

SCOM Self Service Portal

User Guide

SCOM Self Service Portal is a tool to empower server and application admins to perform basic SCOM agent, monitoring and maintenance mode tasks. Traditionally you needed to be a SCOM Administrator to perform these tasks. This guide will go through how to use the portal and present a scenario where it can provide value.

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Agent

Install Agent

In this scenario a SQL Admin will be installing a SCOM Agent on a new SQL Server they just built.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Click **Install Agent** under the Agent dashboard.
- 3.) Type in a **User Name** (domain\username) and password that has admin privileges on the server you want to push the agent to.
- 4.) Type in the **Server Name** (servername.domain.com)
- 5.) Click **Install**. Wait a few minutes for the agent to get pushed

SCOM Self Service Portal

Agent

- Install Agent
- Repair Agent
- Uninstall Agent
- Delete Agent
- Reset Agent

Monitoring

- Create Group
- Create Event Monitor
- Create Service Monitor
- Create Performance Monitor
- Create Performance Collection Rule
- Edit Group

Install Agent

Home / Agent / **Install Agent**

Credentials Help

User Name

Password

Agent Help

Server Name

Agent:AP01.scom2k16.com Installed sucessfully

Troubleshooting

- 1.) Confirm admin privileges on the new SQL server and the proper firewall ports are open to push from the SCOM Management Server to the SQL Server. <https://aka.ms/OMAagentFW>

Repair Agent

In this scenario an Exchange Admin will be repairing a SCOM Agent on one of their Existing Exchange Servers.

Note** Repair is also useful for end users to update their agents to the latest UR, as when a repair is performed the current UR applied to the MS server also will be pushed to the server with the agent.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Click **Repair Agent** under the Agent dashboard.
- 3.) Type in a **User Name** (domain\username) and password that has admin privileges on the server.
- 4.) Select the **Server Name** from the dropdown.
- 5.) Click **Repair**. Wait a few minutes for the agent to get repaired

SCOM Self Service Portal

Agent

- Install Agent
- Repair Agent**
- Uninstall Agent
- Delete Agent
- Reset Agent

Monitoring

- Create Group
- Create Event Monitor
- Create Service Monitor
- Create Performance Monitor
- Create Performance Collection Rule
- Edit Group

Repair Agent

Home / Agent / **Repair Agent**

Credentials Help

User Name

Password

Agent Help

Server Name

Agent:AP01.SCOM2K16.com Repaired successfully

Uninstall Agent

In this scenario an IIS Admin will be decommissioning an old Web server and Uninstalling the SCOM agent.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Click **Uninstall Agent** under the Agent dashboard.
- 3.) Type in a **User Name** (domain\username) and password that has admin privileges on the server.
- 4.) Select the **Server Name** from the dropdown.
- 5.) Click **Uninstall**. Wait a few minutes for the agent to get uninstalled

SCOM Self Service Portal

Agent

- Install Agent
- Repair Agent
- Uninstall Agent**
- Delete Agent
- Reset Agent

Monitoring

- Create Group
- Create Event Monitor
- Create Service Monitor
- Create Performance Monitor
- Create Performance Collection Rule
- Edit Group

Uninstall Agent

Home / Agent / **Uninstall Agent**

Credentials Help

User Name

Password

Agent Help

Server Name

Agent:AP01.SCOM2K16.com Uninstalled successfully

Delete Agent

In this scenario a Domain Admin decommissioned a Domain Controller and manually uninstalled the SCOM Agent on one of their servers. They need to delete the computer out of SCOM so they don't get heartbeat alerts.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Click **Delete Agent** under the Agent dashboard.
- 3.) Select the **Server Name** from the dropdown.
- 4.) Click **Delete**.

The screenshot displays the SCOM Self Service Portal interface for deleting an agent. On the left, a dark sidebar contains the 'SCOM Self Service Portal' title and a menu under 'Agent' with options: 'Install Agent', 'Repair Agent', 'Uninstall Agent', 'Delete Agent' (highlighted), and 'Reset Agent'. The main content area is titled 'Delete Agent' and includes a breadcrumb 'Home / Agent / Delete Agent'. Below the breadcrumb is a 'Agent' section with a 'Help' button. A 'Server Name' dropdown menu is set to 'DC01.SCOM2K16.com'. At the bottom, a green message box states 'Agent:DC01.SCOM2K16.com Deleted successfully'.

Reset Agent

In this scenario a SAP Admin is not getting expected alerts on his application server. He needs to reset the SCOM agent on the server to fix the issue.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Click **Reset Agent** under the Agent dashboard.
- 3.) Select the **Server Name** from the dropdown.
- 4.) Click **Reset**.

The screenshot displays the SCOM Self Service Portal interface. On the left, a dark sidebar contains the text 'SCOM Self Service Portal' and a menu under 'Agent' with options: 'Install Agent', 'Repair Agent', 'Uninstall Agent', 'Delete Agent', and 'Reset Agent'. The main content area is titled 'Reset Agent' and includes a breadcrumb 'Home / Agent / Reset Agent'. Below the breadcrumb is a search bar labeled 'Agent' with a 'Help' button. A dropdown menu for 'Server Name' is shown with 'HV01.SCOM2K16.com' selected. At the bottom, a green message box states 'Agent:HV01.SCOM2K16.com Reset successfully'.

Monitoring

Create Group

In this scenario the SQL Team wants to create a group of Production SQL Servers. The group will be used by the SQL team in the Self Service Portal to create monitors and performance collection rules

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Click **Create Group** under the Monitoring dashboard.
- 3.) Type in a **Group Name**
- 4.) Select the **Computers** from the dropdown.
- 5.) Click **Create**

SCOM Self Service Portal

Home / Monitoring / **Create Group (Class)**

Group Help

Group Name

SQL Production Servers

Computer(s)

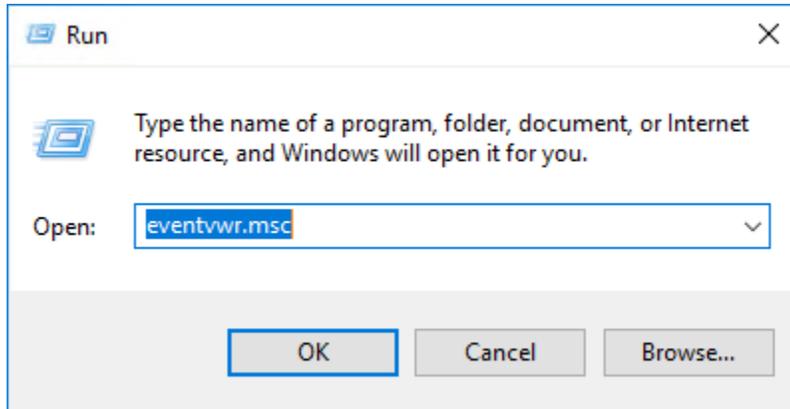
DB01.SCOM2K16.com × xDB01.SCOM2K16.com ×

SCOM2K16 - Self Service - SQL Production Servers group created successfully

Create Event Monitor

In this scenario the SQL Team wants to be alerted when a specific security event is triggered on their SQL servers.

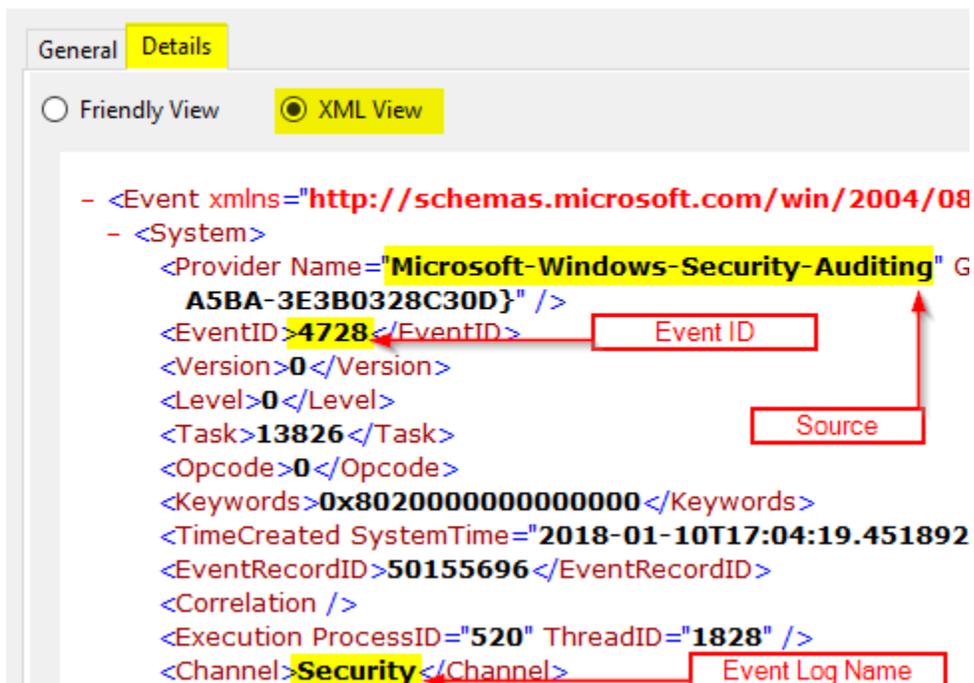
- 1.) **Log into the server** that has created the event you want to monitor.



a.

- 2.) Go to **Start, Run, and Type** in eventvwr.msc
- 3.) **Find the event** you want to monitor in the event viewer and **double click on it**
- 4.) **Click the Details Tab** then **XML View**
- 5.) **Under XML View** copy the **Provider Name (Source), EventID (also sometimes listed as EventID Qualifiers="xxxx" get the number between the >> not the xxxx number)** and the **Channel (Event Log Name)**

Event Properties - Event 4728, Microsoft Windows security auditing.



- 6.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>

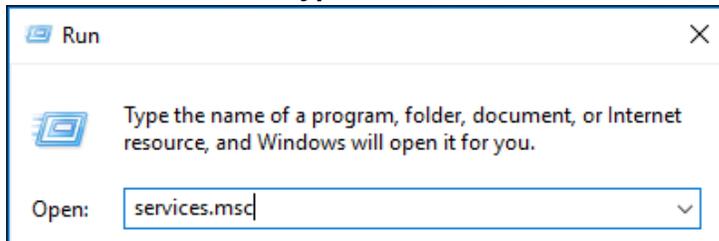
- 7.) Click **Create Event Monitor** under the Monitoring dashboard.
- 8.) Select the **Group** where the monitor will run.
- 9.) Copy the **Event Log Name** from the Event found on the server.
- 10.) Copy the **Event ID** from the Event found on the server.
- 11.) Copy the **Source** from the Event found on the server
- 12.) Type in a meaningful **Alert Name**.
- 13.) Select the **Alert Severity**. Critical, Warning or Informational

Where to check for Event	Help
Group	SCOM2K16 - Self Service - SQL Production Servers ▼
<hr/>	
Event Log Monitor	Help
Event Log Name	Security ▼
Event ID	4728
Event Source	Microsoft-Windows-Security-Auditing
<hr/>	
Alert	Help
Alert Name	SQL Server Unauthorized Login
Alert Severity	Critical ▼
SCOM2K16 - Self Service - SQL Server Unauthorized Login event monitor created successfully	

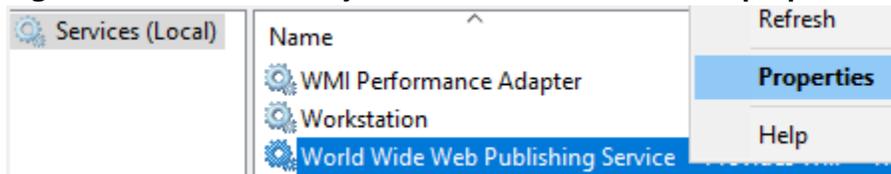
Create Service Monitor

In this scenario the SharePoint Team wants to be alerted when the IIS Service stops running.

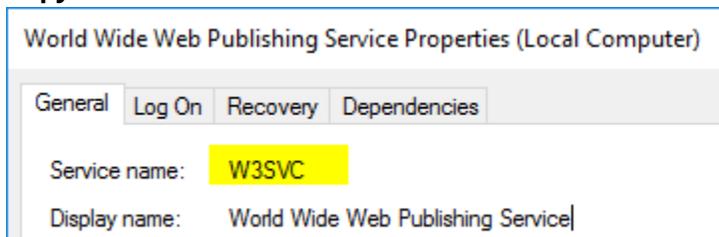
- 1.) **Log into the server** that has the service you want to monitor.
- 2.) Go to **Start, Run, and Type in services.msc**



- 3.) **Right click on the Service** you want to monitor and **select properties**



- 4.) **Copy the Service name** to create the Service Monitor



- 5.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 6.) Select the **Group** where the monitor will run.
- 7.) Type in a **Service Name**
**Note: Use the Service name, not the Display name. Sometimes these are the same.
- 8.) Select the **Group** where the monitor will run.
- 9.) Click **Create**

Where to check for Service Help

Group

SCOM2K7 - Self Service - SharePoint Front End

Service Monitor Help

Service Name

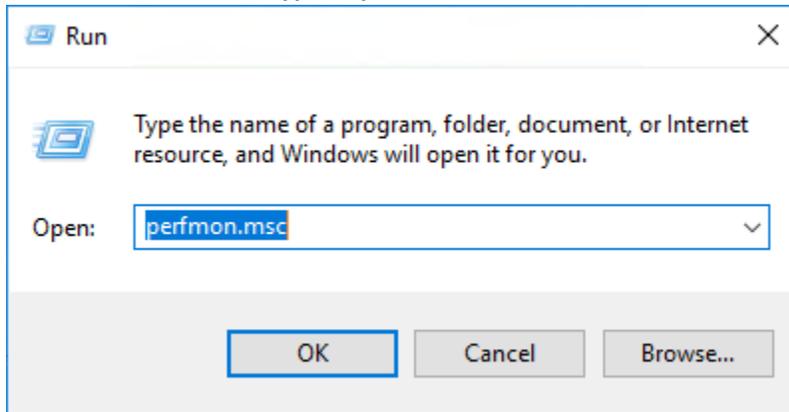
W3SVC

SCOM2K16 - Self Service - W3SVC service monitor created successfully

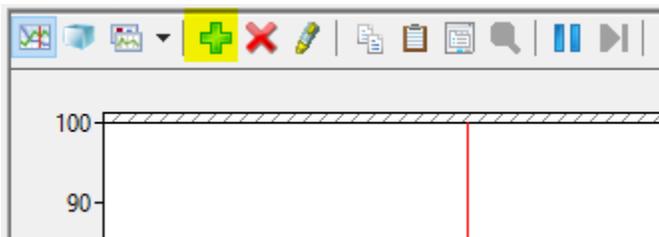
Create Performance Monitor

In this scenario the SQL Team wants a custom CPU monitor to alert them when CPU is over 80% on their mission critical SQL Servers.

- 1.) **Log into the server** that has the performance counter you want to monitor.
- 2.) Go to **Start, Run, and Type in perfmon.msc**



- 3.) **Click the green plus** and add the counter you want to monitor



- 4.) **Copy the Counter, Instance, and Object** to create the Performance Monitor

Last	1,802.000	Average	1,810.167	Minimum	1,	
Show	Color	Sc...	Counter	Instance	Parent	Object
<input checked="" type="checkbox"/>	—	1.0	% Processor Time	_Total	---	Processor

- 5.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 6.) Click **Create Performance Counters** under the Monitoring dashboard.
- 7.) Select the **Group** where the monitor will run.
- 8.) **Paste the Counter** from the server in the Counter Name Box
- 9.) **Paste the Object** from the server in the Object Name Box
- 10.) **Paste the Instance** from the server in the Instance Name Box
- 11.) **Type in the Threshold** number in the Threshold Box
- 12.) Click **Create**

Create Performance Monitor

Home / Monitoring / **Create Performance Monitor**

Agent

Install Agent

Repair Agent

Uninstall Agent

Delete Agent

Reset Agent

Monitoring

Create Group

Create Event Monitor

Create Service Monitor

Create Performance Monitor

Create Performance Collection Rule

Edit Group

Schedule Maintenance

Windows Computers

Unix/Linux Computers

Groups

Where to check performance

Help

Group

SCOM2K16 - Self Service - SQL Production Servers

Performance Monitor

Help

Counter Name

% Processor Time

Object Name

Processor

Instance Name

_Total

Threshold

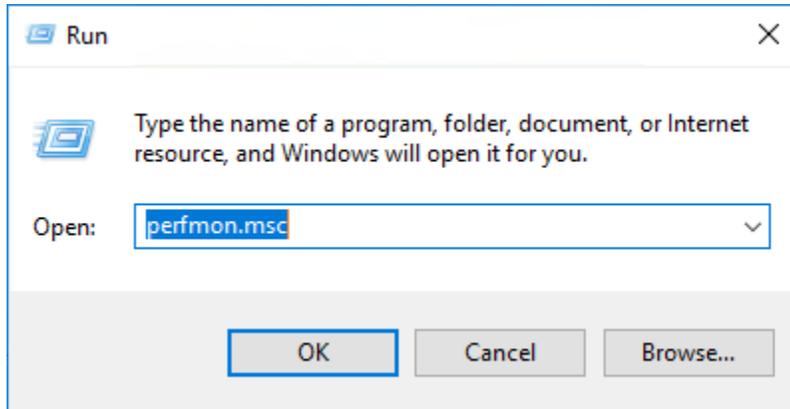
80

SCOM2K16 - Self Service - % Processor Time performance monitor created successfully

Create Collection Rule

In this scenario the SQL Team wants to collect CPU usage on their mission critical SQL Servers.

- 1.) **Log into the server** that has the performance counter you want to monitor.
- 2.) Go to **Start, Run, and Type in perfmon.msc**



- 3.) **Click the green plus** and add the counter you want to monitor



- 4.) **Copy the Counter, Instance, and Object** to create the Performance Monitor

Last	1,802.000	Average	1,810.167	Minimum	1,	
Show	Color	Sc...	Counter	Instance	Parent	Object
<input checked="" type="checkbox"/>	—	1.0	% Processor Time	_Total	---	Processor

- 5.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 6.) Click **Create Performance Counters** under the Monitoring dashboard.
- 7.) Select the **Group** where the monitor will run.
- 8.) **Paste** the **Counter** from the server in the Counter Name Box
- 9.) **Paste** the **Object** from the server in the Object Name Box
- 10.) **Paste** the **Instance** from the server in the Instance Name Box
- 11.) Click **Create**

Create Performance Collection

Home / Monitoring / **Create Performance Collection**

Agent

- Install Agent
- Repair Agent
- Uninstall Agent
- Delete Agent
- Reset Agent

Monitoring

- Create Group
- Create Event Monitor
- Create Service Monitor
- Create Performance Monitor
- Create Performance Collection Rule**
- Edit Group

Schedule Maintenance

Where to collect performance counter

Help

Group

SCOM2K16 - Self Service - SQL Production Servers

Performance Collection Rule

Help

Counter Name

% Processor Time

Object Name

Processor

Instance Name

_Total

SCOM2K16 - Self Service - collect % Processor Time event monitor created successfully

Edit Group

In this scenario the SQL Team wants to edit the servers in the group of Production SQL Servers.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Click **Edit Group** under the Monitoring dashboard
- 3.) Select a **Group Name** to edit
- 4.) Wait for the computers in the group to populate
- 5.) Add or remove the **Computers** from the dropdown.
- 6.) Click **Update**

Edit Group

Home / Monitoring / **Edit Group**

Group Help

Group

SCOM2K16 - Self Service - SQL Production Servers ▼

Computer(s)

DB01.SCOM2K16.com ✕

SCOM2K16 - Self Service - SQL Production Servers group created successfully

Schedule Maintenance

Computers Maintenance Mode

In this scenario a SQL Admin will be performing maintenance on a few SQL servers at 2:00am on Sunday. During maintenance, services might be stopped or the servers may be rebooted. The admin opens the Self Service Portal and schedules a maintenance window so that alerts for the SQL servers don't get sent to the admin or anyone else.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Pick **Windows Computers** on Schedule Maintenance dashboard
- 3.) Select one or more **Computers to Schedule for Maintenance Mode**.
- 4.) Under **Start Time**; Pick the **time** and **date** for Maintenance Mode on the computer to Start.
- 5.) Under **End Time**; Pick the **time** and **date** for Maintenance Mode on the computer to finish.
- 6.) Under **Frequency** choose how often Maintenance Mode should run.
 - a. **Once** – Run just once.
 - b. **Daily** – Run **every day** at the Start Time selected.
 - c. **Weekly** – Run **every week** on the day/time selected for Start Time.
 - d. **Monthly** – Run **every month** on specific days of the Month.
- 7.) Under **Category** choose the category (Planned or Unplanned) to specify the maintenance mode.

Schedule Maintenance For Windows Computers Help

Computers

DB01.SCOM2K16.com x xDB01.SCOM2K16.com x

Date Time Help

Start Time

03/04/2018 02:00 AM

End Time

03/04/2018 03:00 AM

Recurrence

Once Daily Weekly Monthly

Information Help

Category

Planned - Other

Advanced Cancel Create

DB01.SCOM2K16.com (+ 1 Additional) - 60 minutes Maintenance Mode Scheduled Successfully

Group Maintenance Mode

In this example, the Network Admin Team performs maintenance on a network segment of Exchange Servers on the Last Sunday of each month at 2:00am. To do this, open the Self Service Portal and schedule a maintenance window for the Exchange Servers Group. With the maintenance window scheduled, alerts won't be sent to the Exchange Admin or anyone else.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Pick **Group** on Schedule Maintenance dashboard
- 3.) Pick the **Group to Schedule for Maintenance Mode**.
 - 1.) Under **Start Time**; Pick the **time** and **date** for Maintenance Mode on the group to Start.
 - 2.) Under **End Time**; Pick the **time** and **date** for Maintenance Mode on the group to finish.
 - 3.) Under **Frequency** choose how often Maintenance Mode should run.
 - a. **Once** – Run just once.
 - b. **Daily** – Run **every day** at the Start Time selected.
 - c. **Weekly** – Run **every week** on the day/time selected for Start Time.
 - d. **Monthly** – Run **every month** on specific days of the Month.
- 4.) Under **Category** choose the category (Planned or Unplanned) to specify the maintenance mode.

Schedule Maintenance For Groups

Help

Groups

Microsoft Exchange 2016 Computers Group ✕

Date Time

Help

Start Time

03/30/2018 02:00 AM

End Time

03/30/2018 03:00 AM

Recurrence

Once Daily Weekly **Monthly**

Day

On: Last Friday

Of Every: 1 Month(s)

End Recurrence Date

(Optional) Select End Date

Information

Help

Category

Planned - Other

Advanced

Cancel

Create

Microsoft Exchange 2016 Computers Group - 60 minutes - Monthly Maintenance Mode
Scheduled Successfully

Class Maintenance Mode

In this setting a SharePoint Admin is performing maintenance on a SharePoint front end server on Saturday at 4:00AM. During the outage the IIS Service will be restarted and the admin does not want to alert the NOC or the on-call engineer.

- 1.) Open the **SCOM Self Service Portal** in your web browser. <http://yourMSserver/SelfService>
- 2.) Pick **Class** on the main page.
- 3.) Pick the **Class for the type of object**. Pick **IIS 10 Web Site**
- 4.) Under Object: Pick **all the SharePoint Websites to Schedule for Maintenance Mode**.
- 5.) Under **Start Time**; Pick the **time** and **date** for Maintenance Mode to Start.
- 6.) Under **End Time**; Pick the **time** and **date** for Maintenance Mode to finish.
- 7.) Under **Frequency** choose how often Maintenance Mode should run.
 - a. **Once** – Run just once.
 - b. **Daily** – Run **every day** at the Start Time selected.
 - c. **Weekly** – Run **every week** on the day/time selected for Start Time.
 - d. **Monthly** – Run **every month** on specific days of the Month.
- 8.) Under **Category** choose the category (Planned or Unplanned) to specify the maintenance mode.

Schedule Maintenance For Class Help

Class
IIS 10 Web Site

Objects
Default Web Site | HV01.SCOM2K16.com x Default Web Site | DC01.SCOM2K16.com x

Date Time Help

Start Time
03/03/2018 04:00 AM

End Time
03/03/2018 05:00 AM

Recurrence
 Once Daily Weekly Monthly

Information Help

Category
Planned - Other

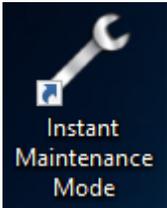
Advanced Cancel Create

Default Web Site (+ 1 Additional) - 60 minutes Maintenance Mode Scheduled Successfully

Instant Maintenance Mode

The application makes it easy for IT staff to put a server into maintenance mode without having to go into the SCOM console. On any server, a user can visit the Self Service Portal - Instant MM website at <http://yourMSServer/SelfService/MM/InstantMM>

Creating a shortcut on the desktop of the servers will make it even easier. This can be accomplished manually or by using SCCM, AD Group Policy or some other software deployment solution.



- 1.) Open the **Instant MM** Website from the server to put it into maintenance mode using Internet **Explorer**.
<http://yourMSServer/SelfService/MM/InstantMM>
- 2.) The server is automatically put into maintenance for 1 hour.

Instant Maintenance Mode

Home / Schedule Maintenance / **Instant Maintenance Mode**

A screenshot of the 'Instant Maintenance Mode' web interface. The page has a white header with a wrench icon and the text 'Instant Maintenance Mode' on the left, and a 'Help' button on the right. Below the header is a green notification box that reads 'db01.scom2k16.com has been placed into Maintenance Mode for 1 Hour'. Underneath is a white box titled 'Options' containing a section 'Change maintenance window' with a 'Total Hours' dropdown menu set to '1' and a green 'Set' button. Below that is a section 'Stop Maintenance Mode' with a red 'Stop' button.

Instant Maintenance Mode with URL Parameters

- **ComputerName – Specify the Computer Name**

<http://yourServer/SelfService/MM/InstantMM?computerName=yourComputer.yourdomain.com>

- **Min – Number of Minutes for Maintenance Mode**

<http://yourServer/SelfService/MM/InstantMM?InstantMM.aspx?min=120>

- **Action – Start or Stop Maintenance Mode**

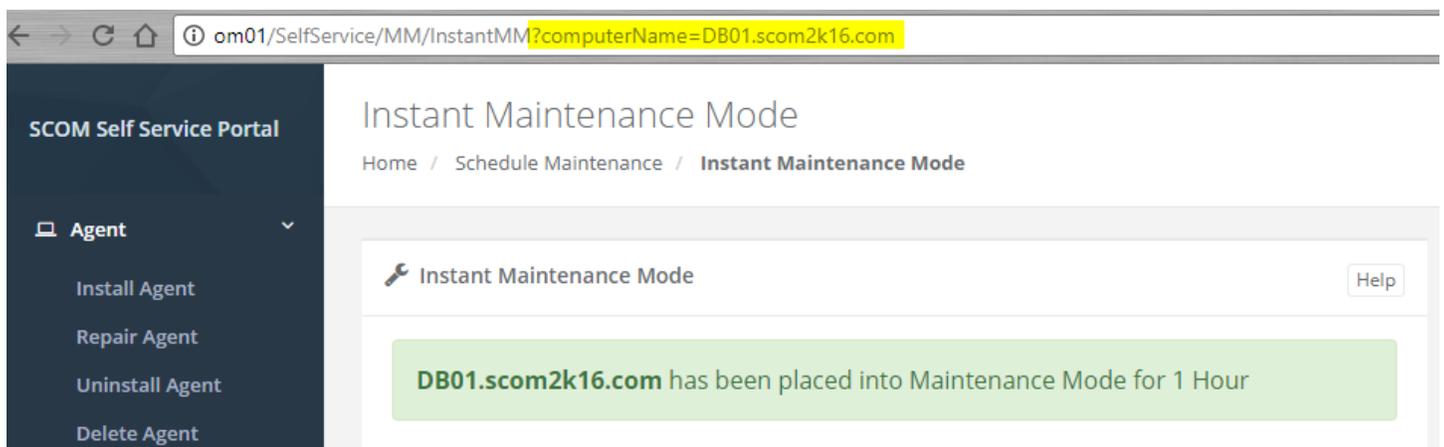
<http://yourServer/SelfService/MM/InstantMM?mmAction=Start>

<http://yourServer/SelfService/MM/InstantMM?mmAction=Stop>

- **Combine multiple URL Parameters**

<http://yourServer/SelfService/MM/InstantMM?ComputerName=DB02.scom2k16.com&min=120&mmAction=Start>

Example



The screenshot shows a web browser window with the address bar containing the URL: om01/SelfService/MM/InstantMM?computerName=DB01.scom2k16.com. The page title is "Instant Maintenance Mode". The breadcrumb navigation is "Home / Schedule Maintenance / Instant Maintenance Mode". On the left, there is a dark sidebar with the "SCOM Self Service Portal" logo and a menu under "Agent" with options: "Install Agent", "Repair Agent", "Uninstall Agent", and "Delete Agent". The main content area has a header "Instant Maintenance Mode" with a "Help" button. Below this, a green message box states: "DB01.scom2k16.com has been placed into Maintenance Mode for 1 Hour".

Instant Maintenance Mode using PowerShell, VBScript or Code.

Using the URL Parameters, you can put servers into Maintenance Mode from any computer using a script or code. Typical use case would be using SCCM when updates or software is installed. SCCM would execute the VB or PowerShell script before the install process to start maintenance mode. After the updates or software is installed SCCM would call the script to stop maintenance mode.

VB Script Example Download: <http://www.scom2k7.com/downloads/SScomputerMM.renameTOvbs>

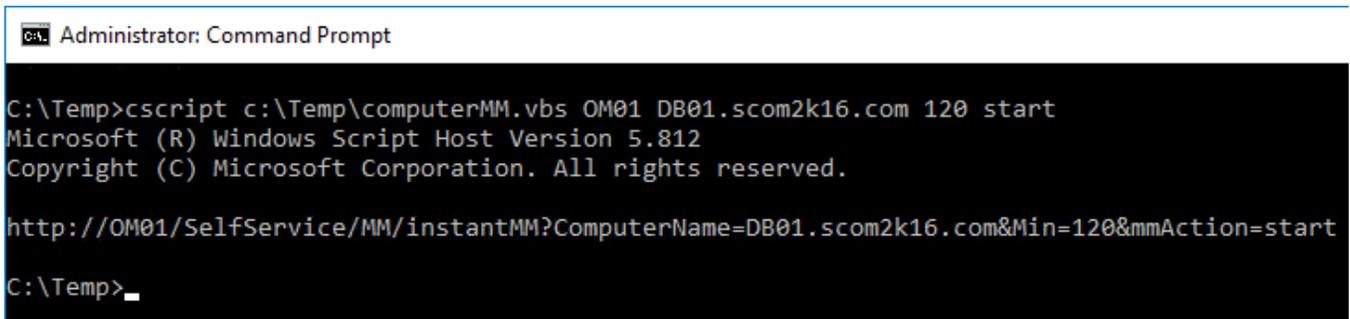
```
Dim o, mmServer, computerName, min, action, fullURL

if WScript.Arguments.Count < 0 then
    WScript.Echo "Missing parameters"
end If

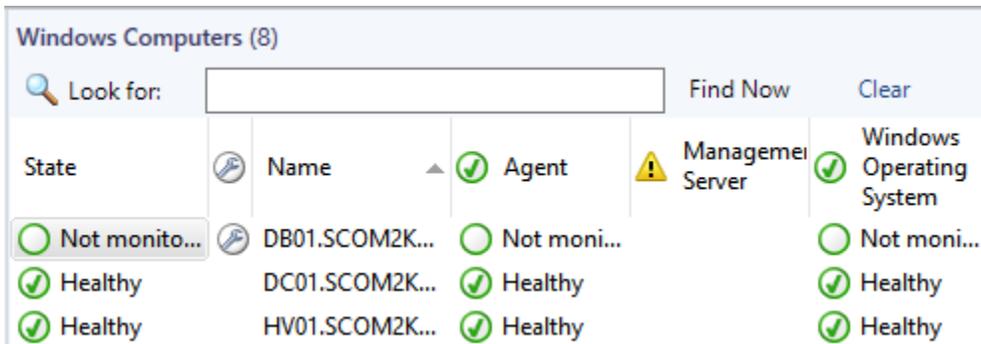
mmServer = WScript.Arguments(0)
computerName = WScript.Arguments(1)
min = WScript.Arguments(2)
action = WScript.Arguments(3)

Set o = CreateObject("MSXML2.XMLHTTP")
fullURL = "http://" & mmServer & "/SelfService/MM/InstantMM?computerName=" &
computerName & "&Min=" & min & "&mmAction=" & action
WScript.Echo fullURL

o.open "GET", fullURL, False
o.send
```



```
Administrator: Command Prompt
C:\Temp>cscript c:\Temp\computerMM.vbs OM01 DB01.scom2k16.com 120 start
Microsoft (R) Windows Script Host Version 5.812
Copyright (C) Microsoft Corporation. All rights reserved.
http://OM01/SelfService/MM/instantMM?ComputerName=DB01.scom2k16.com&Min=120&mmAction=start
C:\Temp>_
```

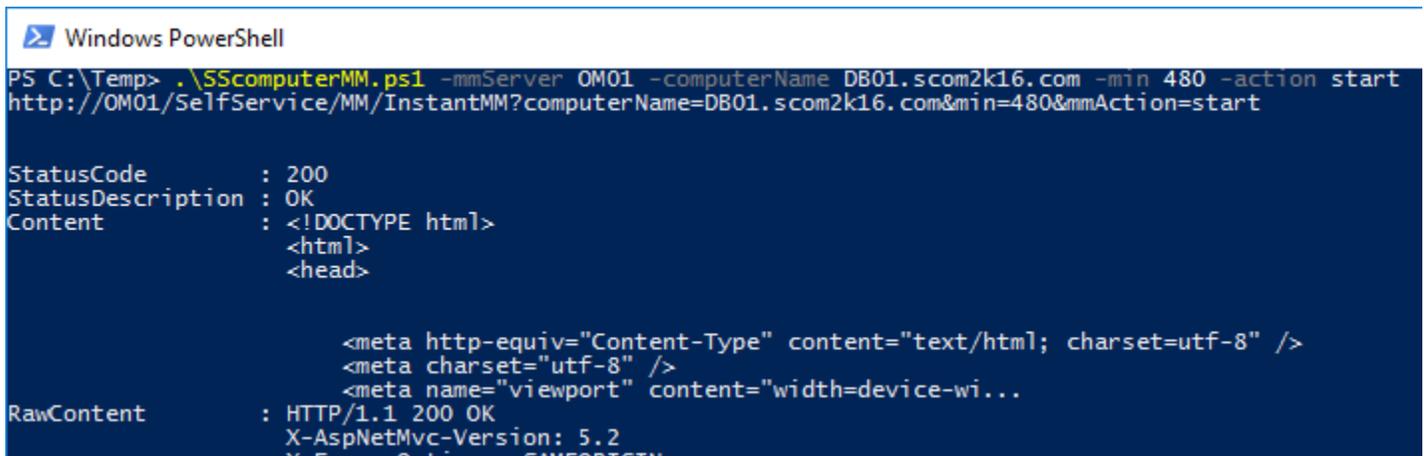


State	Name	Agent	Management Server	Windows Operating System
Not monitored	DB01.SCOM2K...	Not monitored	Warning	Not monitored
Healthy	DC01.SCOM2K...	Healthy	Healthy	Healthy
Healthy	HV01.SCOM2K...	Healthy	Healthy	Healthy

```
param (
    [Parameter(Mandatory=$true)] [string] $mmServer,
    [Parameter(Mandatory=$true)] [string] $computerName,
    [Parameter(Mandatory=$true)] [string] $min,
    [Parameter(Mandatory=$true)] [string] $action
)

$FullURL = "http://" + $mmServer + "/SelfService/MM/InstantMM?computerName=" + $computerName
+ "&min=" + $min + "&mmAction=" + $action
$FullURL

Invoke-WebRequest -uri $FullURL -UseDefaultCredential
```



```
Windows PowerShell
PS C:\Temp> .\SScomputerMM.ps1 -mmServer OM01 -computerName DB01.scom2k16.com -min 480 -action start
http://OM01/SelfService/MM/InstantMM?computerName=DB01.scom2k16.com&min=480&mmAction=start

StatusCode      : 200
StatusDescription : OK
Content         : <!DOCTYPE html>
                 <html>
                 <head>
                 <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
                 <meta charset="utf-8" />
                 <meta name="viewport" content="width=device-wi...
RawContent      : HTTP/1.1 200 OK
                 X-AspNetMvc-Version: 5.2
                 X-AspNetMvc-Version: 5.2
```

Issues

For any issues please contact support@scom2k7.com