

Desktop Service Charges

CaTS provides free desktop and portable computer support for university-owned computer systems. However, in certain cases support fees are applied.

Windows PCs and Apple Macintosh Systems

Normal setup and installation is provided for free on recommended systems running Microsoft Windows XP Pro, Vista Enterprise, Windows 7, or Mac OS X. Basic troubleshooting, upgrades and software installation are also provided for supported systems. Please note: Home editions of Windows are not supported.

Supported Windows PCs

HP systems purchased from Pomeroy are the recommended line of Windows PCs for the university. This includes the Pomeroy/HP desktops and laptops mentioned on the [CaTS Purchasing website](http://www.wright.edu/cats/purchase/), located at www.wright.edu/cats/purchase/. Only these models are fully supported. Formerly recommended MPC Clientpro systems will continue to be supported for the useful life of the machines while they are still under warranty.

Installation of software and problem troubleshooting is provided as a standard service for supported systems.

Non-Supported Systems

Departments selecting non-supported systems are taking on the burden of support and management for their computers and should factor in these costs before making a final purchasing decision.

CaTS has arranged for recommended systems to come pre-configured with a standard suite of software including Microsoft Office, networking and anti-virus and anti-spyware utilities. Because non-supported systems require manual installation of this software, setup charges may apply.

Initial setup is free for installations taking less than one hour. Installations exceeding this time limit are charged in one hour increments at a rate of \$50/hour after the first hour. For example, installation of a Dell PC that takes 1 hour and 15 minutes will be charged for one hour, or \$50. Setup will cover installation of required operating system patches, virus protection software, network access utilities, and Microsoft Office. Installation of additional software on non-supported systems falls under the same one hour free limit.

If a problem with a non-supported system is identified as specific to that model or brand, all support will be the responsibility of the individual user or department and may result in disconnection from the campus network and the Internet until the problem is resolved.

Network security requirements may block campus network and internet connections for systems not running necessary operating system patches and virus protection software. Supported PCs from Pomeroy/HP come pre-configured with all needed software patches, virus protection and Microsoft Office so that they can be quickly and safely installed on the campus network and connected to the Internet.

Non-Supported Operating Systems

Installation and support for operating systems other than Windows XP Pro, Windows 7 Enterprise, and Mac OS X may also incur charges at the standard \$50/hr. rate. Home editions of Microsoft Windows do not meet the networking and security requirements of the university and may require an upgrade before installation on the campus network. Please note: All new systems **must** be ordered with an operating system. The university's Microsoft contract does not permit us to install Windows on a bare-bones PC (one that comes without an operating system). If a manual installation of Windows is required, a \$50 service charge will be applied.

Windows 7

CaTS supports Windows XP Pro and Windows 7 Enterprise. The Home and Basic versions of these operating systems are not supported, nor are they recommended. CaTS does not recommend upgrading from Windows XP to Windows 7 due to the significant changes it makes to your system and the risk of compatibility issues and data corruption.

Mac OS X

CaTS supports Mac OS X 10.3 – 10.6 on Apple systems. Parallels licensing is also available; however, not all Windows software is compatible with the virtual environment.

Virus Protection and Spyware

CaTS provides virus protection software as part of the standard system installation for Macs and PCs. Security software for Windows is set up to automatically download updates for maximum protection. If a university computer becomes infected with viruses or spyware, CaTS offers assistance in removal (where possible) or reinstallation of the system. However, clean-up of systems repeatedly re-infected will be charged at the standard \$50/hr. rate.

I have read and understand the above information and authorize service on my non-supported system.

Name: _____

Date: _____

Dept: _____

Title: _____