



Electric Supported Server Hardware & Software

Scope of Support

Electric's Scope of Support for server infrastructure covers the following hardware and software categories:

- Server Physical Hardware (I.e., On-premises Servers)
- Server Operating Systems
- Virtualization Platforms and Virtual Machines (VMs)

Server Physical Hardware

Manufacturer	Level of Support
Dell	Supported
HPE	Supported
Lenovo	Supported
Synology NAS	Supported
QNAP NAS	Supported
Mac	Supported

Please be advised that Electric recommends proactively upgrading any server hardware more than 5 years old due to the increased likelihood of device failures from aging equipment.

Server Virtualization Platforms

Virtualization Platform	Level of Support
Microsoft Hyper-V	Supported
VMware vSphere (ESXi 6.5 and above)	Supported
Microsoft Azure	Supported
Oracle VM VirtualBox	Unsupported
Citrix Hypervisor	Unsupported
Red Hat Virtualization (RHV)	Unsupported
Oracle VM Server	Unsupported

No support is available for the above **Unsupported** Virtualization Platforms at this time.

Server Operating Systems

OS Version	End-of-life Date	Level of Support
Windows Server 2019	1/9/2029	Supported
Windows Server 2016	1/12/2027	Supported
Windows Server 2012/2012 RS	10/10/2023	Supported
Windows Server 2008/2008 RS	1/14/2020	Unsupported
Windows Server 2003/2003 RS	7/14/2015	Unsupported
OS X Server/macOS Server (App)	Janurary 2018	Unsupported
Linux (All versions)*	N/A	Unsupported

Electric offers limited support for **Unsupported** Server Operating Systems as noted below.

***No Support** is available for Linux Operating Systems.

Services by Level of Support (for Server Operating Systems)

Services	Supported OS	Unsupported OS
Remote Diagnostics	✔	✔
File Shares/Drive Mapping	✔	✔
Active Directory Management	✔	✔
Group Policy/OU Management	✔	✔
On Demand Troubleshooting	✔	X
Azure AD Sync Management	✔	X
DNS/DHCP	✔	X
On-Demand Minor OS Patches	✔	\$
On-Demand Routine Maintenance	✔	\$
Backup & Disaster Recovery	\$	\$
Major OS Version Upgrades	\$	\$
On-Site Troubleshooting	\$	\$
Hardware Upgrades & Replacements	\$	\$
Microsoft Exchange Services	X	X
ERP Software Management	X	X
Database Troubleshooting	X	X
QuickBooks Management	X	X
Web Server Management	X	X

\$ = Additional Cost

Important Server Hardware & Software Support Details

Electric's **Supported** server hardware and software enables the best possible support experience for customers and includes additional support features at no additional cost.

Electric's scope of support for **Unsupported** server Operating Systems is limited to the services noted above, unless otherwise agreed upon by Electric. Consult your Account Executive or Customer Success Manager for more information. Hardware or software that falls into the unsupported category is either end-of-life or is not a product Electric has trained our service desk technicians to support.

Electric strongly recommends that all server hardware more than 5 years old and server Operating Systems that have reached end-of-life be upgraded immediately due to the increased likelihood of device failures from aging equipment and security incidents that may occur as a result of systems no longer being maintained by the manufacturer.

For any server hardware or software not noted on the above list, Electric will require a review to make a one-off determination on the level of support for said hardware or software.

Electric's Professional Services team is capable of making strategic recommendations for server upgrades and decommissions. These upgrades will incur additional costs for equipment, installation, and initial configuration in the form of a project. Electric offers migration services to move your on-premises Windows domain controller to the Microsoft Azure Cloud.

Electric does **NOT** support the following server software / services at this time: Linux Operating Systems, mail servers (e.g., Microsoft Exchange), ERP software, accounting software (e.g., QuickBooks), databases (e.g., SQL), Web servers, DevOps tools, or Cloud Computing PaaS environments hosted on AWS, Azure, or Google Cloud.

Please be advised that Electric supported server hardware, software, and this document are subject to change at any time.

V1.9112020.