APPENDIX B

Available Online

Online content is available to provide add-on value to readers of *System Center Service Manager 2010 Unleashed*. This material, organized by chapter, can be downloaded from http://www.informit.com/store/product.aspx?isbn=0672334 364. This content is not available elsewhere. Note that the authors and publisher do not guarantee or provide technical support for the material.

PowerShell and SMLets

The PowerShell cmdlets developed for Service Manager 2010 assist in administrating Service Manager. The SMLets PowerShell module, an open source code project available on Codeplex, provides functionality for creating and maintaining configuration and work items. Chapter 4, "Looking Inside Service Manager," uses the _PS_Create_ChangeRequest.ps1 script, which is an example of using a PowerShell script that incorporates SMLets.

Building a Custom Workspace

Chapter 19, "Advanced Customization Scenarios," includes instructions for building a custom workspace. The scripts used to create this workspace are contained in the unsealed management pack Odyssey.Console.Customizations.xml.

Live Links

Reference uniform resource locators (URLs; see Appendix A, "Reference URLs") are provided as live links. These include more than 100 (clickable) hypertext links and references to materials and sites related to Service Manager and System Center.

A disclaimer and unpleasant fact regarding live links: URLs change! Companies are subject to mergers and acquisitions, pages move and change on websites, and so on. Although these links were accurate as of this writing (May 2011), it is 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 This site is an Internet archive, and it will take you back to an archived version of a site...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.