

USS Version Control Philosophy:
"Currently Supported Vendor Version and One Back"

For Microsoft Desktop LifeCycle Info, Visit:
<http://support.microsoft.com/gp/complifeport>

User Support Services Software Support Matrix
 Online at <http://software.calpoly.edu>

Note: Emeritus receive Tier 1 and Tier 2 level support, as outlined in User Support Services "Emeritus Support Policy" online at <http://its.calpoly.edu> (click on "Policies")

AIM - Application and Information Management
 CMS - Common Mgt Systems (PeopleSoft)
 C - ITS Computing Support/Specialized Services
 E - El Corral Bookstore
 L - Learning Commons
 LIB - Kennedy Library
 OCOB - Orfalea College of Business Computer Lab
 P - Cal Poly Portal Technology Tab (SW & Site License)
 R - ResNet
 S - ITS Service Desk
 T - ITS Technology & Learning Services

Support Legend Explanation:

- The letter represents the specific support group for a given category
 - The number represents the specific support level for a given category
 - The "checkmark" represents the application's online help
- For example, "DS1, TLS" represents:
 H1 "ITS Service Desk" for primary support
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 L(a) ITS Lab Operations (a):staff gives ad-hoc answers; not specifically trained;
 (f): future support planned; (n) Network connectivity only

Application	Version	Platform	Type	Group	Location	Current Software With ITS, Workstation Program Desktop Image	Self-Service - "Tier 1" (90% of transactions)					Generalist - "Tier 2" (8% of transactions)					Expert Assistance - "Tier 3" (2% of transactions)			
							Site Licensed Software Distribution	KeyServed Software Availability	Online Help or Tutorials	User documentation	Instructions on Software Configuration	Phone Support and Assistance	In-Person Lab Assistance	Training Classes	One-on-one training	Installation of KeyServer Application	Software Installation and Configuration	Trouble-shooting Errors	Procurement Assistance	
Windows XP (Professional)	SP-2	PC	Operating System	Students	Residence Halls	YES	E		R (n)					R (n)						
	SP-1			Students	Off Campus		E		✓					OCOB, L						
				Students	On Campus		E		✓											
				Faculty/ Staff	On Campus		P		✓			S,C				C		C	C	
				Faculty/ Staff	Off Campus		E		✓			S,C								
				USS Service Level Agreement	On Campus		C		✓			S,C				C		C	C	
				ITS	On Campus		P		✓			S,C				C		C	C	
Windows 2003 (Server)	SP-1+	PC	Operating System	Students	Residence Halls	NO			✓											
				Students	Off Campus				✓											
				Students	On Campus				✓											
				Faculty/ Staff	On Campus		P		✓											
				Faculty/ Staff	Off Campus				✓											
				USS Service Level Agreement	On Campus		C		✓											
				ITS	On Campus		P		✓											
Mac OS	10.4 (Tiger)	MAC	Operating System	Students	Residence Halls	YES	E		R (f)					R (f)						
	10.3 (Panther)			Students	Off Campus		E		✓											
				Students	On Campus		E		✓											
				Faculty/ Staff	On Campus		P		✓			S,T		T,C	T,C		C	C		
				Faculty/ Staff	Off Campus		E		✓			S,T								
				USS Service Level Agreement	On Campus		C		✓			S,T		T,C	T,C		C	C		
				ITS	On Campus		P		✓			S,T		T,C	T,C		C	C		

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Roxio Easy CD Creator Basic and Direct CD Data Only - OS Embedded	5.3x	PC	CD-RW Utility	Students	Residence Halls	YES															
				Students	Off Campus																
				Students	On Campus																
				Faculty/ Staff	On Campus			✓		C	C						C	C			
				Faculty/ Staff	Off Campus																
				USS Service Level Agreement	On Campus			✓		C	C						C	C			
				ITS	On Campus			✓		C	C			C	C						
Adobe Reader	7	PC, MAC	Document Utility	Students	Residence Halls	YES			✓												
				Students	Off Campus																
				Students	On Campus								L(a)								
				Faculty/ Staff	On Campus					✓		S1,T2					C	T			
				Faculty/ Staff	Off Campus					✓		S1,T2							T		
				USS Service Level Agreement	On Campus			✓			S1,T2						C	T			
				ITS	On Campus			✓			S1,T2						C	T			
Adobe Acrobat Note: the full version of Acrobat (KeyServer) must be installed separately after the removal of Adobe Reader. http://keyserver.calpoly.edu	7.0 6.0	PC, MAC	Document Utility	Students	Residence Halls	NO			✓												
				Students	Off Campus							S1,T2									
				Students	On Campus								L(a)								
				Faculty/ Staff	On Campus			P	✓	✓	T	C	S1,T2		T	T	C	C	T		
				Faculty/ Staff	Off Campus			P	✓	✓		C	S1,T2						T		
				USS Service Level Agreement	On Campus			P	✓	✓	T		S1,T2			T	C	C	T		
				ITS	On Campus			P	✓	✓	T	C	S1,T2			T	T	C	C	T	

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Adobe InDesign	CS	PC	Desktop Publishing	Students	Residence Halls	YES			✓									
					Off Campus			✓										
	On Campus																	
	Faculty/ Staff	On Campus		P	✓	✓		C	S1,T2				C	C				
	Faculty/ Staff	Off Campus		P	✓	✓		C	S1,T2									
	USS Service Level Agreement	On Campus		P	✓	✓			S1,T2				C	C				
	ITS	On Campus		P	✓	✓		C	S1,T2				C	C				
BlackBoard	IE 6	PC	Web Site + Tools	Students	Residence Halls	NO			✓			S1,T2						
					Off Campus			✓		S1,T2								
	On Campus					✓		S1,T2										
	Faculty/ Staff	On Campus				✓		S1,T2		T	T		T	T				
	Faculty/ Staff	Off Campus				✓		S1,T2										
	USS Service Level Agreement	On Campus				✓		S1,T2					T	T				
	ITS	On Campus				✓		S1,T2		T	T		T	T				
BrioQuery	5.5.6	PC	Query Tool	Students	Residence Halls	NO												
					Off Campus													
	On Campus																	
	Faculty/ Staff	On Campus		P			T		S1,T2				C	T1,C2				
	Faculty/ Staff	Off Campus																
	USS Service Level Agreement	On Campus		P			T						C	T1,C2				
	ITS	On Campus		P			T					C	T1,C2					

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Citrix and CMS/PeopleSoft http://cms.calpoly.edu Internet Explorer 6 works best. Note: Macintosh requires install of Citrix ICA Web Client		PC	PeopleSoft	Students	Residence Halls	YES													
		MAC		Students	Off Campus	Via													
				Students	On Campus	Web													
				Faculty/ Staff	On Campus	Browser				S,T	S1,T2		CMS	CMS		CMS	S1,C2		
				Faculty/ Staff	Off Campus														
				USS Service Level Agreement	On Campus					S,T	S1,T2		CMS	CMS		CMS	S1,C2		
			ITS	On Campus					S,T	S1,T2		CMS	CMS		CMS	S1,C2			
DreamWeaver	MX 2004	PC	Web Editor	Students	Residence Halls	YES			✓		S1								
	MX 2004	MAC		Students	Off Campus			✓			S1								
				Students	On Campus			✓				L(a)							
				Faculty/ Staff	On Campus		P	✓	✓		C	S1,T2		T		C	C		
				Faculty/ Staff	Off Campus		P	✓	✓		C	S1,T2							
				USS Service Level Agreement	On Campus		P	✓	✓			S1,T2		T		C	C		
				ITS	On Campus		P	✓	✓		C	S1,T2		T		C	C		
EndNotes	5.0	PC	Desktop Publishing	Students	Residence Halls	NO			✓										
	5.0	MAC		Students	Off Campus			✓											
				Students	On Campus														
				Faculty/ Staff	On Campus		P	✓	✓						C	LIB	LIB	LIB	
				Faculty/ Staff	Off Campus		P	✓	✓										
	Note: Available upon request			USS Service Level Agreement	On Campus		P	✓	✓						C	LIB	LIB	LIB	
			ITS	On Campus		P	✓	✓						C	LIB	LIB	LIB		

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FireFox	1.0	PC	Web Browser	Students	Residence Halls	YES			✓			R						
	1.0	MAC		Students	Off Campus			✓			S1							
				Students	On Campus			✓			S1	L (a)						
				Faculty/ Staff	On Campus			✓			S1, C2					C	C	
				Faculty/ Staff	Off Campus			✓			S1, C2							
				USS Service Level Agreement	On Campus			✓			S1, C2					C	C	
				ITS	On Campus			✓			S1, C2					C	C	
Fireworks	MX 2004	PC	Graphics Editor	Students	Residence Halls	YES			✓									
	MX 2004	MAC		Students	Off Campus			✓										
				Students	On Campus			✓				L(a)						
				Faculty/ Staff	On Campus		P	✓	✓		C				C	C		
				Faculty/ Staff	Off Campus		P	✓	✓		C							
				USS Service Level Agreement	On Campus		P	✓	✓						C	C		
				ITS	On Campus		P	✓	✓		C				C	C		
Flash	MX 2004	PC	Web Editor	Students	Residence Halls	YES			✓									
	MX 2004	MAC		Students	Off Campus			✓										
				Students	On Campus			✓				L(a)						
				Faculty/ Staff	On Campus		P	✓	✓		C				C	C		
				Faculty/ Staff	Off Campus		P	✓	✓		C							
				USS Service Level Agreement	On Campus		P	✓	✓						C	C		
				ITS	On Campus		P	✓	✓		C				C	C		

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FTP - Fetch FTP in "terminal" (SSH Compliant) FTP - Secure Shell	4.0.2	MAC	FTP	Students	Residence Halls	YES	P		✓			R						
	Embedded	MAC		Students	Off Campus		P		✓	T,C		S1,T2						
				Students	On Campus		P		✓	T,C		S1,T2	L(a)					
	3.2	PC		Faculty/ Staff	On Campus		P		✓	T,C		S1,T2				C	T	
				Faculty/ Staff	Off Campus		P		✓	T,C		S1,T2						
				USS Service Level Agreement	On Campus		P		✓	T,C		S1,T2				C	T	
KeyAccess Client	6.0, 5.2x	PC	Utility	Students	Residence Halls	YES												
	6.0, 5.2x	MAC		Students	Off Campus													
				Students	On Campus				L(a)			S1	L (a)					
				Faculty/ Staff	On Campus		P	✓			C	S1,C2			S1,C2	C	C	
				Faculty/ Staff	Off Campus		P	✓			C							
				USS Service Level Agreement	On Campus		P	✓				C			C	C	C	
Illustrator	CS	PC	Desktop Publishing	Students	Residence Halls	YES			✓									
	CS	MAC		Students	Off Campus				✓									
				Students	On Campus				✓				L(a)					
				Faculty/ Staff	On Campus		P	✓	✓		C				T1,C2	T1,C2		
				Faculty/ Staff	Off Campus		P	✓	✓		C							
				USS Service Level Agreement	On Campus		P	✓	✓						C	T1,C2		
			ITS	On Campus		P	✓	✓		C				T1,C2	T1,C2			

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iLife OEM license includes: iMovie iPhoto iTunes iDVD	N/A	PC	Multimedia Suite	Students	Residence Halls	YES			✓										
	4.x	MAC		Students	Off Campus				✓										
				Students	On Campus				✓										
				Faculty/ Staff	On Campus				✓				T					C	
				Faculty/ Staff	Off Campus				✓										
				USS Service Level Agreement	On Campus				✓					T				C	
				ITS	On Campus				✓					T				C	
Macromedia Director	MX 2004	PC	Desktop Publishing	Students	Residence Halls	YES			✓										
	MX 2004	MAC		Students	Off Campus				✓										
				Students	On Campus				✓				L(a)						
				Faculty/ Staff	On Campus		P	✓	✓		C					P	P		
				Faculty/ Staff	Off Campus		P	✓	✓		C								
				USS Service Level Agreement	On Campus		P	✓	✓						P	P			
				ITS	On Campus		P	✓	✓		C				P	P			
Microsoft Internet Explorer (128-bit encryption)	6 SP-2	PC	Web Browser	Students	Residence Halls	YES	Web		✓			R(n)	R(n)						
	5.2.3	MAC		Students	Off Campus		Web		✓			S1							
				Students	On Campus		Web		✓			S1							
				Faculty/ Staff	On Campus		Web		✓			S1					C	C	
				Faculty/ Staff	Off Campus		Web		✓			S1							
				USS Service Level Agreement	On Campus		Web		✓			S1					C	C	
				ITS	On Campus		Web		✓			S1					C	C	

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Microsoft Office Professional Note: FrontPage and Publisher are not supported.	2003	PC	Suite	Students	Residence Halls	YES	E		✓										
					Off Campus	E		✓											
	Faculty/ Staff	On Campus	E		✓														
		On Campus	C		✓			T		T	T		C	T					
		Off Campus	E		✓														
	USS Service Level Agreement	On Campus	C		✓		T		T	T		C	T						
	ITS	On Campus	C		✓		T		T	T		C	T						
Microsoft Office	2004 (11)	MAC	Suite	Students	Residence Halls	YES	E		✓										
					Off Campus	E		✓											
					On Campus	E		✓											
					On Campus	C		✓		T		T	T		C	T			
					Off Campus	E		✓											
					USS Service Level Agreement	On Campus	C		✓		T		T	T		C	T		
					ITS	On Campus	C		✓		T		T	T		C	T		
Microsoft Outlook	2003	PC	Email	Students	Residence Halls	YES	E		✓	C									
					Off Campus	E		✓	C										
					On Campus	E		✓	C										
					On Campus	C		✓	C	C		C	C		C	C			
					Off Campus	E		✓	C										
					USS Service Level Agreement	On Campus	C		✓	C	C		C	C		C	C		
					ITS	On Campus	C		✓	C	C		C	C		C	C		

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Application	Version	Platform	Type	Group	Location	Current Software With ITS, Workstation Program Desktop Image	Self-Service - "Tier 1" (90% of transactions)					Generalist - "Tier 2" (8% of transactions)					Expert Assistance - "Tier 3" (2% of transactions)	
							Site Licensed Software Distribution	KeyServed Software Availability	Online Help or Tutorials	User documentation	Instructions on Software Configuration	Phone Support and Assistance	In-Person Lab Assistance	Training Classes	One-on-one training	Installation of KeyServer Application	Software Installation and Configuration	Trouble-shooting Errors
OpenMail Web Client	Web Client	PC	Email	Students	Residence Halls	YES			✓	C		R(n)					C	C
					Off Campus			✓	C	S1, C2					C	C		
		On Campus			✓	C	S1, C2	OCOB, L				C						
		On Campus			✓	C	S1, C2			C		C	C					
		Off Campus			✓	C	S1, C2											
		On Campus			✓	C	S1, C2			C		C	C					
		On Campus			✓	C	S1, C2			C		C	C					
Oracle Calendar	9.0.x	PC, MAC	Calendar	Students	Residence Halls	YES			✓	C		R(n)				C	C	
					Off Campus			✓	C	S1, C2				C	C			
		On Campus			✓	C	S1, C2	OCOB, L				C						
		On Campus			P	✓	C	S1, C2			C		C	C				
		Off Campus			P	✓	C	S1, C2										
		On Campus			P	✓	C	S1, C2			C		C	C				
		On Campus			P	✓	C	S1, C2			C		C	C				
OracleSync	9.x	PDA	Information Manager	Students	Residence Halls	NO												
					Off Campus													
		On Campus																
		On Campus					C	C					C					
		Off Campus																
		On Campus					C	C					C					
		On Campus					C	C					C					

Note: only one designated PDA user is recommended per single desktop computer or laptop.

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							Site Licensed Software Distribution	KeyServed Software Availability	Online Help or Tutorials	User documentation	Instructions on Software Configuration	Phone Support and Assistance	In-Person Lab Assistance	Training Classes	One-on-one training	Installation of KeyServer Application	Software Installation and Configuration	Trouble-shooting Errors
Photoshop	CS	PC, MAC	Graphics Editor	Students	Residence Halls	YES			✓			S1						
					Students Off Campus			✓			S1							
					Students On Campus			✓			L(a)							
					Faculty/ Staff On Campus	P	✓	✓		C	S1,T2		T		C	C		
					Faculty/ Staff Off Campus	P	✓	✓		C	S1,T2							
					USS Service Level Agreement On Campus	P	✓	✓			S1,T2				C	C		
				ITS	On Campus	P	✓	✓		C	S1,T2		T		C	C		
QuickTime Player	6.x	PC	Multimedia	Students	Residence Halls	YES			✓									
					Students Off Campus			✓										
					Students On Campus			✓			L(a)							
					Faculty/ Staff On Campus			✓			T		T		C			
					Faculty/ Staff Off Campus			✓			T							
					USS Service Level Agreement On Campus			✓			T		T		C			
Note: QuickTime Pro is NOT supported				ITS	On Campus			✓			T		T		C			
Microsoft Windows Media Player	10	PC	Multimedia	Students	Residence Halls	YES			✓									
					Students Off Campus			✓										
					Students On Campus			✓			L(a)							
					Faculty/ Staff On Campus			✓			T		T		C			
					Faculty/ Staff Off Campus			✓			T							
					USS Service Level Agreement On Campus			✓			T		T		C			
				ITS	On Campus			✓			T		T		C			

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Stuffit Explander	9.x	MAC	Decompression Utility	Students	Residence Halls	YES	P		✓									
					Off Campus	P		✓										
					On Campus	P												
					Faculty/ Staff	P		✓							C	C		
					Faculty/ Staff	P		✓										
					USS Service Level Agreement	P		✓							C	C		
					ITS	P		✓							C	C		
Symantec	9.x	PC, MAC	Virus Protection	Students	Residence Halls	YES	P		✓		C	S						
					Off Campus	P		✓		C	S							
					On Campus	P		✓		C	S	L(a)						
					Faculty/ Staff	P		✓		C	S1,C2				C	C		
					Faculty/ Staff	P		✓		C	S							
					USS Service Level Agreement	P		✓		C	S1,C2				C	C		
					ITS	P		✓		C	S1,C2				C	C		
Terminal (Telnet emulator)	OS Embedded	MAC	Communications	Students	Residence Halls	YES			✓									
					Off Campus			✓		S1								
					On Campus			✓		S1	L(a)							
					Faculty/ Staff			✓		S1,C2				C	C			
					Faculty/ Staff			✓		S1								
					USS Service Level Agreement			✓		S1,C2					C	C		
					ITS			✓		S1,C2					C	C		

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Telnet - QVT/Term	5.1.2	PC	Communications	Students	Residence Halls	YES	P		✓										
SSH Secure Shell Client & FTP 3.		PC		Students	Off Campus		P		✓			S1							
NOTE:				Students	On Campus		P		✓			S1	L (a)						
SSH2 Compliant				Faculty/ Staff	On Campus		P		✓			S1,C2				C	C		
				Faculty/ Staff	Off Campus		P		✓			S1							
			USS Service Level Agreement		On Campus		P		✓			S1,C2				C	C		
				ITS	On Campus		P		✓			S1,C2				C	C		
QWS3270	3.3	PC	Communications	Students	Residence Halls	YES	P		✓										
TN3270X (for OS X)	3.0b3	MAC		Students	Off Campus		P		✓			S1							
				Students	On Campus		P		✓			S1	L (a)						
Note: QWS3270 Secure is pending mainframe zOS upgrade; info to follow Wtr '06.				Faculty/ Staff	On Campus		P		✓			S1,C2				C	C		
				Faculty/ Staff	Off Campus		P		✓			S1							
			USS Service Level Agreement		On Campus		P		✓			S1,C2				C	C		
				ITS	On Campus		P		✓			S1,C2				C	C		
ZoomText	8	PC	Desktop Publishing	Students	Residence Halls	NO			✓										
				Students	Off Campus				✓										
				Students	On Campus														
				Faculty/ Staff	On Campus		P	✓	✓						C	C			
				Faculty/ Staff	Off Campus		P	✓	✓										
			USS Service Level Agreement		On Campus		P	✓	✓						C	C			
				ITS	On Campus		P	✓	✓						C	C			

Learning Commons Applications Due to the wide variety of applications in ITS Labs, please visit <http://learningcommons.calpoly.edu>