

APPENDIX A

Reference URLs

This appendix includes a number of reference uniform resource locators (URLs) associated with System Center Service Manager 2010 (SvcMgr). URLs do change, and so although the authors have made every effort to verify these references as working links, there is no guarantee they will remain current. It is quite possible some will change or be “dead” by the time you read this book. Sometimes the Wayback Machine (<http://www.archive.org/index.php>) can rescue you from dead or broken links. This site is an Internet archive, and it will take you back to an archived version of a site (sometimes).

General Resources

A number of websites provide excellent resources for Service Manager:

- ▶ A great source of information is for all things System Center related, including Service Manager, is System Center Central (<http://www.systemcentercentral.com>).
- ▶ <http://www.myITforum.com> is a community of worldwide Information Technology (IT) professionals and a website established in 1999 by Rod Trent. myITforum includes topics on System Center and IT.
- ▶ Anders Bengtsson, a coauthor of this book, blogs extensively on Service Manager. For a list of his articles about Service Manager, see <http://contoso.se/blog/?cat=25>.

IN THIS CHAPTER

- ▶ General Resources
- ▶ Microsoft's Service Manager Resources
- ▶ Other Service Manager Resources
- ▶ Blogs
- ▶ PowerShell and SMLets
- ▶ Connectors
- ▶ The System Center Family
- ▶ Public Forums

- ▶ If you are interested in understanding the Customer Improvement Program, Marnix Wolf has a great series of blog posts at <http://thoughtsonopsmgr.blogspot.com/2010/02/ceip-odr-and-lot-what-are-they-and-why.html>.
- ▶ <http://www.techlog.nl/> is about everything Microsoft, maintained by Maarten Goet (a contributor to this book), Kenneth van Surksun, Steven van Loef, and Aad Noman.
- ▶ The System Center Virtual User Group is dedicated to providing educational resources and collaboration between users of System Center technologies worldwide. Bi-monthly meetings present topics from industry experts, including Microsoft engineers. These Live Meeting sessions are recorded for your convenience. To join the user group, go to <http://www.linkedin.com/groupRegistration?gid=101906>.
- ▶ The TechNet Manageability Center contains links to resources and TechNet Magazine articles, at <http://technet.microsoft.com/en-us/default.aspx>.
- ▶ Microsoft has published whitepapers on performance tuning guidelines for Windows Server 2008 at http://www.microsoft.com/whdc/system/sysperf/Perf_tun_srv.msp.

Microsoft's Service Manager Resources

The following list includes some general Microsoft resources available for Service Manager 2010:

- ▶ Microsoft's Service Manager website is located at <http://www.microsoft.com/systemcenter/en/us/service-manager.aspx>.
- ▶ The Microsoft System Center website is at <http://www.microsoft.com/systemcenter/>.
- ▶ <http://technet.microsoft.com/en-us/systemcenter/sm/ee923652> is the location of the Service Manager TechCenter.
- ▶ Service Manager webcasts are available at <http://msevents.microsoft.com/CUI/WebCastEventDetails.aspx?culture=en-US&EventID=1032416974> and <http://msevents.microsoft.com/CUI/WebCastEventDetails.aspx?culture=en-US&EventID=1032424297&CountryCode=US>.
- ▶ The documentation library for Service Manager 2010 Service Pack (SP) 1 is available online at <http://technet.microsoft.com/en-us/library/ff461010.aspx>. This includes the planning guide, deployment guide, administrators guide, operations guide, authoring guide, upgrade guide, disaster recovery guide, a glossary, documentation on the cmdlets, and release notes.
- ▶ Microsoft's Service Manager Engineering Team blog is located at <http://blogs.technet.com/b/servicemanager/>.
- ▶ To use Operations Manager 2007 R2 to monitor Service Manager, download the management pack from <http://www.microsoft.com/downloads/en/details.aspx?displaylang=en&FamilyID=82a6cd07-85aa-4739-9829-f1e7cdea7fe7>.

- ▶ Here are some individual blogs by members of the engineering team:
 - ▶ **Marc Umeno:** <http://blogs.technet.com/b/umeno/>
 - ▶ **Jakub Olesky:** <http://blogs.msdn.com/b/jakuboleksy/>
 - ▶ **Jim Truber:** <http://jtruher3.wordpress.com/>
- ▶ Microsoft's System Center Pack Catalog has multiple pages for Service Manager, Virtual Machine Manager, Operations Manager, Configuration Manager, Data Protection Manager, and Essentials. You can access the catalog at <http://pinpoint.microsoft.com/en-US/systemcenter/managementpackcatalog>.
- ▶ View a drilldown on Service Manager 2010 at <http://www.msteched.com/2010/NorthAmerica/MGT313>. This TechEd session focuses on how Service Manager automates Change, Incident, Problem, and Configuration Management. It includes a discussion of the features and capabilities of Service Manager and discusses how to extend the product using the Authoring Tool and the Service Manager Software Development Kit (SDK).
- ▶ At the 2011 Microsoft Management Summit (MMS), Sean Christensen and Travis Wright delved deeply into automating the Information Technology Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF) with Service Manager. You can view the presentation at <http://www.mms-2011.com/topic/details/BB14>.
- ▶ For information about System Center licensing, see <http://www.microsoft.com/systemcenter/en/us/pricing-licensing.aspx>. Pricing for Service Manager is at <http://www.microsoft.com/systemcenter/en/us/service-manager/sm-pricing-licensing.aspx>.
- ▶ Information regarding Windows Server Load Balancing is available in the Network Load Balancing Deployment guide at [http://technet.microsoft.com/en-us/library/cc754833\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc754833(WS.10).aspx).
- ▶ [http://technet.microsoft.com/en-us/library/cc732906\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc732906(WS.10).aspx) provides information on requesting an Internet Server certificate.
- ▶ If you are considering virtualizing Service Manager components, a good document on SQL Server 2008 virtualization is available at <http://download.microsoft.com/download/d/9/4/d948f981-926e-40fa-a026-5bfcf076d9b9/SQL2008inHyperV2008.docx>.
- ▶ If you are looking at the product's history, Microsoft's announcement on the delayed release of Service Manager until 2010 is at <http://blogs.technet.com/b/systemcenter/archive/2008/02/07/system-center-service-manager-update.aspx>.
- ▶ Want to know how grooming works? Travis Wright provides details at <http://blogs.technet.com/b/servicemanager/archive/2009/09/18/data-retention-policies-aka-grooming-in-the-servicemanager-database.aspx>.
- ▶ The Security Manager security matrix (discussed in Chapter 15, "Service Manager Security"), states that Administrators, Advanced Operators, and Authors can create announcements. However, the Announcement view by default is available only in the

670 APPENDIX A Reference URLs

Administration workspace, which is accessible only to Service Manager administrators. Travis Wright describes a solution for this at <http://blogs.technet.com/b/servicemanager/archive/2010/12/01/faq-how-can-i-enable-non-admins-to-create-edit-delete-announcements.aspx>.

- ▶ <http://technet.microsoft.com/en-us/library/ff461151.aspx> discusses user roles in Service Manager.
- ▶ Download the Service Manager Authoring Tool (SP 1) at <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=78dcb15b-8744-4a93-b3fa-6a7a40ffeaee&displaylang=en>.
- ▶ <http://blogs.technet.com/b/servicemanager/archive/2009/07/24/localizing-management-pack-content.aspx> provides information on localizing Service Manager management packs.
- ▶ Management pack bundles are described at <http://blogs.technet.com/b/servicemanager/archive/2009/09/04/introducing-management-pack-bundles.aspx>.
- ▶ Use fastseal.exe to seal your management packs. You can download the utility from the Service Manager Engineering Team Blog at <http://blogs.technet.com/servicemanager/archive/2009/12/25/sealing-management-packs.aspx>.
- ▶ XML Notepad 2007 is an intuitive tool for browsing and editing extensible Markup Language (XML) documents. Read about it at <http://msdn2.microsoft.com/en-us/library/aa905339.aspx>, and download the tool from <http://www.microsoft.com/downloads/details.aspx?familyid=72d6aa49-787d-4118-ba5f-4f30fe913628&displaylang=en>.
- ▶ Virtual labs for System Center products including Service Manager, Operations Manager, Essentials, and Configuration Manager are located at <http://technet.microsoft.com/en-us/bb539977.aspx>.
- ▶ If you are ready to take a closer look at Service Manager, see Sean Christensen's videos at <http://blogs.technet.com/b/systemcenter/archive/2011/04/01/system-center-service-manager-deep-dive-session-videos.aspx>.
- ▶ If you are interested in learning about the Microsoft Operations Framework, you will want to check out version of 4.0 of the MOF at <http://go.microsoft.com/fwlink/?LinkId=50015>.
- ▶ Information on the MOF Deliver Phase is at <http://technet.microsoft.com/en-us/library/cc506047.aspx>.
- ▶ You can read about the MOF Envision service management function (SMF) at <http://technet.microsoft.com/en-us/library/cc531013.aspx>.
- ▶ For information on MOF 4.0 and the Manage layer, see <http://technet.microsoft.com/en-us/library/cc506048.aspx>.
- ▶ Information on the IO (Infrastructure Optimization) model is available at <http://www.microsoft.com/technet/infrastructure>.

- ▶ Details about the Microsoft Solutions Framework (MSF) are located at <http://www.microsoft.com/downloads/details.aspx?familyid=50DBFFFE-3A65-434A-A1DD-29652AB4600F&displaylang=en> and <http://www.microsoft.com/downloads/details.aspx?familyid=a71ac896-1d28-45a4-880c-8b0cc8265c63&displaylang=en>.
- ▶ If you want to learn about Service Modeling Language (SML), see <http://www.w3.org/TR/sml/>. For additional technical information about SML from Microsoft, visit <http://technet.microsoft.com/en-us/library/bb725986.aspx>.
- ▶ Microsoft provides Solution Accelerators, which are guidelines and tools to leverage the full functionality of Microsoft usage within your organization. The Solution Accelerators are available for download at no cost at <http://technet.microsoft.com/en-us/solutionaccelerators/dd229342>.
- ▶ The Compliance Solution Accelerators can be downloaded at <http://www.microsoft.com/downloads/en/details.aspx?FamilyId=BD930882-0D39-4900-9A79-B91F213ED15D&displaylang=en>.
- ▶ Microsoft provides a sizing helper for Service Manager. This utility can assist you in determining the hardware required based on certain scenarios. Download SM_jobaids.zip from <http://go.microsoft.com/fwlink/?LinkId=186291>.
- ▶ Travis Wright discusses the Allowed List at <http://blogs.technet.com/b/servicemanager/archive/2010/02/26/managing-the-allowed-list-for-the-operations-manager-ci-connector-with-powershell.aspx>.
- ▶ <http://technet.microsoft.com/en-us/library/ff461125.aspx> provides guidelines for installing the Self-Service portal (SSP).
- ▶ Microsoft is providing the source code to the SSP, enabling you to create and customize your own portal. Microsoft also added several new features to this version such as being able to update an incident from the portal. The source code is at <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=65fbe0a3-1928-469f-b941-146d27aa6bac&displaylang=en>. For more information and a preview of how you could customize the portal, see <http://blogs.technet.com/b/servicemanager/archive/2011/03/02/service-manager-portal-source-code-released.aspx>.
- ▶ If you are interested in customizing the data warehouse and reporting capabilities in Service Manager, <http://blogs.msdn.com/b/scplat/archive/2010/03/29/a-deep-dive-on-creating-relationship-facts-in-the-data-warehouse.aspx> provides details about creating relationship facts in the data warehouse.
- ▶ View the complete data warehouse schema in Visio format at http://blogs.technet.com/cfs-file.ashx/___key/CommunityServer-Blogs-Components-WeblogFiles/00-00-00-62-41-DW/2425.DWDDataMart.zip. A description is available at <http://blogs.technet.com/b/servicemanager/archive/2011/03/14/service-manager-data-warehouse-schema-now-available.aspx>.

- ▶ You can download the Service Manager 2010 SDK from <http://www.microsoft.com/downloads/en/details.aspx?displaylang=en&FamilyID=1862b19e-9cc1-49b5-b121-eb567a7b2fee>.
- ▶ To get started using the Service Manager SDK, see Jakub Olesky's article at <http://blogs.msdn.com/b/jakuboleksy/archive/2008/12/03/getting-started-with-the-service-manager-sdk.aspx>.
- ▶ Read how to use the SDK to build a web application that interacts with Service Manager at the blog posting at <http://blogs.technet.com/b/servicemanager/archive/2010/01/07/creating-browser-interfaces-to-service-manager-using-the-sdk.aspx>.
- ▶ You can download the Windows SDK from <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=e6e1c3df-a74f-4207-8586-711ebe331cdc&displaylang=en>.

Other Service Manager Resources

Microsoft, of course, is not the only organization to discuss Service Manager. A number of websites provide excellent resources for Service Manager:

- ▶ An early look at the product that eventually became Service Manager 2010 is available at <http://itservicemngmt.blogspot.com/2007/05/microsoft-system-center-service-manager.html>.
- ▶ Thoughts on the product in early 2010 prior to its release are at <http://plannetplc.wordpress.com/2010/02/17/microsoft-system-center-service-manager-2010-a-credible-challenger-in-the-service-management-software-market/>.
- ▶ A Network World review of Service Manager 2010 is at http://www.networkworld.com/reviews/2011/012411-microsoft-system-center-test.html?source=NWWNLE_nlt_daily_pm_2011-01-25.
- ▶ For a good overview of articles on the product, see <http://scug.be/blogs/scsm/archive/2010/07/13/system-center-service-manager-information-blog-overview.aspx>.
- ▶ Tim Vanderderkooi writes about his experiences with the Service Manager test releases through December 2008 in a mid-sized business at <http://timvanderkooi.wordpress.com/2008/12/05/service-manager-great-product-but-has-microsoft-missed-the-mid-sized-boat-again/>.
- ▶ Matt Royer, Senior Technical Integration Engineer at Intel, talks about integration of 2010 Intel Core vPro processors with KVM Remote Control with Microsoft System Center Service Manager 2010. Matt shows how the combination allows IT to “get behind the user’s keyboard-video-mouse (KVM)” through all PC states and see what their users see (even blue screens) when the operating system is starting up or shutting down. Watch his discussion on YouTube at <http://www.youtube.com/watch?v=nIWbXkirocc>.

- ▶ Asset Management with Service Manager can be accomplished using Provance's IT Asset Management Pack. Read about it at <http://www.nn4consultants.com/2010/05/asset-management-with-system-center-service-manager-and-sccm-be-safe-with-provance-the-8020-story/>.
- ▶ To automatically delete objects in Pending Delete status, see <http://blog.scsmfq.ch/2011/03/16/automatically-delete-objects-in-status-pending-delete/>.
- ▶ Read about the Exchange connector at <http://bink.nu/news/system-center-service-manager-exchange-connector.aspx>.
- ▶ To learn how to target announcements, read the blog posting by Anders Bengtsson at <http://contoso.se/blog/?p=1243>.
- ▶ Read about how to forward knowledge articles to specific users at a blog post by Anders Bengtsson at <http://contoso.se/blog/?p=1262>.
- ▶ Anders Bengtsson describes how to target software packages to specific users at <http://contoso.se/blog/?p=1269>.
- ▶ Anders Bengtsson also describes how to create a notification for an unassigned incident, at <http://contoso.se/blog/?p=1875>.
- ▶ <http://scug.be/blogs/scsm/archive/2010/03/21/service-manager-role-based-security-scoping.aspx> discusses role-based security scoping.
- ▶ Need to reset a user's password but haven't implemented Microsoft Forefront Identity Manager (FIM)? Anders Bengtsson describes one approach, which sends the user a new password in an email and creates a closed incident for the service desk to track the number of password-reset incidents. Read his post at <http://contoso.se/blog/?p=1605>.

Blogs

Here are some blogs the authors have used. Some are more active than others are, and new blogs seem to spring up overnight!

- ▶ A great source of information is System Center Central (<http://www.systemcenter-central.com>), managed by MVPs Pete Zerger, Rory McCaw, and Maarten Goet.
- ▶ If you're interested in keeping up with System Center Virtual Machine Manager (VMM), the VMM team has a blog at <http://blogs.technet.com/scvmm/>.
- ▶ See a blog by Stefan Stranger (former MVP and now at Microsoft) at http://blogs.technet.com/stefan_stranger/.
- ▶ <http://systemscentre.blogspot.com/> is a blog by Steve Beaumont.
- ▶ <http://bink.nu> is managed by Steven Bink, former MVP for Windows Server Technologies. According to the blog, it "watches Microsoft like a hawk."

674 APPENDIX A Reference URLs

- ▶ You may want to look at the Acceleres Service Manager blog, <http://blog.acceleres.com/>. Acceleres, headed by coauthor David Pultorak, provides Service Manager implementation and training.
- ▶ <http://blog.myscsm.com/> is by Chris Ross, a Senior Lead Consultant for Catapult Systems.
- ▶ Frederik Baert blogs at <http://frederikbaert.wordpress.com/>.
- ▶ <http://itservicemngmt.blogspot.com/> is a blog discussing basic IT service management (ITSM) knowledge points for new people in ITIL.
- ▶ Kevin Sullivan's Management blog is at https://blogs.technet.com/kevinsul_blog/. (Kevin is a Technology Specialist at Microsoft focusing on management products.)
- ▶ <http://www.systemcentercommunity.com/> is an OpsMgr 2007 forum with questions and answers about Service Manager. You must create a user ID to reply to the posts.
- ▶ <http://www.techlog.org/> is all about everything Microsoft, by Maarten Goet (OpsMgr MVP), Kenneth van Surksum, Steven van Loef, and Sander Klaassen in the Netherlands.
- ▶ www.systemcenterguide.com is a System Center blog by Duncan McAlynn.
- ▶ Everything System Center Service Manager, <http://blog.scsmfaq.ch>, is a Service Manager blog run by Marcel Zehner and itnetx, a consulting and engineering company located in Switzerland.
- ▶ Walter Chomak's blog on System Center is at <http://blogs.technet.com/wchomak/>. Walter is a Senior Consultant with Microsoft MCS and a great technical resource.
- ▶ Ian Blyth, previously a Lead Technical Specialist for Microsoft UK, blogs at <http://ianblythmanagement.wordpress.com/> on System Center Technologies.

Here are our own blogs:

- ▶ <http://www.networkworld.com/community/meyler> is a blog by Kerrie with general discussion topics, but concentrating on Microsoft management.
- ▶ Find coauthor and MVP Alexandre Verkinderen's blog at <http://scug.be/blogs/scsm/default.aspx>.
- ▶ <http://www.contoso.se/blog/> is the System Center blog by Anders Bengtsson, former MVP, now a PFE at Microsoft and coauthor of this book.
- ▶ <http://blog.acceleres.com/>, mentioned earlier in this section, is by coauthor David Pultorak.
- ▶ Coauthor Patrik Sundqvist's blog is found at <http://blogs.litware.se/>.
- ▶ Contributor and MVP Maarten Goet posts at <http://blogs.inovativ.nl/auteur?u=maarten>.
- ▶ Contributor Kurt Van Hoecke blogs at <http://scug.be/blogs/scsm/default.aspx>.

PowerShell and SMLets

You can find information on PowerShell itself at the following sites:

- ▶ The official PowerShell site is at <http://www.microsoft.com/powershell>.
- ▶ The Microsoft TechNet social forum covering general PowerShell discussions is at <http://social.technet.microsoft.com/Forums/en-US/winserverpowershell/threads>.
- ▶ Marco Shaw, PowerShell MVP, maintains a blog at <http://marcoshaw.blogspot.com>.
- ▶ You may want to check all the PowerShell webcasts by the Scripting Guys at <http://www.microsoft.com/technet/scriptcenter/webcasts/ps.mspx>.
- ▶ Direct from the PowerShell guy himself (Marc van Orsouw, PowerShell MVP) is located at <http://thepowershellguy.com/blogs/posh/default.aspx>.
- ▶ Find a PowerShell cheat sheet at <http://blogs.msdn.com/powershell/archive/2007/01/25/powershell-cheat-sheet-redux-the-pdf-version.aspx>.
- ▶ The Windows PowerShell team has its blog at <http://blogs.msdn.com/powershell/>.
- ▶ Find PowerShell script examples at <http://www.microsoft.com/technet/scriptcenter/hubs/msh.mspx>.
- ▶ PowerShell+ is a free PowerShell editing and debugging environment. You can get a free personal copy at <http://www.powershell.com/downloads/psp1.zip>.
- ▶ Read about using the Service Manager cmdlets for Windows PowerShell at <http://technet.microsoft.com/en-us/library/ff461199.aspx>.
- ▶ <http://smlets.codeplex.com> is your starting point for information on SMLets.
- ▶ Beta 3 of SMLets v3 was released in April 2011. The release includes 32 new cmdlets. Read Travis Wright's article on the release at <http://blogs.technet.com/b/servicemanager/archive/2011/04/20/smlets-beta-3-released.aspx>. There are several "breaking changes included," so be sure to read the article.
- ▶ Even more about PowerShell and examples of some of the constructs are available in an article by Don Jones at <http://www.microsoft.com/technet/technetmag/issues/2007/01/PowerShell/default.aspx>.

Connectors

Here are some useful references regarding connectors:

- ▶ To download the Exchange connector for Service Manager 2010 SP 1, see <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=0b48d1f1-434a-4ee6-8017-fc13f4c16785>.

- ▶ You can download the CodePlex Service Manager CSV connector from <http://scsmcsvconnector.codeplex.com/>. For a discussion by Travis Wright, see <http://blogs.technet.com/b/servicemanager/archive/2009/12/30/how-to-write-a-custom-connector-csv-connector-example.aspx>.
- ▶ For information about deleting a connector, see Kevin Holman's article at <http://blogs.technet.com/b/kevinholman/archive/2009/09/10/removing-an-old-product-connector.aspx>. Note that Microsoft does not officially support this process.

The System Center Family

Here are some references and articles regarding other components of Microsoft's System Center family:

- ▶ Operations Manager is Microsoft's end-to-end service management product, and is the cornerstone of the common system architecture used by other System Center products, including Service Manager. A product overview is available at <http://www.microsoft.com/systemcenter/en/us/operations-manager/om-overview.aspx>. Kerrie Meyler discusses the common system architecture at <http://www.networkworld.com/community/blog/common-system-center-architecture>.
- ▶ For an overview of Configuration Manager, see <http://www.microsoft.com/system-center/en/us/configuration-manager/cm-overview.aspx>.
- ▶ For System Center Essentials (Essentials) deployment planning and installation, see <http://go.microsoft.com/fwlink/?LinkId=94444>.
- ▶ The System Center Essentials Community TechCenter can be found at <http://technet.microsoft.com/en-us/sce/bb677155.aspx>.
- ▶ One scenario for System Center Essentials is as a means for managing and monitoring assets of small organizations, tied to a centralized Operations Manager server. Read John Joyner's take on Microsoft's direction for management tools in the mid-sized market at <http://www.eweek.com/article2/0,1895,1905780,00.asp>.
- ▶ Opalis, being renamed as Orchestrator, was acquired by Microsoft in 2009 and is an automation tool for System Center and third-party products. Charles Joy, one of the "Opalis guys," gives an 8-minute product overview at <http://www.youtube.com/watch?v=Hmf6G7N7Tuk>.
- ▶ Data Protection Manager (DPM) delivers data protection for SQL Server, Exchange, SharePoint, Virtualization, file servers, and Windows desktops and laptops. For an overview of the product, visit <http://www.microsoft.com/systemcenter/en/us/data-protection-manager/dpm-2010-overview.aspx>.

Public Forums

If you need an answer to a question, the first place to check is the Microsoft public forums. Here's a list of the current Service Manager forums:

- ▶ **General:** <http://social.technet.microsoft.com/Forums/en-us/systemcenterservicemanager/threads>
- ▶ **Setup:** <http://social.technet.microsoft.com/Forums/en-US/setup/threads>
- ▶ **Customization Using the SDK and Authoring Tool:** <http://social.technet.microsoft.com/Forums/en-US/customization/threads>
- ▶ **Data Warehouse, Reporting, and Dashboards:** <http://social.technet.microsoft.com/Forums/en-US/dwreportingdashboards/threads>
- ▶ **ITIL and MOF Processes – Incident, Problem, and Change Management:** <http://social.technet.microsoft.com/Forums/en-US/itilmofprocesses/threads>
- ▶ **Administration (User Roles, Notifications, Workflows, etc.):** <http://social.technet.microsoft.com/Forums/en-US/administration/threads>
- ▶ **System Center Integration, Opalis, and Connectors:** <http://social.technet.microsoft.com/Forums/en-US/connectors/threads>
- ▶ **Portals:** <http://social.technet.microsoft.com/Forums/en-US/portals/threads>
- ▶ **Documentation:** <http://social.technet.microsoft.com/Forums/en-US/documentation/threads>

