Technology Requirements

Laptop Statement of Support

All MSIT, MISM & MSISPM students are required to have a laptop at the start of their first semester. Although not required for other programs, Carnegie Mellon highly recommends that all students have a laptop. Student owned laptops that meet the minimum hardware specifications (listed below) have limited support for Windows XP Professional and Windows 7 Professional or greater. We do not support any version of Windows Vista. Limited support includes: -Support connecting to the CMU network

-Limited support for installation of core course programs like Oracle and Microsoft Office. Many applications require the operating system language be set to English.

-Diagnostic services for hardware problems

Operating System We only support Windows XP Professional and Windows 7 Professional/Business/Enterprise/Ultimate. We do not support Windows Vista or any other version of Windows. If you are unable to buy a laptop with a supported operating system, we suggest one of the following: -Contact the manufacturer and ask for a copy for one of the supported operating systems listed above. -Dual boot your computer so you can choose to run either Windows Vista or Windows XP/7 at startup. This option is for advanced users only. Please be advised that data loss can occur while attempting to setup your computer for dual boot and that all precautions including backups should be taken. -Virtualization: Download the free VMWare server (http://www.vmware.com/ <http://www.vmware.com/>) for Windows or VirtualBox (http://www.virtualbox.org/) for Mac OS X or Windows. The host laptop must have at least 2 GB of RAM (3 GB RAM recommended) for this option to work properly. When you install Windows XP/7 Professional in the VMWare server, you must designate at least 1.5 GB of RAM.

-Mac OS X users: We support Mac OS X 10.5 or greater. Some of the applications used at Heinz do not support the Mac operating system. We recommend setting up Boot Camp (http://www.apple.com/support/bootcamp/) to dual boot with Windows XP. You can borrow a Windows XP DVD from the Heinz Computing Services office.

Operating System Language:

If you purchase a laptop in a country other than the US, Canada or Britain, English will most likely not be the default language. Some of our course software expects to see English as the operating system language and will fail to install or function correctly if other languages are used. We regret that Computing Services is unable to support laptops that are not set to the English language. Minimum Hardware Specifications In order to be successful in this program, your laptop must meet the minimum hardware specifications below. We strongly recommend you buy a laptop that meets the recommended specifications or buy a fully supported laptop from the CMU Computer Store.

	Minimum	Recommended	NOT recommended or not supported
Processor	Pentium Core Duo 2.0 GHz or better	Intel Core Duo 2.26 GHz or better	Pentium Ultra Low Voltage Processor
RAM	2GB	3GB	
Hard Drive	120 GB	160 GB	
Operating System	Windows XP/7 Professional, Business, Enterprise, Ultimate; Mac OS X 10.5 or greater*		Windows XP/7 Home, Windows Vista, Linux
Wireless	802.11B	802.11N	
Warranty	none	Yes, for the duration of your enrollment	

*Some applications used at Heinz do not offer a Mac OS X version. Mac users will need to use Boot Camp.

Ordering a Laptop from Carnegie Mellon:

You can order a laptop from the Carnegie Mellon computer store. They offer a wide variety of manufacturers at educational discount pricing. http://www.cmu.edu/stores/computer/

Consulting Services

Heinz Computing Services can answer any question you have about your current computer or if you are buying a new computer. Send your questions to Heinz-computing@andrew.cmu.edu.