



Tech Alert

from the Customer Delivery Division

"Your Gateway to OTech Services"

TA 13-15: Microsoft SQL 2008 End of Mainstream Support

ATTENTION: All OTech SQL Server Customers

ACTION REQUESTED: Upgrade to a supported version of Microsoft SQL Server

DUE DATE: July 8, 2014

Background:

Mainstream vendor support for SQL 2008 and 2008R2 will end on July 8, 2014. OTech's policy is to offer support for SQL Server 2005 and SQL Server 2008 according to the current Support Lifecycle established by Microsoft. Microsoft will charge a **premium** fee for extended support after July 8, 2014. The fee will be passed along to the customers using customer support.

Who is Impacted:

OTech customers with SQL Server versions 2005 and 2008 in managed services are impacted.

Next Steps:

OTech is committed to assisting customers in migrating off prior versions of SQL as soon as possible. OTech staff will contact each impacted customer to schedule and coordinate the upgrades. When possible, the upgrades will be made in conjunction with necessary hardware refreshes. Those departments planning to pay for extended support should submit an Extended Support Exemption Request.

Requested Action and Due Date:

Work with your OTech Account Lead to:

- Determine SQL server upgrade options and submit a Service Request by January 15, 2014, **OR**
- Submit a Service Request with an Extended Software Exemption Request Form by May 15, 2014.

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) 431-5477.