



# Tech Alert

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

## TA 16-09: Microsoft Windows 2003 Server – End of Support Year Two

**ISSUE DATE:** April 28, 2016

**ATTENTION:** Customers with Windows 2003 Servers

**ACTION REQUESTED:** Evaluate Computing Environment & Formulate Remediation Plan

**DUE DATE:** See below

### Background:

Microsoft ended support for Windows Server 2003 and 2003 R2 operating systems (O/S) on July 14, 2015. At that time, the California Department of Technology (CDT) offered customers the opportunity to enroll in a Custom Support Agreement (CSA) with Microsoft. Many customers enrolled in the CSA and benefitted from discounted rates. Year One of the CSA will end on July 12, 2016.

CDT previously distributed Tech Alerts [14-19](#) and [15-07](#) regarding Year One support.

### What's New:

CDT is preparing to engage in Year Two of the CSA for customers who require ongoing extended support for their Windows 2003 O/S environments. CSA Year Two support is also being offered to new customers who would like to participate, including State of California and Local Government entities. CSA customers may include servers located in CDT's Tenant Managed Service (TMS) or at their own site.

The Year Two CSA contract term will be July 13, 2016 through July 12, 2017. The cost to enroll each server is estimated to be \$8,000 for the year, which includes critical and important security updates. Interested customers must sign up to participate at the beginning of the Year Two contract term. Customers will have the opportunity to reduce server counts or terminate participation on a quarterly basis. Charges will be invoiced quarterly, and will fluctuate based on the number of servers remaining in the CSA. First quarter actual server costs will be determined and communicated after Monday, June 6, 2016. Customers can receive a reduction in their quarterly payment if they submit a Service Request (SR) with updated server counts by the dates that will be specified once the contract is completed. The quarterly deadlines will be published and sent by your Microsoft Technical Account Manager (TAM) and [CDT Account Leads](#).

### Options for Current CSA Customers:

Current CSA enrollees have the following options:

1. **Refresh servers to a currently supported version** - Submit an SR to refresh the Windows 2003 and 2003 R2 O/S to a currently supported version, Windows 2008, 2008 R2, 2012, or 2012 R2, and submit a corresponding decommission SR for the server(s) being refreshed.
2. **Re-enroll in the CSA** - If unable to upgrade to a supported version of Windows submit an SR to enroll in the Microsoft CSA Year Two. The SR should be accompanied by [OTech Form 382](#) if the servers are in CDT's managed services.
3. **Decommission Windows 2003 servers** – If the servers are no longer needed and are not being refreshed, submit an SR to decommission the Windows 2003 servers.

### Action requested and due date for current CSA customers:

Customers currently enrolled in the CSA must submit an SR by Friday, **May 13, 2016** to refresh servers, re-enroll or to decommission servers. Failure to act by the deadline will result in mandatory CSA enrollment and Quarter One fee obligation.

## Options for Customers Interested in enrolling in CSA:

State of California/Local Government entities are eligible to join in Year Two of the CSA, under the following conditions:

1. Must be a current Microsoft Premier Customer and have an active Premier Agreement to receive support.
2. Must be an existing CDT customer with an active billing code and/or current Interagency Agreement..

If you are not currently a Microsoft Premier customer but would like to discuss how to join this effort, please reach out to your Microsoft TAM or your CDT [Account Lead](#).

### Action requested and due date for new CSA customers:

New customers interested in joining the CSA Year Two agreement should immediately evaluate your computing environments to determine whether you should participate in the CSA, and submit your enrollment SR with a valid server count no later than Friday, **May 20, 2016**.

### Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call the Customer Delivery Division at (916) 431-5476.