

Software (Faculty/Staff)

1. What software does ITS support?

? Refer to http://www.pplan.calpoly.edu/User_Guides/PDF%20Files/SW_USS.pdf for a chart of all the software that ITS supports as well as our levels of support.

2. How do I get Cal Poly supported software for use at home?

? See if your software is available at <http://software.calpoly.edu>. If not there are 3 options:

1. You can go to the Site-Licensing website at <http://site-licensing.calpoly.edu> to find information on available software. You can then submit a request for the software via that website or have the Help Desk create a Remedy ticket for the software
2. Faculty and Staff may go to the CSU-Microsoft Agreement Site at <http://www.helpdesk.calpoly.edu/microsoft/index.html>
3. Contact El Corral bookstore.

3. How do I get Cal Poly supported software for use on campus (i.e. my office)?

? See if your software is available at <http://software.calpoly.edu>. If not:

1. You can go to the Site-Licensing website at <http://site-licensing.calpoly.edu> to find information on available software. You can then submit a request for the software via that website or have the Help Desk create a Remedy ticket for the software
2. Check if the software is available through keyserver (<http://keyserver.calpoly.edu>). If it is, call the Help Desk (6 -7000) and have a Remedy ticket submitted for the application

4. How do I get software installed in a lab?

? You must usually supply the software or get it from site licensing. The software must be received by USS/Lab Operations ten (10) working days in advance of the date needed. Any special installation, storage or other requirements must be discussed prior to that time. Please allow additional days for test and verification. You will be notified when the software has been installed.

? If you are using diskettes other than those provided by the manufacturer, please avoid spreading viruses by reformatting the diskettes before loading the software onto them. After copying the software to the disks, you should run virus -checking software.

5. How can I get a KeyServer account?

? KeyServer accounts are only available to Faculty and Staff. Faculty and Staff should call the Help Desk at 6-7000 to set-up an account. Faculty and Staff should also visit <http://keyserver.calpoly.edu>

6. How do I access or modify my Key Server settings? or How do I logon to KeyServer?

? You must have a KeyServer account prior to logging on the server and your IP address in the KeyServer database must be up-to-date. Refer to the <http://keyserver.calpoly.edu> website for more information.

? To change or modify your settings or to logon to KeyServer:

1. PC users can go to Start > Programs > usually the folder is called Applications - KeyServer or something similar > find the KeyAccess client (it may be in its own subfolder). This client contains the KeyServer server address. This address should be keysrv01.calpoly.edu. There is also a Logon button in this application
2. MAC users can go to Apple Menu > Chooser > KeyAccess > Configure. This client contains the KeyServer server address. This address should be keysrv01.calpoly.edu. There is also a Logon button in this application.

7. How do I get Site-Licensed Software?

? You can go to the Site-Licensing website at <http://site-licensing.calpoly.edu> to find information on available software. You can then submit a request for the software via that website or have the Help Desk create a Remedy ticket for the software

8. Where can I get more information about getting software?

? Got to <http://software.calpoly.edu>