

CSG Windows Support Policy

This document describes the policies for service and support of computers running Microsoft Windows used by faculty and staff in the departments of Computer Science, Mathematics and Statistics and Actuarial Sciences. The Computer Support Group (CSG), who is tasked with providing support to these three departments, offers two computer support options: “self-administered” and “CSG-administered”. Both options are defined by this policy. While Mac OS is not supported, CSG members may research configuration issues such as printing, email client access and network drive mapping issues as time allows.

Summary of Services

Self-administered	CSG-administered
Primary user is responsible for system, peripherals, applications, security, and maintenance.	CSG is responsible for system, applications, security, updates and software licensing.
Primary user must install and maintain all software.	CSG installs and updates supported software defined below.
Repair or recovery by user, not by CSG. CSG can reload the OS on a as time is available basis only.	Repair or recovery by CSG using best available methods.

CSG-Administered Services and Conditions

The CSG has limited resources and supports only one version of the Windows operating system at a time, initially Windows XP Professional. The CSG’s emphasis on stability, reliability, security and concurrency of computer configurations and software installations guides how the CSG manages computers. Consequently, the CSG requires sole administrative rights on CSG-administered workstations (i.e. - the user does not get the administrator password or privileges). Dual boot machines are also not supported by the CSG. Users who wish to be able to install their own software or dual boot their computer should consider the self-administered support option. The CSG may choose to repair or maintain CSG-administered machines by reformatting the hard drive and/or reinstalling the necessary files.

Eligibility

For a system to qualify for CSG-administered support, it must satisfy Microsoft’s published minimum system requirements for the supported version of Windows, and either:

1. All system hardware must be on the hardware compatibility list provided by Microsoft for the supported version of Windows, or
2. The hardware configuration must be approved by the CSG.
3. The system must be allowed to reboot every Thursday morning between 1am – 5am so that new software can be installed (unless CSG is notified for long

running compute jobs). There are also critical operating system patches released by Microsoft on a monthly basis that may require a reboot Sunday mornings between 1am – 5am.

When the CSG updates the version of Windows it supports, all CSG-administered computers will be reevaluated to determine eligibility for support. To maintain their support status, users may be required to upgrade their computer systems. If the system is not properly upgraded, the CSG will drop support of the system. The CSG will give users at least two months notice about required upgrades before dropping support.

Services

The CSG provides these services for CSG-administered workstations:

1. Configure access to files on the network file server(s) using methods natively available in the Windows operating system (mapped network drives, for example).
2. Configure Thunderbird, Microsoft Outlook, Outlook Express, etc to access electronic mail on the CSG mail server.
3. Install operating system updates, upgrades, and emergency patches on a regular basis.
4. Give assistance in diagnosing hardware issues and arranging warranty service for systems still covered under warranty.
5. Configure access to departmental network and local office printers.
6. Maintain anti-virus software including virus definition updates.
7. Install and maintain college-related software. The college related software is software approved the Computing Advisory Committee (Jim Cremer-CS, Keith Stroyan-Math, Kate Cowles-Stats) and is located at http://www/divms.uiowa.edu/csg/policy/windows_software.html . The CSG will spend up to 30 minutes to install software not in the matrix if approved by the department DEO and if proof of licensing is presented. No guarantees will be made about compatibility or functionality with the other installed software or network services like printing and networked file access. There will be no automatic software updates to software not in the matrix.
8. Configure remote access by request only. See [Appendix A](#) for details and terms of use.

Not Supported

1. Peripherals and add-on cards.
Exceptions: The CSG will spend up to 30 minutes to install and configure the software for each of these devices:
 - a. scanners
 - b. local printers
 - c. upgraded graphics cards for the sole purpose of improved graphics performance (i.e. not video importing, etc.)
 - d. pointing devices that replace a mouse, but not additional pointing devices (for example, digitizing pads are not supported)

- e. handhelds or other secondary computer devices (Palm, Pocket PC, etc)
NOTE: The CSG will attempt to install the synching software but will not configure the device. It is up to the user to ensure the data synched with the device is backed-up appropriately.
2. Non-scheduled changes to CSG supplied software (MS Office, web browsers, audio, etc.). Software will normally be updated before each fall and spring semester as necessary. Note that due to the time required to prepare software for installation, the installed version may be older than the version available at the time of installation.
3. Installation of games and other software. See defined services item number 7 for more details.
4. Off warranty repairs.
5. Backup of local hard drives. Users are strongly urged to save all data onto the CSG file server which is backed up nightly. The CSG discourages saving any data to the local hard drive. The CSG will not be able to repair or restore local files in the case of hardware failure or system problem.

Self-administered Services and Conditions

The faculty/staff member is the system administrator and is responsible for the installation and maintenance of the operating system, all software and security of the system and associated network usage. Any activities performed on the computer that violate the University of Iowa Acceptable Use Policies will result in loss of network access.

Services

1. User is responsible for hardware, software, security and configuration.
2. The CSG provides the currently supported versions of the Windows OS and site licensed software on either CD's or a network share.
3. CSG can help [re]load workstations on a as time allows basis only. Request for work on managed machines will take precedence. The CSG will not be responsible for data migration or configuration.

The "self-administered" Windows computers have access to the CSG maintained print queues, electronic mail and network file servers, but it is the responsibility of the user to setup and maintain access to these services, not that of the CSG. **Furthermore, the CSG cannot guarantee access to network file and print services from clients running a version of Windows other than the version currently supported by the CSG.**

Faculty and staff may change their support model to the CSG-administered service following each semester.

Overriding Policy

All users must adhere to the University of Iowa Acceptable Use Policies as published at <http://www.uiowa.edu/~our/opmanual/ii/19.htm>. Any activities performed on the

computer that violate the University of Iowa Acceptable Use Policies may result in loss of network access.

Appendix A

Definition of Remote Desktop

If you have a high speed (DSL or cable modem) at your house or the remote location, Remote Desktop, included with Windows XP Professional and most Linux distributions, enables you to connect to your computer across the Internet from virtually any computer, Pocket PC, or Smartphone. Once connected, Remote Desktop gives you mouse and keyboard control over your computer while showing you everything that's happening on the screen. With Remote Desktop, you can leave your computer at the office without losing access to your files, applications, e-mail and other running applications.

Terms of service for Remote Desktop:

- Have high speed access at home or the remote location.
- Remote desktop is available exclusively for faculty and staff only.
- Remote desktop access will be exclusively to your own machine.
- Know that CSG managed machines get rebooted every week (Thursday morning between 1-5 am) regardless of whether or not users are logged in so that new software can be installed.
- Be running Windows XP Professional or download and install a Remote Desktop client as described from <http://www.divms.uiowa.edu/help/ts/> on your remote computer.
- Know the host name of your computer at work (p-win???.divms.uiowa.edu for example). This is listed in the lower right hand corner before you login.
- Understand that CSG can not support your remote PC or troubleshoot problems related to using remote desktop while not on campus.

If you meet the requirements above and are interested in this service, please notify CSG when your computer is installed. Once CSG has configured your PC for remote desktop access follow the directions at <http://www.divms.uiowa.edu/help/ts/> for connecting remotely.