



Tech Alert

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

TA 15-07: Microsoft Windows 2003 Server – End of Support

ATTENTION: Windows 2003 Customers

ACTION REQUESTED: Evaluate Computing Environment & Formulate Remediation Plan

DUE DATE: May 1, 2015

Background:

On July 14, 2015, Microsoft will end support for Windows Server 2003 and 2003 R2 operating systems (O/S). Security updates (patches) and problem resolution will no longer be available from Microsoft. CalTech previously distributed [Tech Alert 14-19](#) on this topic.

Overview:

Customers utilizing these O/S versions past July 14, 2015 face a business and security risk for their computing environment. Accordingly, customers should immediately evaluate their computing environments and formulate plans to either discontinue their server platform, or refresh the operating system with a newer, supported version. Refreshing to a newer operating system will provide benefits in security, software and hardware stability, operating systems support, plus virtualization and consolidation opportunities.

Options:

Customers have the following options:

1. Submit a Service Request (SR) to refresh the Windows 2003 O/S to a currently supported version, Windows 2008 or 2012, and submit a corresponding decommission SR for the server(s) being refreshed.
2. If the customer is unable to upgrade to a supported version of Windows, submit a SR to enroll in a Custom Support Agreement (CSA) with Microsoft. The cost to enroll each server will be approximately \$11,800 for the first year, which includes critical and important security updates. The enrollment costs for subsequent years will rise substantially.
3. Submit a SR to decommission the Windows 2003 servers.

Requested Action:

Customers should immediately evaluate their computing environments to formulate a plan of action. SRs to enroll in the CSA or to decommission servers must be submitted no later than May 1, 2015. SRs for the CSA enrollment should be accompanied by [OTech Form 382](#). Missing the deadline will result in mandatory CSA enrollment.

Due Date:

Submit SRs to enroll in the CSA or to decommission servers no later than May 1, 2015.

Contact:

If you have questions or need further clarification, please contact your OTech 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) 431-5390.

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