

Minimum Supported Hardware Specifications

CVM- ITS provides varying levels of desktop computer support for faculty, staff, and students actively engaged in University business. Basic support includes phone, email-based and on-site assistance for routine technical problems and questions. A primary tenet of this support stance is that CVM-ITS will support hardware for a reasonable life expectancy. The computer industry generally recognizes three to four years as the typical lifespan of a desktop computer. Computers older than this tend to be more difficult to support and are often inadequate to run current software. Following are the minimum hardware and operating systems specifications for Windows computers that CVM-ITS will support effective October 1, 2007.

Laptop minimum specifications:

- Processor: Intel Pentium Dual-Core or Intel CoreDuo 1.8 Ghz
- Memory: 2 gigabyte (upgradeable)
- Disk storage: 80 gigabyte hard disk drive and combo DVD-ROM/CD-RW drive
- Video: Direct X9 capable w/256MB video memory
- Network Connectivity: Built-in 10/100BaseT Ethernet, 56kbps MODEM, and Internal 802.11g wireless
- Other External Ports: USB, VGA
- Warranty: 3 year onsite manufacturer's warranty
- Operating System: Microsoft Windows XP Professional, Microsoft Windows Vista Business¹, Microsoft Windows Vista Ultimate¹ or MacOS X²

Desktop minimum specifications:

- Processor: Intel Pentium D or Intel CoreDuo 1.8 GHz
- Memory: 2 gigabyte
- Disk storage: 80 gigabyte hard disk drive and combo DVD-RW/CD-RW drive
- Video: Direct X9 capable w/256MB video memory & 17" LCD monitor
- Network Connectivity: 10/100BaseT Ethernet and/or 56kbps MODEM
- Warranty: 3 year onsite manufacturer's warranty
- Operating System: Microsoft Windows XP Professional, Microsoft Windows Vista Business¹, Microsoft Windows Vista Ultimate¹ or MacOS X²

Another primary principle of desktop support is that it is not possible for CVM-ITS to support all types of hardware and software. To ensure that new hardware and software fall within the scope of CVM-ITS support, departments should consult with CVM-ITS prior to acquisition if CVM-ITS is expected to support the hardware. CVM-ITS currently has only limited ability to support software.

¹ Some MSU systems and applications may experience problems with Windows 32-bit Vista but it is expected that all systems will be fully compatible with Vista by late summer 2008. Students should only use the 32-bit version of Vista for maximum software compatibility.

² CVM ITS personnel will not provide support for Apple/Macintosh hardware. Apple/Macintosh support will be provided by MSU ITS. CVM ITS personnel will assist in deliver and pickup of Apple hardware from MSU ITS when necessary.