

## ITCS Statement of On-Campus Support for Mac OS X

ITCS is now supporting the Macintosh OS X Operating System. Support for this operating system is defined as:

ITCS will provide all reasonable means to detect and resolve a problem. Often, we will be able to provide direct assistance for configuration and installation as well as troubleshooting.

If you have questions regarding this support statement or the Mac OS X operating systems contact the Help Desk at 252-328-6866 or <http://www.ecu.edu/6866/>

### **Machine Requirements**

The hardware must meet the minimum recommended configuration described below:

Power Mac G3 or G4, iMac, eMac, PowerBook G3 or G4, or iBook computer  
350 megahertz clock speed  
256 MB of RAM  
6 GB hard drive  
10/100 Ethernet network card

### **Additional Apple Requirements:**

Mac OS X v10.2 supports all video cards shipped by Apple on Mac OS X-compatible systems. Quartz Extreme functionality is supported by the following video cards: NVIDIA GeForce2 MX, GeForce3, GeForce4 MX, or GeForce4 Ti; Any AGP-based ATI RADEON card. A minimum of 16MB VRAM is required.

QuickTime Pro functionality requires a QuickTime 6 Pro key. The QuickTime 5 Pro key will not work after this software is installed.

DVD Player requires a DVD-ROM equipped Macintosh with built-in FireWire.

Features or content provided by Sherlock may change or be discontinued at any time.

The original PowerBook G3 and processor upgrade cards are not supported.

### **Level of Support**

ITCS supports the installation of the OS X operating system and the configuration necessary for the system to function on the campus network.

ITCS does not support specific hardware, peripherals, or the configuration of such devices. In most cases, hardware devices should be "Plug-n-play", and/or should have appropriate drivers and support provided by the vendor.

OS X provides numerous new features and functions that may not have been previously included in earlier versions of the Macintosh operating systems, however; not all features or functions included with OS X will be supported by ITCS.

### **Application Support**

ITCS will support applications that are defined in the support list on OS X unless otherwise denoted. Additional application support decisions will be made on a case-by-case basis. The Application Support list is available at [http://www.ecu.edu/itcs/software\\_sup.cfm](http://www.ecu.edu/itcs/software_sup.cfm)

### **Network Login**

ITCS will support users that have full access rights to the local system. Users must be logged in using an account that has administrative privileges.

ORIGINAL:

## Statement of Support Windows XP

Microsoft offers three editions of Windows XP which we will support as follows:

- Windows XP Professional - Supported
- Windows XP Home Edition - Documentation support
- Windows XP 64-Bit Edition - Unsupported

The network services for both Windows XP Professional and Windows XP Home Edition systems should be configured using the instructions provided in this document.

If you have questions regarding this support statement or the Windows XP operating systems that are not answered in this document, contact the Help Desk at 4252-328-6866 or <http://www.ecu.edu/6866/>

### Terms Used in this Section

The following terms are used to describe the level to which we do or do not support a service or technology:

**Recommended** - We recommend use of the service or technology over competing alternatives, supported or unsupported.

**Supported** - We will provide all reasonable means at our disposal to detect and resolve a problem with the service or technology. Often, we will be able to provide direct assistance for configuration and installation as well as troubleshooting.

**Unsupported** - We will provide no support for the service or technology as defined above, and we reserve the right to ban the technology should it interfere with supported services.

**Banned** - Because the use of the service or technology may result in a loss of service to others, it will not be allowed on the campus network. Although, we will attempt to explain the reasons for banning services or technologies, we will not disclose information that would help users with malicious intentions.

### Support Details

The following sections outline the details of ITCS support for Windows XP.

#### Supported Versions of Windows XP

ITCS supports Windows XP Professional. ITCS provides limited (documentation) support for Windows XP Home Edition.

#### Platforms

Windows XP is supported only on the Intel or AMD platform. The hardware must meet the minimum recommended configuration described here:

- Intel Pentium/Celeron family, or AMD K6/Athlon/Duron family, or compatible processor recommended PC with XXX megahertz (XXXMhz is recommended) clock speed
- 128 MB of RAM
- 1.5 GB of available hard disk space
- Super VGA (800 × 600) or higher-resolution video adapter and monitor CD-ROM or DVD drive
- Keyboard and Microsoft Mouse or compatible pointing device

## Level of Support

ITCS supports the installation of the Windows XP operating systems and the configuration necessary for the systems to function on the Campus Network.

ITCS does not support specific hardware, peripherals, or the configuration of such devices. In most cases, hardware devices should be "Plug-n-play", and/or should have appropriate drivers and support provided by the vendor.

Windows XP Professional is the recommended operating system for the Intel platform. Windows XP Home version will be supported with documentation, however due to its limited number of enterprise features (e.g. Centralized administration, Group policies, Remote Installations, etc.) it will not be recommended. Installation and use of core networking applications will be supported on the Windows XP Professional Version.

It is envisioned that these applications may also run without modification on the Windows XP Home version. However, we will not be testing or modifying applications to specifically support Windows XP Home edition.

The core networking applications include but are not limited to:

- Office XP
- NiftyTelnet
- KerbFTP
- Netscape
- CorporateTime
- KLPR

## Application Support

ITCS will only support applications that are defined in the support list on Windows XP Professional. The Application Support list is available at [http://www.ecu.edu/itcs/software\\_sup.cfm](http://www.ecu.edu/itcs/software_sup.cfm)

ITCS will also provide support for accessing our distributed network services, which include clients for the Cyrus Mail system, Andrew Calendar, authenticated Telnet and FTP services. These clients are also listed in the Support Software list available here.

Additional application support decisions will be made on a case-by-case basis. ITCS will not provide Application support for Windows XP Home Edition.

### Multi-user Login

Windows XP supports multi-user local login access. ITCS will only support users that have full access rights to the local system. Users must be logged in using an account that has administrative privileges.

## **Printing**

ITCS supports printing to networked printers shared via the Windows Operating System and also supports printing from Windows XP Professional to networked printers using TCP/IP (LPR). Computing Services does not support printing from the Windows XP Home Edition.

## **Network Protocols**

### **TCP/IP**

TCP/IP is used by FTP, Telnet, e-mail and web clients, as well as NetBIOS. Using NetBIOS over TCP/IP (sometimes abbreviated NBT) is the default and recommended configuration for Windows XP Professional and Windows XP Home Edition.

### **IPX/Netware**

IPX is used for accessing Novell NetWare servers. When you install IPX, NetBIOS uses it automatically. You should disable NetBIOS over IPX by following instructions detailed in Adding Network Services. ITCS does not recommend the use of IPX on the campus network.

### **NetBIOS**

NetBIOS (Network Basic Input Output System) is not strictly a protocol, but a set of commands (called an API, or Application Program Interface), that are used to create, maintain, and use connections between PCs running Microsoft operating systems. Listing and accessing Microsoft machines in the Network Neighborhood uses NetBIOS. Both Windows XP Professional and Windows XP Home Edition provides NetBIOS functionality in order to allow Windows XP machines to work with older Microsoft operating systems. ITCS does not support NetBIOS configurations.

### **PPP**

PPP (point-to-point) is the only recommended protocol for Windows XP Professional and Windows XP Home Edition dialup services. ITCS strongly recommends that the campus community use the PPP transport, which is included in Windows XP. PPP will automatically configure most network parameters for dial-up connections.

### **Kerberos**

Computing Services provides support for a basic Kerberos authentication infrastructure for Windows XP Professional. We also distribute Kerberized Telnet, FTP, printing, and web access clients. Computing Services does not support Kerberos ticket-granting service for Windows XP Home Edition.

## **Other Networking Services**

Windows XP offers many networking services not listed in this document. Currently these services are unsupported.