



# Tech Alert

from the **Customer Delivery Division**  
*"Your Gateway to CalTech Services"*

## TA 15-09: Microsoft SQL Server Service Pack Update

**ATTENTION:** All SQL Server Customers

**ACTION REQUESTED:** Validate compatibility of apps with latest service packs

**DUE DATE:** June 1, 2015

### Background:

The Office of Technology Services (OTech) has established a policy to offer support for SQL Server according to Microsoft's current Support Lifecycle. To ensure availability, security, reliability, and supportability, OTech's software support policy stipulates that customers must be at the current service pack level.

### Overview:

Microsoft requires all SQL 2008 and SQL 2008R2 servers to be patched to the currently supported level for Microsoft Premier Support. OTech staff will be installing Service Pack 4 on SQL 2008, Service Pack 3 on SQL 2008R2 and Service Pack 2 on SQL 2012 for customers currently not at these levels.

OTech is committed to patching SQL Servers to the currently supported version as soon as possible. OTech SQL Server Support staff will contact each impacted customer to schedule and coordinate the upgrades.

Patching needs to be completed by the following dates:

- OTech SQL Support Staff will complete SQL Server 2008 and 2008R2 patching by July 8, 2015.
- OTech SQL Support Staff will complete SQL 2012 patching by October 1, 2015.

### Requested Action:

Work with OTech to upgrade SQL Server 2008, 2008R, and 2012 to latest Service Packs:

- Customers need to validate the compatibility of applications with the latest service packs.
- Contact OTech SQL Support staff regarding compatibility status.

### Due Date:

Please complete the above requested action by June 1, 2015.

### Contact:

If you have questions or need further clarification, please contact your CalTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.