



Tech Support Report

January, 2010

I. T-1 Lines

We are finally getting the new T-1 lines we asked for some time ago! TdS, TFB & TVR are scheduled for later this month and the remaining lines we hope will come next month.

II. Windows 7 & SteadyState

Several of you have asked about moving Windows 7 and future plans to keep current technology on our computers. As of now we are holding off on Windows 7 until at least June.

There are two reasons for the delay besides the fact that Microsoft products tend to be fairly unstable initially.

- Workflows is currently not certified for Windows 7. We really want that certification since “it should work” isn’t sufficient if we are trying to get tech support on a WF/Windows problem.
- SteadyState (MS Public Computer Toolkit) does not support Windows 7 at this time. This is of considerable concern since without a cost effective security solution the public machines will be very hard to manage.

Microsoft is currently soliciting responses as to whether they should release a W7 version of SS. I have added my two cents (they are getting a LOT of responses). In the meantime we are testing other options including Open Source, freeware, and commercial products