

DLS Helpdesk Mac News



Mac OSX support by the DLS Helpdesk

The Division Life Sciences (DLS) Information Technology (IT) Helpdesk fully supports all OSX versions 10.1 - 10.4 and utilizes all available Apple tools to provide the best services to our MAC users. However due to the design of Mac OS X we cannot provide the same level of network interoperability and management that PC users enjoy. We do strive to provide the same level of support and assistance to all users, whether they have a PC or Apple computer.

Facts about DLS IT Helpdesk and Apple support:

- Only RU department that operates and supports a VPN compatible with the Apple built in VPN client
- Fully MAC compatible Wireless network
- Only RU department with a fully supported and licensed MAC anti-virus product
- In-house Apple Mac Xserve to provide enhanced services to MAC users OS X 10.4 such as:
 - More reliable domain logons
 - Faster software updates through a local Apple software update server
 - MS Entourage for Mail with full Exchange compatibility
 - Automatic connection to network drives
 - Remote user assistance and software installation via Apple Remote Desktop
 - In-house Apple G5 running OSX 10.4 at the helpdesk

The DLS Helpdesk staff have many years of experience and are very familiar with Apple hardware and operating systems and can provide detailed support for almost all Apple computer products as well as hardware or software purchase recommendations. Through improvements in Apple's software and networking capabilities we can now provide better network connectivity and support to our Mac users through a more centralized and managed configuration. We continue to work with individual groups in the DLS to suit their particular environment and needs as closely as possible but with our limited resources we are obviously unable to support all possible software configurations, one such example is Eudora. In such cases we will recommend supported alternatives for any unsupported software or situational needs.

**** Apple Boot Camp:**

Several users within the DLS have recently inquired about Apple Boot Camp support and being able to run both OSX and Microsoft Windows on the same Intel based Apple computer. Currently, this software is considered Beta, which means it is not fully tested or supported by Apple. As there still may be a number of bugs and unsupported features with it, we cannot provide full support at this time, however we can assist with basic networking support, such as providing the Windows XP media, installing MacAfee Virus Scan and MS Office Applications as well as connecting the computer to our network Domain.

Apple Boot Camp should be fully released and included with the next version of OSX (Leopard) at which time we will fully support the system.

Licensed and Supported Mac Software



Microsoft Entourage



Email: *Microsoft Entourage and Apple Mail* : The DLS Helpdesk fully supports both Entourage 2004 and Apple Mail. Apple Mail is included in OSX, and Entourage 2004 is installed with Microsoft Office 2004. While we support both, we do encourage the use of Entourage as the primary email program as it provides more features such as access to your personal and departmental address books, delegate email folder access and departmental calendars as well as real-time e-mail support, instead of legacy IMAP or POP support.



Internet Browsers: *Safari and Internet Explorer*. Safari is included with OSX and is the recommended browser on Apple computers. It is regularly updated and opens more types of internet pages quicker than Internet Explorer. Internet Explorer for the Mac is no longer updated or supported by Microsoft however we will support this browser as it is required for the Rutgers RIAS system.



Office Applications: The DLS Helpdesk owns a site license for Microsoft Office 2004 and will install it for any Mac notebook or desktop that is purchased with a RU purchase order. This package includes Word, Excel, PowerPoint, Entourage and Messenger. MSN messenger and DLSIM Web Communicator are supported Mac applications to utilize the DLS Instant Messaging system. **



Security: The DLS provides McAfee Virex Antivirus software for any Mac notebook or desktop that is used by DLS faculty/staff either at work or at home.

** Any additional software such as Adobe Photoshop, Adobe Acrobat Professional, and Endnote are not provided by the DLS Helpdesk as they must be individually licensed. We can provide a quote for purchase upon request and can often negotiate significantly lower prices via Rutgers Software Services.**

Purchasing a new Apple Computer

If you would like to purchase an Apple computer please contact the DLS Helpdesk, we can evaluate your request and provide the best solution using the latest Apple hardware and software. We can provide a quote directly from our Apple Representative including our Educational Discount. Apples typically come with a one (1) year warranty so we recommend purchasing the extended AppleCare warranty for complete three (3) year coverage.

The DLS Helpdesk asks that you name us as the recipient of the new computer on the PO. This way we will pick up the unit, test it, fully update, patch it and schedule a time to install it. This is just one of the ways that the DLS Helpdesk adds value to our constituents.

Notebooks:

MacBook Pro: Newest edition to the Apple Notebook Family, this notebook is replacing the recent Mac PowerBook. The MacBook Pro runs from \$1,799-\$2,599. These notebooks features:

Widescreen 15- and 17-inch models featuring:

Intel Core Duo processor up to 2.16GHz

Built-in iSight camera

Front Row and Apple Remote

Up to 67% brighter display

MagSafe Power Adapter

Mac OS X Tiger and iLife '06



Desktops:

Mac Pro: This is the new desktop provided by Apple. We recommend if you do need to buy a Mac desktop that this be the one. We have many users in the DLS who have purchased the iMac desktop, but we have also sent many of those out for repairs with power or hard drive issues and do not recommend them. The iMACs are typically less expensive but have a significantly higher failure rate. Additionally we cannot repair or replace components in the iMAC units, only on the Tower Mac Pros. The Mac Pro is replacing the recent PowerMac. The Mac Pro starts at \$2,299 with the basics.

