

Software Standards

1. Fully Supported Software

For the following software, the IT Division will:

- install the software
- troubleshoot software problems
- provide training (individual assistance, group classes, or CBT courses)
- provide documentation and/or handouts for selected packages

Office Productivity Suite (includes Word, Excel, Powerpoint, Access only):
MS Office 2003 (Windows)
MS Office 2004 (Mac)

Electronic Mail/Calendar:
Sun One

Web Browser:
Internet Explorer 7.x (Win)
Safari 3.x (Mac)
Firefox 3.x (Win and Mac)

Web Course Development:
Desire2Learn

Web Page Development:
Plone

Image Editing:
Adobe Creative Suite 3 (Win and Mac)

Operating Systems:
Windows XP SP2
MacOS X v. 10.5

File Transfer:
Filezilla 1.7x (Win)
Transmit (Mac)
Fetch 3.0.1 (Mac)

Other Utilities:
PowerArchiver 2000 7.x
Norton Antivirus 10.1 (Win)
Norton Antivirus 10.1 (Mac)
PrintKey 2000

Network Operating System (please call Academic Computing for license availability):
NetWare 6.x
Microsoft 2003 Server

Network Clients:
Netware Client 4.9 SP2 (Win XP)

2. Partially Supported Software

For the following software, the IT Division will:

install the software

troubleshoot software problems on a limited, lower priority basis

Help with use of this software may be given only if the answer is readily available or the caller can be referred to another source of help. IT does not have the resources or expertise to provide training for partially supported software.

Office Productivity Suite:

MS Office 2007

Electronic Mail:

Outlook XP/2007 (Win)

Thunderbird

Web Browser:

Mozilla (for D2L)

Web Page Development:

Dreamweaver MX (Win and Mac)

Statistics:

SPSS 16.x (Win)

SPSS 17.x, (Mac)

Minitab 15.x, 14.x (Win only)

Mathematical Software:

Maple 12 (Win and Mac)

Matlab 2006 (Win and Mac)

Operating Systems:

Mac OS X 10.4

Telnet:

Host Explorer (Telnet) 4.x (Win)

Putty (Win)

In some instances, partially supported software includes earlier versions of fully supported software; departments are urged to upgrade to the fully supported version as quickly as possible. In other instances, partially supported software includes a new release of a standard application. Until IT staff are familiar with the new release and have tested it thoroughly, it will be listed as partially supported.

3. Installation Only Software

There is additional software that **IT will install but for which users are fully responsible on their own for follow-up support**. Most Installation Only software is not listed because of the number and fluidity of packages that fall into this category. However, the following are listed for clarification:

Eudora

DOS and Windows 3.1 based applications do not fall into the install only category. They are non-supported software.

4. Non Supported Software

Finally, there is software that IT will neither install nor provide follow-up support for, for example, software that is considered obsolete or software for which the desktop workstation is not sufficient to allow the software to run properly. This includes all DOS and Windows 3.1 based software. Other software in this category is determined on a case-by-case basis.

Effective Date	Operating System	Application
Jan. 1, 1999	DOS	All
Jan. 1, 2000	Windows 3.x	All
July 1, 2002	Novell 3.x	
July 1, 2002	Windows 95A	
July 1, 2002	Windows NT 3.5	
July 1, 2002	Mac 7.x	
Jan. 1, 2003	Windows 95B	
July 1, 2003	Windows NT 4.0	
July 1, 2003	Novell 4.x	
July 1, 2003	Mac 8.x	MS Office 98
Jan. 1, 2005	Windows 98	
Jan. 1, 2005		MS Office 97
July 1, 2005	OS 9.x	MS Office 2001
July 1, 2007	Mac OS X below 10.4	MS Office X
July 1, 2009	Windows 2000	
July 1, 2009		MS Office XP

5. Distribution and Revisions

The most current version of the Computer Hardware and Software Standards will be posted on the IT Division's Web page.

The IT Division will periodically review and revise these standards based on emerging desktop technologies and software development. Input on changes to identified software will be sought from the Academic Computing Users Group and other appropriate groups. Modifications will be communicated to departments with sufficient lead-time to allow for migration to new software standards. Changes to the minimum and recommended hardware configurations will occur regularly due to changing technologies and prices; these revisions will be directly input by the IT Division.