaboration and data access. Companyweb, a preconfigured internal website based on Microsoft Windows SharePoint Services, allows coworkers to share information, including document libraries, announcements, events, and links. Enhanced Microsoft Outlook Web Access (OWA) enables users to access an Internet version of Microsoft Office Outlook 2003 from the Internet to share files and schedules. Small Business Server 2003, Premium Edition, with SQL Server, provides small businesses the capability to run several business applications in a simple and cost-effective information technology environment to analyze