

End of Server Life Process information for Schools

Tech must initiate a remedy **TICKET** for ANY one, or more **of the following processes** to take place.

Please remember, that in order for any data to be recovered, backups must have taken place and data should be current, for retrieval. If a server is beyond economic repair and there is no data to recover it is up to the site tech to prepare the surplus form for moving the unit to B-stock. METRO TECH will remove the server from the rack to assist in the surplus process.

Apple Service Process

RAID Failure (not related to PSU failure)

Remedy process:

- a. Ticket generated to METRO TECH.
- b. **METRO TECH will declare RAID is beyond economic repair (BER) and remove drives. METRO TECH will remove RAID from rack to assist in surplus process.**
- c. METRO TECH will deliver drives to I&T for data recovery.
I&T will bring data up on server housed at I&T.
- d. I&T will determine if site has a VM already or if one needs to be created
- e. TWO week timeline starts when tech is notified of data recovery to be transferred. Once timeline ends, the drives will no longer be available to obtain/retrieve data.
- f. Drives will be sent to B-stock for disposal.
- g. Remedy ticket will be closed.
- h. Tech is to complete form to B-Stock both Xserve and RAID so that devices to be removed from inventory.

Xserve / RAID Power Supply failure

Remedy process:

- a. Ticket generated to METRO TECH.
- b. **METRO TECH will declare Xserve and/or RAID beyond economical repair (BER).**
- c. **METRO TECH will provide and install a temporary power supply to facilitate data transfer before decommissioning server.**
- d. METRO TECH will notify I&T Server Team that Apple Server failure has occurred.
- e. I&T will determine if site has a VM already or if one needs to be created
- f. I&T will contact site of location for data migration.
- g. Tech will perform migration of data to designated server.
- h. TWO week timeline starts when tech is notified of data recovery to be transferred.
- i. **Once transfer is complete, site will notify METRO TECH and power supply will be retrieved. METRO TECH will remove Server (and RAID) from rack to assist in surplus process..**
- j. Remedy ticket will be closed.
- k. Tech is to complete form to B-Stock both Xserve and RAID.

For Servers with Deploy Studio

Site will acquire a workstation to place the application on and external harddrive to place images on. I&T (Network Integration) will make recommendations on requirements to site for this

process (need redundancy for backups)

Windows Service Process

METRO TECH will repair your IBM Series X server as long as repair parts are available.

Power supplies, VRM regulators for CPU, Memory, Hard Drive(s) and Backup Drives (replaced with external USB drive) are available for the foreseeable future. We will keep your IBM server up and running if at all possible, until expiration.

Motherboard Failure

Remedy process:

- a. Ticket generated to METRO TECH
- b. METRO TECH declares server is beyond economical repair (BER).**
- c. METRO TECH informs I&T server team that Windows Server failure has occurred.**
- d. METRO TECH will remove backup tape(s) or USB backup drive or internal Hard Drives (labeled 0, 1, 2, 3 and 4) and deliver to I&T. METRO TECH will remove server from rack to assist in surplus process.**
- e. Server Team will notify tech of new VM
 - i. Tech performs clean up.
 - ii. Tech will notify IT of completion of migration.
- f. Return external USB backup drive to site, via PONY**
- g. Schools will supply local computer for new pixie rep to image pc's
- h. Tech to notify I&T where Golden master is to be placed on a local machine.
- i. Remedy ticket will be closed.
- j. Tech is to complete form to B-Stock for Windows Server.

Things you should know:

Keep all B-Stock documents (in the event that it remains on your inventory after removal)

Sites must use SMB connection after migration for Mac to Windows

10.4 And older macs must use fully qualified domain names:

smb://nameoftheserver@browardschools.local

Server Process for departments will be handled differently. A remedy ticket is still required.

I&T and METRO TECH will determine whether servers can be fixed or virtualized!