

Academic Technologies Supported Software

Product Name	Level of Support	Costs	Group(s)	Version/Exceptions	Version	Patch Method for Duke owned or managed
Mac OS X	Full	\$\$	All			JAMF/Academic Technologies
Windows 8	Limited	None	Students			User
Windows 10	Full	None	All			Bigfix/Academic Technologies
Office 365	Full	None	All			Cloud based
MS Office 2016	Full	None	All			Bigfix/Academic Technologies
MS OneDrive for Business	Full	None	All			Bigfix/Academic Technologies
Word Perfect X8	Full	None	Faculty	Academic Services staff		User
Adobe Document Cloud (DC)	Full	\$50	All	Annual license; free for students		Bigfix/JAMF/Academic Technologies
Adobe Creative Cloud (CC) ++ (includes Adobe DC)	Full	\$150	All	Annual license; free for students		Bigfix/JAMF/Academic Technologies
EBB	Full	None	Students			New versions distributed via software page
Illiad	Full	None	Staff			Library
Aleph	Full	None	Staff			Library
OCLC Connexion	Limited	None	Library			Library

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UMDPrint 2.2	Limited	None	Library			Library
MacroExpress	Limited	\$\$	Library			Library
Duo/Multifactor Authentication	Full	None	All			iOS/Android updating
LastPass	Full	None	All			Automatic Updates
Filezilla	Full	None	All			Automatic Updates
Sakai	Full	None	All		Sakai.duke.edu	Browser based
Skype	Full	None	All			Bigfix/JAMF/Academic Technologies
Panopto	Full	None	All			User
Web Browsers – Firefox, Internet Explorer, Edge, Safari, Chrome	Full	None	All			Bigfix/JAMF/Academic Technologies
iTunes	Full	None	All			Bigfix/JAMF/Academic Technologies
Flash/Java	Full	None	All	Both Flash and Java are subject to restrictions because of vulnerabilities		Bigfix/JAMF/Academic Technologiesbox
Dropbox	Limited	Various	Faculty/staff/students		Dropbox.com	User

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Box.com	Full	None	All		Box.duke.edu	Automatic Updates
Stata++	Limited	Various	Faculty/Staff			User
VPN (Cisco AnyConnect)	Full	None	All		Vpn.duke.edu	Automatic Updates
Microsoft Remote Desktop	Full	None	All			Bigfix/JAMF/Academic Technologies
Mail Merge (Word)	Limited	None	Staff			
ePrint	Full	None	Students	Some faculty and staff		Automatic Updates
Cisco Jabber	Full	None	Faculty/Staff/students	Some features are only available to faculty and staff		Automatic Updates
ScreenConnect	Full	None	All	Technical support software		Browser based
Sympa (email lists)	Full	None	All			Browser based
Crowdstrike	Full	None	All			Bigfix/JAMF/Academic Technologies
VMWare	Limited	None	All	Licensing restricts our ability to act on other's behalf		User
SISS/DukeHub	Limited	None	Faculty/Staff	The Registrar can assist with grades		Browser based

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DADD	Limited	None	Alumni/Staff	Alumni		Duke Development provides client updates
Lexis/Westlaw	Limited	None	All	Library		Browser based
SAP (work.duke.edu)	Limited	None	Faculty/Staff	OIT		Browser based
Eduroam, Dukeblue, & DukeOpen WiFi networks	Full	None	Faculty/Staff/Students			N/A
Prezi	Limited	\$\$	Faculty/Staff		Prezi.com	User
Bigfix, Casper, & CM12	Full	None	Faculty/Staff	Device management software		Bigfix/JAMF/ and SCCM self-update
User Requested Software	Basic	Various	All	See comments below*		User
WebEx	Full	None	All	A cloud based conferencing tool; note that students do not automatically have accounts	Webex.duke.edu	Browser based
Qualtrics	Full	None	Faculty/Staff	A free survey tool	Duke.qualtrics.com	Browser based
Blitlocker/FileVault	Full	None	All	Encryption software		N/A

Product Name	Level of Support	Costs	Group(s)	Version/Exceptions	Version	Patch Method for Duke owned or managed
Drupal	Limited	None	Staff	Open source software used to manage web development		N/A
Snag-It	Limited	\$\$	Staff	Screen shot program		

Legend:

Full Support – Academic Technologies will install, configure, troubleshoot, and answer basic usage questions about the product with this level of support. Academic Technologies maintains a high level of expertise with these products and will provide in depth troubleshooting when necessary.

Limited Support - This level includes installation and "best effort" support. This level is the default level of support for products not specifically included in our desktop or laptop supported models. Academic Technologies will provide only limited support for configuration, troubleshooting, and usage questions. Some of this software may fulfill strategic needs, even while being unsupported, and may therefore have a slightly higher level of support. Users should use limited support software only under the understanding that they are primarily responsible for the effective use of the software.

Basic Support – Academic Technologies will install and configure the product but will not troubleshoot, or answer questions about product at this support level.

Groups :

Faculty/Staff – All Law School faculty and staff

Students – All enrolled Law School Students

All – Faculty/Staff/Students

- If a software package is requested and approved, it will be installed. If that software is not one of Academic Technologies supported programs and it causes problems on your computer, we will make an attempt to resolve the problem, but if we cannot resolve the problem, the program will be removed.
- Any non-Academic Technologies supported software must be approved before it is installed on a Duke-owned computer. Please contact helpdesk@law.duke.edu for more information.
- If you are having trouble with supported software, please contact helpdesk@law.duke.edu.