

# Licensing FAQ

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## SBS 2011 Essentials

### **Q. How many instances may I run with a license of SBS 2011 Essentials?**

A. With one license of SBS 2011 Essentials, you may run one instance of the server software in one physical operating system environment or one instance in one virtual operating system environment on the licensed server.

### **Q. How many users can use the SBS 2011 Essentials software?**

A. No CALs are required to access SBS 2011 Essentials. You may have no more than 25 user accounts and a total of not more than 25 devices at any one time accessing a licensed instance of the SBS 2011 Essentials software.

### **Q. I am running SBS 2011 Essentials and acquired the 2011 Premium Add-on, do I need to acquire SBS Premium Add-on CALs?**

A. You would need to acquire SBS 2011 Premium Add-on CALs in the event that you acquired the Premium Add-on Server to run and access SQL Server for Small Business, a component of the Premium Add-on.

### **Q. If I have a license for SBS 2011 Essentials, how do I get premium functionality? Is there a premium edition?**

A. There is a Premium Add-on for SBS 2011 Essentials. Once you acquire a license for SBS 2011 Essentials, you can acquire a license for the SBS 2011 Premium Add-on to gain premium functionality.

### **Q. Is Windows Server Remote Desktop Server Session Host enabled in Windows Small Business Server 2011 Essentials?**

A. No, RD Session Host is disabled in SBS 2011 Essentials (An RD Session host server is the server that hosts Windows-based programs or the full Windows desktop for Remote Desktop Services clients). To implement Remote Desktop Services with Session Host, you would need to add another server to the Essentials domain running either the SBS 2011 Premium Add-on or Windows Server 2008 or 2008 R2 and acquire RDS CAL's for either users or devices.

### **Q. Do I require RDS Cal's to access the SBS 2011 Server using RDS Admin Mode?**

A. No, SBS 2011 provides you 2 connections via RDS Admin mode to remotely administer your server.

### **Q. I acquired a license for SBS 2011 Essentials; do I need to acquire CALs to access the server?**

A. No, SBS 2011 Essentials does not require CALs to access the server. The SBS 2011 Essentials Server allows for a maximum of 25 User Accounts and a total of not more than 25 devices at any one time accessing the server.

**Q. If I acquired a license for SBS 2011 Essentials and I want to access RMS functionality do I need to acquire a RMS CAL?**

A. Yes, if you want to access RMS functionality in SBS 2011 Essentials, you would need to acquire a RMS CAL.

**Q: I have a license for SBS 2011 Essentials, can I downgrade to a prior edition?**

A: There is not a prior version of SBS Essentials and therefore no downgrade options are available.

## SBS 2011 Standard

**Q. On how many servers may I run the SBS 2011 Standard server software?**

A. You may run the SBS 2011 Standard server software only on one server.

**Q. How many instances may I run with a license of SBS 2011 Standard?**

A. With one license of SBS 2011 Standard, you may run one instance of the server software in one physical operating system environment or one instance in one virtual operating system environment on the licensed server.

**Q. How many users can use the SBS 2011 Standard software?**

A. A SBS 2011 CAL Suite is required to access SBS 2011 Standard. You may have no more than 75 users and devices accessing a licensed instance of the SBS 2011 Standard software.

**Q. Do I need a CAL to access the Rights Management Services (RMS) of SBS 2011 Standard server software?**

A. Yes, if you want to access RMS functionality in SBS 2011 Essentials, you would need to acquire a RMS CAL.

**Q. Is Windows Server Remote Desktop Services Session Host enabled in Windows Small Business Server 2011 Standard?**

A. No, RD Session Host is disabled in SBS 2011 Standard (An RD Session host server is the server that's hosts Windows-based programs or the full Windows desktop for Remote Desktop Services clients). To implement Remote Desktop Services with Session Host, you would need to add another server to the Essentials domain running either the SBS 2011 Premium Add-on or Windows Server 2008 or 2008 R2 and acquire RDS CAL's for either users or devices.



**Q. Do I require RDS Cal's to access the SBS 2011 Server using RDS Admin Mode?**

A. No, SBS 2011 provides you 2 connections via RDS Admin mode to remotely administer your server.

**Q. May I use the SBS 2011 CAL Suite to access the Enterprise functionality of Microsoft Exchange Server Enterprise server software?**

A. You may use SBS 2011 CAL Suite instead of Exchange Server 2010 Standard CALs to access base functionalities in instances of Exchange Server 2010 Standard or Enterprise in the Windows Small Business 2011 domain. In addition to SBS 2011 CAL Suite, you must acquire Exchange Server 2010 Enterprise CALs to access the following Exchange Server Enterprise functionalities in the Windows Small Business 2011 domain: Custom Retention Policies; Personal Archive; Voicemail; Information Protection and Compliance; Cross Mailbox Search; Legal Hold; Advance Mobile Policies, and Per User/Distribution List Journaling.

**Q. If I have a license for SBS 2011 Standard, how do I get premium functionality? Is there a premium edition?**

A. There is a Premium Add-on for SBS 2011 Standard. Once you acquire a license for SBS 2011 Standard, you can acquire a license for the SBS 2011 Premium Add-on to gain premium functionality.

**Q. How many CALs are included with the SBS 2011 Standard Server?**

A. 5 CALs are included with the server license for SBS 2011 Standard regardless of the channel you acquired it in (OEM, FPP or Volume Licensing).

**Q: I have SBS 2008 Standard enrolled in Software Assurance, what SBS 2011 edition am I eligible for?**

A: Customers with active Software Assurance on SBS 2008 Standard are eligible to upgrade to SBS 2011 Standard.

**Q: I am a Volume Licensing customer, where do I get the media for SBS 2011 Standard?**

A: Volume Licensing customers can access their account on VLSC and order media for SBS 2011 Standard. The media for SBS 2011 Standard is not available as a download due to the nature of its size. However if you need to have the software deployed immediately and cannot wait for the media we suggest you download an evaluation copy and then add your volume licensing key which can be obtained from the VLSC site.

**Q: What CAL pack options are available for SBS 2011 Standard?**

A: FPP offers 5 and 20 CALs, OEM offers 1 and 5 CALs, and Volume Licensing offers 1, 5 and 20 CALs.

**Q: I have a license for SBS 2011 Standard, can I downgrade to SBS 2008 Standard?**

A: If the license was acquired through the FPP or OEM channels then you are eligible to downgrade to SBS 2008 Standard, however we do not have a process to provide media or product keys. If the license

was acquired through the Volume Licensing programs, then you are eligible to downgrade to SBS 2008 Standard and you can obtain the media and keys through the Volume Licensing Service Center (VLSC).

## SBS 2011 Premium Add-on

**Q. How many servers may I use to run the SBS 2011 Premium Add-on server software?**

A. You may run the SBS 2011 Premium Add-on server software only on one server.

**Q. How many instances may I run with a license of SBS 2011 Premium Add-on?**

A. With one license of SBS 2011 Premium Add-on, you may run one instance of the server software in one physical operating system environment or one instance in one virtual operating system environment on the licensed server. However, there is an exception for virtualization. See the virtualization Q below.

**Q. How many users can use the SBS 2011 Premium Add-on software?**

A. If you acquired the SBS 2011 Premium Add-on for the SBS 2011 Essentials license, then up to 25 User Accounts and a total of not more than 25 devices at any one time may access the server software. If you acquired the SBS 2011 Premium Add-on for the SBS 2011 Standard license, then you may have no more than 75 users and devices accessing a licensed instance of the server software.

**Q. I acquired the Small Business Server 2011 Premium Add-on and want to run it in a SBS Standard 2008 domain. Am I able to do so?**

A. No, the Small Business Server 2011 Premium Add-on is required to be used in 2011 domains.

**Q: I have SBS 2008 Premium enrolled in Software Assurance, what SBS 2011 edition am I eligible for?**

A: Customers with active Software Assurance on SBS 2008 Premium are eligible to upgrade to SBS 2011 Standard and the SBS 2011 Premium Add-on.

**Q. How many CALs are included with the SBS 2011 Premium Add On Server?**

A. 5 CALs are included with the server license for SBS 2011 Premium Add-on regardless of the channel you acquired it in (OEM, FPP or Volume Licensing).

**Q: What CAL pack options are available for SBS 2011 Premium Add-on?**

A: FPP offers 5 and 20 CALs, OEM offers 1 and 5 CALs, and Volume Licensing offers 1, 5 and 20 CALs.

**Q: I have a license for SBS 2011 Premium Add-on, can I downgrade to SBS 2008 Premium?**

A: Since there is not a prior version of the Premium Add-on, downgrading to the full 2008 Premium edition is not an option. If the license was acquired through the Volume Licensing programs, then you have the option to downgrade to SQL Server for Small Business 2008 and Windows Server 2008 Standard. The media and keys can be obtained from VLSC. If the license was acquired through the FPP or OEM channels, no downgrade rights are available.

**Q. If I acquired a license for SBS 2011 Premium Add-on, and I want to access RMS functionality do I need to acquire a RMS CAL?**

A. Yes, if you want to access RMS functionality in SBS 2011 Premium Add-on, you would need to acquire a RMS CAL.

## General Licensing FAQs

**Q. How will Windows Small Business Server 2011 be licensed?**

A. Windows Small Business Server 2011 will be offered in three editions; SBS 2011 Essentials, SBS 2011 Standard and SBS 2011 Premium Add-on. SBS 2011 Essentials does not require CALs, and both SBS 2011 Standard and SBS 2011 Premium Add-on includes five Client Access Licenses (CALs). Customers can acquire additional CALs for the number of users or devices they wish to connect to Windows Small Business Server 2011.

**Q. What are the license access limits for Windows Small Business Server 2011 products?**

A. Windows Small Business Server 2011 Essentials is designed for use with up to 25 user accounts and a total of not more than 25 devices at any one time. Windows Small Business Server 2011 Standard is designed for use with up to 75 users and devices. The SBS 2011 Premium Add-on may be used within the user account and user/device limits of SBS 2011 Essentials and SBS 2011 Standard, respectively.

**Q. Will SBS 2011 be available in all sales channels?**

A. Yes. You may acquire SBS 2011 in retail, via Volume License programs, from system builders, and from OEMs. The media for SBS 2011 Standard will not be available for download on the VLSC site for Volume Licensing customers due to the size of the download, but they will be able to order the media directly from VLSC.

**Q. What are downgrade rights? How do I exercise them?**

A. Downgrade rights, in general, mean that you can use an earlier version of the software acquired. For Windows Small Business Server, this means you are allowed to install and use Windows Small Business

Server 2008 Standard Edition instead of Windows Small Business Server 2011 Standard, which is what you acquired. At any time, you can install the software you acquired and cease to use the earlier version.

Since SBS 2011 Essentials is a new product, there is no prior version, so there is no need to downgrade.

For SBS 2011 Standard, if the license was acquired through the FPP or OEM channels, then you are eligible to downgrade to SBS 2008 Standard. Customers will need to have access to SBS 2008 media and products keys. Neither Microsoft nor the OEMs have the ability to provide the media or the keys. If the license was acquired through the Volume Licensing programs, then you are eligible to downgrade to SBS 2008 Standard and you can obtain the media and keys through VLSC.

For SBS 2011 Premium Add-On, if the license was acquired through the FPP or OEM channels, no downgrade rights are available. If the license was acquired through the Volume Licensing programs, then you have the option to downgrade to SQL Server for Small Business 2008 and Windows Server 2008 Standard and keys can be obtained from VLSC.

**Q. SBS 2011 Standard comes with various server components. Can I exercise my downgrade rights and run earlier versions of the server software?**

A. Yes. You may exercise your downgrade rights and run SBS 2008 Standard if you have acquired a SBS 2011 Standard license. Note however that you cannot separate out the components of the SBS solution—that is, if you downgrade, you must downgrade all components of the software.

**Q. SBS 2011 Premium Add-on comes with a Windows Server 2008 R2 Standard technologies license. Can I downgrade this license to run an earlier version in order to support a legacy application?**

A. If the license was acquired through the FPP or OEM channels, no downgrade rights are available. If the license was acquired through the Volume Licensing programs, then you have the option to downgrade to Windows Server 2008 Standard. The media and keys can be obtained from VLSC.

**Q. Can I downgrade Windows Small Business Server 2011 from x64 to x32 versions?**

A. No, SBS 2011 only is offered in x64 version.

**Q. For SBS 2008, Microsoft provided an option to upgrade from SBS 2008 to Windows Server via Solutions pathway. Will a similar option be available for SBS 2011?**

A. Solutions Pathway is no longer available for SBS 2011 upgrades to Windows Server. Windows Server can be acquired through Microsoft's Volume Licensing programs. You can find further purchasing options at <http://www.microsoft.com/windowsserver2008/en/us/purchase.aspx>.

**Q. Can I separate the components of Windows Small Business Server 2011 Standard, (that is, run Exchange 2010 a separate servers)?**

A. No, you may not separate the software for use on more than one operating system environment under a single license. The Exchange is integrated and cannot be separated.

**Q. Does Windows SBS 2011 Premium Add-on require that I use two servers?**

A. No. SBS 2011 Premium Add-on does not require that you use two servers. With the Premium Add-on, you are granted a Windows Server 2008 R2 Standard technologies license and a SQL Server 2008 R2 Standard for Small Business license, and you have the option of installing on a second server, but there is no requirement to do so.

**Q. If I have SBS 2011 Premium Add-on, is it mandatory to install SQL Server and Remote Desktop Server for Session Host on the second server only, or can it be done on either server?**

A. SQL Server can be installed on either server. RDS Session Host is not supported on the SBS 2011 Standard server. To access this service, you will need to acquire Windows Server RDS CALs for each user or device, and enable it on your SBS 2011 Premium Add-on server.

**Q. Why are there two kinds of CALs (both with user or device options) being offered with this release of Windows Small Business Server 2011?**

A. This is a licensing option that Microsoft offers in order to maximize licensing flexibility to better address our customers' business needs. Customers will require CALs to access the SBS 2011 Standard technologies via the SBS 2011 CAL Suite. Customers, who have purchased the SBS 2011 Premium Add-on require SBS Premium Add-on CALs only for users who are accessing the SQL Server 2008 R2 for Small Business functionality. Both CAL Suites are offered in device and user CAL types.

**Q. Does SBS 2011 licensing allow for virtualization? For example, Windows Server 2008 R2 Standard includes Hyper-V with a license to run one server operating system in a virtual operating system environment – can I do this with SBS 2011?**

A. For SBS 2011 Standard and SBS 2011 Essentials, you may run one instance of the server software in a physical or virtual operating system environment but not both.

For SBS 2011 Premium Add-on, you can choose to run the software on a second server: You can run one instance of Windows Server 2008 R2 Standard technologies in a physical or virtual machine (VM) operating system environment. Note - If you run it in a VM operating system environment, you are allowed to run an additional instance for the physical operating system environment in order to run hardware virtualization software; provide hardware virtualization services; or run software to manage and service operating system environments on the licensed server.

You may run SQL Server 2008 R2 Standard Edition for Small Business in a single physical or virtual OSE on any licensed server. This server software must be run in an OSE that is joined to an SBS 2011 domain

**Q. What are the licensing rights for the Windows Server in SBS 2011 Premium Add-on? Do you allow running instances in a virtual operating system environment?**

A. Yes. You may run one instance of the operating system in a physical or virtual machine operating system environment. If you run the instance in a virtual machine, you may run an additional instance of the operating system on a physical machine in order to run hardware virtualization software; provide hardware virtualization services; or run software to manage and service operating system environments on the licensed server.

**Q. What if I have SBS 2011 OEM Licensing, can I run this in a Virtual OSE?**

A. Yes. For SBS 2011 Standard and SBS 2011 Essentials, you may run one instance of the server software in a virtual operating system environment but only on the OEM server which the SBS license is assigned. For SBS 2011 Premium Add-on, you may run one instance of the operating system in a physical or virtual machine operating system environment but only on the OEM server which the SBS license is assigned.

**Q. Why have the components of the SBS 2011 solutions changed from SBS 2008?**

A. With every new version of a product, we do a lot of research and evaluate customer and partner feedback to determine how we can enhance the solution at an affordable cost. In some cases, this means removing certain component technologies. Customers with active Software Assurance will be provided with an easy product and licensing upgrade path. Customers without SA that currently use the removed products will need to buy them separately.

**Q. Why doesn't Windows SBS 2011 Standard include Outlook?**

A. Outlook was previously included in SBS as part of Exchange Server. However, since Exchange 2010 Standard does not include Outlook, it is not in SBS 2011 Standard.

**Q. Am I licensed to continue to use the Outlook 2003 client on my PCs, originally installed during the deployment of SBS 2003, having now migrated to SBS 2011?**

A. No, you are not licensed. The right to install and use Outlook 2003 was granted within the Product Use Rights of the SBS 2003 CAL, which was only valid when used within an SBS 2003 domain, connecting to the SBS 2003's Exchange 2003 Server. The SBS2003 CAL is not valid within an SBS 2011 deployment. Therefore any Outlook 2003 client previously installed as a right of the SBS 2003 CAL is not licensed after the migration to SBS 2011 and each Outlook 2003 client must subsequently obtain a valid license before use.

**Q. What if I have an active SA agreement on my SBS 2003 Server and CAL licenses; Am I licensed to continue to use the Outlook 2003 client on my PCs?**

A. No, you are not licensed. However, a benefit granted to customers with active software assurance on the SBS2003 server license originally migrating to SBS2008, was eligibility of a single license for the following product:

- Office Outlook 2007 or Entourage 2008 (for MAC users) – the use of newer versions/products are not permitted.

This benefit, granted as part of an active SBS2003 server SA agreement is still eligible when migrating from SBS2003 to SBS2011.

**Q. Am I licensed to continue to use the Outlook 2003 clients already deployed on my PCs, for which I have already purchased Outlook 2003 licenses either individually, or as component of Office, having now migrated to SBS 2011?**

A. Yes. As long as each Outlook client has a valid license, either directly, or as part of a qualifying Office license, along with an SBS 2011 Standard CAL for each user or device, you may use Outlook 2003 as a client connecting to SBS 2011 Standard's Exchange 2010 Server. However, you must remember that there are some technical limitations, along with many User Interface (UI) controls and features that are not supported by Outlook 2003, as well as a significant layout differences to the current Outlook client UI, and the Outlook Web App UI which may prove confusing to users.

**Q. Can I install Outlook 2010 clients onto my PCs, granted as a right of the SBS 2011 CAL Product Use Rights.**

A. No. The SBS 2011 CAL Product Use Rights do not grant the right to install any version of an Outlook client onto a PC. Outlook must be licensed independently to obtaining an SBS 2011 CAL.

**Q. What is the difference between a Windows Small Business Server 2011 server license and a Client Access License (CAL)?**

A. The Windows Small Business Server 2011 Essentials, Standard, or Windows Small Business Server 2011 Premium Add-on license gives you the right to install and use the server software corresponding to the product you acquired. The Windows Small Business Server 2011 CAL Suite and 2011 Premium Add-on CAL Suite gives you the right for a device or user to access the particular corresponding server software. You need both server license and CALs in order to be in compliance for SBS 2011 Standard and SBS 2011 Premium Add-on. SBS 2011 Essentials does not require CAL's.

**Q. What are the differences between user CALs and device CALs? Why are both types offered?**

A. A user CAL permits one user (using any device) to access the server software. A device CAL permits one device (used by any user) to access the server software. Both types are offered to allow customers



cost-effective licensing options. For example, per-user CALs are most effective when an employee uses several devices to access the server, such as a work computer and a home computer. Per-device CALs are most effective when several employees use the same device to access the server, such as rotating shifts in a call center.

**Q. What is the difference between the Windows Small Business Server 2011 CAL Suite and the Windows Small Business Server 2011 Premium Add-on CAL Suite?**

A. The Windows Small Business Server 2011 CAL Suite should be acquired for each user or device that accesses the SBS 2011 Standard network. The Windows Small Business Server 2011 Premium Add-on CAL Suite should be acquired for those users or devices accessing the SQL Server 2008 R2 Standard for Small Business shipped as part of Windows Small Business Server 2011 Premium Add-on server software.

**Q. Are the five CALs that come with my license of the server software per user or per device?**

A. For these first five CALs, you get to choose; that is, you can designate whether those CALs are user or device. For any additional CALs you acquire after that, you acquire the type (user or device) of CAL you desire.

**Q. Can I choose whether the five CALs that come with the server software are Windows Small Business Server 2011 CAL Suite or Windows Small Business Server 2011 Premium Add-on CAL Suite?**

A. The Windows Small Business Server 2011 CAL Suite should be acquired for each user or device that accesses the SBS 2011 Standard network. The Windows Small Business Server 2011 Premium Add-on CAL Suite should be acquired for those users or devices accessing the SQL Server 2008 R2 Standard for Small Business shipped as part of Windows Small Business Server 2011 Premium Add-on server software.

**Q. Are any of the Windows Small Business Server 2011 CAL Suites concurrent?**

A. No. Neither of the Windows Small Business Server 2011 CAL Suites is concurrent. They are per user or per device only.

**Q. Can I have both user CALs and device CALs on my Windows Small Business Server network?**

A. Yes. However, experience has shown that this introduces uncertainty and complexity to managing your licenses and staying in compliance. We strongly recommend you determine which type is prevalent or preferable on your network, and then use only those CALs.

**Q. Can I split a CAL pack into user and device CALs?**

A. No. However, Microsoft has another option to increase your licensing flexibility to allow for complete scalability of your cost in relation to your usage. Both Windows Small Business Server 2011 CAL Suite and Windows Small Business Server 2011 Premium Add-on CAL Suite will be available in 1, 5, and 20pack quantities.



**Q. Is each CAL “tied” to a specific user or device?**

A. Yes. They are not “floating” licenses and so they must be assigned to specific users or devices. If a user leaves the company or a device is retired, then the CAL can be reassigned.

**Q. I acquired Windows Small Business Server 2011 from an Original Equipment Manufacturer (OEM). Where do I go to acquire additional CALs?**

A. You can acquire additional CALs from the sales channel you prefer: retail, through a Microsoft Volume Licensing agreement, or from your hardware manufacturer/provider (OEM).

**Q. I want to allow remote access to several individuals who are not employees. Do I have to acquire CALs for them to use Outlook Web Access or Remote Web Workplace?**

A. Yes. When a user authenticates against the server, a SBS CAL Suite is required. In addition, the use of Outlook requires an additional license in order to be in compliance with the license agreement.

**Q. I want to acquire a license for Windows Server External Connector for my SBS domain, am I eligible to do so?**

A. No, SBS Essentials, SBS Standard and SBS Premium Add-on users are not eligible to run the Windows Server External Connector on their domain. If you require such functionality, you would need to acquire a license for Windows Web Server or Windows Server Standard.

**Q. Does my printer or multi-function device require a CAL to connect to the Windows Small Business Server network?**

A. If you have elected “user CALs” then no CAL is required for the printer or multi-function device. If you have elected “device CALs” then the printer or multi-function device would need to have a device CAL, as the networked printer is accessing an instance of the server software. The most common scenario where you would need a CAL is when you have a multi-function device that uploads scanned images, such as a .pdf, to a server share using authentication.

**Q. Can I use my Windows Small Business Server 2011 CAL Suites to connect to a server running Exchange 2010 or SQL 2008 R2?**

A. Yes. You may use Windows Small Business Server 2011 CAL Suites instead of Exchange 2010 CALs to access instances of Exchange Server 2010 in the SBS 2011 domain. You may use SBS 2011 Premium Add-on CAL Suites instead of SQL Server 2008 R2 CAL to access instances of SQL Server 2008 R2 in the SBS domain.

**Q. Does the Windows Small Business Server 2011 CAL Suite and Windows Small Business Server 2011 Premium Add-on CAL Suite allow me to access Windows Server 2008 R2 connected to the Windows Small Business Server 2011 domain?**

A. Yes. Windows Small Business Server 2011 CAL Suite and Windows Small Business Server 2011 Premium Add-on CAL Suite can be used to access any Windows Server 2008 R2 that is in the Windows Small Business Server 2011 domain. Note however, if you are using the Remote Desktop Services or Rights Management Services functionality found in Windows Server 2008 R2, you must acquire separate Remote Desktop Services CALs or Rights Management Services CALs in order to be compliant with your license.

**Q. Can my SBS 2011 CAL Suite be used to access the SQL component of a SBS 2011 Premium Add-on server?**

A. No. You will need an additional SBS 2011 Premium Add-on CAL Suite to access the SQL component of a SBS 2011 Premium Add-on server. Your SBS 2011 CAL Suite may be used to access the Windows Server 2008 R2 component of a SBS 2011 Premium Add-on server.

**Q. If I am an SBS 2011 Essentials customer and acquired the SBS 2011 Premium Add-on, do I need to acquire SBS 2011 Standard CAL Suites in addition to the SBS 2011 Premium Add-on CALs Suites to access the SBS 2011 Premium Add-on?**

A. No. SBS 2011 Essentials customers who acquire the SBS 2011 Premium Add-on will require only the SBS 2011 Premium Add-on CAL Suite to access the SBS 2011 Premium Add-on server.

**Q. I want to have additional servers running Windows Server 2008 or Windows Server 2008 R2 in my SBS 2011 Standard domain. Do I need additional CALs to access those servers?**

A. No. As long as those servers are within the Windows Small Business Server 2011 Standard domain, your Windows Small Business Server 2011 CAL Suites grant you access rights to the other Windows Servers. Note however, the use of some functionality in Windows Server require additional licenses (e.g., Remote Desktop Services/Rights Management Services).

**Q. I want to have additional servers running Windows Server 2008 or Windows Server 2008 R2 in my SBS 2011 Essentials domain. Do I need additional CALs to access those servers?**

A. Yes. Each user will require a Windows Server CAL to access the additional Windows Server 2008 or 2008 R2 Servers. The use of some functionality in Windows Server may also require additional licenses (e.g., Remote Desktop Services/Rights Management Services).

**Q. If my business needs change, can I switch user CALs and device CALs?**

A. Yes. If you have Software Assurance attached to your CALs, when you renew your Software Assurance contract, you may switch between CAL types. Unfortunately, if you do not have Software Assurance, you may not switch.

**Q. Are my Windows Small Business Server 2008 CALs valid to use to access my Windows Small Business Server 2011 network?**

A. No. You must have the CAL version that matches the version of the server software you are running. That is, if you have a Windows Small Business Server 2011 domain, you must have Windows Small Business Server 2011 CAL Suites. Note: If you choose to run an earlier version of the SBS 2011 Standard server software (by way of using downgrade rights), you would still need to acquire SBS 2011 CAL's for each of your users.

**Q. How do I obtain CALs for earlier versions of Windows Small Business Server when they are no longer offered on price lists?**

A. It depends on what editions you need CAL for:

- If you need additional SBS 2008 or SBS 2003 Standard CALs; you will need to acquire Windows Small Business Server 2011 CAL Suites and exercise your downgrade rights.
- If you need additional SBS 2008 Premium CALs, they will remain available on the Open price lists for a period of time. This is due to the fact that the SBS 2011 Premium Add-on does not include the same components that are in 2008 Premium and therefore the SBS 2011 Premium Add-on CAL Suites do not offer downgrade rights.

Customers who acquire SBS 2011 CALs or SBS 2011 Premium Add-on CALs are eligible for the following CAL downgrades:

	<b>SBS 2008 CAL</b>	<b>SBS 2003 CAL</b>
<b>SBS 2011 CAL Suite</b>	<ul style="list-style-type: none"> <li>• FPP, OEM &amp; VL – Customers acquire SBS 2011 CAL Suite and downgrades to 2008 CAL Suite (no keys needed)</li> </ul>	<ul style="list-style-type: none"> <li>• FPP &amp; OEM – Acquire SBS 2003 static keys from SBS FAQ on ms.com</li> <li>• VL – Log into their account on VLSC to access keys or request keys based on their needs.</li> </ul>
<b>SBS 2011 Premium Add-On CAL Suite</b>	<ul style="list-style-type: none"> <li>• No CAL downgrades available.</li> </ul>	<ul style="list-style-type: none"> <li>• No CAL downgrades available.</li> </ul>

**Q. How will SBS 2003 CAL activation work in that scenario since SBS 2011 does not require CAL activation but SBS 2003 does?**

A. If you have acquired SBS 2011 CALs through the Volume Licensing (VL) channel, you can obtain SBS 2003 CAL product keys through the Volume Licensing Service Center (VLSC); these keys can then be used to downgrade to SBS 2003 (R2) CAL's. For customers who have acquired SBS 2008 and 2011 CALs from channels other than VL, such as FPP and OEM, please use the following product keys to activate SBS 2003 Standard CALs.

A product key can only be used once to activate the designated number of CALs for that given key. Therefore a combination of keys may need to be used to activate all of your 2003 CALs. We have provided 3 keys that will activate 5 CALs each and 3 keys that will activate 20 CALs each. This is so customers can activate anywhere from 5 to the maximum number of 75 CALs supported with SBS 2003. It is recommended that you use the 20 CAL Keys first and then use the 5 CAL keys to avoid a situation where adding the 20 CAL key(s) last may put you over the 75 CAL limit when you have existing CALs.

20 CAL Keys	5 CAL Keys
KJQBH-XJ6YQ-THYJY-PVDCP-87QT6	P9QYQ-YKC4G-B3YD6-MM9BT-327FQ
FGP6P-W4WXW-3T8BR-TC3QG-HQRQG	D2WC6-MCQ88-3CTTW-74YTB-XVFM3
Q6D3G-M22TM-TQKM4-C7VKX-RBDT6	RCFYC-X69X4-6FKDT-PWMM7-V33RQ

Please see below on using multiple keys to activate SBS 2003 CALs.

Scenario examples	Key Solutions
I need to add 5 CALs	Use 1 x 5 CAL key
I need to add 70 CALs	Use 3 x 20 CAL keys first AND then 2 x 5 CAL keys
I have 45 CALs already installed and activated. I need to add 30 CALs	Use 1 x 20 CAL key first AND then 2 x 5 CAL keys

**Q. Does the SBS 2011 Premium Add-on CAL Suite include Remote Desktop Services (RDS) CALs?**

A. No. SBS 2011 Premium Add-on does allow for Remote Desktop Services functionality. An additional license of RDS CALs is still required to be in compliance with your license.

**Q. Does the RDS CAL require the same activation/registration process as it does for a stand-alone Windows Server 2008 R2?**

A. Yes.

**Q. Can a customer who is using SBS 2011 Premium Add-on acquire SQL Server 2008 CALs instead of SBS 2011 Premium Add-on CAL Suites for Users or Devices to satisfy their licensing requirements?**

A. No. Access to the SBS 2011 network requires a SBS 2011 CAL for all users or devices. However, customers only have to acquire SBS 2011 Premium Add-on CAL Suites for those users/devices who are accessing the SQL server component; all other users/devices can be in compliance by purchasing SBS 2011 CAL Suites.

**Q. There are two types of SBS 2011 CAL Suites, and I have Software Assurance on my current SBS CALs. Do I get to choose which SBS 2011 CAL Suites I get?**

A. No. Whether you acquire SBS 2011 CAL Suite or SBS 2011 Premium Add-on CAL Suite depends on what SBS 2011 product you are entitled to. That is, if you had SA attached to SBS 2008 Standard Edition and the additional CALs, then you are entitled to SBS 2011 Standard server software and SBS 2011 CAL Suites. If you had SA attached to SBS 2008 Premium Edition and additional CALs, then you are entitled to SBS 2011 Standard Server and SBS 2011 Premium Add-on Server as well as SBS 2011 CALs and SBS 2011 Premium Add-on CALs.

**Q. Can I acquire upgrade CAL packs to upgrade my SBS 2008 CALs to SBS 2011 ones?**

A. No. Upgrade packs are not available; you must acquire new SBS 2011 CAL Suites.

**Q. If a user is only infrequently accessing certain protocols or services of the server software (such as DHCP), is a CAL required?**

A. Yes, a Windows Server CAL is still required for access to DHCP even infrequent use of server software requires a CAL.

**Q. How are my licenses activated?**

A. The Windows Small Business Server 2011 server license is activated over the Internet. If you do not have an Internet connection, you can follow the instructions in the Windows Activation wizard for calling a telephone number to activate. Windows Small Business Server CAL Suites no longer have to be activated. Note that if you are running Windows Small Business Server 2011 Premium Add-on server software; the copy of Windows Server 2008 R2 technologies will require similar activation.

**Q. I attached Software Assurance to my SBS 2011 license. What does that entitle me to with respect to SBS 2011?**

A. There are many benefits to Software Assurance (for detailed information, go to <http://www.microsoft.com/licensing/sa/default.msp>), one of which is rights to new versions of the product, so you will be entitled to the corresponding edition of SBS 2011 and the initial five CALs that came included with the server software. If you attached SA to your additional SBS 2008 CAL licenses, then you are also entitled to corresponding SBS 2011 CAL Suites.

**Q. There have been some changes to the product components in SBS 2011 versus what was part of SBS 2008, so how does that affect what I am entitled to as a Software Assurance customer?**

A. Microsoft is committed to ensuring our SA customers are "made whole" when it decides to make changes to existing products. As a SBS 2008 SA customer, you get rights to the new version of the Small Business Server 2011 solution. The following chart outlines the upgrade path for our SA customers:

Product	2011 Upgrade
SBS 2008 Standard Server	SBS 2011 Standard Server
SBS 2008 Premium Server	SBS 2011 Standard and SBS 2011 Premium Add-on Server
SBS 2008 CAL Suite	SBS 2011 CAL Suite
SBS 2008 CAL Suite for Premium Users or Devices	SBS 2011 CAL Suite AND SBS 2011 Premium CAL Suite Users or Devices

**Q. I didn't attach Software Assurance to my SBS 2008 Premium Edition licenses, and I want to upgrade to SBS 2011 Premium Add-on plus use Forefront Threat Management Gateway 2010. What are the licensing consequences to consider?**

A. You have to acquire a new SBS 2011 Standard and a new SBS 2011 Premium Add-on license, corresponding SBS 2011 CALs for each user or device accessing the server software, and a separate Forefront Threat Management Gateway 2010 license.

**Q. If I acquire a license for SBS 2008 or SBS 2008 Premium through the FPP or OEM channel and want to enroll it in Software Assurance, am I able to do so?**

A. If the license was acquired on or before December 31, 2010 and if it's been less than 90 days since the license was acquired, then you are eligible to enroll that license in Software Assurance. However, if the license was acquired on January 1, 2011 or later, then you are not eligible to enroll that license in Software Assurance. This is because only the most current version of a product is entitled to be enrolled in Software Assurance and beginning on January 1, 2011, the most current version of SBS is SBS 2011.

## Upgrade

### Q. How will upgrading from the current Windows Small Business Server product work?

A. A smooth migration to new software/hardware is what's most important for small businesses. Our research shows small businesses acquire new hardware with software infrastructure upgrades. Therefore Microsoft has focused on providing guidance, wizards, and automation for fast, easy migration to Windows Small Business Server 2011 on new hardware. More information will be provided in the future.

For licensing purposes, the below chart provides the upgrade path from SBS 2008. If you do not have Software Assurance and wish to have SBS 2011, then you must acquire a new license.

Product	2011 Upgrade
SBS 2008 Standard	SBS 2011 Standard
SBS 2008 Premium	SBS 2011 Standard and SBS 2011 Premium Add-on
SBS 2008 CAL Suite	SBS 2011 CAL Suite
SBS 2008 CAL Suite for Premium Users or Devices	SBS 2011 CAL Suite + SBS 2011 Premium CAL Suite Users or Devices

## Downgrade Rights

Microsoft grants the rights to use any prior version of Windows Small Business Server 2011 Standard, regardless of which channel was used to acquire the license. Windows SBS 2011 Standard licenses can be downgraded to use or access older versions of the corresponding licenses as outlined below. Since SBS 2011 Essentials is a new product, there is no prior version, so there is no need to downgrade. For SBS 2011 Premium Add-on, no downgrade options are available.

Use the chart below to view available downgrade options. Locate the Windows SBS 2008 product in the left column, and then read horizontally for available downgrade options for that product:

Server Product	Downgrade
SBS 2011 Essentials	No downgrade available
SBS 2011 Standard	<p>FPP/OEM Customers:</p> <ul style="list-style-type: none"> <li>Eligible to downgrade to SBS 2008 Standard. Customer needs to have access to SBS 2008 media and products keys.</li> </ul> <p>Volume Licensing Customers:</p> <ul style="list-style-type: none"> <li>Eligible to downgrade to SBS 2008 Standard, obtain media and keys through VLSC.</li> </ul>
SBS 2011 Premium Add-on	<p>FPP/OEM Customers:</p> <ul style="list-style-type: none"> <li>No downgrades available.</li> </ul> <p>Volume Licensing Customers:</p> <ul style="list-style-type: none"> <li>Eligible to downgrade to Windows Server 2008 Standard, obtain media and keys through VLSC.</li> <li>Eligible to downgrade to SQL Server 2008 for Small Business, obtain media and keys through VLSC.</li> </ul>



Customers who acquire SBS 2011 CALs or SBS 2011 Premium Add-on CALs are eligible for the following CAL downgrades:

	<b>SBS 2008 CAL</b>	<b>SBS 2003 CAL</b>
<b>SBS 2011 CAL Suite</b>	<ul style="list-style-type: none"> <li>FPP, OEM &amp; VL – Customers acquire SBS 2011 CAL Suite and downgrades to 2008 CAL Suite (no keys needed)</li> </ul>	<ul style="list-style-type: none"> <li>FPP &amp; OEM – Acquire SBS 2003 static key from SBS FAQ on ms.com</li> <li>VL – Log into their account on VLSC to access keys or request keys based on their needs.</li> </ul>
<b>SBS 2011 Premium Add-On CAL Suite</b>	<ul style="list-style-type: none"> <li>No CAL downgrades available.</li> </ul>	<ul style="list-style-type: none"> <li>No CAL downgrades available.</li> </ul>

If customers need SBS 2008 Premium CALs, they will remain available on the Open price lists for a period of time. This is due to the fact that the SBS 2011 Premium Add-on does not include the same components that are in 2008 Premium and therefore the SBS 2011 Premium Add-on CAL Suites do not offer downgrade rights. If you need additional SBS 2003 Premium CAL's you need to obtain SBS 2008 Premium CALs and you would then be eligible to downgrade to SBS 2003 Premium CALs.

**Q. What are downgrade rights? How do I exercise them?**

A. Downgrade rights, in general, mean that you can use an earlier version of the software acquired. For Windows Small Business Server, this means you are allowed to install and use Windows Small Business Server 2008 Standard Edition instead of Windows Small Business Server 2011 Standard, which is what you acquired. At any time, you can install the software you acquired and cease to use the earlier version. Since SBS 2011 Essentials is a new product, there is no prior version, so there is no need to downgrade.

For SBS 2011 Standard, if the license was acquired through the FPP or OEM channels, then you are eligible to downgrade to SBS 2008 Standard, however we do not have a process to provide media or product keys and therefore you must already have the media and product keys available. If the license was acquired through the Volume Licensing programs, then you are eligible to downgrade to SBS 2008 Standard and media and keys can be obtained from VLSC.

For SBS 2011 Premium Add-On, if the license was acquired through the FPP or OEM channels, no downgrade rights are available. If the license was acquired through the Volume Licensing programs,

then you have the option to downgrade to SQL Server 2008 for Small Business and Windows Server 2008 Standard. The media and keys can be obtained from VLSC.

**Q. SBS 2011 comes with several server components. Can I exercise my downgrade rights and run earlier versions of the server software?**

A. Yes. You may exercise your downgrade rights and run SBS 2008 Standard if you have acquired a SBS 2011 Standard license. Note however that you cannot separate out the components of the SBS solution – that is, if you downgrade, you must downgrade all components of the software.

**Q. SBS 2011 Premium Add-on comes with a Windows Server 2008 R2 Standard Edition technologies server software. Can I downgrade that software to run an earlier version in order to support a legacy application?**

A. For SBS 2011 Premium Add-On, if the license was acquired through the FPP or OEM channels, no downgrade rights are available. If the license was acquired through the Volume Licensing programs, then you have the option to downgrade to SQL Server 2008 for Small Business and Windows Server 2008 Standard. The media and keys can be obtained from VLSC.

**Q. SBS 2011 Premium Add-on comes with SQL Server 2008 R2 Standard Edition for Small Business. Can I exercise my downgrade rights and run an earlier version of SQL Server?**

A. If the license was acquired through the FPP or OEM channels, no downgrade rights are available. If the license was acquired through the Volume Licensing programs, then you have the option to downgrade SQL Server 2008 for Small Business and the media and keys can be obtained from VLSC.

**Q. Can I acquire upgrade CAL packs to upgrade my SBS 2008 CALs to SBS 2011 ones?**

A. No. Upgrade packs are not available – you must acquire new SBS 2011 CALs.

**Q. Since SBS 2011 has two CAL types, "Windows Small Business Server 2011 CAL Suite" and "Windows Small Business Server 2011 Premium Add-on CAL Suite," how does the CAL downgrade to SBS 2008 work and what are the access rights granted?**

A. SBS 2008 has two CAL types like SBS 2011. The allowed downgrade from SBS 2011 CAL Suite will be to SBS 2008 CAL Suite, and there are not any downgrades available from SBS 2011 Premium Add-on CAL Suite to SBS 2008 CAL Suite for Premium Users or Devices. This is due to the fact that the SBS 2011 Premium Add-on does not include the same components that are in 2008 Premium and therefore the SBS 2011 Premium Add-on CAL Suites do not offer downgrade rights. We will continue to offer SBS 2008 Premium CALs on price lists for a period of time due to this constraint.

**Q. If I want to downgrade SBS 2011 CALs to SBS 2003 CALs, how will CAL activation work in that scenario since SBS 2008 will not need any CAL activation, but SBS 2003 does?**

A. If you have acquired SBS 2011 CALs through the Volume Licensing (VL) channel, you can obtain SBS 2003 CAL product keys through the Volume Licensing Service Center (VLSC); these keys can then be used to downgrade to SBS 2003 (R2) CAL's. For customers who have acquired SBS 2008 and 2011 CALs from channels other than VL, such as FPP and OEM, please use the following product keys to activate SBS 2003 Standard CALs.

A product key can only be used once to activate the designated number of CALs for that given key. Therefore a combination of keys may need to be used to activate all of your 2003 CALs. We have provided 3 keys that will activate 5 CALs each and 3 keys that will activate 20 CALs each. This is so customers can activate anywhere from 5 to the maximum number of 75 CALs supported with SBS 2003. It is recommended that you use the 20 CAL Keys first and then use the 5 CAL keys to avoid a situation where adding the 20 CAL key(s) last may put you over the 75 CAL limit when you have existing CALs.

20 CAL Keys	5 CAL Keys
KJQBH-XJ6YQ-THYJY-PVDCP-87QT6	P9QYQ-YKC4G-B3YD6-MM9BT-327FQ
FGP6P-W4WXW-3T8BR-TC3QG-HQRQG	D2WC6-MCQ88-3CTTW-74YTB-XVFM3
Q6D3G-M22TM-TQKM4-C7VKX-RBDT6	RCFYC-X69X4-6FKDT-PWMM7-V33RQ

Please see below on using multiple keys to activate SBS 2003 CALs.

Scenario examples	Key Solutions
I need to add 5 CALs	Use 1 x 5 CAL key
I need to add 70 CALs	Use 3 x 20 CAL keys first AND then 2 x 5 CAL keys
I have 45 CALs already installed and activated. I need to add 30 CALs	Use 1 x 20 CAL key first AND then 2 x 5 CAL keys

**Q. I have a license for SBS 2011 Essentials. Do I have any downgrade options?**

A. Since SBS 2011 Essentials is the first version of the product, there is not a product to which to downgrade.

**Q. What downgrade options do I have if I have a license for SBS 2011 Standard?**

A. If you obtained your license for SBS 2011 Standard preinstalled from a partner, OEM or through the FPP channels, in order to exercise your downgrade rights, you must already have the earlier version of the media of Small Business Server Standard available. If you acquired your license through the Volume Licensing programs, you are eligible to downgrade to SBS 2008 Standard and you may leverage media that you may already have, or acquire the media through fulfillment or VLSC.

**Q. I have a license for SBS 2011 Premium Add-on, can I downgrade to SBS 2008 Premium?**

A. For SBS 2011 Premium Add-On, because the product components of SBS 2011 Standard plus the SBS 2011 Premium Add-On are different than the product components of SBS 2008 Premium Edition, there are not any downgrades to the full 2008 Premium Server. If the license was acquired through the FPP or OEM channels, no downgrade rights are available. If the license was acquired the through the Volume Licensing programs, then you have the option to downgrade to SQL Server 2008 for Small Business and Windows Server 2008 Standard. The media and keys can be obtained from VLSC. .

## Pricing

Windows Small Business Server 2011 pricing information.

Server Licenses	U.S. Price*	Description
Windows Small Business Server 2011 Standard	\$1096	Includes Small Business Server 2011 Standard Edition. Price also includes 5-pack of Small Business Server 2011 CAL Suite (User or Device, chosen after acquisition)
Windows Small Business Server 2011 Premium Add-on	\$1604	Includes Small Business Server 2011 Premium Add-on Edition. Price also includes 5-pack of Small Business Server 2011 Premium Add-on CAL Suite for Users or Devices (User or Device, chosen after acquisition)

Client Access Licenses	U.S. Price*	Description
Windows Small Business Server 2011 CAL Suite Users or Devices 5-pack	\$361	Five additional SBS 2011 CALs (User or Device, chosen at time of acquisition) for accessing a SBS network
Windows Small Business Server 2011 CAL Suite for Premium Add-on Users or Devices 5-pack	\$457	Five additional SBS 2011 Premium Add-on CALs (User or Device, chosen at time of acquisition) for accessing the Premium Add-on
Windows Small Business Server 2011 CAL Suite - 20 pack	\$1447	Twenty additional SBS 2011 CALs (User or Device, chosen at time of acquisition) for accessing a SBS network
Windows Small Business Server 2011 CAL Suite for Premium Users or Devices 20-pack	\$1831	20 additional SBS 2011 Premium Add-on CALs (User or Device, chosen at time of acquisition) for accessing the Premium Add-on

\* Prices on this page are stated in U.S. dollars and reflect pricing for acquisitions within the United States and Canada at the FPP price. The prices listed are estimated prices; reseller pricing may vary.