Supported and Unsupported Technologies

Supported Technology Equipment
- Desktops (windows 7 32 bit or 64 bit) -state contract equipment recommended
- Desktops (Windows 10 32 and 64 bit) -state contract equipment recommended
- Laptops (windows 7 32 bit or 64 bit) -state contract equipment recommended
- Laptops (windows 10 32 bit or 64 bit) -state contract equipment recommended
- Raspberry Pi 2 and 3
- Servers- Microsoft Operating systems and some Linux servers (Untangle, etc.)
- Printers- inkjet, desk jet, laser (standalone and network) and receipt printers
- Hubs and switches - all vendors and speeds
- Routers
- DSL Modems and Routers
- Cable Modems and Routers
- Wireless routers, bridges, access points and cards

Unsupported Technology Equipment
PC purchased from local vendors. Support staff will make an effort to fix any hardware related issues with this type of equipment. But, IS staff cannot guarantee that the said problem can be fixed.
- Macs
- Ipads
- E-readers of any kind (Nook, Kindle, etc.)
- Cell phones and/or smart phones
- Gaming systems (Xbox, PlayStation, etc.)
- Any hardware belonging to library patrons.

Supported Operating Systems
- Microsoft Windows 7 (Professional) 32 or 64 bit
- Microsoft Windows 7 (Enterprise)
- Microsoft Windows 10 (Professional) 32 or 64 bit
- Microsoft Windows 10 (Enterprise)

Applications
- Microsoft Office 2010 or later
  - Microsoft Word
  - Microsoft Excel
  - Microsoft FrontPage
  - Microsoft Access
  - Microsoft Publisher
  - Microsoft Visio
  - Microsoft Outlook
  - Microsoft PowerPoint
- Microsoft Internet Explorer 11 or later (version 11.0 or later recommended)
- Firefox
- Google Chrome
- Microsoft Edge
- Windows Live Mail
• Mozilla Thunderbird
• Fortres Cleanslate
• Fortres Time Limit Manager
• Fortres 101
• Reboot Restore RX (free)
• Reboot Restore RX Pro
• TeamViewer
• Roxio Easy CD Creator and DirectCD
• Ahead Nero and InCD
• Symantec Endpoint
• AVAST
• Adobe Acrobat and Acrobat Reader

Non-Supported

Operating Systems
• Microsoft Windows 8.0 or 8.1
• Microsoft Windows 7 (Home Edition)
• Microsoft Windows XP
• Microsoft Windows 95
• Microsoft Windows 98
• Microsoft Windows ME
• Microsoft Windows Vista
• Unix
• Linux
• MacOS
• BeOS
• Jessie (Raspberry Pi)
• Raspberian (Raspberry Pi)

Non-Supported Applications
• Auto-Graphics Cataloging and Verso- Contact Auto-Graphics support or State ILS Administrator.
• Circulation Systems
• Marc Magician
• Installation of games onto Public Access Computers
• AOL Instant Messenger, ICQ, MSN Messenger, Yahoo Instant Messenger, and other messaging or chat applications
• Social Media sites such as Facebook
• E-mail on public access computers, including Yahoo Mail or Hotmail
• Zone Alarm, Black Ice, Norton Internet Security, and other firewall applications
• WinMX, Kazaa, Napster, Bear Share, and other peer-to-peer file/music sharing applications
• Flashback, Ingram iPage, Baker and Taylor Online, and other online ordering applications or websites
• Interlibrary Loan
• VNC, PC Anywhere, and other remote control applications