



Tech Alert

from the Office of Customer Engagement
"Your Gateway to Technology Services"

TA 17-06: Microsoft Windows 2003 Server – End of Support Year Three

ISSUE DATE:	May 17, 2017
ATTENTION:	Customers with Windows 2003 Servers
ACTION REQUESTED:	Evaluate Computing Environment & Formulate Remediation Plan
DUE DATE:	May 31, 2017

Introduction:

The California Department of Technology (CDT) issued [Tech Alerts 15-07 and 16-09](#) regarding Microsoft's Customer Support Agreement (CSA) for Year One and Year Two, following the end of support for Windows Server 2003 and 2003 R2 operating systems (O/S). Year Two of the CSA will end on July 12, 2017. CDT will now enter into a Year Three CSA beginning July 13, 2017. This will be the final year the CSA is offered.

After the CSA Year Three, any remaining instances of Windows Server 2003 will be left unsupported and will be open to vulnerabilities. Windows 2003 servers will not be supported by Microsoft or CDT after July 12, 2018.

CSA Year Three support is available to all State and Local Government entities. Those enrolling in the CSA may include servers located in CDT's Managed Services, Tenant Managed Service (TMS) or at their own site.

Cost:

The actual CSA cost to those enrolled will be determined by the total number of customers and server counts identified in the Service Requests (SRs) received. Cost estimates will be communicated after all SRs are submitted.

Current CSA Customers:

Current CSA enrollees have the following options:

- 1. Refresh servers to a currently supported version** – CDT's managed services customers should submit a Remedy 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.
 - To submit an SR to refresh, select "Infrastructure Services", then scroll down to select "Windows Hosting Services." When asked to select one of the services options, choose "Server Build, Refresh, or Rebuild".
- 2. Enroll in the CSA** - If unable to upgrade to a supported version of Windows, please submit an SR to enroll in the CSA.
 - In Remedy under "All Categories", select "Other Services", then from "Available Requests" select "Other".
 - Complete and attach the [OTech Form 382](#) to the SR if the servers are in CDT's managed services.
 - In the "Summarize your request" section, please input "Windows Server 2003 Custom Support Agreement Enrollment"
 - In the "Request Details" section, indicate "Procurement Request – Assign to IT Program Management Unit – (indicate your department's number of servers) servers to be enrolled"

3. **Decommission Windows 2003 servers** – If the servers are no longer needed and are not being refreshed, current CDT managed services customers should submit an SR to decommission the Windows 2003 servers.
 - To submit an SR to decommission servers, select “Infrastructure Services”, then scroll down to select “Windows Hosting Services.” When asked to select one of the services options, choose “Server Decommission”.

New CSA Customers:

State of California/Local Government entities are eligible to join in the Year Three 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 a CDT customer with an active billing code.

Interested entities that meet these criteria should follow the steps provided above for enrolling in the CSA. 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](#).

Due Date:

Current CSA Enrollees:

Customers currently enrolled in the Year Two CSA must submit an SR by Wednesday, **May 31, 2017**, to enroll in the Year Three CSA. Current CDT managed services customers will need to submit an SR, per the above instructions, to refresh or decommission Windows 2003 Servers, by the end of this month also. **Failure to act by May 31, 2017, will result in mandatory CSA enrollment.**

New CSA Enrollees:

If you are currently not enrolled in the Year Two CSA, but are interested in enrolling in Year Three, and meet the above specified criteria for new CSA Customers, submit an enrollment SR with a valid server count no later than Wednesday, **May 31, 2017**.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call the Office of Customer Engagement at (916) 431-5390.