

LANsultants Times

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MICROSOFT PRODUCT LIFE CYCLES

On October 15th Microsoft implemented a new product support program. During the first 5 years following a product's release, Microsoft will provide free service patches and updates, referred to as Mainstream Support by Microsoft. During the sixth and seventh year following a product's release, updates and patches will be available only through paid service contracts. After the eighth year the product will no longer be supported by Microsoft, not even in their knowledge base. Mainstream Support expiration dates are as follows.

Windows 98	06/30/04
Windows 2000 Pro	03/31/05
Windows XP Pro	12/31/06
Office 2000	06/20/04
Office XP	06/30/07
Outlook 97/98	06/16/04
Outlook 2000	06/30/04
Outlook XP	06/30/07
Exchange 5.0/5.5	12/31/03
Exchange 2000	12/31/05
Windows 2000 Server	03/31/05
2000 Small Business Server	Unannounced

For more information visit
<http://support.microsoft.com/default.aspx?scid=fh;en-us;lifecycle>

Office 2003 will not be supported on MS-Windows 95/98 or NT workstations.

HOLIDAY SCHEDULE

LANsultants will be closing at 3:00pm on Wednesday, November 27th and all day Thursday, November 28th in celebration of Thanksgiving. We will also be closed Friday, November 29th which is the first day of Hanukkah.

SYMANTEC MAY BE CONTACTING YOU

Over the last two years, LANsultants has installed Symantec's Norton Anti-Virus Corporate Edition with the optional second year software maintenance renewal agreement for most of our clients. Symantec's licensing database is unable to differentiate between 1 and 2 year license renewal dates and many clients have received premature renewal notices from Symantec. LANsultants maintains independent records of your license procurement and renewal dates and will provide 45+ days notice of the correct renewal date. If you receive a renewal notice from Symantec, contact LANsultants and we will confirm the expiration date of your existing license.

INVOICE DISPUTE PROCEDURES

In the event you question a charge on an invoice, please bring it to John Miller's attention at LANsultants at your earliest opportunity. If you cannot call promptly, please pay all non-disputed charges in a timely manner and include a note describing why you are disputing certain charges. We will then review the work history and billing records and respond to your inquiry promptly. It is unfair to those clients who do pay promptly that our cost of doing business is increased by the small percentage of clients who do not.

In the event you require more than 59 days from the invoice date to pay any invoice, call LANsultants upon receipt to arrange for mutually acceptable payment terms.

If you would like to be removed from our fax newsletter please fax request to 215-875-7346.
