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Foley: Don’t Wait for the Return of Gates

Microsoft has tried to kill these eight products, but they just won’t die.

Redmond’s Annual Salary Survey: IT Survives the Recession
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COVER STORY

Redmond’s Living Dead

These eight products aren’t really alive, but they’re not quite extinct, either. They’re the walking dead of Microsoft product lines, and it’s best to avoid them—if you can.

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REDMOND REPORT

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Moving to Multi-Core

Are multi-core machines in the future for your business? To take advantage of these high-performance machines, your application must have parallel processing. Peter Vogel explains:

“With multi-core processors becoming the norm, developers crave the ability to distribute their applications over all the cores on a computer. You can access the power of Parallel Extensions either through Parallel LINQ (PLINQ) or through the Task Parallel Library (TPL). Both allow you to write one set of code for single- and multi-core computers.”

You can learn more about using PLINQ, TPL and Visual Studio 2010 to bring your company’s applications into the multi-core future at VisualStudioMagazine.com/Vogel0810.

Microsoft Partner Awards 2010

For many working in the Redmond ecosystem, the yearly Microsoft Partner Awards can have a dramatic impact on guiding the direction of future business strategy. But don’t plan your company’s roadmap around the results just yet—this year could be different. Writes RCP Editor in Chief Scott Bekker:

“The partner awards can be a good way to read the tea leaves on what activities Microsoft holds in highest regard among its partners … While examining changes in award categories most years is a valuable exercise, it would probably be a mistake to read too much into the category listing for the 2010 awards. Microsoft is at a critical inflection point in three ways as it hands out the 2010 trophies.”

Find out how the Partner Awards are changing and how their new direction can still be a guidepost for your business at RCPmag.com/Bekker0810.

Questions with …

Michael Domingo

Michael Domingo, executive editor of new media at Redmond Media Group and author of “2010 Salaries: Good Times Ahead?” (p. 31), tells us more about this year’s salary survey results.

How have IT salaries fared in the recession overall?
For those who remain employed, salaries have held steady in the last two years and are expected to be that way at least the next 12 months.

Do most survey respondents seem optimistic about their future in IT?
In short, yes. Burnout is a rare complaint among those working into the second decade of their IT careers.

Which job titles have proved to be the most consistently lucrative?
This year programming project lead took top honors. Management dipped, but still ranks among the biggest earning titles. If money is important, learn to manage.

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A Nice Break

During my July Cape Cod vacation I vowed to disconnect from all electronic tethers—steer clear of e-mail and stop looking at my BlackBerry every two seconds.

I did pretty well with my laptop, which actually stayed closed for nearly a whole day. But the BlackBerry was still ever-present. I really wanted to enjoy the Cape, especially because I got a new boat to replace the one that conked out every time I took her out. I even had to swim it to shore one time after my main engine and kicker both died.

The new 20-foot Key West center console is far more reliable. It’s me that’s the problem. I still do dumb things like driving into a foot and half of water, nearly ramming the dock and remembering to put the plug in at the very last minute.

One mistake turned out to be a minor blessing. While putting my boat back on the trailer I waded knee deep into salt water. Seconds later I realized the BlackBerry was in the lower pocket of my cargo shorts and took a minor dip. It barely looked wet—only the lower half—but despite a major drying, it never fired again. This wasn’t only the lower half—but despite a major dip. It barely looked wet—one of the problems. I still do dumb things like driving into a foot and half of water, nearly ramming the dock and remembering to put the plug in at the very last minute.

The reception on the Cape is horrible, so I purposely left the phone where it couldn’t get a signal—which is just about anywhere in the house.

Now I’m back and getting reengaged with work. It’s kind of like going back to grade school after a summer break. And while it’s harder to get back in gear compared to a working vacation, I’m ultimately more refreshed. But I still haven’t set up e-mail on the BlackBerry.

I may have to reconsider plans to buy a netbook, because it will only keep me online more. My guess? I’ll probably break down and get one anyway.

Do you have trouble getting away from work? Tell me about it at dbarney@redmondmag.com—and this time I’ll be sure to check it.

Barney’s Rubble

By Doug Barney

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<thead>
<tr>
<th>IBM System x3550 M3 Express (shown above)</th>
<th>IBM System x3650 M3 Express</th>
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<td>$3,299 or $84/month for 36 months¹</td>
<td>$3,065 or $78/month for 36 months¹</td>
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<tr>
<td>PN: 7944E2U</td>
<td>PN: 7945E2U</td>
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<tr>
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<td>2U dual-socket server featuring up to 2 Intel® Xeon® processor 5600 series</td>
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<td>18 DIMM sockets 1333MHz DDR-3 (18 RDIMMs, 144GB max)</td>
<td>18 DIMM sockets 1333MHz DDR-3 (18 RDIMMs, 144GB max)</td>
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In Defense of Google

Normally, I enjoy Doug Barney’s editorials in Redmond. They’re poignant, unbiased and insightful. However, his editorial, “Who’s Cool, Who’s Not?” (July 2010) seemed almost as misrepresentative as an episode of “Glenn Beck.”

Barney wrote about Google: “The company, once a beacon of innovation, now protects its monopoly as fiercely as Andrew Carnegie.” How is Google no longer a beacon of innovation? In what way is Google fiercely protecting its monopoly?

He next stated: “Its new phone is about the most expensive on the planet”—but Barney didn’t mention that the Nexus One is also one of the most powerful phones on the planet.

“It’s putting fine media institutions out of business even though it doesn’t have a single reporter.” To that, I say it’s not Google who’s putting the institutions out of business—it’s the people who aren’t coming back to those institutions who are causing them to lose advertising revenue, which is causing the institutions to go out of business. If these institutions could come up with a business model that gave the people a reason to come back, then Google would have problems.

“Its ability to spy would make Mata Hari proud.” This could be said of any company that provides a service, including Apple, Microsoft, AT&T, Verizon, health insurance companies and the like.

With all that said, I still look forward to Barney’s next editorial. Keep ‘em coming.

Christopher Cullum received via e-mail

I immediately suspect that anyone who doesn’t want to use e-mail has something to hide, or at the very least doesn’t want to be accountable later.

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I’d have to say Microsoft is way cool right now with its release of Windows 7, Server 2008 and Office 2010. With the ease of use and setup, enhanced privacy and the increased speed in these systems, I’m one of the many who think Microsoft finally got it right. This is how systems were meant to run. It’s too bad Microsoft remained “uncool” for so long and didn’t take user complaints seriously.

Also, reading “Who’s Cool, Who’s Not?” in conjunction with the July issue Letters page regarding e-mail versus voice communication, I found a tie-in between the two. Barney quoted Google CEO Eric Schmidt as saying, “If you have something that you don’t want anyone to know, maybe you shouldn’t be doing it in the first place.” That’s exactly how I feel about anyone that insists on using voice communication rather than e-mail. Knowing that most e-mail is archived these days, I immediately suspect that anyone who doesn’t want to use e-mail has something to hide, or at the very least doesn’t want to be accountable later. I usually follow up any phone conversations with an e-mail, specifically so I have documentation of the conversation.

I believe that if one’s firm is sued and e-mail is not available, the firm is going to lose by default. It makes me wonder how long it will be before the legal system catches on and demands that all business phone conversations be recorded—and discoverable in legal proceedings.

Kevin Willems
New Windsor, Ill.

Many IT Options

I just finished reading “IT Hell” (May 2010). For the last three years I’ve felt the pressure of a shrinking IT budget and the stress of “doing more with less.” I applaud the magazine for recognizing the folks that have persevered.

I think it would be great if Redmond would talk about the opportunities that exist for the IT skill set that have nothing to do with operations. I think too many IT pros feel like they’re shackled to their ops career because that’s all they know. That mentality creates a sense of despair—I know because I felt that way for years, until I recently bit the bullet and made a major career change. I moved out of systems administration and into technical sales for a major software company, and I believe it’s the best move I’ve made in my 10-year career.

IT pros can be trainers, instructors, sales engineers, software test engineers, consultants, technical support engineers and so on. I think people need some hope right now that there’s something else out there for them should their ops either burn them out or disappear entirely. They just need to think outside the box a little bit—maybe you and your staff could give them some ideas?

Matt Lucas
Snoqualmie, Wash.

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ISVs Release SharePoint 2010 Tools

Now that the latest version of the Microsoft collaboration platform is available, a vast number of third-party tools aim to help configure, migrate, manage and extend its capabilities.

By Jeffrey Schwartz

Now that SharePoint 2010 is shipping, the third-party market for migration and management tools is heating up. Many vendors have launched new tools aimed at easing migration and improving management beyond the capabilities of the tools built into SharePoint 2010. Others have released wares and services to take advantage of the newly added SharePoint capabilities, such as social networking, improved integration with external data sources, extended content management, and the ability to create individual and workgroup sites.

When it comes to migration, ISVs say they’re seeing high demand for such tools, in part because Microsoft only offers basic tooling. More to the point, though, interest in upgrading to SharePoint 2010 is high.

“We see it going from 0 to 60. We’re amazed at the demand that we’ve had.”
Rick Pleczko, CEO, Idera

Looking to bolster its portfolio of SharePoint administration tools, Idera, during the recent Tech-Ed North America show in New Orleans, said it had acquired iDevFactory, a supplier of security administration software. Idera, a Microsoft Gold Certified Partner, says it has 7,000 enterprise customers ranging from small to the largest of shops. The addition of iDevFactory gives Idera a tool that will give admins and systems auditors a view of the security of the SharePoint environment, according to Pleczko.

“It allows you to manage the rights, managements and permissions to documents and content stored in SharePoint,” Pleczko says of the iDevFactory software. “It can create reports that tell who can have access to what, and what can be accessed by whom, and then it allows you to do audit checking to make sure your permissions are correct. It also can do things like find dead accounts from people who’ve left the company. It’s a fairly rich product.”

Formerly known as the iDevFactory Universal SharePoint Manager, the product is now known as the Idera SharePoint Security Manager. In conjunction with the acquisition, Idera is launching a new release to support SharePoint Server 2010. The new release adds support for multiple forms management and the ability in SharePoint Web parts to delegate functions to end users. For example, a help-desk worker can determine who has access to specific systems, says Julia Hall, an Idera director.

The new release starts at $4,995. Pleczko says the team of iDevFactory, which consists of “less than 10” employees, will join Idera. Terms of the deal were not disclosed. The deal is the second recent acquisition for Idera, which also acquired the Sonar performance management tool from Binary Wave Ltd. in October. Binary Wave is a SharePoint consultancy.

Idera is not the only SharePoint tools vendor looking to bolster its portfolio. Axceler, a SharePoint administration software supplier, announced in June that it had acquired echoTechnology, a provider of SharePoint migration tools.

“The most important thing to SharePoint admins is migration,” says Gail Shlansky, director of product management at Axceler. Axceler developed the recently released Davinci Migrator for SharePoint 2010, which supports migration from multiple sources, including SharePoint 2007 and 2003, Lotus Notes and file shares, she says.

“The migration from SharePoint 2003 to 2007 was quite complex because Microsoft really didn’t provide much of an upgrade path, and a lot of the functionality with the two releases was quite different,” Shlansky explains. “The migration from 2007 to 2010 is better, but still there are a lot of challenges.”

Davinci Migrator for SharePoint 2010 includes real-time collection of critical configuration data, allowing for discovery and planning for migrations where there are known risk issues, according to Axceler. It includes detailed analysis reporting and has a rules engine, as well as a core migration engine designed for consolidating the various platforms. It will be available this quarter.
During Tech-Ed, Axceler also released a new version of its ControlPoint administration and configuration management tool, certified for the new SharePoint 2010 release.

Also at Tech-Ed, Quest Software Inc. launched Server Administrator for SharePoint, which allows IT professionals to view the server configurations and settings of both SharePoint 2007 and 2010 systems. The tool is designed to let administrators optimize performance and determine risks associated with configurations. It also has reporting capabilities that help determine whether a 2007 configuration is suited for migration to SharePoint 2010.

The software, available now, is priced at $1,495 per server. It arrived just weeks after Quest released Site Administrator for SharePoint, which helps ensure availability, security and compliance. With Site Administrator, admins can set policies and permissions and generate consolidated reports of log data for compliance purposes.

Microsoft Gold Certified Partner Metalogix Software Corp., another key provider of SharePoint and Microsoft Exchange Server administration software, released Metalogix Migration Manager for Blogs and Wikis. The tool is designed to migrate content from blog sites (such as Google Blogger, WordPress, Telligent and Wikimedia, or any other blog that supports the MetaWebLogAPI standard) to Office SharePoint 2007 and 2010 file types. It’s priced at $2 per page migrated.

Metalogix, which only connects to SharePoint through supported Microsoft APIs, also released SharePoint Site Migration Manager (SSMM) 2010. The tool, which starts at $6,995 per admin, uses Windows PowerShell scripting to transition systems and content from SharePoint 2003 or 2007 to the new release. The company says SSMM is suited for all migrations.

AvePoint Inc., a Microsoft Gold Certified Partner, released DocAve Software Platform version 5.5, a suite including administration, storage optimization, reporting and testing, real-time replication and integration, and migration tools.

Another Microsoft Gold Certified Partner, Tzunami Inc., released an upgraded version of Tzunami Deployer for SharePoint, a migration tool designed to move content from a variety of enterprise content management systems to SharePoint 2010. The graphical UI of Tzunami Deployer supports drag-and-drop editing and offers automated migration procedures. In addition to old versions of SharePoint, file shares and Exchange public folders, Tzunami Deployer supports migrations from EMC Documentum, EMC eRoom, PlumTree/AquaLogic, Hummingbird DM, Lotus Notes and custom repositories, according to the company.

Jeffrey Schwartz is editor at large for Redmond magazine. You can reach him at jschwartz@1105media.com.
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ULTRABAC SOFTWARE — ACCOMMODATING BUSINESSES AND NETWORKS OF ALL SIZES.
By Paul Schnackenburg

Backing up applications, servers and sometimes client computers is a necessary evil in IT, both to protect against disasters and to guard against user error. In small to midsize businesses (SMBs), this chore can become a huge burden unless the chosen backup solution is both comprehensive and easy to use. SMBs don’t have the luxury of a dedicated backup person or team, so an ideal backup solution should cover all workloads, be easy to use and, above all, be failsafe when the judgment day arrives and the restore has to work.

In this roundup, we compare four popular backup solutions for SMB IT environments: Microsoft System Center Data Protection Manager (DPM) 2010, Cortex I.T. BackupAssist (RA) version 5.4.5, StorageCraft Technology Shadow Protect (SP) version 4 and Symantec Backup Exec System Recovery (BESR) 2010.

Each product was installed and configured on Windows Server 2008 R2 and used to back itself up; each product also backed up an Exchange 2010 server. We assessed how smooth the installation went and how easy it was to configure scheduled backups, as well as general ease of use.

Backups center around two concepts: Recovery Time Objective (RTO), a definition of how quickly a service needs to be restored to the business, and Recovery Point Objective (RPO), which defines the acceptable data loss in time. Both should be defined by the business—not IT—and together they should answer the questions: “How long should it take to get this back up and running?” And, “How much data can we afford to lose?”

### BackupAssist version 5.4.5

Installation of BA is a breeze: To set up, simply run the setup program and click “next” a few times. Once the product is installed (a reboot is required in order to install the open-files components), clicking the shortcut on the desktop takes you to the main configuration. Somewhat uniquely, BA relies on Windows Backup components to perform backups.

To do image-based backups, for instance, I had to install the Windows Backup feature so that the Microsoft Block Level Backup Service became available. For Windows 2003 and earlier platforms, BA uses Microsoft NTBackup in the background.

External (including RDX and REV) and local drives are all supported, as are network shares—a feature Windows Server Backup only offers in

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#### BackupAssist 5.4.5

<table>
<thead>
<tr>
<th>Backup Assist 5.4.5</th>
<th>System Center Data Protection Manager 2010</th>
<th>ShadowProtect 4</th>
<th>Backup Exec System Recovery 2010</th>
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<tr>
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**Overall Rating**: 7.4

**Key**: 1: Virtually inoperable or nonexistent | 5: Average, performs adequately | 10: Exceptional
Setting up a file-based backup is easy with a wizard that offers different types of media schemes (grandfather/father/son, and so on). You should run Windows image backups at least an hour apart, with no more than four backups a day; other backup methods run daily.

Both Exchange and SQL Server are supported by Backup Assist, but you should be aware that individual mailbox restores are supported through Microsoft Exchange Server Mailbox Merge Wizard (ExMerge), which limits mailbox sizes to 2GB. There’s a documented way to work around the 2GB limit by installing Outlook on the BA server. SQL databases can be backed up locally and over the network to a central location; backups can be made as often as every 15 minutes. The upcoming version 6 of BA will offer fully integrated Microsoft Visual SourceSafe (VSS) application backup of Exchange, SQL Server, SharePoint and Hyper-V.

Another interesting option in BA is tape backup support for Windows Server 2008 and R2, something that’s not supported in the built-in Windows Server Backup. For Hyper-V backups, a single backup of the host can be used to mount individual VHD files for granular restores of individual files. BA has implemented the open ZIP64 format for its backups for long-term accessibility of the archived data.

BA is easy to set up and use; it’s perfect for a small environment with a few servers. It doesn’t have an agent/central server architecture, however, so if you have several application servers—Active Directory (AD), SQL, Exchange and SharePoint, to name a few—to back up, each will need the product installed and its own backup media setup. There’s an option to centralize monitoring for several BA installations.

Microsoft System Center Data Protection Manager 2010
Now in its third incarnation, DPM has grown to be a serious contender for backing up all Windows-based workloads in an efficient and reliable manner. DPM 2010 requires a 64-bit instance of Windows Server 2008/2008 R2 and an agent installed on each server that needs protection. The agent software itself is identical, whether it’s running on a file server, a client computer or an application server; it’s only the licensing that differs. Installation is smooth, with a comprehensive wizard covering all prerequisites.

Once DPM 2010 is installed, you configure disk storage for storing backups; Disk-to-Disk (D2D) and...
It’s not just financial companies that are subject to government records retention requirements. **Most entities are subject** to one or more federal, state, or local records retention requirements. If you employ people, if you sell goods or services to the federal government, or if you are subject to federal civil litigation, **you have retention requirements.** *Email Archiving For Dummies* will help you recognize those retention requirements you are subject to and suggest ways to **meet your obligations.** Request a **free copy today.**
Windows Server 2008/2008 R2 Backup

In small Windows Server 2008/2008 R2 environments with just a handful of such servers, you might be able to get by with the built-in backup program in Windows Server. The main drawback of this program, however, is the lack of support for tape backups.

Designed only for local and removable disks and optical media for scheduled backups, with the addition of network shares as backup destinations for manual backups, this does leave a lot to be desired. Small Business Server 2008 takes the product to the next level by including Exchange 2007 support (available in vanilla Windows 2008 as part of Exchange 2007 SP2) and making scheduling easy. If you can work around these limitations, this is a good backup solution. It creates image-based backups through Microsoft Visual SourceSafe that are saved as .VHD files. Only incremental changes are captured after the first full backup. Disaster recovery restores are easy: simply boot from disk and point to the most recent backup. File or application restores are also fairly uncomplicated.

—P.S.

Data Availability Groups), SQL Server, SharePoint 2010 and Hyper-V (covering the new SAN functionality in 2008 R2, Clustered Shared Volumes). DPM 2010 improves on its predecessor in various ways: data co-location makes more efficient use of disk space, and automatic consistency checks are performed when a replica is inconsistent. If a data source grows unexpectedly, DPM 2010 will automatically increase the allocated storage space, and if a particular file fails, DPM 2010 will continue the backup job and report the failure at the end.

New in DPM 2010 is policy-based backup of client computers, allowing selected folders on desktops and laptops to be seamlessly replicated back to the DPM 2010 server.

For true “offsite” backups, DPM 2010 servers can protect each other over a WAN link, with data compression over the wire. Backup storage in the cloud is an option through a partnership with Iron Mountain Inc.; there’s also an appliance from i365 (a business unit of Seagate Technology LLC) that runs DPM 2010 and can back up to the cloud.

The strength of DPM 2010 lies in its “understanding” of Microsoft workloads. Integrating deeply with Exchange, SQL Server and SharePoint, along with other applications, it offers a deceptively simple interface that makes it easy to both back up and restore data. It can even integrate with AD so that end users can use the Previous Versions tab to recover data directly from the DPM store.

One downside to DPM 2010 is that it—though it can be virtualized. For anything larger running Microsoft workloads, however, DPM 2010 is an excellent choice.

ShadowProtect 4

The new version of SP offers several compelling features. Installation is again a simple click-through operation. Backups in SP are image-based, using the underlying VSS technology in Windows Server and providing very fast backups after the first full backup, as only changed sectors are backed up. Backups can be made as frequently as every 15 minutes. In the Image Manager, existing backups can be converted to several VMware formats, as well as to VHD format for Microsoft Hyper-V.

A very interesting disaster recovery option is the built-in VirtualBox wizard; this lets you boot a backup image of the failed server in Sun VirtualBox in just a few minutes, providing excellent RTO times. The task of pushing out SP from a central server to each machine that needs backup, as well as monitoring the status of backups, can be performed in the new Management View.

It’s important to realize that the central server isn’t a central control server with agents talking to it; it’s just a file server, where multiple other servers store their backup. Should that central

Disk-to-Disk-to-Tape (D2D2T) for long-term archiving are both supported. In smaller environments where short-term removable disk-based backups are preferred, an affordable third-party add-on called FireStreamer enables backups directly to removable disks such as USB, Firewire and eSata.

Once DPM 2010 knows where to store backups, you configure Protection Groups, which can include one or more data sources on one or more servers. These will then share a common schedule and settings; for example, marketing’s file shares, SharePoint data and an Exchange database can all be backed up together. Backups can be made as often as every 15 minutes.

As expected, DPM 2010 protects all major Microsoft workloads, including Exchange 2010 (with full support for

FIGURE 3. The ShadowProtect 4 console lets administrators set backup targets.

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FIGURE 3. The ShadowProtect 4 console lets administrators set backup targets.
award-winning tools for system administrators...
AND THEY’RE ALL FREE!*  
*Yes, free, meaning the cost of use is $0 with no obligations. Paid versions with extended functionality are also available.

1. **Active Directory Change Reporter** (Windows IT Pro Sep’09: InstantDoc ID 102446, Windows IT Pro Jan’09: InstantDoc ID 100593, TechTarget: [www.tinyurl.com/36buda7](http://www.tinyurl.com/36buda7)) — This WindowsSecurity.com Gold-rated product reports Active Directory changes, such as changes to users, groups, OUs, GPOs and Exchange mailboxes. It also has a rollback feature that helps “undo” unwanted changes (including deletions) with ease. Download link: [www.tinyurl.com/36kgsf4](http://www.tinyurl.com/36kgsf4)

2. **USB Blocker** (Windows IT Pro Nov’09) — Today’s users bring tons of consumer devices into the office: flash drives, MP3 players, cell phones, etc. This Best-of-TechEd security product can block those devices with a couple mouse clicks, preventing the spread of viruses and the stealing of confidential information. Download link: [www.tinyurl.com/2dh6eog](http://www.tinyurl.com/2dh6eog)

3. **Password Expiration Notifier** (Redmond Magazine Feb’09, 4sysops: [www.tinyurl.com/3y2tpz2](http://www.tinyurl.com/3y2tpz2)) This tool automatically reminds users to change their passwords before they expire, keeping your IT help desk safe from password reset calls. It works well for users who never see standard Windows password change prompts at logon time (webmail, VPN, non-Windows clients, etc). Download link: [www.tinyurl.com/26nzc3s](http://www.tinyurl.com/26nzc3s)

4. **Inactive Users Tracker** (TechRepublic.com May’10: [www.tinyurl.com/24hk27o](http://www.tinyurl.com/24hk27o)) — This tool tracks inactive users (e.g. terminated employees) so you can disable them to eliminate potential security holes. Download link: [www.tinyurl.com/2c3cr9r](http://www.tinyurl.com/2c3cr9r)

5. **File Server Change Reporter** (4sysops.com: [www.tinyurl.com/36kzbe8](http://www.tinyurl.com/36kzbe8)) This product reports changes made to files, folders and permissions, and tracks newly-created and deleted files. Download link: [www.tinyurl.com/2br8ujr](http://www.tinyurl.com/2br8ujr)

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server fail for some reason, backups can simply be redirected to another storage location.

Backup images (both full and continuous incremental ones) can automatically be consolidated into daily, weekly and monthly images for archiving. If an image file is detected as corrupt, the next backup will automatically be a differential image going back to the last good backup. Backup images can be stored on local drives (including removable drives), network locations (any UNC path, including remote sites if bandwidth allows) and remote sites. Storage at remote sites, an extra $299, transfers backups using binary chunks to an FTP server for true offsite backup storage.

SP is a comprehensive product, offering efficient backups and smoothly blending the physical and virtual worlds for easy disaster recovery. The lack of an agent-based architecture might be an issue in larger environments, but this new version is already in production in a company with 87 servers, according to ShadowProtect Australia. SP is proving to be suitable for all SMBs.

The latest incarnation of this product from Symantec is BESR. Installation of BESR is smooth, with a reboot requested at the end. Defining a backup job of the local server is easy. Offline Copy allows a second copy of the data to be housed elsewhere (FTP), providing robust disaster recovery. Backups can be made every 15 minutes. Unlike the other products in this roundup, BESR runs on Linux (RHEL5, SLES 10) as well as on Windows. The Virtual Edition allows installation of BESR in all virtual machines (VMs) on a single host with just one license. BESR is part of the larger Backup Exec family and integrates with Backup Exec for a combination of image backups for disaster recovery and file-based backups for file and application recovery. D2D2T is supported in this configuration with both the BESR image backups and the Backup Exec file backups automatically moved to tape after a configurable amount of time. BESR Manager offers centralized control across multiple servers. Converting backup images to VMs is easy, with a scheduler for recurring jobs that can convert to VMware workstation VMDK files, ESX server-compatible VMs or Microsoft VHD files.

Exchange data can be restored at the e-mail, folder and mailbox levels; individual SharePoint data can also be restored. Google Desktop can be used to index files and Backup Exec Retrieve offers an end-user interface for simple file recovery.

The main strength of BESR lies in its integration with other products in the Symantec line, particularly Backup Exec, as well as in offering cross-platform support for the Linux world. You can even configure BESR to run a backup job when the Threatcon level (the Symantec measure of dangerous malware activity) increases.

**Four Strong Products**

Set-and-forget backup software has come a long way in the last few years. All four of the products covered here will serve SMBs well for easy data protection. One trend to note in these products is that backup to the cloud is gaining momentum as bandwidth increases. Virtualization is also permeating backup, allowing the backup of VMs with just an agent in the host, as well as offering easy restores of servers as VMs.

The other trend is that all these products rely heavily on VSS, which shows that this built-in technology really improves backups across Microsoft platforms and apps. This also means that when VSS plays up, backups don’t work as expected.

**Paul Schnackenburg, MCSE, MCT, MCTS and MCITP, started in IT in the days of DOS. He runs IT consultancy Expert IT Solutions, which is focused on Windows, Hyper-V and Exchange Server solutions.**
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Every day in Redmond is the night of the living dead. While vibrant, well-supported, popular offerings from the company live happily on the Microsoft campus, the ranks of their undead counterparts are swelling all the time.

The undead are Microsoft zombie products: Offerings that Microsoft has tried to kill but that haven’t yet settled in the software graveyard. Their production days are over, and their support days are either limited or finished. Yet they live on in IT departments, sometimes serving critical purposes and requiring maintenance that becomes harder and harder to provide as their life force from Redmond drains away.

Sometimes, when Microsoft kills a product, it does so in spectacular fashion—the Kin phones and Windows XP SP2 are examples of that. Sometimes, though, Microsoft kills one of its offerings softly, burying the plot to exterminate it in an FAQ document or a statement stashed away on its Web site. IT professionals, beware these eight products that might look alive but are, in fact, pretty much dead—at least from the Microsoft perspective.

Microsoft Office Small Business Accounting

This undead app was spawned back in 2005 to tap into the lucrative small business accounting market, so ably dominated by Intuit with its ubiquitous QuickBooks. A year later, it was renamed Microsoft Office Accounting (MOA) and offered in a free Express Edition and a paid Professional Edition.

MOA provided a small business accounting application with what seemed at the time to be a hard-to-beat advantage: integration with apps in the Office suite. The MOA package also came with numerous “strategically informative ways to use and understand financial data”: everything from forecasting tools to more than 60 customizable lists and reports—a fairly innovative attempt to get business intelligence (BI) into a packaged accounting application.

And yet, despite a splashy debut, subsequent discounts and a mail-in rebate program, MOA never made much headway over the established market leaders. Intuit continued to command more than 90 percent of the market. Its closest competitor, Peachtree, owned less than 5 percent.
Microsoft officially discontinued distribution of the product on Nov. 16, 2009. In its announcement, Microsoft said: “We continually evaluate our business strategies to make sure we’re working to meet the needs of customers, partners and shareholders. With that in mind, we’ve determined that existing free templates within Office used with Excel are a better option for small businesses.”

Microsoft might have killed it, but MOA still walks the earth. The company has promised to continue providing support for the software for five years. And you can still find new copies of even the 2006 edition for sale on the Web.

Microsoft Money
Preceding MOA into the grave was Redmond’s personal finance software package, Microsoft Money. It was first released as part of the Microsoft Home product family in the early 1990s, and quickly emerged as a worthy competitor to Intuit Quicken and other desktop financial-management apps.

Microsoft Money attracted a respectable user base over the years, but never neared the market-leading position of Intuit, which the company actually sought to buy in the mid-1990s. In August 2008, Microsoft informed its customers that it would stop releasing incremental updates of the product annually; there would be no 2009 version. A year later, the company officially pulled the plug on development of the product.

Explaining its decision, Microsoft said on its “Money Plus” Web site: “The category of personal financial-management software has changed considerably in the 17 years since Money was first established. As more users shift their attention to full-service offerings provided by banks and brokerages, demand for a comprehensive personal finance toolset has declined.”

Among those changes was the advent of free, Internet-based competitors, including Mint.com and the Intuit Quicken Online program, which took the desktop finance software market into territory where Microsoft doesn’t have the surest footing.

Moreover, the death of Microsoft Money was seen by industry watchers as part of an overall cost-cutting effort, announced in early 2009, which included a plan to lay off as many as 5,000 employees. A Microsoft spokesperson said at the time that the company was “planning for economic uncertainty.”

Microsoft has promised to support the still-animated corpse of Money through January 2011. And several editions of Microsoft Money Plus 2008 can still be found shuffling around on online retail sites.

Response Point
Launched in March 2007 amid much fanfare, this Microsoft on-premises, Voice over IP (VoIP)-based private branch exchange (PBX) system was aimed at small businesses that couldn’t afford expensive and complex switchboard systems, but still needed that capability. The plan was to make PBX inexpensive and accessible via the Internet, and Microsoft partnered with several phone makers to distribute the product.

But Response Point was a targeted, niche play that just didn’t pan out. During a June 2009 Microsoft Town Hall meeting with value added resellers, the company revealed that the product had gone into “maintenance mode,” and no future releases were planned. The product is scheduled to join the ranks of the walking dead this year on Aug. 31, when Microsoft will discontinue it officially.

As Microsoft explained in its announcement: “Despite favorable initial response from customers and channel partners since launch, we haven’t seen the necessary demand materialize to sustain Response Point as a viable standalone business. To continue to support the needs of the small business community, we expect to consolidate our efforts and offerings in this space around Microsoft Office Communications Server.”

Current Response Point customers will be able to continue using the product, as Microsoft says, “per their equipment manufacturer purchase agreement.” And Redmond promises to continue to support its partners and current customers.
PerformancePoint Server
On June 6, 2006, Microsoft unveiled a new business process management product that pulled together several existing products, including its Business Scorecard Manager, components from its Dynamics product line, and the newly acquired analytics tools from ProClarity. Dubbed PerformancePoint Server, it provided a number of features, including dashboards, scorecards, key performance indicators, reports, filters and strategy maps, all delivered via a monitoring server.

The product was released in September 2007, and industry watchers noted that Microsoft was entering a maturing market late—perhaps too late to catch up with BPM offerings from IBM Corp., Oracle Corp., SAP AG and SAS Institute Inc., not to mention products from BI and enterprise resource planning vendors. But they also expected Microsoft to do what Microsoft does: stick with the product, refining versions until it gained market traction.

But a down economy and a customer base that, as Microsoft put it, “needs to do more with less,” caused the company to kill the standalone product in April 2009, and then quickly resurrect several of its features in SharePoint 2010 as PerformancePoint Services for SharePoint. Those features included the scorecard, dashboard and analytic functionality.

“Our decision is based on wanting customers to truly experience pervasive business intelligence in their organization at a low cost through the tools they use every day,” Kurt DelBene, senior VP of the Microsoft Office Business Platform Group, said at the time. “In today’s economic climate, having the most pertinent information available, allowing you to clearly view the health of your organization, is imperative. We want to give what customers need in a way that makes sense for their business—through the widely adopted Office SharePoint Server, the planning and analysis tool Microsoft Office Excel, and the highly scalable Microsoft SQL Server.”

Windows Essential Business Server

Microsoft released version 2008 of the product, but would never release version 2010. The company cited lack of demand, but also a market shift within the midsize business segment to cloud-based management and virtualization.

Windows EBS seemed to be offering a solution to a market segment that didn’t need one.

In a March 2010 blog entry, the Windows EBS team wrote: “Since the launch of EBS, several changes have occurred that drove our decision to streamline our server product portfolio. First, midsize businesses are rapidly turning to technologies such as management, virtualization and cloud computing as a means to cut costs, improve efficiency and increase competitiveness. Those capabilities are already available through other offerings, including Windows Server 2008 R2, Microsoft System Center and the Microsoft Business Productivity Online Suite.”

Microsoft announced it would discontinue development of Windows EBS as of June 30, 2010, and that it would no longer be available for purchase as of July 1, 2010.

The blog went on to announce a “limited offer” for current EBS 2008 customers, who, from June 30, 2010 through Dec. 31, 2010, would be able to get the individual component software from the EBS 2008 suite for free (plus local taxes and shipping and handling charges). The company promised that the death of Windows EBS would not “impact any other Windows Server products and solutions, including the next version of Windows Small Business Server (SBS).”

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**Groove**

Microsoft acquired Groove Networks in 2005 to add Groove founder Ray Ozzie’s vision for a shared workspace to the product lineup, although the acquisition was widely perceived as Bill Gates’ way to finally bring Ozzie himself on board after years of trying. The technology, originally billed as Microsoft Groove, evolved into Groove 2007—which was available as a standalone product and was included in Office 2007 (Ultimate and Enterprise Editions)—and then Office Live Groove 2007, which was an annual subscription-based version of the software.

“Groove technology fills holes in the Microsoft product offerings,” Forrester Research Inc. Senior Analyst Erica Rugullies said at the time of the acquisition. “The current Microsoft collaboration products—specifically Windows SharePoint Services, SharePoint Portal Server, Microsoft Office and Windows—are not good for cross-firewall collaboration, or for enabling a seamless online-offline experience. That’s where Groove excels.”

Rugullies added that Groove would bring many enterprise customers to Microsoft—customers with serious expertise in collaboration, including inter-enterprise collaboration. “This gives Microsoft a quick crash course with customers who have done this in real environments,” she said, “who understand what some of the requirements are and what works and what doesn’t. Microsoft’s own customer base, when it comes to collaboration, specifically around team collaboration, has been very internally focused.”

Life for Groove as a standalone product ended in May 2009, when Microsoft announced that it would be folding the technology into the SharePoint platform. The renamed SharePoint Workspaces would enable users “to take SharePoint sites offline and work with the content on people’s desktops whether or not they’re connected,” a spokesperson said at the time.

**Microsoft Commerce Server**

Among the undead apps wandering the infosphere today, few are as popular as Microsoft Commerce Server. The smart line of products began with the company’s original e-commerce offering, Site Server. That product was followed by Commerce Server 2000, Commerce Server 2002, Feature Pack 1 and Commerce Server 2007.

Commerce Server 2007 upped Redmond’s e-commerce game significantly by integrating business processes and disparate systems, which made it easier for enterprises to create robust, end-to-end “connected commerce” solutions. This version also shipped with a production-ready Web application that took full advantage of the 2.0 version of the Microsoft .NET Framework.

Last year, Microsoft released Commerce Server 2009, which shifted gears slightly, citing “changing online business models and the rise of Software as a Service, Web 2.0, service-oriented architecture and other new media technologies.” Microsoft Commerce Server 2009 also integrates with Microsoft SharePoint 2010 through a Template Pack, which is available now.

What makes Commerce Server something of a zombie product is the 2007 decision by Microsoft to outsource development of the product. While it’s listed on the Microsoft product list, Redmond has a joint development arrangement with the Gatineau, Quebec, Canada-based Microsoft Gold Certified Partner Cactus Commerce.

As Cactus describes in the August 2007 agreement, Cactus is “the joint development partner for Microsoft Commerce Server, including collaboration on product engineering, partner ecosystem development, marketing, pre-sales, services and support. The long-term strategic partnership reinforces continued focus, investment and commitment to lead innovation for the e-commerce marketplace on a global scale. Together, as part of a long-term technology roadmap, Cactus Commerce will partner with Microsoft to deliver platform enhancements and complementary solution accelerators focused on technology and industry deployment scenarios.”

The 2009 release is the first version delivered under the agreement; it’s a major Microsoft product that isn’t primarily developed by the 80,000-or-so employees of Microsoft.

**Overrun by Zombies?**

As noted in this story, Microsoft sometimes merges functionality from a dead product into a living one. That’s fine for IT departments that have the living product, but it’s not so great for those that haven’t invested in the remaining offering.

Life for Groove as a standalone product ended in May 2009, when Microsoft announced that it would be folding the technology into the SharePoint platform.

Although integration can sometimes be more of a hassle than it’s worth, observers say that IT departments shouldn’t be shy about looking at non-Microsoft replacements for Microsoft zombie products.

Harry Brelsford, one of the biggest outside evangelists of SBS, was also an early advocate of the Response Point system. Brelsford says that Response Point provides an example of a situation in which customers might look outside of Microsoft for a replacement. Although Microsoft is encouraging its partners to sell Office Communications Server for VoIP, customers do have other options, particularly from Cisco Systems Inc., Brelsford says.

“Microsoft has exposed itself to competition on VoIP with the decision to shut down Response Point,” he says.

---

John K. Waters (john@watersworks.com) is a freelance author and journalist based in Silicon Valley, Calif. His new book, “The Everything Guide to Social Media” (Adams Media, 2010), is coming in November. Scott Bekker, editor in chief of Redmond Channel Partner, contributed to this report. Redmond Executive Editor Lee Pender wrote the introduction.
A painless migration to Windows 7?

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2010 Salaries: Good Times Ahead?

In the 15th year of *Redmond* magazine’s annual salary survey, IT salaries generally remained flat, but some respondents got raises—giving rise to general optimism about salaries next year.

By Michael Domingo

The recession wreaked havoc with salaries and jobs across all segments of the U.S. workforce, and IT workers were no less immune to the effects. So maybe it’s good news that we didn’t see a dip in IT salaries among the readership in this 15th *Redmond* salary survey. Looking at the glass half full, compensation improved by $536 (or 0.63 percent) on 2009’s overall average of $83,113, to a 2010 mean of $83,638 (see Chart 1, p. 32). It’s not much, but it’s something.
“It doesn’t surprise me that salaries went up, even though minimally,” says Russell Young, a network administrator with a government health care company in Montana. “With the government’s big push—especially in the health-care arena—to utilize IT more effectively, the skill sets are more in demand than ever.”

Michael Hensley, a systems administrator with a Redmond, Ore., nonprofit agency, agrees with Redmond reader James A., who notes: “Salaries probably increased because companies are hiring less and trying to get more out of existing employees. Higher salaries improve retention and help keep more productive employees.” [To preserve the anonymity of some respondents we cite throughout this article, we refer to them by first name and last initial only.—Ed.]

Methodology

The 15th annual Redmond salary survey of compensation was compiled in the same manner as last year’s report: Using proprietary survey software, we e-mailed notices to 40,000 Redmond print magazine and online newsletter subscribers for whom we had e-mail addresses.

From the 3,053 responses we obtained, we filtered those down to 2,521. Then we whittled those down by removing those who didn’t fill out specific salary information to arrive at 1,697 good responses. —M.D.

James A. and Hensley aren’t alone in their opinions. There’s a similar refrain from many respondents we followed up with in the weeks after the survey. We’re seeing corroborate of their observations not just in our own survey, but in recently published, external sources that show salaries in IT have been trending upward, while jobs remain scarce.

An IT salary study just released in June by Janco Associates Inc. shows salaries ticking up slightly but remaining mostly flat: IT executives at large enterprises had a 0.97 percent increase, while those at midsize companies edged lower by 0.75 percent, for a combined 0.21 percent uptick. The Janco study also projects hiring will be weak in the next year.

Data from the U.S. Bureau of Labor also shows IT-based jobs being added between 2008 and 2018 at a pace of 28,660 per year. While those results come out weak in comparison to year-over-year data for computer-based jobs, the Bureau of Labor does consider these numbers to be “better than average” against the general workforce.

High on Optimism

2010 doesn’t look anything like 2009’s banner results, when salaries went up 7.9 percent from the previous year. “I’m running lower than last year at the moment,” says Bill O’Reilly, president of Seattle-based TECchange Inc., an IT service provider for small to midsize business (SMBs). “Businesses seem to be in hunker-down mode and, regardless of what the economic indicators say, they’re waiting to see what happens this year,” O’Reilly explains. Some respondents were luckier than most, mainly due to some companies offering cost-of-living adjustments, or even more. “My salary went up by 3 percent,” says Rob Zelinka, director of IT infrastructure at railcar management company TTX in Chicago. “I was elated, and surprised,” Zelinka adds. We heard the same story repeated time and again from readers we followed up with.

Chart 1. Salaries, Raises Make a Comeback?

Data here depicts averages for base salary, bonuses and raises and increases. Respondents saw a minor boost in base salary, with a large percentage increase in raises from last year, while bonuses took a hit. See charts elsewhere in this story for details.

| Base Salary (avg.) | $83,838 |
| Raise/Increase     | $2,263  |
| Bonus (avg.)       | $2,812  |
| Age                | 46      |
| Years in IT        | 11.9    |
| Male vs. Female    | 5:1     |
| Education          | 64.1 percent have a 4-year degree or higher |

Chart 2. Average Salary by Range

Salaries above $95,000 saw increases, but that’s to be expected with a large number of Redmond readers claiming to be at management level (37 percent). Another hot spot is the $20,000-$39,000 range, which is typical for entry-level positions.

<table>
<thead>
<tr>
<th>Range</th>
<th>%, 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $20,000</td>
<td>0.7</td>
</tr>
<tr>
<td>$20,000-$29,999</td>
<td>0.8</td>
</tr>
<tr>
<td>$30,000-$34,999</td>
<td>1.7</td>
</tr>
<tr>
<td>$35,000-$39,999</td>
<td>2.3</td>
</tr>
<tr>
<td>$40,000-$44,999</td>
<td>2.9</td>
</tr>
<tr>
<td>$45,000-$49,999</td>
<td>3.9</td>
</tr>
<tr>
<td>$50,000-$54,999</td>
<td>5.4</td>
</tr>
<tr>
<td>$55,000-$59,999</td>
<td>5.3</td>
</tr>
<tr>
<td>$60,000-$64,999</td>
<td>6.1</td>
</tr>
<tr>
<td>$65,000-$69,999</td>
<td>6.9</td>
</tr>
<tr>
<td>$70,000-$74,999</td>
<td>6.9</td>
</tr>
<tr>
<td>$75,000-$79,999</td>
<td>6.8</td>
</tr>
<tr>
<td>$80,000-$84,999</td>
<td>7.1</td>
</tr>
<tr>
<td>$85,000-$89,999</td>
<td>5.7</td>
</tr>
<tr>
<td>$90,000-$94,999</td>
<td>5.3</td>
</tr>
<tr>
<td>$95,000-$99,999</td>
<td>5.5</td>
</tr>
<tr>
<td>$100,000-$124,999</td>
<td>16.9</td>
</tr>
<tr>
<td>$125,000-$149,999</td>
<td>5.9</td>
</tr>
<tr>
<td>$150,000 or More</td>
<td>4.2</td>
</tr>
</tbody>
</table>
Q What performance barriers are virtual platforms faced with?
A One aim of virtualization is to make the system infrastructure more efficient and flexible. Do more with what you have. Increase availability and performance. Eliminate waste. Conserve energy. Consolidate. In today’s business climate this has a major impact on profitability.

But virtualization is still hindered by the same performance barrier that has affected physical servers for decades—fragmentation. With virtual storage, you have performance degradation caused by fragmentation at both the virtual level as well as the host level. To make matters worse, virtual machines have limited knowledge of actual host hardware resource usage and no way to coordinate I/O requests across the VMs running on the same host platform. So you get accelerated VM fragmentation on top of host fragmentation and no way to eliminate it on one VM without impacting other VMs. There is also an issue with thin/dynamic disks. They can grow, but never shrink, even when files are deleted. This wastes free space on the physical disks that could be better utilized by others.

Q How does V-locity 2 help?
A V-locity 2 optimizes the storage performance on the entire virtualized platform from the host disk to the VMs. It eliminates resource management priority conflicts, operates invisibly in the background (by only consuming unused system resources) and maximizes I/O bandwidth efficiency. It also provides automatic analysis for “bloated” free space on thin/dynamic disks, allowing the option to compact the space to regain the free space for other uses. It should be noted that V-locity 2 is the only solution of its kind and is completely automatic.

Q What makes V-locity 2 unique?
A V-locity 2 includes breakthrough proprietary innovations that are vital for ensuring maximum virtual platform performance.

InvisiTasking® processing technology allows the V-locity component on the host virtualization operating system to coordinate I/O optimization processing across all guests systems. This ensures optimal automated disk performance occurs with zero resource impact to the productivity of those systems.

Our adaptive and intelligent IntelliWrite™ fragmentation prevention technology prevents up to 85% of all fragmentation from occurring in the first place.

The Virtual Disk Compaction feature makes unused physical disk free space that has been allocated by thin/dynamic disks accessible again. This by allowing allows the user to monitor the unused space and “compact” the disk to remove the wasted free space.

Q What kind of company could take advantage of V-locity 2?
A Any company that wants to achieve and maintain the optimal storage performance, reliability, and utilization on their virtual systems. For this, V-locity 2 is an indispensable component for every company employing Window systems on VMware ESX or Hyper-V™.

For more information please visit: www.diskeeper.com/rmv2
2010 Salary Survey

It’s Good to Be a Programmer

When we drill into the compensation figures a bit more closely, we get a different picture. Salaries by job title (see Chart 5) show help desk support and database programmers making the biggest gains, about 10 percent each, from last year’s results. Those claiming

<table>
<thead>
<tr>
<th>Job Title</th>
<th>2010</th>
<th>2009</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programmer/Analyst</td>
<td>$85,443</td>
<td>$77,966</td>
<td>8.8%</td>
</tr>
<tr>
<td>Network Engineer</td>
<td>$80,969</td>
<td>$74,353</td>
<td>9.5%</td>
</tr>
<tr>
<td>Webmaster/Developer/Producer</td>
<td>$78,009</td>
<td>$72,944</td>
<td>6.9%</td>
</tr>
<tr>
<td>Systems Administrator</td>
<td>$70,564</td>
<td>$67,678</td>
<td>4.3%</td>
</tr>
<tr>
<td>Trainer</td>
<td>$67,229</td>
<td>$63,584</td>
<td>5.6%</td>
</tr>
<tr>
<td>Help Desk/User Support</td>
<td>$54,973</td>
<td>$50,615</td>
<td>8.5%</td>
</tr>
</tbody>
</table>

The results in Chart 3 suggest that raises were fairly similar to a year ago, with most of them below $10,000. We also asked respondents to give us a sense of next year’s raises, and what we found was a unexpected: Only 32 percent expect no raise, while only 3 percent believe they’ll see a wage decrease. When we see figures like that, we can only think that respondents see good news on the horizon. Nearly 40 percent expect no change whatsoever. Then there’s the 5 percent who, like Richard R., an management information systems director with a media company in New York, expect “a continuing drag on salaries” due to the job market and various other factors.

Raises Now and Raises Later

With a challenging year in regards to compensation, we didn’t expect good news to come from raises. If anything, it was a mixed bag of good and bad news. The bad news on raises first: 40.3 percent of respondents, or 13.5 percent more than a year ago, saw none. “I was actually expecting a raise this year,” says Hensley. “The recession was a factor in not receiving a raise.”

Helmut Schonwalder, an IT support technician at Monterey Peninsula College in California, didn’t expect a raise at all, for good reason: “The state is still in the middle of a budget crisis, [so] college employees can’t expect much in the form of raises.”

So, what’s the good news? Only 7.4 percent (or about 18 percent fewer than last year) got a decrease in salary. Even better news: Of those who did get a raise, the average raise, $2,263, turned out to be 44 percent better than last year’s result.

“It was given one because it’s believed I am a key member of the team,” says Zelinka in Chicago. And D.Y., an IT specialist working for the federal government in Virginia, sums up his 2 percent raise this way: “I’m just happy to be employed.”

Bonuses

While raises were better than last year’s, bonuses (see Chart 4) went in the opposite direction. More than 54 percent of respondents claimed no bonus this year, which is worse than the year-ago period by 2 points. More than half of all respondents say that bonuses were based on company profitability, or a mix of profitability and personal performance. So, with the recession impacting company profitability, it follows that fewer companies would offer bonuses.

Of those who did receive bonuses, most were in the $1,000 to $5,000 range. Tim Davis, a network admin with an insurance company in New Jersey, was among only a handful of follow-up respondents who says his company froze salaries, but “I still did get my bonus.”

Respondents expect bonuses in the next 12 months to be more of the same.

<table>
<thead>
<tr>
<th>Amount</th>
<th>2010</th>
<th>Next 12 Mos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Bonus</td>
<td>54.6</td>
<td>54.4</td>
</tr>
<tr>
<td>Up to $1,000</td>
<td>8.5</td>
<td>9.2</td>
</tr>
<tr>
<td>$1,000-$4,999</td>
<td>18.1</td>
<td>16.7</td>
</tr>
<tr>
<td>$5,000-$9,999</td>
<td>8.8</td>
<td>9.2</td>
</tr>
<tr>
<td>$10,000-$14,999</td>
<td>4.4</td>
<td>4.1</td>
</tr>
<tr>
<td>$15,000-$19,999</td>
<td>2.2</td>
<td>2</td>
</tr>
<tr>
<td>$20,000 or More</td>
<td>3.6</td>
<td>4.3</td>
</tr>
</tbody>
</table>

We asked respondents to tell us if they expect a raise next year. Overall, they seem to be optimistic. Of those who did receive bonuses, nearly 40 percent expect no change whatsoever. Then there’s the 5 percent who, like Richard R., an management information systems director with a media company in New York, expect “a continuing drag on salaries” due to the job market and various other factors.
The Active Directory Recycle Bin: The End of Third-Party Recovery Tools?

*Written by Don Jones, Microsoft MVP*

**INTRODUCTION**

Windows Server 2008 R2 offers a number of exciting new features, including an expanded Server Core offering, new Active Directory features, and – of special interest to anyone who has ever wished Active Directory had an “undo” button – a sort of recycle bin for Active Directory objects. Wait – a recycle bin? Does that mean no more rebooting a domain controller into Recovery Mode, and no more need for the many third-party utilities out there that used to provide this type of online, single-object recovery? Not exactly.

**BACKGROUND: WHEN DELETED DOESN’T MEAN DELETED**

As you may know, deleted objects in Active Directory aren’t deleted immediately. Instead, they’re marked with a “tombstone” flag, which is replicated to all domain controllers in the domain. Tombstoned objects continue to hang around in the directory for some time – 180 days in the most recent versions of Active Directory. Although they can’t be used to log on or for any other purposes, keeping the objects around in this tombstoned condition helps ensure that every domain controller knows about the deletion.

There’s a downside, though: When an object is deleted, Active Directory removes most of its attributes at the same time it applies the tombstone flag. So simply reanimating an object often isn’t simple at all. You may also need to repopulate the majority of its attributes to make it fully-functional again.

**WELCOME, WINDOWS SERVER 2008 R2 RECYCLE BIN**

Windows Server 2008 R2 makes one important change to the deleting process: It places deleted objects into a “deleted” state where their attributes are left intact. This means that reanimating a deleted object, by flipping the tombstone flag, is easier, because the object is preserved in its original form. After the Deleted Object lifetime, the object is “recycled,” its attributes are stripped, and the object can no longer be reanimated.

**Not Like the Windows Explorer Recycle Bin**

Unfortunately, Windows Server 2008 R2 will not provide an actual *recycle bin* in the form of an icon or container that you can use to easily access deleted objects. Deleted objects will still be essentially inaccessible from most native Active Directory management tools, and you’ll need to use low-level directory editors, scripting, or other complex means to reanimate objects from their “deleted” state.

Also, this new “deleted” state depends on changes made to Active Directory in Windows Server 2008 R2 – meaning you can’t leverage this new feature until every *domain controller* has been upgraded to this new version of Windows. You also have to upgrade every *domain* in your environment to the Windows Server 2008 R2 functional level, and upgrade your forest to the Windows 7 Server 2008 R2 functional level.

Quest® Recovery Manager for Active Directory works differently. It works by making actual backups of the directory database rather than requiring deleted information to clutter up the production database. With Recovery Manager you can:

- Recover AD objects with an easy-to-use graphical user interface
- Roll back changes, not just deletions
- Recover a single object, dozens, or an entire hierarchy of hundreds of objects, in just minutes

Read the complete white paper at www.quest.com/recycle.

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2010 Salary Survey

Skills that Pay
Chart 7 shows salaries by technology expertise. Our findings this year show that, based on the percentages, gains balanced out losses to produce similar salaries to last year’s in this area. Those with database development

<table>
<thead>
<tr>
<th>Technology Expertise</th>
<th>1-2</th>
<th>3-5</th>
<th>6-9</th>
<th>10+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database Administrator/Developer</td>
<td>$51,715</td>
<td>$55,663</td>
<td>$67,554</td>
<td>$72,363</td>
</tr>
<tr>
<td>Help Desk/User Support</td>
<td>$42,260</td>
<td>$41,346</td>
<td>$45,693</td>
<td>$61,587</td>
</tr>
<tr>
<td>Management (Supervisory)</td>
<td>$52,595</td>
<td>$83,859</td>
<td>$84,066</td>
<td>$98,270</td>
</tr>
<tr>
<td>Network Engineer</td>
<td>$58,233</td>
<td>$58,197</td>
<td>$84,615</td>
<td>$86,673</td>
</tr>
<tr>
<td>Networking Project Lead</td>
<td>$69,124</td>
<td>$78,362</td>
<td>$88,844</td>
<td>$94,622</td>
</tr>
<tr>
<td>Programmer/Analyst</td>
<td>$69,124</td>
<td>$78,362</td>
<td>$88,844</td>
<td>$94,622</td>
</tr>
<tr>
<td>Programming Project Lead</td>
<td>$78,766</td>
<td>$94,622</td>
<td>$96,666</td>
<td>$99,740</td>
</tr>
<tr>
<td>Systems Administrator</td>
<td>$86,190</td>
<td>$86,190</td>
<td>$87,372</td>
<td>$87,372</td>
</tr>
<tr>
<td>Trainer</td>
<td>$60,214</td>
<td>$62,580</td>
<td>$69,927</td>
<td>$72,363</td>
</tr>
<tr>
<td>Webmaster/Developer/Producer</td>
<td>$60,954</td>
<td>$85,333</td>
<td>$80,952</td>
<td>$84,927</td>
</tr>
</tbody>
</table>

*Insufficient Data

or more years, making nearly $5,000 less than those with 6-9 years.

Hot Properties
Every year we ask respondents what Microsoft technologies they can claim expertise in (we’re Redmond magazine, after all). BizTalk Server experts take top honors here, making $118,625, or 16 percent better than in 2009. Those with Internet and Acceleration Server, Project Server and SharePoint Server skills all claim six-figure salaries as well. What we see here is that respondents who have highly specialized skills tend to command the best salaries, even in tough times.

Salaries aren’t the only way to gauge what’s hot among the IT profession. Throughout the recession year, this magazine and other Redmond-related publications have revisited topics and technologies that favor cost-savings, efficiency and reining in resources.

“Virtualization is at the top of my list,” says James A. “Used properly, it’s such a powerful technology, but there’s still so much more growth for it.” Zelinka and O’Reilly also plan to explore the merits of virtualization in the next year, even though experts who claim that skill saw their salaries go up only 2.4 percent in 2010.

Stan A., a systems administrator in Missouri, is already there: “I planned and implemented a project migrating physical servers to a VMware vSphere environment, reducing hardware, licensing and utility costs for my client,” he explains.

Microsoft isn’t the 800-pound-gorilla presence in mobile computing. Even so, respondents are looking at the integration of netbooks, iPads, smartphones and other devices with more interest in the coming year. “What’s happening in the mobile market is fascinating,” says O’Reilly.
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2010 Salary Survey

Why No Certification Data?

Redmond, in its former life as Microsoft Certified Professional, reported extensively on the impact certifications had on salaries. But considering that Redmond’s demographic no longer centers entirely on the network engineers and systems admins but more on those in supervisory or managerial roles, it made less sense over the years for the Redmond salary survey to place such emphasis on certification-based salary data.

We even asked our readers over the years what impact certification has had on their careers. Time and again, respondents summed up their feelings the same way as Richard R., a management information systems director in New York City, who says certification affects him “very little at this point, although it helped me get a higher salary in the past.” As IT pros among our readership build up tenure, they go from certification-needng, entry-level IT workers to supervisors to “certification no longer necessary” managers over the years.

To fill this gap in data, later this year MCPmag.com will be conducting a survey with emphasis on certification-related compensation. A large percentage of MCPmag.com’s subscribers are still at the network engineer and sysadmin parts of their careers. Managers may want to stay tuned for the survey: Depending on the results we get from it, your employees may use the data to justify raises or bonuses. —M.D.

James A. agrees: “Netbooks and smartphones are everywhere, and I think we’re about to see some really impressive things finally come in the form tablet computing.”

Schonwalder singles out the Google Droid platform as having the cool factor, “yet it still has some distance to go to catch up,” he notes.

Hired Help

The survey that we send out is a meaty one that takes some time to fill out, with more than 80 questions. Besides salary-related questions, we ask respondents for their opinions on many career issues. This year, we added a few questions related to budget, and we’ll share the data we collected in the coming months in Redmond magazine and elsewhere.

This year’s survey, as in years past, had a set of questions centered around hiring and hiring prospects. Because we’re in a recession, with job availability being a problem not just in IT but in the general workforce, the data we obtained takes on a bit more meaning.

This year’s results are a mixed bag: Nearly 32 percent of respondents believe their company will hire additional IT personnel, with 46.5 percent expecting to remain in “hiring freeze” mode. Of the 32 percent who do plan to hire, half of all respondents say their companies may hire at least one person, with 10 percent hiring six to 10 people. Of our respondents, 41 percent say they have direct involvement with hiring.

On the flip side, only 4.3 percent of respondents say they were laid off in the last 12 months, with 36 percent finding work in less than a month. Of our respondents, 37 percent say they missed the axe, with 45.9 percent of those cases seeing one to five people let go, and 23 percent laying off up to 10 workers.

[Later this year, MCPmag.com will look at hiring trends in the Redmond IT community. If you’re a manager or someone whose responsibilities include decision-making in the hiring process, we want to hear from you. Write to editor@redmondmag.com to participate.—Ed.]

Reeling in the Years

One thing we know about Redmond readers: They derive a lot of satisfaction in their pursuit to solve the IT challenges at their companies. Why else would they stay at this job so long? Nearly half of all respondents claimed to have been in IT 15 or more years, with 29 percent telling us they’ve been in IT for 10 to 14 years.

What’s interesting in the data we got this year is the number of hours survey takers say they worked. More than 72 percent say they worked more than the typical 40-hour week, with 28 percent putting in an extra one to five hours, and 25 percent going the distance at an extra 10 hours a week. Of our respondents, 20 percent put in 51 or more hours, making for some well-worn IT workers.

Despite the combination of long years and long hours toiling in the IT profession, quite a few respondents don’t see a career outside of this one. In fact, our survey results show that 87 percent expect to be in IT in the next five years.

“I expect my career to be in IT for life,” explains Kevin F., who’s been in IT for 16 years—he started right out of high school.

But O’Reilly, who’s been in IT for 15 years, is starting to question his longevity. “I want to believe I’ll be working in IT in some capacity or another, but I’m starting to suffer burnout just trying to keep up with everything,” he says. —RDM

Michael Domingo is executive editor at Redmond Media Group and hosts Redmond Radio. You can reach him at mdomingo@1105media.com.
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Does Your Company Have Intelligence?

Business intelligence (BI) is an increasingly popular IT service in larger companies. At its heart, BI is about empowering non-technical users to dig through the piles of data that the company has amassed, letting them make smarter decisions about how the company should proceed in the future. Often, BI starts off in a specific department, such as purchasing or manufacturing, and then slowly spreads throughout the organization.

BI is about collecting data from every corner of the company: planning databases, salary spreadsheets, customer order databases ... you name it. In some implementations, this data is restructured into a data warehouse, which permits that data to be queried quickly. In other implementations, in-memory analytics analyzes the data in the memory of a BI server and doesn’t require construction of a data warehouse. Many BI implementations use both techniques.

Because it consolidates and restructures data from all over the company, BI can often help users spot problems that would otherwise be invisible.

Expensive and Complex

There’s no question that BI is useful, but it’s also incredibly complex and expensive to implement. The players in this field are huge companies—Microsoft, IBM, Oracle and so on—and they make huge, expensive products. BI systems have to be customized to fit into your business environment, taught where to extract data, and taught how to transform that data into a form that will support the questions you want to ask and the reports you want to see. Data visualizations like dashboards and scorecards have to be constructed. As you can imagine, simply gathering the requirements for a new BI system can be a months-long process.

All of the cost and expense is one reason BI has traditionally been limited to large companies. As a percentage of their total revenue, even a massive BI project is affordable.

BI for the Little Guy

Let’s be clear: The only major reason that smaller companies don’t have BI systems is the time and cost involved, and not because smaller companies wouldn’t benefit from what BI has to offer. Quite the contrary, in fact: Managers in smaller companies are typically closer to the action and can make decisions that positively impact the company much more easily than their counterparts in larger companies can.

Empowering the managers of a midsize business with the benefits of BI can have fast and dramatic effects. If you’re at a midsize company, you owe it to yourself to start looking into BI. Solutions specifically targeted to midsize companies are often fixed-price (typically, midsize businesses are less likely to haggle over pricing), and may offer free trial downloads of vendors’ products—a good sign of the product being something you can implement without a boatload of consultants. The benefits of BI are widely appreciated. Why not get some for your business?

Don Jones (don@concentratedtech.com) is a 12-year industry veteran, author of more than 45 technology books and an in-demand speaker at industry events worldwide. His broad technological background, combined with his years of managerial-level business experience, make him a sought-after consultant by companies that want to better align their technology resources to their business direction. Jones is a contributor to TechNet Magazine and Redmond, and writes a blog at ConcentratedTech.com.
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Sometimes, building your team of IT professionals can be best accomplished by aiming wide rather than going deep.

This was the topic of a recent eye-opening discussion I had with Jeff Galina, CIO of Mortgage Cadence Inc. Mortgage Cadence is a midsize company in Denver that specializes in creating software for the mortgage loan industry.

“Sometimes, instead of hiring on-staff IT professionals that are super-deep in one particular area [such as a Cisco Certified Internetwork Expert (CCIE) or Microsoft Certified Architect], it can be more cost-effective to hire a generalist who is more well-rounded in multiple technology areas,” Galina suggests. “Then, you can buy vendor-support contracts for those rare times when you need to augment their experience with deep knowledge.”

For the IT professional, today’s new world of work means that many traditional systems administrator jobs are slowly disappearing for the advanced administrator.

Galina says, “Their people can talk to each other. They can work together. In companies where the IT team is comprised of, for example, one high-level Microsoft person, one CCIE and a database expert, when one person gets sick, busy or needs to go on vacation, you’ve got a staffing issue.”

Positioning the JOAT

While enterprise organizations and those with exceedingly complex computing needs will always have the need for specialists, this line of thinking can be valuable for the hiring manager in a classic SMB. At the same time, it has a very different meaning for the job-seeking IT professional who’s looking for career advancement.

If you’re a business decision-maker or hiring manager, think for a minute about the options for IT services that you have available. You can incorporate those services in-house, hiring and retaining expert talent to ensure that your business services remain operational. Consolidating talented employees into your payroll ensures that you have ultimate guidance over their activities, as well as over their long-term planning.

However, that same consolidation also comes at a cost, both in recurring expenditure as well as in the opportunity cost of spending that money elsewhere. A wrong IT hiring decision can also have a major impact on your business operations.

Contrast this approach to Galina’s hybrid model, which leans partially on the services of external sources for the resolution of “deep technical issues.” Those sources can be first-party in nature, arriving as a function of the service contracts you buy for your...
hardware equipment. They can come through the aid of IT services firms, which typically hire high-end talent to provide customizable—yet often “packaged,” when you really take the time to analyze them—services and support offerings.

A third, less considered, option, is an extension of Galina’s hybrid approach. This approach leverages the growing stable of fully independent and non-vendor-associated “strategic consultants” to assist with high-level issues. My company and I have engaged in a growing number of these “come visit us for a day and confirm our thinking” engagements; businesses appreciate these consultants for their candor and lack of vendor bias.

In any of these alternative models, companies still have need for on-site talent to manage daily IT operations. It’s here where today’s population of JOATs can be best suited, and can provide a maximized ROI when properly combined with external assistance.

**Keep up with Evolution**

For the IT professional, today’s new world of work means that many traditional systems administrator jobs are slowly disappearing for the advanced administrator. This doesn’t necessarily mean that advanced administration jobs are no longer available. Rather, it means that those jobs are shifting away from classical IT operations roles and into industries where specialization is absolutely required—one example being the third-party solution providers already mentioned. It further means that today’s JOATs must develop project-management, vendor-management and contract-management skills if they’re hoping to remain relevant.

Every industry evolves over time. At one point not long ago, there were a half-dozen video rental stores within a 10-minute radius of my house. Now, there are none. At one point, a previous employer hired an individual who handled only the e-mail system. Now, those responsibilities are aggregated by a team elsewhere, with contracted support for quickly solving difficult issues.

In the end, businesses and IT pros must evolve to fit the commodity-based nature of today’s IT services. That’s not to say that deeply technical individuals won’t find work. It might just mean that their employment will be with companies that sell IT services, rather than with the customers of those companies.

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Greg Shields (gshields@concentratedtech.com), MVP, vExpert, is a recognized IT author, speaker and strategic consultant, sharing his 15 years of technical and IT/business alignment experience with companies worldwide. Get more of Shields’ inside look at Windows along with other useful tips and tricks at ConcentratedTech.com.
## TECHMENTOR
### LAS VEGAS 2010
#### CONFERENCE AGENDA

**OCTOBER 18–22, 2010**

**PLANET HOLLYWOOD RESORT & CASINO**

### CONFERENCE DAY 1 — Tuesday, October 19

<table>
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| 9:45–11:00 A.M. | DEEP DIVE Smart Configurations for vSphere Networking  
Greg Shields |
| 11:15 A.M.–12:30 P.M. | DEEP DIVE Best Performance & High Availability  
with vSphere Storage  
Greg Shields |
| 1:45–3:00 P.M. | DEEP DIVE Exchange 2010 Capacity Management: Scaling your Email  
from 10 Users to 10,000  
J. Peter Bruzzese and Raphael Barini |
| 3:15–3:45 P.M. | DEEP DIVE Tips and Tricks for Creating Good Virtual Machines.  It's Not as Easy as You’d Think!  
Greg Shields |
| 4:30 P.M. | DEEP DIVE Managing SQL Server for Admins Who’d Really Rather Not  
Don Jones |

### CONFERENCE DAY 2 — Wednesday, October 20

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| 8:30–9:45 A.M. | DEEP DIVE Monitoring and Intelligently Reacting to ESX Performance Issues  
Don Jones |
| 10:00 A.M.–12:45 P.M. | DEEP DIVE Convert your Brain from VBScript to Windows PowerShell  
Don Jones |
| 2:00–3:15 P.M. | DEEP DIVE Group Policy Troubleshooting Essentials  
Jeremy Moskowitz |
| 3:30–4:45 P.M. | DEEP DIVE Implementing and Securing Outlook for Out-of-the-Office Users  
J. Peter Bruzzese |
| 11:00 A.M.–12:45 P.M. | DEEP DIVE Exchange 2010 Management: Scaling your Exchange Environment  
Don Jones |
| 2:00–3:15 P.M. | DEEP DIVE Windows PowerShell: Eight Tips and Tricks to Make You a Guru  
Don Jones |
| 3:30–4:45 P.M. | DEEP DIVE Automating AD Administration in Windows PowerShell  
Don Jones |

### CONFERENCE DAY 3 — Thursday, October 21

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| 8:30–9:45 A.M. | Dangerous Documents: Identifying and Protecting Your Data from Malware  
Mike Danseglio |
| 10:00 A.M.–11:15 A.M. | Real-World Strategies in Protecting Against Dangerous Web Sites  
Mike Danseglio |
| 11:30 A.M.–12:45 P.M. | How to Virtualize and Disaster Proof Your Exchange Environment  
J. Peter Bruzzese |
| 1:45–3:00 P.M. | Restructuring your Active Directory: What Tools Are Available?  
J. Peter Bruzzese |
| 3:15–4:30 P.M. | Restructuring your Active Directory: Strategies for Guaranteed Success  
J. Peter Bruzzese |

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Folks, it’s time to give up the Gatesian ghost. Gates did an amazing job building the 90,000-employee Microsoft empire. But now, Microsoft is a different company competing against a different cast of characters. Gates really has moved on and is far more focused on eliminating malaria-carrying mosquitoes than on swatting Redmond’s rivals.

Much of the Gates nostalgia is simply a front for Ballmer bashing. I think that it’s fair to ask whether Ballmer is more of an asset or a liability to the company of which he’s been part for the last 30 years. Sure, Ballmer has had his share of faux pas and has backed some lame ideas and executives over the years. Since he’s taken the CEO reins, the Microsoft stock price has been stagnant. He’s still beholden to the company’s Windows and Office legacies.

But the reality is that Ballmer probably won’t go anywhere for at least eight more years, if you take the man at his word. Two years ago, he said he planned to stay at Microsoft until his youngest son was off to college. That would keep Ballmer in Redmond until around 2018.

If the Microsoft board decided to oust Ballmer, his departure would come more quickly. But does anyone really think that Gates is going to fire his buddy Ballmer? And if he were to do so, who’d take over as the new Microsoft CEO? Windows and Windows Live President Steven Sinofsky has his hands full with Windows 8 and is supposedly still gunning to get the Windows Phone responsibilities added to his domain.

Stephen Elop, the president of the Microsoft Business Division, has made no bones about the fact he’d like to be a CEO someday, but he’s still more of an outsider than an insider at the company—and Microsoft is not a place where outsiders tend to thrive. Many considered Robbie Bach, former president of the Entertainment and Devices Division, to be a possible Ballmer successor—until he quit (or was pushed out) earlier this summer. COO Kevin Turner? There’d be a Microsoft mutiny if the head bean counter became the head honcho.

Ballmer has enacted many of the changes Wall Street wanted, including laying off more than 5,000 Microsoft employees, with continued rumors of more cuts to come. He stepped up the Microsoft marketing and development presence in the cloud. And he finally, though very belatedly, started trying to turn the Microsoft mobile ship around in an attempt to get the company back in the phone game. I’m not sure what else he—or any other CEO—could do to convince analysts and pundits that Microsoft still has growth potential.

When Gates relinquished his day-to-day duties at Microsoft, it signified the start of a new era at the company. Gates rewarded and promoted folks who were more technologists than business heads. And in the two years since Gates’ last day at the office, a number of “Bill’s guys” have left the company. “Steve’s guys”—the sales guys and MBA types—have gotten more visibility and prominence. Many of Ballmer’s critics are technologists longing for the “good old days,” when the company’s developers were seen as kings.

But Microsoft is a very different company from what it was during Gates’ heyday. Employees are older. Microsoft is a mature company, not a startup. And Gates wasn’t always prescient about which technologies would triumph. Tablet PCs, IPTV, natural UIs—all pet projects of Gates’—still get lots of funding inside the company but have yet to yield any significant financial results.

I’m not a Microsoft shareholder. But if I were, I wouldn’t be petitioning for Ballmer’s impeachment. I think the “developers, developers, developers” devil the ‘Softies know is better than the devil they don’t know. Do you?
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