By Marius Oiaga, Technology News Editor

Where to Get Support for Windows Home Server

Why, from the OEM or System Builder that deliver the WHS product

Technically speaking, the latest Windows operating system made available by Microsoft this year is Windows Home Server. But although the platform is indeed geared to home users, it still belongs to the server - and not to the client side. According to research done by the Redmond company, the perspective of having a home server for household networks fits perfectly with a wide range of consumers. In this regard, Windows Home Server brings to the table various capabilities acting as a network hub, from back-up to storage and remote access. Still, chances are that end users will get in trouble at one point or the other, and they will need support. "Since Windows Home Server was released as a product through the OEM (Original Equipment Manufacturer or 'hardware manufacturer') and System Builder channels the primary support responsibilities fall on the OEMs and System Builders. Our OEMs work closely with Microsoft through their Technical Account Managers (TAMs) and the Microsoft Support team to escalate issues, provide 'repro' (reproduction) steps, collect logs and other information. A good place to get started and learn about all of the resources available to you is through the Support for Windows Home Server page available from the Microsoft web site", revealed Todd Headrick, the product planner for the Microsoft Windows Home Server. But, Microsoft also gets actively involved when it comes down to delivering support. Headrick added that with such offerings as the **Windows Home Server Toolkit**, the company is enabling OEMs, System Builders, as well as its own Support teams to gather logs and data from the computer and home server of the user experiencing problems. The key factor in support is being able to reproduce the specific issue that affects the end user. Such a task is impossible without the accurate and complete information that will permit the support staff to create the context of the problem. But in the end, Headrick underlined the fact that the responsibility of support lies mainly with the OEM or System Builder that produced the specific variation of Windows Home Server. "The Windows Home Server team keeps an eye on the community forums and tries to understand specific issues in greater detail. (...) The Windows Home Server Support team manages a Solution Center for the product that provides links to the Knowledge Base articles and also the provides the ability to download the Windows Home Server monthly updates that are delivered as part of the Windows Update process. Knowledge Base articles are used to share tips with Windows Home Server users and to describe issues with the product", Headrick said.

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