



Sam Houston State University

A Member of The Texas State University System
Division of Information Resources

Computer Services Workstation End of Life (EOL)

Workstations that are on the University Local Area Network must meet a minimum standard to advance campus security. Workstations become obsolete as manufacturer support options for these machines decrease. When manufacturers discontinue hardware products, it becomes impossible to upgrade or repair the workstations. Furthermore, newer software products require more memory, larger hard drives, and additional processing power.

Therefore, it is necessary to officially end the life of SHSU machines under these circumstances. The first step in the process will be to label these machines with an EOL tag. Any workstation labeled with an EOL tag may be removed from the campus LAN network at the discretion of a Computer Services Helpdesk Technician. The following is a list of reasons a machine may have to be removed from the campus network:

- ✓ The machine cannot receive required security updates due to hardware limitations.
✓ The machine is infected with a virus or a worm and hardware limitations prevent patching.
✓ The machine is unable to support the latest SHSU software.
✓ Hardware failure (motherboard, hard drive, processor etc.)

Upon receiving this notification, you should contact your department head that your machine has reached the end of its life and may be removed from the network. Your department must purchase a new machine or assign you another one from within the department. If your computer fails and your department is currently unable to purchase or provide you with another computer, your name will be placed on a waiting list of personnel who will receive a recycled machine temporarily until your department can provide you with a replacement.

If you have any questions please contact the Helpdesk at helpdesk@shsu.edu or 4-1950.

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Please sign below that you have read the above and understand that your workstation has reached its End Of Life and may have to be removed from the Campus LAN.

Property Tag: _____

Username _____

Signature: _____

Department: _____

Department Chair Username _____
(A follow-up e-mail EOL notification will be sent by Computer Services.)

Sam Houston State University is an Equal Opportunity / Affirmative Action Institution

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