

Minimum Supported Software and Hardware List

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Overview

This list of software and hardware (below) is used by the IT and Extended Education helpdesks to guide their responses to support requests. These standards enable IT and Extended Education to provide users with high quality support.

This list will be under review continuously.

Please note:

- Hardware manufactured by unknown vendors will be supported on a case-by-case basis.
- IT and Extended Education will not open the case on any laptop to install peripherals or memory due to warranty restrictions; however, you may be referred to a local vendor to have these services performed at your expense.
- IT and Extended Education will not support any prereleases of software (i.e., no alpha or beta releases).
- The list of supported software may increase during the course of a single academic year, but no applications will be phased out mid-year.
- IT and Extended Education still support software offered by IT that does not appear on this list. Check our [list of licensed software](#).
- Suggested purchase options for personal hardware can be found [here](#).

Hardware Minimum Support List

The specifications below detail the minimum hardware requirements to receive support from IT and Extended Education with regard to accessing online educational environments:

PC Desktops and laptops – Minimum Specification

- Intel Core (i3, i5, i7) processors; 4th generation or newer
- 4 GB of RAM, 8 GB of RAM is highly recommended
- 256 GB SSD Storage
- Dual Band spectrum (2.4 GHz and 5 GHz) with 802.11ac or 802.11n
- Use Windows' [Operating System and PC Info](#) to find your hardware information

Mac desktops and laptops

- Intel Core (i3, i5, i7) processors; 4th generation or newer
- 4 GB of RAM, 8 GB of RAM is highly recommended

- 256 GB SSD Storage
- Dual Band spectrum (2.4 GHz and 5 GHz) with 802.11ac or 802.11n
- Use Apple's [About this Mac](#) feature to find your hardware information

Software

The specifications below detail the minimum software version that is required to receive support from IT and Extended Education.

TYPE OF SOFTWARE	MINIMUM SUPPORTED
Desktop/Laptop OS	Windows 10 (1709) macOS 10.13 (High Sierra)
Office Word Processors Spreadsheets Presentation	Faculty and Staff - Office 2016 (Mac, Windows) Students – Office 365, GSuite
Browsers	Internet Explorer 11 (Windows) Microsoft Edge Safari Firefox Chrome
Email, Calendar, and Contact Readers	Faculty and Staff – Outlook and Outlook Web Access Students – Google Hosted my.msutexas.edu Email Outlook 2016 (Mac) Outlook 2016 (Windows)
Video Conferencing / Collaboration	Microsoft Teams Zoom Web Conferencing Skype for Business

TYPE OF SOFTWARE	MINIMUM SUPPORTED
	WebEx
Utilities	<p>Antivirus/Anti-spyware: Sophos Intercept X (university owned PC or Mac computers) Windows Defender Sophos Home Edition for PC or Mac AVG Free</p> <p>Whole Disk Encryption: BitLocker (Windows) FileVault (Mac)</p> <p>Secure File Transfer (SFTP) and Secure Shell (SSH) Utilities: Fetch 5.7 (Mac) Open SSH 7.9/7.9p1 (Mac) PuTTY 0.71 Macintosh's Terminal utility</p> <p>PDF Utilities: Adobe Reader DC Adobe Acrobat Pro DC Native Windows PDF Viewer Native Mac PDF Viewer</p>
Media and Design Tools	Adobe Creative Cloud GIMP 2.0

TYPE OF SOFTWARE

MINIMUM SUPPORTED

Remote Access

Faculty and Staff - [MSU VPN Service](#)

Mobile Devices

The specifications below detail mobile device operating system requirements to receive support. Support includes the configuration of Microsoft Exchange, G Suite, and UCB wireless on devices.

- Android 8.x (Oreo) and later
- Apple iOS 12.x and later