



Computer Platform Changes: Things to Consider When Changing Operating Systems

August 23, 2012

Users who wish to switch from one operating system (OS) platform to another (e.g. Windows to Macintosh or vice-versa) should be aware of the ramifications of such a change.

Training May Be Required

While similar in some ways, many users don't realize that the Windows and Macintosh operating systems are also vastly different; how you perform operations on one OS is different on the other.

Users who will be switching platforms need to be aware of the differences and are encouraged to take the appropriate training, if needed, before receiving their new computer seat.

For training, contact the HQ Computer Training Center (CTC):

- Phone: 202-358-1111
- E-mail: ctc@hq.nasa.gov
- Web site: <http://itcd.hq.nasa.gov/ctc>

Desktop technicians are not able to provide users with an introduction on how to use their new operating system. For best results, please contact the CTC.

Software Considerations

Above-core software:

- Above-core software licenses may need to be obtained for the new platform. Most software from one operating system will not work on another (e.g. Adobe Photoshop for Windows will not work on a Macintosh). For a smooth platform transition, ensure that new software/licenses are obtained in advance, and in the case of a computer refresh, indicate this on your pre-deployment questionnaire.
- As an alternative to obtaining new above-core software for Macintosh systems, users may obtain a Contract Line Item Number (CLIN) for VMWare, which will enable them to virtually use above-core Windows-platform software (e.g. Visio, Project, etc.).

When changing e-mail clients (either from Windows to Macintosh or Macintosh to Windows):

- Depending on the size of the user's existing Entourage or Outlook data file, conversion can extend the time of the data migration.
- There are substantial differences in Microsoft Office for Windows and Office for Mac, which extends to Outlook 2010 (Windows) and Outlook 2011 (Macintosh). Microsoft



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Entourage for Mac has been replaced by Outlook 2011 for Mac. User education may be required – please contact the Computer Training Center (CTC).

Additionally:

- Some Macintosh users have experienced issues with custom Web-based applications on the Macintosh, including FOCUS and ICE Windchill. These do not work with Safari; instead use Firefox to access them.
- PDF files are automatically displayed in “Preview” on Macintosh OSX Lion Web browsers. It is strongly recommended that Mac users change the default to display PDF files in Adobe Reader to allow form fields to be fillable if applicable.

For assistance after reviewing this information, contact your organization’s IT Point of Contact (IT POC): http://www.hq.nasa.gov/office/itcd/documents/IT_Contacts.pdf

You may also contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov; or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

*This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>*