

Windows Vista and Office 2007 Support

In January 2007 Microsoft released Windows Vista, the upgrade to Windows XP. Although the new operating system has some nice features, some compatibility issues remain. Microsoft has promised to support Windows XP until April 2009. The following document answers questions regarding support and offers recommendations regarding Windows Vista, as well as Office 2007 applications.

When will Vista support be provided from the Campus Help Desk and OIT support staff?

OIT support staff will provide general Vista support beginning in January 2008. The Campus Help Desk and staff will provide “best effort” support to early adopters of the Vista operating system prior to January 2008.

What application compatibility problems have you assessed with Vista and Office 2007?

Many of the applications in the student and financial areas have not been tested and therefore are not certified to work with Vista. We are currently testing Vista with the University’s software products.

Some current compatibility problems that we are aware of exist with the following products:

General Issues:

- VPN client
- Wireless access
- Anti-virus protection

Office 2007:

- PeopleSoft clients
- Document compatibility issues
- WebCT

Internet Explorer 7:

- www.lists.utah.edu
- SSL (web security issues)
- External websites

Other:

- Mobile 6 (cannot take advantage of all features at this time)
- Instant Search creates slow response time

What are the University's minimum hardware recommendations for Vista and Office 2007?

Windows Vista Home Premium, Windows Vista Business, Windows Vista Enterprise, and Windows Vista Ultimate Recommendations:

- Computer and processor: 2-gigahertz (GHz) 32-bit (x86) processor or 2-GHz 64-bit (x64) processor or faster
- Memory: 1 gigabyte (GB) of system memory
- Graphics card: Windows Aero-capable graphics card
- Hard disk: 40-GB hard disk that has 15 GB of free hard disk space (the 15GB of free space provides room for temporary file storage during the install or upgrade.)
- Drive: Internal or external DVD drive
- Network: Internet access capability
- Sound: Audio output capability

Note: A Windows Aero-capable graphics card is a graphics card that meets the following requirements:

- Supports a Windows Display Driver Model (WDDM) driver
- Has a DirectX 9-class graphics processor unit (GPU) that supports Pixel Shader 2.0
- Supports 32 bits per pixel
- 256 MB of graphics memory (minimum)

For Microsoft recommendations, see: <http://support.microsoft.com/kb/919183>

Office 2007 Recommendations:

- Computer and processor: 2 gigahertz (GHz) processor or higher
- Memory: 1 gigabyte (GB) RAM or higher
- Hard disk: 2 GB; a portion of this disk space will be freed after installation if the original download package is removed from the hard drive.
- Drive: CD-ROM or DVD drive
- Display: 1024x768 or higher resolution monitor
- Operating system: Microsoft Windows XP with Service Pack (SP) 2, Windows Server 2003 with SP1, or later operating system

For Microsoft recommendations, see:

<http://office.microsoft.com/en-us/products/HA101668651033.aspx>

For additional questions or comments, please contact the Campus Help Desk at 581-4000, option 1.