HP and Microsoft® Windows® Server 2003

Frequently asked questions about HP ProLiant platforms and Windows Server 2003 support

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Welcome to the HP and Microsoft Windows Server 2003 FAQ. This guide answers many of the frequently asked questions about HP ProLiant platforms and Windows Server 2003 support.

HP ProLiant servers are the most utilized servers[1] for Windows platforms in the world. Microsoft operating systems are the most utilized OSes in the world. Windows 2003 has gone from lifecycle support to mainstream to extended support. This document attempts to answer the most frequent concerns about support for this aging operating system on current and future HP platforms.

About Microsoft Windows Server 2003

1. **Why can't I buy Windows Server 2003?**

   Microsoft has a lifecycle on products that starts and stops. Windows Server 2003 sales ended in March 2009.

2. **I need to stay with my current OS—Windows Server 2003; what new HP ProLiant hardware is supported?**

   HP support is defined for operating systems at the point of certification. With Microsoft, certification is obtained through their WHQL process and systems are posted on the Microsoft Windows Server Catalog: see www.windowsservercatalog.com. HP will post the support for a ProLiant platform on its HP ProLiant Support Matrix www.hp.com/go/wincert for easier reference. When Microsoft ended certification of all new servers on July 17, 2010, HP gained support for all currently new systems at the time of Microsoft's EOL of the certification process. All new hardware from HP since July 17, 2010 could not receive certification; therefore, HP does not *officially* support Windows Server 2003 on any model beyond this date.

3. **Does any hardware manufacturer offer "official" support for Windows Server 2003?**

   HP's competitors, like HP, will post a public operating system support matrix on their websites to show you which systems are qualified/supported for a variety of OSes. At this writing, we cannot find any major manufacturers supporting newly released servers with support for Windows Server 2003.

4. **Your competitors are offering support on their new servers with Windows Server 2003. Why can't you?**

   While HP's competition may offer support for Windows Server 2003, as a customer you should ask the following questions and get the vendor to confirm their answers on the RFP:

   - What is the definition of support for this purchase? Whose support is this? Microsoft or yours? If yours, what happens if you can't resolve the issue? Will Microsoft support me then?
   - How long will this support last? What additional fees will I need to consider?
   - Will the support for Windows Server 2003 last for the life of the server?
   - If I add a new device to the server that is approved on your publicly supported information for this server, will your Windows Server 2003 support be able to cover this addition? If not, what is the fee? Who do I pay? Is Microsoft involved?
   - If I add a new application, will the offered Windows Server 2003 support change? What is the fee? Who do I pay? Is Microsoft involved?
   - How do you plan on getting me the Windows Server 2003 image? I don't have a custom image, and I thought Microsoft ended the sales of this product as a NEW operating system. If you are providing a Windows Server 2003 image to me as a preinstall on my server—will I be in violation of any agreements with Microsoft?

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[1] http://h30499.www3.hp.com/t5/HP-BladeSystem-News-Events/The-Real-Story-about-Server-Market-Share/ba-p/5359281:
   "Fact 6: HP is #1 in Windows® revenue and units worldwide.
   HP has a commanding 40.0% revenue share of the Windows market and leads the nearest competitor, Dell, by 17.1 percentage points."

Why 32-bit?

5. **My IT administrator tells me that we must keep 32-bit operating systems, but I don't understand what's the difference between 32-bit vs. 64-bit. Please help.**

The major difference between 32-bit versus 64-bit is the RAM access. 32-bit operating systems have access of 4 GB or 2 GB of RAM. With Windows Server 2003 Standard edition, the RAM was 2 GB; Datacenter and Enterprise editions utilize 4 GB of RAM. 64-bit can access 17.2 billion gigabytes.

In addition, in 32-bit OSes, devices like video cards and motherboard BIOS take up room in that same 4 GB space, which means the underlying operating system gets access to even less of the RAM on the system. If the application is 16-bit, the only option is a 32-bit operating system; the 64-bit OSes cannot handle the program.

6. **Can my 64-bit Windows product run a 32-bit application?**

Yes—2 ways are immediately available. First, you can use WoW64 (see question 21 for more details). And secondly, you can virtualize the server with an edition of Windows Server 2008 R2 (Standard, Enterprise, or Datacenter), and install the 32-bit OS as a guest operating system along with its applications.

Virtualization rights vary by edition with Windows Server 2008 R2. This table depicts how many physical/virtual installations you can have with the various versions of the operating system environment (OSE).

OS version	Physical OSE	Virtual OSE
Windows Server 2008 Standard	1	1
Windows Server 2008 Enterprise	1	4
Windows Server 2008 R2 Standard	1	1
Windows Server 2008 R2 Enterprise	1	4
Windows Server 2008 Datacenter	1	Unlimited
Windows Server 2008 R2 Datacenter	1	Unlimited
Windows Server 2008 HPC	1	1

7. **My Microsoft rep reminded me I could buy the new Windows Server 2008 R2 products and downgrade to Windows Server 2003. How does this impact my support with HP?**

While Microsoft allows a customer to downgrade their operating system from Windows Server 2008 R2 or Windows Server 2008 to Windows Server 2003 R2 (see this page for details: www.microsoft.com/windowsserver2008/en/us/downgrade-rights.aspx), the HP server must be certified to support the older operating system. The OS support matrix should be used to determine certification status (www.hp.com/go/wincert).

Customers that choose to downgrade their operating system to a certified platform are entitled to the 90 days of warranty support under the terms of their platform warranty for Installation, Configuration, and Startup support as they would be under the original operating system warranty. The same support rules apply for customers that purchase software support beyond the 90-day warranty period.

More information can be found here:

- http://h30507.www3.hp.com/t5/Coffee-Coaching-HP-and-Microsoft/Welcome-to-quot-Windows-Server-Downgrades-quot-101/ba-p/93619

- http://h18004.www1.hp.com/products/servers/software/microsoft/windows2003/downgrade.html

And please look at this white paper www.hp.com/go/windowsfaq under the downgrade section for more information.

Microsoft support lifecycle for operating systems

8. **I understand that Windows Server 2003 isn't in Mainstream Support. What does Mainstream Support mean to me?**

According to Microsoft's site http://support.microsoft.com/gp/lifepolicy, Mainstream Support is the first phase of the product support lifecycle and provides all of the standard support services that Microsoft offers, such as Incident support (no-charge incident support, paid incident support, support charged on an hourly basis, support for warranty claims), security update support at no additional cost, non-security hotfix support, design changes, and feature requests.

Note: At the end of the Mainstream Support phase, support for Consumer products comes to an end. Business and Developer products are provided a minimum of another 5 years of support in the Extended Support phase.

And from the website, the differences in support structure are seen below:

Support provided	Mainstream Support phase	Extended Support phase
Paid support (per-incident, per hour, and others)	X	X
Security update support	X	X
Non-security hotfix support	X	Requires Extended Hotfix Support agreement, purchased within 90 days of Mainstream Support ending
No-charge incident support	X	
Warranty claims	X	
Design changes and feature requests	X	
Product-specific information that is available by using the online Microsoft Knowledge Base	X	X
Product-specific information that is available by using the Support site at Microsoft Help and Support to find answers to technical questions	X	X

9. **So if Mainstream Support is over for Windows Server 2003, what support is it in and what does that mean to me?**

According to the Microsoft site http://support.microsoft.com/gp/lifepolicy, **Extended Support** will be available to most customers.[2] Extended Support includes: paid support (support that is charged on an hourly basis or per incident), security update support at no additional cost, and paid hotfix support. To receive hotfix support, an Extended Hotfix Support contract must be purchased within the first 90 days following the end of the Mainstream Support phase.

10. **What date did Microsoft end Windows Server 2003 Mainstream Support?**

July 13, 2010, according to the Microsoft website: http://support.microsoft.com/lifecycle/?p1=3198

11. **What date will Microsoft end Windows Server 2003 Extended Support?**

July 14, 2015, according to the Microsoft website: http://support.microsoft.com/lifecycle/?p1=3198

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[2] Microsoft will not accept requests for warranty support, design changes, or new features during the Extended Support phase.

OS certification lifecycle

12. **What does "Designed for" and "Certified for" mean for Windows 2003?**

    The "Designed for Microsoft® Windows® Server 2003" and "Certified for Microsoft® Windows® Server 2003" logos identify hardware and software merchandise that meet or exceed certain quality standards of compatibility with the Microsoft Windows Server 2003 operating system. Microsoft offers these logos to help customers identify merchandise that meets a baseline definition of features and quality goals, and Microsoft periodically reviews compliance with these standards.

13. **When did Server Certification of any new server for Windows Server 2003 R2 end?**

    It was **ended by Microsoft on July 13, 2010**.

14. **What is the deal with device certification?**

    Windows Logo Kit 1.6 supports Microsoft® Windows® Server 2003 Device submission, but does not support its System submissions. Microsoft® Windows® Server 2003 device and driver support will continue for at least another couple of years.

15. **Is the Windows Server 2003 Logo Program still active for server systems and devices?**

    The Windows Server 2003 System Logo Program ended on July 13, 2010. Logo submissions will not be accepted for the Windows Server 2003 System Logo Program. The Windows Server 2003 Device Logo Program remains open; visit http://msdn.microsoft.com/en-us/windows/hardware/gg463054.

16. **Is there any OEM that can sell Windows Server 2003 R2?**

    No, sales ended by Microsoft policy on December 31, 2009.

17. **When do the downgrade rights for OEMs end for Windows Server 2003 R2?**

    Windows Server 2003 R2 downgrade distribution rights ended March 31, 2011 for all OEMs.

Licensing

18. **I understand that if I had purchased a Windows Server 2003 R2 x64 edition, my license would permit me to use the 32-bit edition instead. How can I obtain that media and product key?**

    If you obtained your server with an HP OEM license for Windows Server 2003 R2 x64, the media for both x64 and x32 was included. If you have lost your media, please contact HP call centers for replacement (see question 9 to get call center information). You will have to cover a small media replacement fee. If you purchased any other type of license, contact Microsoft fulfillment services in your region.

    Changing from x64 to 32-bit requires the OS to be reinstalled using the 32-bit media. The media will not prompt for a product key when installing on HP hardware, either when using SmartStart (choose selection with "HP branded") or when installing directly from the OEM media. The OS installation will also be pre-activated when installed on HP hardware.

19. **How do I contact HP for support for my Windows Server product?**

    You can locate the phone number for the nearest HP support team via the worldwide contact numbers link, http://welcome.hp.com/country/us/en/wwcontact_us.html

20. **What information do I need to have available when I contact HP for support?**

    Be sure to have the following information/documentation available before you call:

    - Proof of purchase (to be sent via fax or email)
        - An invoice with software and server SKUs (HP or distributor SKU)
        - A picture of the COA affixed to the server, showing the 5x5 product key

- Credit card information (to be provided over the phone)—replacement media requests only

Note: If proof of purchase is not readily available, be prepared to provide the type of Windows product being requested, including the edition, plus the HP server type, model, and serial number.

Alternatives to 32-bit

21. **I've heard something about WoW64—what is it?**

   Check out the recently updated information at the "x64 computing website," and review the latest information on WoW64 at http://msdn.microsoft.com/en-us/library/aa384249(v=vs85).aspx for full details and a technical drill-down on the MSDN site. The article is called "Running 32-bit applications."

22. **Virtualization seems to keep coming up as a solution for my need to keep the 32-bit application. I'm not sure that this will work—won't it be slow?**

   You can fully virtualize your Windows Server 2003 environment on Hyper-V and consolidate servers, reduce cost, and increase reliability. Windows Server 2003 can be installed in (or migrated to) a guest virtual machine (VM) running on Windows Server 2008 R2 Hyper-V and can take advantage of the latest server technology base that Windows Server 2008 R2 Hyper-V provides. Please note the Windows Server 2003 EOL policies in line with support of the guest VM to ensure you understand your support options.

   "About Virtual Machines and Guest Operating Systems", updated September 7, 2011, and found at http://technet.microsoft.com/en-us/library/cc794868(WS.10).aspx, provides information on operating systems that are supported for use on a virtual machine as a guest operating system.

   In addition, a recent report, "Hyper-V R2 SP1 Application Workload Performance", Copyright © 2011, Enterprise Strategy Group, Inc., shows the findings that Hyper-V R2 SP1 can be used to virtualize tier-1 data center applications with confidence. See more information at www.microsoft.com/hyperv.

23. **Embedded Server is another solution someone told me about. Does this fit for my needs?**

   Embedded OSes are for "appliance" environments. If your server is a general-purpose server, then this is not an alternative for you. See more information from Microsoft on "Embedded" to determine if this is the route for your needs: www.microsoft.com/windowsembedded/en-us/windows-embedded.aspx.

24. **Please explain the benefits of 64-bit Windows operating systems.**

   Some of the benefits of using Windows Server 2008 R2 are the following:

   - Reduce costs with virtualization
   - Simplify data center management
   - Improve data security
   - Reduce power consumption
   - Increase application performance

   For more information, see: www.microsoft.com/en-us/server-cloud/windows-server/2008-r2-benefits.aspx

25. **I've heard there's something called a Proof of Concept. What is it?**

   Working with HP Services provides customers with confidence of the environment on 64-bit or it can help to port the environment to newer applications through a Proof of Concept (POC); there is typically an engagement fee for this involvement, but worth the investment. See your HP representative for more information.

References

Visit the following websites to learn more about the subjects covered in this FAQ:

- www.hp.com/go/proliantwindows
- www.hp.com/go/windows/documentation
- www.hp.com/go/wincert
- www.microsoft.com/licensing/programs/sa/default.mspx

- HP ProLiant Global Limited Warranty & Technical Support Terms
  http://h18004.www1.hp.com/products/servers/platforms/warranty/index.html

- HP service upgrades www.hp.com/services/microsoft

- Microsoft Support Lifecycle Policy www.microsoft.com/lifecycle

- HP support for Windows Server products http://welcome.hp.com/country/us/en/wwcontact_us.html
  http://msdn.microsoft.com/en-us/library/aa384249(v=vs85).aspx

- www.microsoft.com/windowsserver2008/en/us/downgrade-rights.aspx

- http://h30507.www3.hp.com/t5/Coffee-Coaching-HP-and-Microsoft/Welcome-to-quot-Windows-Server-Downgrades-quot-101/ba-p/93619

- http://h18004.www1.hp.com/products/servers/software/microsoft/windows2003/downgrade.html

- http://support.microsoft.com/gp/lifepolicy

Get connected
www.hp.com/go/getconnected

Current HP driver, support, and security alerts delivered directly to your desktop