

# AssetMetrix RESEARCH LABS



## Analysis of Windows 2000<sup>®</sup> Popularity in 2005

### Executive Summary:

On June 30<sup>th</sup>, 2005 mainstream support for Microsoft's Windows 2000 will end, and Windows 2000 will enter an extended support phase until June 2010.

Though the popularity of Windows XP has increased from 7% (December 2003) to 37% (March 2005), Windows 2000 popularity has remained relatively constant at 50% or higher over the same time period, suggesting that there are factors causing the retention of Windows 2000, independent of the acceptance of Windows XP.

With Windows 95 & 98 no longer supported nor deployed significantly, Windows 2000 is now clearly the next edition of Windows to be retired. But the dominating popularity of Windows 2000 – in contrast to termination of mainstream support as well as the encroachment of Windows XP since October 2001 - suggests that Windows 2000 still plays an important part in some organizations.

Though Windows 2000 is at the inflection point of being replaced by Windows XP via PC replacements, the significant popularity of Windows 2000, along with the proposed release schedule of 'Longhorn' (Microsoft's next anticipated operating system), create an immediate requirement to determine whether Windows 2000 should be maintained during Microsoft's extended support timeframe or not.

### CONCLUSION:

**Organizations should determine two factors when considering whether to maintain Windows 2000 until (at least) the Q1-2007 arrival of Longhorn or to phase into Windows XP to ensure efficient management and support.**

#### **Factor 1:**

Companies should identify the role that client-based Windows 2000 plays within their organization and determine if the presence of Windows 2000 is due to any of:

1. the age of PCs
2. a standard for internal support and management
3. a standard due to external or business-critical processes.

#### **Factor 2:**

Through desktop inventory, organizations should determine:

1. PC replacement forecast up to mid-2007, and
2. Current population count of Windows 2000 and Windows XP

## **Statistical Synopsis**

AssetMetrix Research Labs conducted an analysis of over 150,000 Windows based PCs from over 200 corporations ranging in size from 20 to 54,000 employees, across six quarterly time periods from Q4-2003 to Q1-2005.

Overall, Windows 2000 still maintains the leading position, losing only 4 percentage points in popularity from 52% in Q4-2003 to 48% in Q1-2005.

Also, within that same time period:

- Windows 95, 98, & NT have been marginalized from (collectively) 38% to less than 5%.
- Windows NT popularity was reduced from 13.5% to about 10%.
- Windows XP showed a significant gain, rising in popularity from 6.6% to 38%.

Windows XP gained dominance (53%) against Windows 2000 (38%) in the 20 to 250 PC market size as of Q4-2004.

Though Windows XP is now the most popular OS for companies under 250 PCs, Windows 2000 is still the predominant OS maintaining a >50% market share for organizations over 250 PCs.

Statistical analysis points to a potential retention of Windows 2000, with Windows XP replacing older Win9X and NT based PCs.

# Index

<i>ACRONYM TABLE</i>	4
<i>Dataset Parameters</i>	4
<i>Data Analysis:</i>	5
<i>Reviewing Windows 2000 popularity, then and now</i>	5
<i>Reviewing Windows 2000 popularity across Time</i>	6
<i>Reviewing Windows 2000 Popularity across Market Segments</i>	8
<i>Windows 2000 within the Microsoft Windows RoadMap</i>	10
<i>Microsoft's Extended Support policy for Windows 2000</i>	11
<i>Commentary:</i>	13
<i>Factors leading to Windows 2000 popularity.</i>	13
<i>Departing from Windows 2000, when, how and why (not)?</i>	14
<i>Calculating the jump between XP and Longhorn</i>	15
<i>Data Privacy</i>	18
<i>About AssetMetrix</i>	19
<i>About AssetMetrix Research Labs</i>	19
<i>About the Author</i>	19

## ACRONYM TABLE

ACRONYM	DEFINITION
PC	Personal Computer
Win XP	Windows XP Operating System
SP	Service Pack <i>version</i> (i.e. Service Pack 2)
SME	Small to Medium Enterprise (up to 500 PCs)
OS	Operating System
VLA	Volume License Agreement

## Dataset Parameters

AssetMetrix Research Labs conducted a statistical analysis of the Windows operating systems across 200 companies

Each fiscal quarter, AssetMetrix Research Labs reviewed the statistical data of organizations that conducted a company-wide inventory. For each quarter, the number of qualifying companies (greater than 20 PCs) and the total number of PCs were determined.

As the identity of the qualifying companies was not released, there is no determination that a company is represented more than once throughout this analysis.

Quarter	Qualifying companies	Total PCs
Q1-2004	140	47,737
Q2-2004	158	63,664
Q3-2004	165	54,188
Q4-2004	160	82,413
Q1-2005	177	80,336

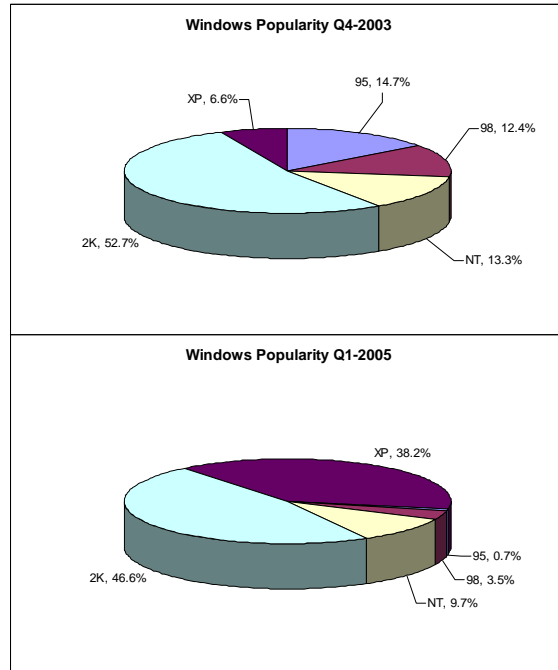
## Data Analysis:

### Reviewing Windows 2000 popularity, then and now

In December 2003, AssetMetrix Research Labs published its first review of Windows popularity, reviewing the popularity of Windows 98 as it was approaching the end of its mainstream support. At that time, Windows 95 and Windows 98 accounted for about 30% of all Windows. Windows XP was noted to represent only 6.6% and Windows 2000 was noted as the most popular at 53%.

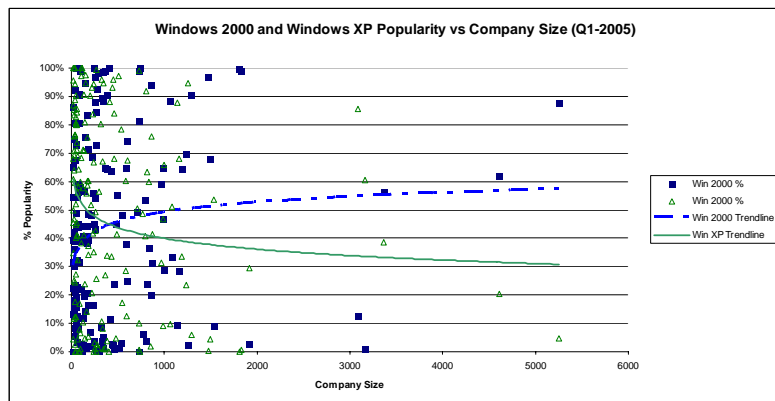
On June 30 2005, Microsoft will be ending mainstream support for Windows 2000. Since December 2003, Windows 95 & 98 popularity have diminished to less than 5%, while Windows XP has increased from 6.6% to almost 40%.

All the while, Windows 2000 appears to have maintained its popularity, and overall is still the most popular Windows OS within this research note, eroding only 5% since December 2003 to 48% in March 2005.



The *Windows 2000 and Windows XP popularity vs. Company Size* chart indicates that distribution of Windows XP and Windows 2000 is not necessarily aligned with company size.

There is a trend that smaller companies are somewhat more aligned with a greater Windows XP popularity (dashed blue line on top) and that larger companies are somewhat more aligned with a greater Windows 2000 popularity (solid green line on bottom).

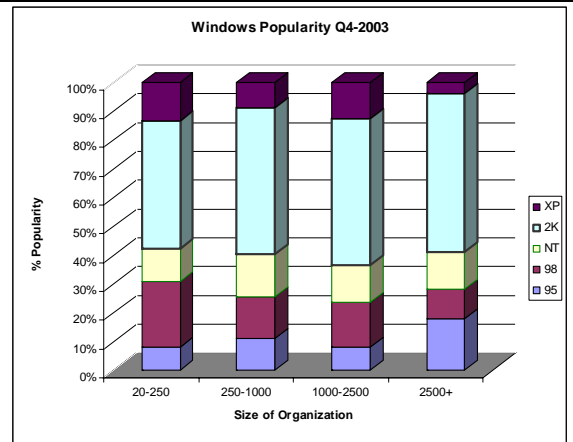


## Reviewing Windows 2000 popularity across Time

### Q4-2003

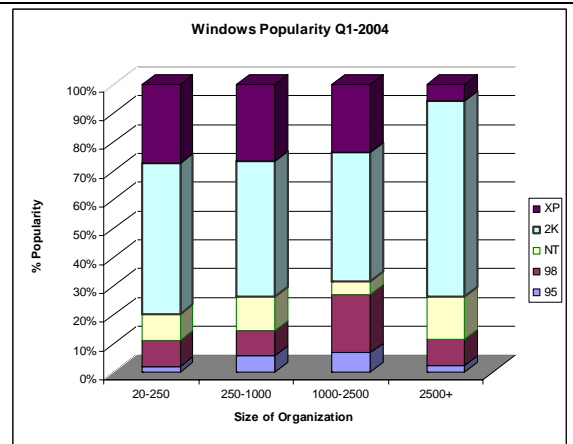
All market segments have a near equal composition of Windows editions. In October 2003, Microsoft announced the end of support for Windows 98.

Windows 2000 is the predominant OS across all market segments, with Windows 95 & 98 (i.e. '9X') still being more popular than Windows XP.



### Q1-2004

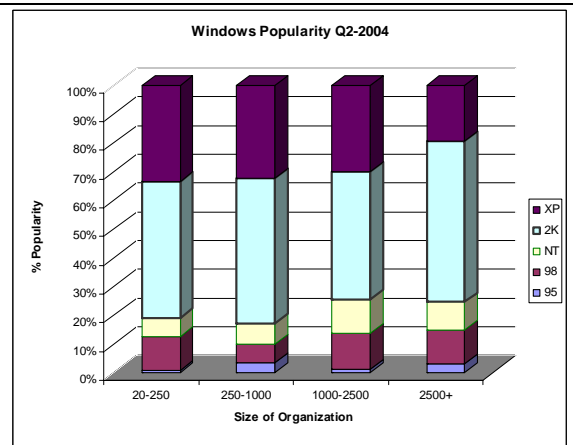
Win 9X is starting to diminish in the smaller market segments, and Windows XP appears to be increasing correspondingly.



### Q2-2004

Windows XP is increasing in popularity, and more so in smaller market segments.

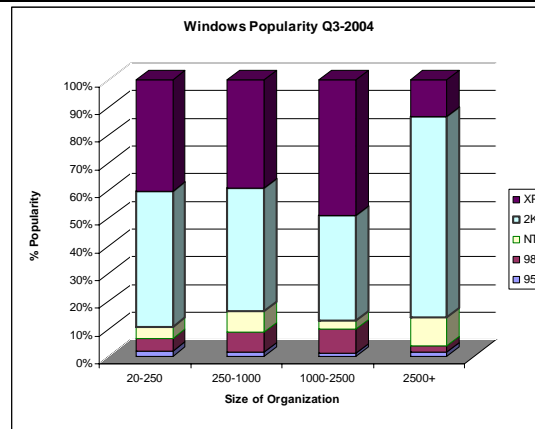
Overall, Windows 2000 is maintaining its relative popularity across all market segments.



**Q3-2004**

Windows XP claims a significant portion of smaller market segments as Windows 95, 98 and NT continue to be eroded.

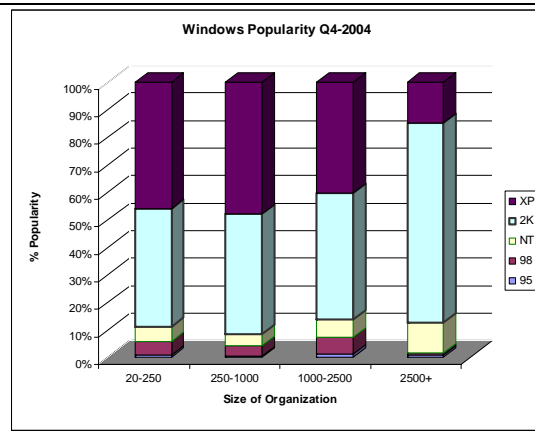
Windows 2000 still maintains the dominant position in all segments.



**Q4-2004**

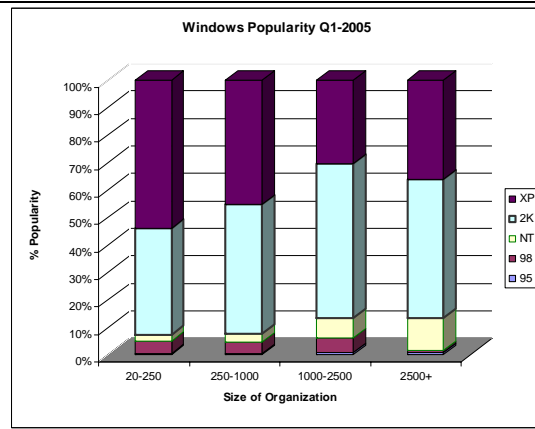
Windows XP appears to be making significant encroachment across all market segments, as Windows 95, 98 and NT become marginalized in all but the largest companies.

Windows 2000 still maintains a dominant position in all market segments.



**Q1-2005**

Windows XP obtains a dominant position in the lowest market segment, and is poised to do the same for the 250-1000 segment. Larger segments are still dominated by Windows 2000, but Windows XP's popularity in those segments is significant.



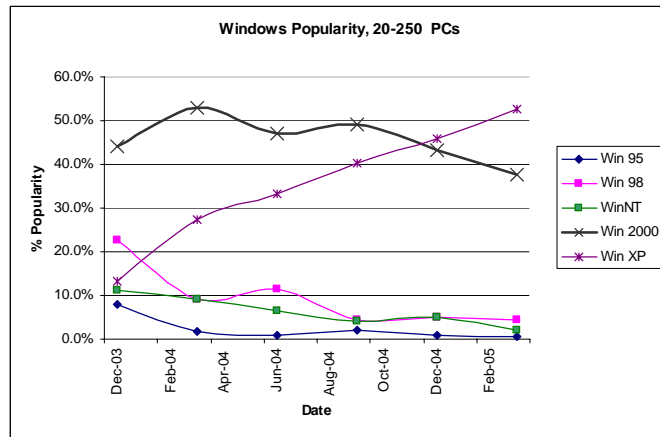
## Reviewing Windows 2000 Popularity across Market Segments

This study reviewed the transition of 5 different client-based Windows operating systems across 5 different size ranges of organizations.

### 20-250 PCs

In this smallest company-size range, Windows XP has, since December 2004, advanced to the most popular edition of Windows.

Windows XP has gained a constant growth rate, effectively replacing Windows 95, 98 and NT from December 2003 to November 2004, and then replacing Windows 2000 after November 2004.

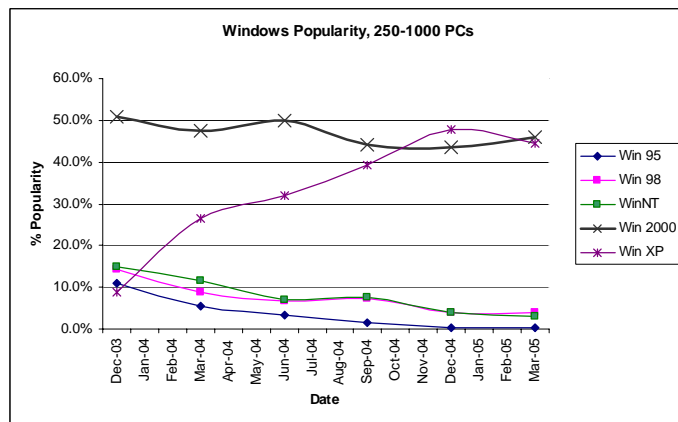


### 250-1000 PCs

The next range of organization size, 250 to 1,000 PCs, is the entry level for Microsoft's Volume Licensing program (Open Select), offered by LARs (Large Account Resellers) for organization with at least 250 PCs.

Within this study's time frame, Windows 2000 is effectively now tied for popularity with Windows XP, which saw the same level of growth as the previous range of 20-250 PCs.

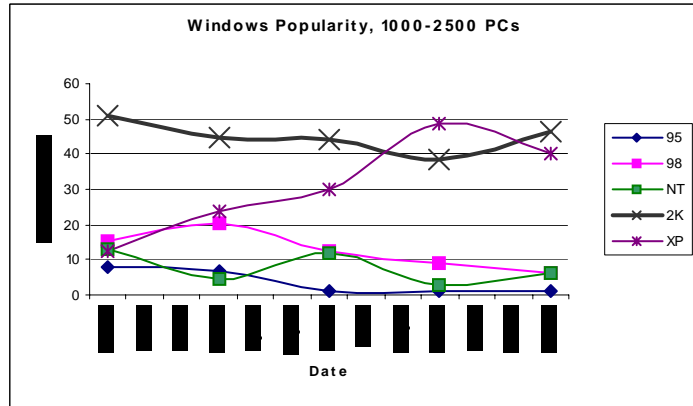
Windows 95, 98 and NT began at the 10-15% range each and now represent less than 10% of the total PC population in this size segment.



**1000-2500**

Organizations in this company size range are almost always participating in one of Microsoft's Volume License Agreement (VLA) programs.

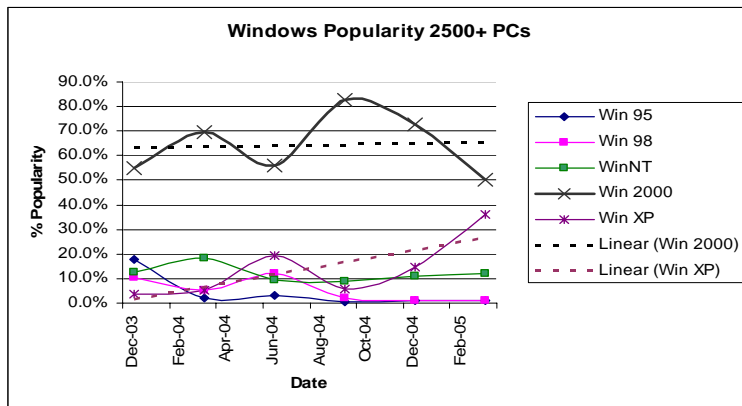
Windows 2000 popularity remains strong throughout the 5 quarters, while Windows XP shows gradual increase in popularity as Win95, 98 and NT slowly lose popularity.



**2500+**

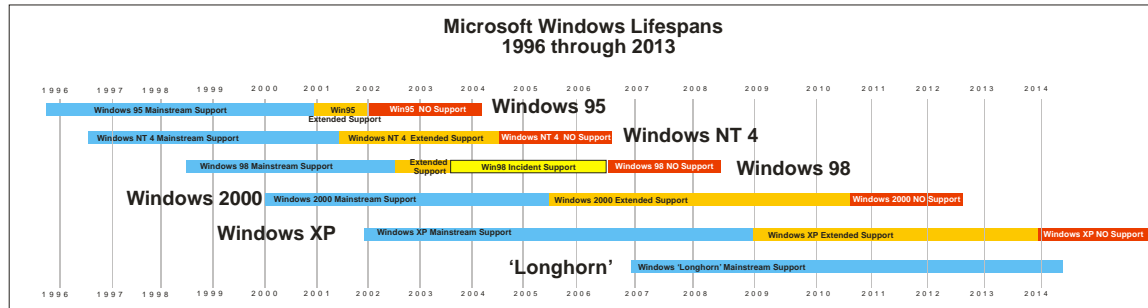
Organizations in this company size range are almost always participating in one of Microsoft's VLA programs.

Windows 2000 shows a strong, but gradually decreasing popularity, while Windows XP's popularity isn't greatly affected until mid-2004.



Windows NT obtains a strong third position in popularity until Q1-2005

## Windows 2000 within the Microsoft Windows RoadMap



OS	LifeSpan
Windows 95	63 months ( 5 years, 3 months)
Windows NT 4	95 months ( 7 years, 11 months)
Windows 98	96 months ( 8 years)
Windows 2000	126 months (10 years, 6 months)
Windows XP	144 months (12 years)*

\* Windows XP lifespan assumes the launch of Longhorn in Dec 2006. Microsoft has yet to publicly declare launch dates.

Windows 2000, launched in February 2000 continues the trend of having an increased lifespan with respect to previous editions of Windows.

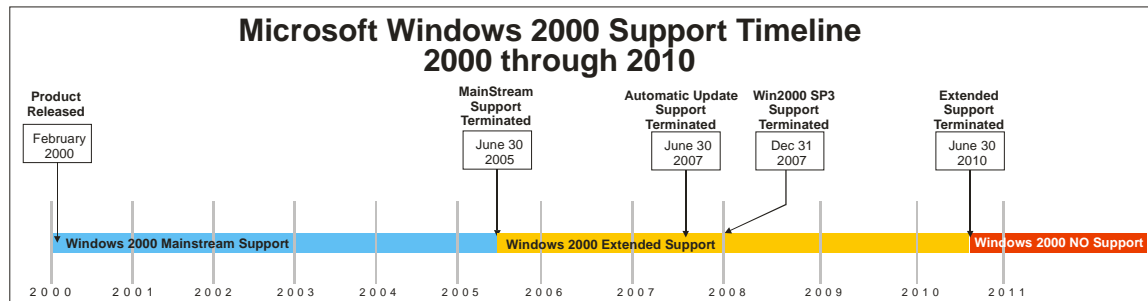
The mainstream support phase of Windows 2000 intersects with the Mainstream support for all previous editions of Windows (NT4, 98 and 95) for a period of 7 months between February 2000 (introduction of Windows 2000) and Aug 2000 (mainstream support termination for Windows 95).

Windows 2000 has also shared a mainstream support overlap period of 3.5 years with Windows XP from December 2001 (introduction of Windows XP) until June 30, 2005.

If Longhorn (Microsoft's next anticipated operating system) is released on or about December 2006, Windows 2000 will share a support overlap with Longhorn for a period of 3.5 years.

## Microsoft's *Extended Support* policy for Windows 2000

When considering Windows 2000 beyond its mainstream support phase, there will be a number of milestones to be aware of:



### Windows 2000 Support Milestones:

#### June 30, 2005: Termination of mainstream support

Termination of mainstream support and introduction of extended support will have the following effects on Windows 2000 users:

<b>Product Enhancement</b>	Microsoft will not accept requests for warranty support, design changes, or new features during the extended support phase <sup>1</sup> .
<b>Support</b>	Incident Paid Support pricing remains the same (\$245/USD per phone based incident, \$195 USD for Web based incident) <sup>2</sup>
<b>Updates</b>	Security update support at no additional cost. Non-security related Hotfix support requires a separate Extended Hotfix Support contract to be purchased <i>before June 30<sup>th</sup>, 2005</i> . Per-fix fees may also apply. <sup>3</sup> .
<b>Call to Action</b>	Determine the need to obtain an Extended Hotfix Support contract with Microsoft. Customers should contact their Microsoft account team representative, their Technical Account Manager, or the appropriate Microsoft partner representative for custom support options. Customers without an Essential or Premier contract can contact their local Microsoft sales office and ask to speak with the local Premier Support sales manager.

#### June 30, 2007: Termination of Automatic Updates

<b>Product Enhancement</b>	None.
<b>Support</b>	Incident Paid Support available.
<b>Updates</b>	Security updates published after June 30, 2007 will no longer be included in Automatic Updates; they must be manually downloaded. <sup>4</sup> If Microsoft suspects that a security update may help prevent a significant threat, the update may be available from Microsoft's Windows Update site ( <a href="http://windowsupdate.microsoft.com">http://windowsupdate.microsoft.com</a> ).  Windows 2000 Service Pack 3 and Security Patches for Windows 2000 Service Pack 3 will no longer be available for download after June 30, 2007 <sup>5</sup> .
<b>Call to Action</b>	Deploy Webpage change detection technologies to monitor Microsoft's Download Center ( <a href="http://www.microsoft.com/downloads/">http://www.microsoft.com/downloads/</a> ).

**Dec 31, 2007: Termination of Service Pack 3 Support**

<b>Product Enhancement</b>	None.
<b>Support</b>	Incident Paid Support pricing remains the same (\$245/USD per phone based incident, \$195 USD for Web based incident).
<b>Updates</b>	Service Pack 3 reached end of life due to termination of Microsoft Java Virtual Machine.
<b>Call to Action</b>	Ensure that Java functions are no longer required on Win2000-SP3 PCs. Migrate SP3 to SP4, Windows XP or Longhorn (as per strategy).

**June 30, 2010: Termination of Windows 2000- all editions**

<b>Product Enhancement</b>	None.
<b>Support</b>	Microsoft's self-help online articles within their KnowledgeBase (support.Microsoft.com) will no longer be publicly available.
<b>Updates</b>	None.
<b>Call to Action</b>	Ensure that the strategy of eliminating Windows 2000 is complete.

## **Commentary: Factors leading to Windows 2000 popularity.**

### **First best-of-breed OS**

Windows 2000 has become identified as a leading operating system of choice for organizations since its public release in February 2000. First referenced as "NT 5" while in beta testing, Windows 2000 was a hybrid design of NT4 security features and the user interface of the immensely successful Windows 98.

To be successful at the corporate level, Microsoft also included the following features into Windows 2000:

- A system mode and a separate user mode to protect the system from user errors and activities.
- Support for 'Win32' and Virtual DOS (for MS-DOS, Win3X apps), OS/2 v 1.3 .
- NTFS file system with disk quotas and file-system-level encryption (EFS).
- Disability support (on-screen keyboard, speech augmentation devices, on-screen magnifier and narration).
- Support for MMC functions and Active Directory.

### **Windows 2000 retention due to the 2002 recession**

As noted in the AssetMetrix Research Labs Windows 98 research note, the recession of 2002 played a large part in the retention of hardware that was originally purchased in late 1998 to mid 1999 in response to the Y2K scenario.

With little corporate budget allocated to new PC purchases, the retention of PCs inadvertently caused the retention of existing OS's, particularly Windows 98 and Windows 2000. As companies learned to deal with aging hardware support, the lack of a new budget caused an internal migration from Windows 98 to Windows 2000 to streamline support and management requirements.

### **Windows 2000 retention due to company size**

As companies increase their PC population, complexity and chaos inherent of larger systems require the use of advanced support processes and products to manage the system (network management) and respond to the chaos (support).

Windows 2000 was Microsoft's first client-based OS that effectively and successfully supported corporate requirements for end-user support and management. But, as support systems become entrenched within the built-in capacities of Windows 2000, they become a feedback loop to maintain the status-quo of Windows 2000 within the network PCs.

Smaller PC populations have the same types of problems, but with less complexity. With smaller budgets and smaller complexity, the budget and implementation of network and support management is diminished. A smaller investment into the inherent management capacities of Windows 2000 (or Windows XP for that matter) effectively removes support & management considerations from the decision to accept an OS.

Such may be the case with respect to Windows XP. Support processes (drive ghosting, certified training, etc..) were so readily accepted by larger companies that Windows XP became a potential disruptive force in the cost-efficiency of IT management.

### **Windows 2000 retention due to Windows XP security issues**

A rash of security exploits aimed at Windows XP as well, as Windows 2000 in many cases, created customer demand for a more secure edition of Windows XP. Service Pack Two (SP2) was eventually released in the fall of 2004. Initial reaction to SP2 was mixed as the re-coding of Windows XP offered significant security advantages but also caused potential incompatibilities with third-party software. In response to customer requests for more time for internal product testing, Microsoft offered a way to withhold the upgrade from XP to XP-SP2 until the spring of 2005.

As such, the issues surrounding the support of Windows XP provided the rationale for some companies to maintain a status quo with their aging Windows 2000 environment.

## Departing from Windows 2000, when, how and why (not)?

The data from this report highly suggests that – as a whole – most organizations are in a mixed ‘Windows XP-Windows 2000’ environment, where the security, usage and management features are necessary.

Typically, an organization that finds itself with a significant number of Windows 2000-based PCs will either be :

- 1) A small organization that purchased most of their PCs between January 2000 and Dec 2001, with an OEM edition of Windows 2000, and little available budget to replace PCs with an OEM edition of Windows XP
- 2) A large corporation with a potential business, security or management issue that is causing the retention of Windows 2000, regardless of the PC age and the OEM edition of Windows.

The Decision Chart (see right) should be used as a guideline to assist in understanding the dependencies on Windows 2000 and the strategy to migrate away from Windows 2000 based upon multiple factors:

### Windows 2000 Retention factors:

#### 1) Compatibility with business-critical requirements

Are there business applications that are written specifically to Windows 2000 or are incompatible with Windows XP? If so, this is a ‘show-stopper’ for PCs that are required to run this application.

Should this be the case, you must ensure that:

- The business-critical application is patched, upgraded or replaced to operate in a Windows XP environment.
- Associated PCs are ‘sanctioned’ to be Windows 2000 only within your Asset Management system in order to ensure the existence of Windows 2000 should the PC be replaced or re-imaged.

#### 2) Internal Management and Security Standards

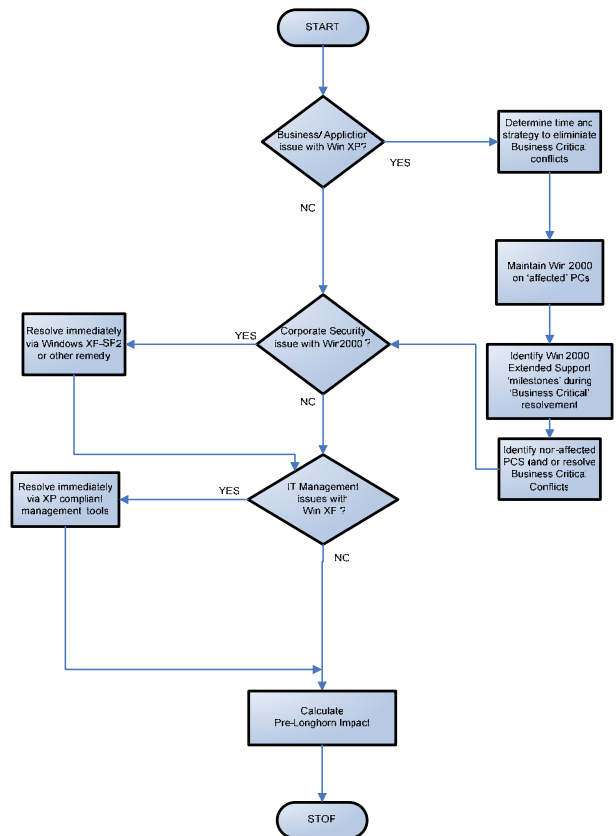
From an IT Management perspective, Windows XP offers virtually the same integration with other network management products and processes (such as naturally SMS and Active Directory). There is no disadvantage in managing a mixed Windows 2000/ Windows XP environment.

Is Windows 2000 being maintained (and/or ghosted on new PCs) as a requirement for internal management products (software distribution, remote control) or for specific security reasons (firewall, anti-spam, anti-spyware). If so, efforts should be in place to ensure that management products can operate with multiple OSes,

#### 3) An original OEM installation

Windows 2000 was bundled with PCs (from most PC manufacturers) from Jan 2000 until December 2001. This means that PCs as powerful as Xeon or Pentium 4 running at 2.0 GHz may still be using the original OEM edition of Windows 2000 that came with it.

Organizations that subscribe to certain Microsoft VLA's (OpenSelect, etc.) most likely have the right to upgrade these Windows 2000 PCs up to Windows XP, and may have done so already. Smaller



organizations (who have no hard-drive 'image' policies) may likely have the original OEM edition of Windows 2000 on the following CPU models:

(Intel) Processor Type	Maximum Speed before Dec 2001	Date of Introduction
Low-Voltage Pentium III	700 MHz	Nov 2001
Celeron (desktop)	1.2 GHz	Oct 2001
Pentium III (Mobile)	1.2 GHz	Oct 2001
Xeon	2.0 GHz	Sept 2001
Pentium 4	2.0 GHz	Aug 2001
Celeron (Mobile)	850 MHz	June 2001
Itanium	800 MHz	May 2001
Pentium III Xeon	900 MHz	March 2001

## Calculating the jump between XP and Longhorn

### Jump forward to XP? Hold back for Longhorn? Or both?

Assuming that there is no management or business-critical issue that obstructs the acceptance of Windows XP, the next question is whether you could effectively migrate to Windows XP when replacing your currently deployed PCs or to allow Windows XP to diffuse into your organization by the PC replacement activity (via obsolescence, lease termination or a combination of both).

### Should PC disposal be your Windows XP strategy?

Smaller organizations (much less than 250 PCs) will typically have a new OS introduced via new purchases and PC replacement events during the OEM-availability of that particular OS. Larger organizations typically have the capacity to determine which OSes are introduced in their system independent of PC purchases by investing in VLAs (with Software Assurance options and downgrade rights) as well as drive re-imaging practices to enforce desktop standards.

Nonetheless, larger companies have tended to allow both Windows 2000 and Windows XP to co-exist within their network. With the assumption that both OSes are manageable, (i.e. there is no business, security or management mandate to retire Windows 2000), then larger companies have the option to let Windows 2000 diffuse out of their environment via PC obsolescence.

The best way to determine whether PC obsolescence is an effective mechanism to retire Windows 2000 is to determine your total Windows XP replacement rate between now and the 1<sup>st</sup> half of 2007 (when Longhorn is anticipated).

*Total 'Pre-Longhorn' Windows XP = Windows XP count + PCs disposal count ( up to Q4-2006).*

### Determining Windows XP count

Via corporate wide inventory, one should be able to determine the composition of the different editions of Windows. As an aside, you should also identify any Windows XP-SP1 installations (for immediate upgrade to SP2) as well as ensuring that Product IDs match OEM and VLA expectations for compliancy (*as per AssetMetrix's Windows report on right*).

In this example, there are 201 out of 658 PCs that are currently using Windows XP.



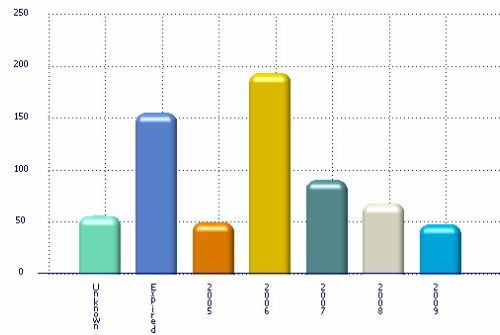
OS	Version	Product ID	#	% Pop
Windows 2000 Professional			577	87%
Windows 2000 Server			41	6%
Windows Enterprise Server 2003			1	0%
Windows NT 4 Server			1	0%
Windows Standard Server 2003			37	6%
Windows XP Professional			201	31%
↳ 5.1 Build 2600 Service Pack 1			56	9%
↳ 5.1 Build 2600 Service Pack 2			145	22%
↳ 55274-642-4227893			21	3%
↳ 55274-OEM-0011903			72	11%
↳ 55274-OEM-0050547			2	0%
↳ 76487-009-7857672			2	0%
↳ 76487-OEM-0011903			35	5%
↳ Unique IDs			13	2%
			<b>Total</b>	<b>658</b>

**Determining PC disposal count**

Via obsolescence, the PC disposal *date* is determined by applying its manufactured date to the anticipated lifespan of that PC's form-factor (Desktops and Laptops are different form factors). For example, a Desktop – where lifespan is 48 months – that was manufactured in May 2003 would have a disposal date of May2003 + 48 months = May 2007.

When plotting the retirement dates of the PC populations, one creates a chart much like AssetMetrix's PC Replacement Cost report (*diagram on right*).

*When determining the retirement dates, it's important to discriminate between different form-factors; laptops tend to have a lesser lifespan (due to movement and lack of upgrades) compared to desktops.*



Desktop Life Span:  months  
 Desktop Cost:  \$  
 Notebook Life Span:  months  
 Notebook Cost:  \$

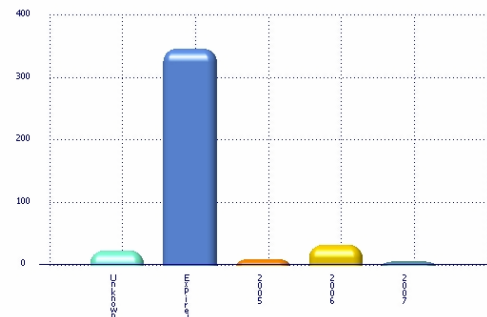
Variables

Expiry Year	Expiry Quarter	Form Factor/Model	Speed	#	% Pop
Unknown				56 (\$90,300)	9%
Expired				154 (\$281,400)	23%
2005				50 (\$79,200)	8%
2006				192 (\$329,300)	29%
	Q1			53 (\$116,600)	8%
	Q2			40 (\$62,100)	6%
	Q3			98 (\$149,100)	15%
	Q4			1 (\$1,500)	0%
2007				90 (\$151,100)	14%
2008				68 (\$109,700)	10%
2009				48 (\$72,000)	7%
				<b>Total: 658 (\$1,113,000)</b>	

However, one must also filter out other operating systems, such that only Windows 2000 is applied (like the Windows 2000 PC Replacement report on the right). Otherwise, one may over-count the anticipated Windows XP population.

To determine the PC replacement count, count the appropriate number of PCs where the replacement date has already occurred or before January, 2007. In the example to the right, 387 PCs (all but 6 Windows 2000) may be disposed before Longhorn is available (the other 6 will still be present).

By adding the 201 existing PCs to the 387 PC replacement count, one arrives at a total of 588 (out of 658) PCs that could have Windows XP introduced before Longhorn. This represents 89% of the PCs potentially affected.



Desktop Life Span:  months  
 Desktop Cost:  \$  
 Notebook Life Span:  months  
 Notebook Cost:  \$

Variables

Expiry Year	Expiry Quarter	Form Factor/Model	Speed	#	% Pop
Unknown				24 (\$36,000)	6%
Expired				343 (\$555,800)	82%
2005				11 (\$21,400)	3%
2006				33 (\$50,200)	8%
	Q1			1 (\$2,200)	0%
	Q2			24 (\$36,000)	6%
	Q3			8 (\$12,000)	2%
2007				7 (\$10,500)	2%
				<b>Total: 418 (\$673,900)</b>	

## Determining course of action with 'Pre-Longhorn' equation.

*Total 'Pre-Longhorn' Windows XP = (Windows XP count + PCs disposal count[up to Q4-2006]) / Total PC*

<i>Total 'Pre-Longhorn' Windows XP</i>	Course of Action
Greater than 65%	(Your PC LifeSpan maybe shorter than normal.)  Proactively consider retiring Windows 2000, as most PCs will be Windows XP by Q4-2006
Between 35% and 65%	Your Windows 2000 population may be very high today. Ensure that Windows 2000 retention beyond Q4-2006 is justified, as Automatic update support will be terminated in June 2007. Be prepared for supporting 3 OSes by 2007 or put into place methods to retain Windows XP and Windows 2000.
Below 35%	(Your PC LifeSpan maybe longer than normal.)  Proactively consider retiring Windows 2000, as most PCs will be Windows XP by Q4-2006

## Disclaimer

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## About the Author

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Commentary on this document is welcome.

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<sup>1</sup> Microsoft Support : <http://support.microsoft.com/gp/lifepolicy>

<sup>2</sup> Microsoft Support:  
<http://support.microsoft.com/default.aspx?scid=%2Fdirectory%2Fwindows2000opt.asp&SD=GN&FR=0>

<sup>3</sup> Microsoft Support : <http://support.microsoft.com/gp/lifepolicy>

<sup>4</sup> Microsoft Lifecycle : <http://support.microsoft.com/gp/lifepolicy>

<sup>5</sup> Microsoft Windows 2000-SP3: <http://www.microsoft.com/windows2000/downloads/servicepacks/sp3/default.asp>