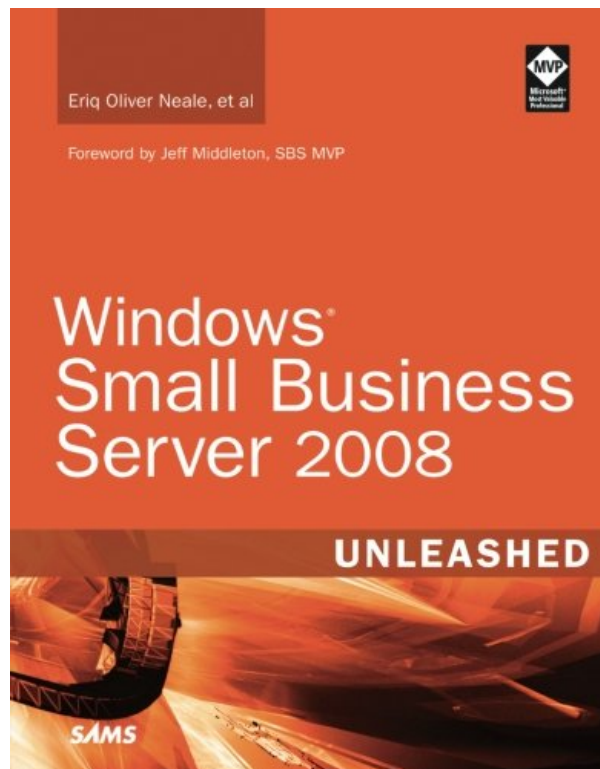


WINDOWS SMALL BUSINESS SERVER 2008 UNLEASHED BY ERIQ OLIVER NEALE, ET AL



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Eriq Oliver Neale, et al



Foreword by Jeff Middleton, SBS MVP

Windows® Small Business Server 2008

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About the Author

Eriq Oliver Neale is the owner of EON Consulting (<http://www.eonconsulting.net>), a small business technology consulting practice in Denton, Texas, and a partner in Third Tier (<http://www.thirdtier.net>), an

organization that provides escalation support for IT organizations around the globe. He is an internationally-recognized Small Business Server expert, and has been awarded the Most Valuable Professional designation for Small Business Server since 2005. Eriq was the lead author for Microsoft Small Business Server 2003 Unleashed, and his other writing credits include contributions to The Internet Unleashed 1997, Windows 2000 Server System Administrator's Handbook, E-mail Virus Protection Handbook, and several books in both the 2000 and 2003 series MCSE exam preparation series.

Eriq is a 20+-year veteran in the IT industry, getting his start with DOS 2.1 and Novell 1.1. Over the course of his career, he has worked with various operating platforms (Microsoft, Apple, Novell, UNIX, Linux, VAX, AS/400), and he has focused on providing integration solutions for differing platforms. He has worked for small organizations, as well as Fortune 500 companies. Eriq's introduction to the Small Business Server product line came in a one-year stint supporting the product for Microsoft Product Support and Services in Las Colinas, Texas. Since then, he has been focusing on providing solutions to make running and supporting SBS easier.

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Eriq is a native Texan and makes his permanent residence in Denton. He is married, and he and his wife have a menagerie of animals for children. When not writing, blogging, or speaking about technology, he can be found attending baseball and women's college basketball games, writing and recording music, or reading mysteries.

Amy Babinchak has officially been in IT since 1994 and unofficially for 10 years prior. Like many IT professionals, she started out helping people around the office and in the college dorm to build and use computers. Her knowledge grew from MS-DOS and the early PC applications into a full-time career, when she made the switch from professional environmentalist working from grant to grant into the world of enterprise IT support. In her career, she has supported MS-DOS, Windows 3.11, Novell, and Mac OS, all the way on up to the current versions. Having started her career in enterprise support, Amy noticed that many small businesses were languishing with poorly conceived networks and lack of consistent support. Excessive travel coerced her into opening her own business in 2000.

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Kevin James is a solutions architect with more than 15 years of IT consulting experience in Microsoft technologies. He provides services and solutions to large international corporations and small business entities alike through organizations like Microsoft Consulting, HP Services, and his own consulting

company. Kevin James is now in his second consecutive year as a Microsoft Small Business Server Most Valuable Professional award recipient.

Jeff Middleton is well recognized worldwide in the Microsoft Small Business Server (SBS) community, known as a speaker, author, advisor, and technical community leader. Microsoft has awarded him each year since 1999 with the prestigious Small Business Server Most Valuable Professional recognition. Based upon 20 years of experience as a consultant and system integrator in small business and vertical market applications, he's operated his own business located in New Orleans since 1990. Jeff's name is now synonymous with Swing Migration, the worldwide SMB consultant's choice of methodology for SBS Server replacement. He founded SBSmigration.com in 2004, providing a technical mentor and training product as a project consultant to consultants. His work is both published and cited in books and trade journals.

As an expert in disaster recovery, domain migration, and a full-range of topics on the SBS and Windows platforms, Jeff travels constantly as a popular speaker. He has presented at conferences internationally including the Microsoft Partner Program, Tech Ed, SMBTN, ITA, and SMB Nation, as well as lending his support in person as a guest speaker to more than 50 local IT Pro groups of all sizes in North America, Australia, and Europe. Starting in 2007, he launched the SBSmigration.com IT Pro Conference held annually during May in New Orleans, offering a unique discussion forum for experts in SMB business and technology.

David Shackelford works for himself as an instructor and gun-for-hire for Exchange, Windows Server, and SBS-related projects. He plans deployments and migrations, conducts audits, and troubleshoots Exchange and SBS problems around the world, all remotely from his office in Olympia, WA. He is associated with CoopLink Ltd, a Microsoft Gold Partner, where he serves as the network architect and project planner. David actively participates on the technical forums at Tek-Tips.com and other random places where Exchange and SBS are being discussed, and he authored a TrainSignal video course on Exchange 2007. He has been awarded the Microsoft MVP award for his contributions to the Exchange community every year since 2004, and keeps a close involvement with the SBS production cycle and program group.

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Introduction Introduction

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

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

first starts to work with it, as well as using the book as a reference guide for ongoing support of SBS 2008 after initial installation.

Whether SBS 2008 will be a big seller when it hits the streets in Fall 2008 or not remains to be seen. Regardless of how many units Microsoft sells in the first six months of the product life, the author team believes that any consultant who plans to provide support for SBS 2008 should start becoming comfortable with the product sooner rather than later. To help make that goal a reality, the contributors have worked to bring this book to print as close to the release of the product as possible.

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

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

Book Overview

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

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Microsoft Most Valuable Professionals Eriq Neale and his colleagues cover every facet of planning, deploying, and managing SBS 2008. The authors begin by showing how to install and configure SBS 2008 for maximum efficiency, performance, and ease of administration. You'll learn how to securely utilize SBS 2008's comprehensive Internet, file, and print services; simplify and automate both server and workstation management; and take full advantage of both SharePoint collaboration and Exchange communication tools.

This book is packed with expert tips, tricks, and troubleshooting techniques drawn from the authors' unsurpassed experience helping companies succeed with SBS. Whether you're a full-time IT professional or a power user who's managing SBS in your spare time, it will be your most valuable resource.

Detailed information on how to...

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About the Author

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

Whether SBS 2008 will be a big seller when it hits the streets in Fall 2008 or not remains to be seen. Regardless of how many units Microsoft sells in the first six months of the product life, the author team believes that any consultant who plans to provide support for SBS 2008 should start becoming comfortable with the product sooner rather than later. To help make that goal a reality, the contributors have worked to bring this book to print as close to the release of the product as possible.

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

complete by the time this book hits the shelves.

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

Book Overview

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

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Most helpful customer reviews

18 of 18 people found the following review helpful.

Recommended, but not enough by itself

By Stephen

More than half finished with this book, I am writing a review from the perspective of an in-house person who manages IT as just one of my job duties in our small organization rather than from a consultant's point of view. The short of my opinion is this: 1) The value of this book will far exceed its costs if it saves you from making just one or two mistakes (and I think it will); 2) You will need more than this book to manage an SBS environment; 3) The target audience for this book remains ambiguous to me.

Depending on how extensively you use each component of SBS and what you already know, I recommend separate SharePoint, IIS, Exchange, and Active Directory books as well as one that covers Server 2008 in general in addition to this book. SBS Unleashed is far too short at 800 pages to cover these topics in enough detail for you to make full use of the product's capabilities.

Specifically, I would not feel comfortable managing an Exchange Server with only this book at hand. With three chapters (Management, Client Connectivity, Disaster Recovery), it is easily the most in-depth covered topic. That is appreciated; however, something as crucial and common as how to configure and manage email addresses that use both internal and external domains is only covered tangentially even though you will have both if you follow the instructions in the installation chapter. An Exchange Admin would likely find this trivial, but if this book was written for her, I am sure she would find an example of how to add an

additional external email address (which IS included) even more trivial.

The SharePoint chapter also demonstrates additional books are in order. Seemingly randomly included is a step-by-step on how to setup a Wiki, but an explanation of exactly what can be done with SharePoint is missing. The take-away sounds like this: "SharePoint is a great document management and collaboration software package, here are the default settings, steps to merge existing data, how to back-up settings, and one page on troubleshooting." Disappointing. The same thing goes for Exchange Public Folders. You might learn how to back them up and a few (important) notes, but don't expect to be told how you can make use of them.

I would not have subtracted a star if it wasn't for two things: 1) Target audience, and 2) The chapter on IIS.

1) If this book is targeted at people who already understand the standalone products and are mainly interested in what is different in SBS, why would something such as a screen shot of where you enter your organization's address information be included? (I use that just as an example of the conflicting target audiences).

2) The chapter on IIS was extremely frustrating as it was not fully edited (wizard names confused, repetitive paragraphs, sentences that I don't think I should have had to read more than once or twice but did), it included a full page of a log file with no explanation, and it did a rough job of explaining certificates, which are better covered in a future chapter on Exchange Client Connectivity. It just seemed rushed and not thought out besides not doing you much good if you aren't already familiar managing IIS.

Despite my criticisms, this book is a must-buy if you are a consultant who has clients that might use SBS or if your organization is planning or considering implementing an SBS solution. The authors are really part of the SBS community and you can find some of them active on blogs and newsgroups (see the SBS newsgroups at Microsoft Connect). I do think they have taken a very complex product and presented a substantial amount of useful information in an engaging way that will help you manage SBS. I'm sure as more seasoned IT admins read the book, they will disagree with me.

4 of 4 people found the following review helpful.

Excellent Book, very helpful!

By JoeC

I just setup our new SBS 2008 domain and the process was very straightforward, thanks to this book. The information is laid out clearly, every step is detailed, tons of information and easy to follow even for someone who hasn't administered a network before. Definitely recommended!

5 of 6 people found the following review helpful.

Worthwhile book, but beware....

By WhittWicky

This SBS 2008 book is fairly complete with the exceptions noted by other reviewers, who I felt did an excellent job of reviewing the book. Rather than restate what has already been covered, I would like to warn others about the false claim in the back of the book for a "FREE Online Edition" at [...]

First of all, it is limited access -- it expires after 45 days. To me FREE means FREE. Not in the case of Safari Online - after 45 days they want you pay a second time to view the book you already purchased.

Second, you can't print anything, even during the 45 day period, unless, you guessed it, you pay them more \$\$\$.

I never like false advertising and I feel the claim in the book is false and misleading. Shame on [...], shame

on Safari Online, and shame on Eriq Oliver Neale, et al for letting them publish a book with false and misleading information.

I would have given the book 4 stars except for the Safari Online problem.

See all 16 customer reviews...

WINDOWS SMALL BUSINESS SERVER 2008 UNLEASHED BY ERIQ OLIVER NEALE, ET AL PDF

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From the Back Cover

Windows Small Business Server 2008 provides all the tools small companies need to improve collaboration, enhance productivity, and manage and secure all their information. In this book, a team of leading SBS experts brings together the in-depth knowledge and real-world insights you need to make the most of this state-of-the-art product. Microsoft Most Valuable Professionals Eriq Neale and his colleagues cover every facet of planning, deploying, and managing SBS 2008. The authors begin by showing how to install and configure SBS 2008 for maximum efficiency, performance, and ease of administration. You'll learn how to securely utilize SBS 2008's comprehensive Internet, file, and print services; simplify and automate both server and workstation management; and take full advantage of both SharePoint collaboration and Exchange communication tools. This book is packed with expert tips, tricks, and troubleshooting techniques drawn from the authors' unsurpassed experience helping companies succeed with SBS. Whether you're a full-time IT professional or a power user who's managing SBS in your spare time, it will be your most valuable resource. Detailed information on how to...

- Plan, install, configure, and customize SBS 2008 in any environment
- Set up and manage SBS 2008-based networks, Web access, and collaboration-including SharePoint Services 3.0
- Leverage Remote Web Workplace and other advanced remote access solutions
- Manage email and other communications with SBS 2008's built-in Microsoft Exchange Server 2007
- Centrally control Windows Vista, Windows XP, and other clients
- Seamlessly integrate Macintosh computers into your Windows network
- Protect your servers and workstations against both internal and external threats
- Prepare backups and disaster recovery plans you can actually use in an emergency
- Streamline and automate administration using Microsoft PowerShell

About the Author

Eriq Oliver Neale is the owner of EON Consulting (<http://www.eonconsulting.net>), a small business technology consulting practice in Denton, Texas, and a partner in Third Tier (<http://www.thirdtier.net>), an organization that provides escalation support for IT organizations around the globe. He is an internationally-recognized Small Business Server expert, and has been awarded the Most Valuable Professional designation

for Small Business Server since 2005. Eriq was the lead author for Microsoft Small Business Server 2003 Unleashed, and his other writing credits include contributions to The Internet Unleashed 1997, Windows 2000 Server System Administrator's Handbook, E-mail Virus Protection Handbook, and several books in both the 2000 and 2003 series MCSE exam preparation series.

Eriq is a 20+-year veteran in the IT industry, getting his start with DOS 2.1 and Novell 1.1. Over the course of his career, he has worked with various operating platforms (Microsoft, Apple, Novell, UNIX, Linux, VAX, AS/400), and he has focused on providing integration solutions for differing platforms. He has worked for small organizations, as well as Fortune 500 companies. Eriq's introduction to the Small Business Server product line came in a one-year stint supporting the product for Microsoft Product Support and Services in Las Colinas, Texas. Since then, he has been focusing on providing solutions to make running and supporting SBS easier.

In addition to writing, Eriq maintains two blogs, one technical (<http://simultaneouspancakes.com/Lessons>) and one business-focused (<http://msmvps.com/blogs/onq>), and hosts a technology-focused weekly Internet radio program for small business owners (<http://www.eoncall.com>). He speaks regularly at industry conferences and user groups on a variety of SBS-related topics.

Eriq is a native Texan and makes his permanent residence in Denton. He is married, and he and his wife have a menagerie of animals for children. When not writing, blogging, or speaking about technology, he can be found attending baseball and women's college basketball games, writing and recording music, or reading mysteries.

Amy Babinchak has officially been in IT since 1994 and unofficially for 10 years prior. Like many IT professionals, she started out helping people around the office and in the college dorm to build and use computers. Her knowledge grew from MS-DOS and the early PC applications into a full-time career, when she made the switch from professional environmentalist working from grant to grant into the world of enterprise IT support. In her career, she has supported MS-DOS, Windows 3.11, Novell, and Mac OS, all the way on up to the current versions. Having started her career in enterprise support, Amy noticed that many small businesses were languishing with poorly conceived networks and lack of consistent support. Excessive travel coerced her into opening her own business in 2000.

Amy is now the President of Harbor Computer Services (<http://www.harborcomputerservices.net>) to serve small businesses in the metro Detroit area and a Managing Partner in Third Tier (<http://www.thirdtier.net>), which provides escalation support services to IT organizations around the world. Harbor Computer Services has been recognized as a Small Business Specialist (SBSC). Amy actively participates in two local user groups and several online newsgroups. She has spoken at local and international conferences on SBS technical and security topics, including SMB Nation and SMB Summit. Amy is a Forefront MVP and has contributed her technical writing skills to Microsoft SBS 2003 Unleashed and various web sites. When these things don't keep her busy enough, she provides remote support services for small business consultants using ISA. Amy firmly believes in maintaining work-life balance and has designed her company around this concept. She practices what she preaches by spending as much time as possible on her sailboat, cruising northern Lake Huron.

Steve Banks is a speaker, author, and consultant focusing on the small business space and Windows Small Business Server. With more than 17 years in computer technology fields, he is also the founder of the Puget Sound Small Business Server User Group and president of Banks Consulting Northwest Inc. Steve has collaborated with Microsoft, Forbes, and Hewlett-Packard on white papers and case studies focusing on TechNet, Small Business Server 2000, and Windows Small Business Server 2003.

Timothy Truman Barrett is cleverly disguised as a mild-mannered geek. He actually is a happily married man with his lovely wife of 18 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 and then moved into information technology. 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 39, Tim is currently a Microsoft Certified Professional, a Microsoft Small Business Specialist, Microsoft SBS MVP, 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 blogs at www.sbsdiva.com (<http://www.sbsdiva.com>) and writes on patch management issues for Brian Livingston’s Windows Secrets newsletter. In addition to being one of the writers on this book and Windows Small Business Server 2003 Unleashed with Eriq Neale, she has been a contributing author to the Windows Server 2008 Security Resource Kit, and she has been a contributing author for Harry Brelsford’s SBS 2003 Best Practices book.

Dean Calvert is owner and managing director of Adelaide-based Calvert Technologies (www.calvert.net.au), a Microsoft Gold Certified Partner, and South Australia’s first Small Business Specialist. For more than 13 years, Calvert Technologies has been one of Adelaide’s leading providers of IT solutions and services in the SMB market. Dean has presented at SMB Nation (Seattle and Redmond), Microsoft ANZ Partner Conference (Sunshine Coast), Microsoft Worldwide Partner Conference (Boston and Denver), and TechEd (Gold Coast and Sydney). He often works with Microsoft to present at partner and customer events throughout Australia. In October 2004 Dean became a Microsoft MVP (SBS) and was selected as Australia’s first Small Business Specialist Community Partner Area Lead for the 2007—2008 year. Dean also facilitates the Adelaide SBS Users Group (www.sbsusers.net) which has been running since July 2003. Dean is extremely fortunate to be the husband of Vivienne and father of Reece and Brittany, who regularly pull him away from his computer to show him what life really is all about.

Cris Hanna, BS, SBS-MVP, is the only remaining original SBS MVP, first recognized by Microsoft in 1997. Cris holds a Bachelor of Science in Computer Information Systems and in Management from Park University. Cris is the owner and principal consultant of Computing Possibilities Unlimited in Belleville, IL and focuses on Small Business Customers and consumer support. With over 20 years experience in IT, ranging from enterprise to single users, you can typically find Cris regularly posting in the Microsoft Public Newsgroups specifically focused on Small Business Server.

Cris is the founder of the St. Louis area Small Business Solutions Group, made up of Microsoft Partners who focus on providing software and services to small business.

Kevin James is a solutions architect with more than 15 years of IT consulting experience in Microsoft technologies. He provides services and solutions to large international corporations and small business entities alike through organizations like Microsoft Consulting, HP Services, and his own consulting company. Kevin James is now in his second consecutive year as a Microsoft Small Business Server Most Valuable Professional award recipient.

Jeff Middleton is well recognized worldwide in the Microsoft Small Business Server (SBS) community, known as a speaker, author, advisor, and technical community leader. Microsoft has awarded him each year since 1999 with the prestigious Small Business Server Most Valuable Professional recognition. Based upon 20 years of experience as a consultant and system integrator in small business and vertical market applications, he's operated his own business located in New Orleans since 1990. Jeff's name is now synonymous with Swing Migration, the worldwide SMB consultant's choice of methodology for SBS Server replacement. He founded SBSmigration.com in 2004, providing a technical mentor and training product as a project consultant to consultants. His work is both published and cited in books and trade journals.

As an expert in disaster recovery, domain migration, and a full-range of topics on the SBS and Windows platforms, Jeff travels constantly as a popular speaker. He has presented at conferences internationally including the Microsoft Partner Program, Tech Ed, SMBTN, ITA, and SMB Nation, as well as lending his support in person as a guest speaker to more than 50 local IT Pro groups of all sizes in North America, Australia, and Europe. Starting in 2007, he launched the SBSmigration.com IT Pro Conference held annually during May in New Orleans, offering a unique discussion forum for experts in SMB business and technology.

David Shackelford works for himself as an instructor and gun-for-hire for Exchange, Windows Server, and SBS-related projects. He plans deployments and migrations, conducts audits, and troubleshoots Exchange and SBS problems around the world, all remotely from his office in Olympia, WA. He is associated with CoopLink Ltd, a Microsoft Gold Partner, where he serves as the network architect and project planner. David actively participates on the technical forums at Tek-Tips.com and other random places where Exchange and SBS are being discussed, and he authored a TrainSignal video course on Exchange 2007. He has been awarded the Microsoft MVP award for his contributions to the Exchange community every year since 2004, and keeps a close involvement with the SBS production cycle and program group.

Kevin Weilbacher, SBS-MVP, is a small business consultant in the Tampa, Florida area, and is involved with the Tampa Bay SBS User group. He has worked with the Microsoft SBS Server product for eight years, and was first selected as a Microsoft SBS MVP in 2004. He has managed IT departments in the automobile, healthcare, and financial industries, and speaks on the topics of SBS and small business issues, especially security and compliance, at both the local and national levels.

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