

## Self Service Library

Adobe Acrobat 5  
Adobe Acrobat 6  
Adobe Acrobat 7.0  
Adobe Acrobat 8.0  
Adobe FrameMaker 5.5  
Adobe FrameMaker 7  
Adobe Photoshop 4.0  
Adobe Photoshop 7.0  
Adobe Photoshop Creative Suite 2  
Adobe Photoshop CS 8  
Adobe Reader 7.0  
*\* Adobe Reader 8*  
AOL Instant Messenger  
Apple iLife  
Apple Boot Camp 1.1.2  
AutoCAD  
BackUpMyPC 6  
BlackBerry  
opernic Search 1.6  
Corel Presentations 9.0  
Corel WordPerfect 7.0 for Win 95  
Corel WordPerfect 8 for Linux  
Corel WordPerfect 8.0  
Corel WordPerfect 9.0  
Corel WordPerfect 9.0 for Linux  
CorelDRAW 7.0  
Entourage  
FileMaker Pro 8  
Gmail  
GNOME 1.x  
Google Desktop Search  
*\* Google Documents*  
*\* Gmail*  
Gtalk  
HP iPAQ  
Internet Connectivity 3.0  
Internet Connectivity 4.0  
Internet RSS News Readers  
Interwoven Deskite  
Intuit Quicken 98 for Windows  
iTunes  
KDE  
iWork 06 for Macintosh  
Lavasoft AdAware PE 1.06  
Lotus 1-2-3 97  
Lotus 1-2-3 Millennium  
Lotus 1-2-3 Release 5.0 for Windows  
Lotus Domino Server R5  
Lotus Domino 8  
Lotus iNotes  
Lotus Notes 4.x for Windows  
Lotus Notes 5.x for Windows  
Lotus Notes 6.x for Windows  
Lotus Notes 7  
Lotus Notes 8

Lotus Sametime  
Lotus ScreenCam Millennium  
Lotus SmartSuite 9.6  
Lotus WordPro 97  
Lotus WordPro Millennium  
Mac OS X 10.4.3 Tiger  
Mac OS X 10.3 Panther  
Mac OS X Leopard  
Macromedia Dreamweaver MX 2004  
Macromedia Dreamweaver 8 for Mac  
Macromedia Studio 8  
McAfee Total Protection for Small Business  
McAfee VirusScan 9.0  
McAfee VirusScan Enterprise  
Microsoft Access 2000  
Microsoft Access 2002  
Microsoft Access 2003  
Microsoft Access 2007  
Microsoft Access 95  
Microsoft Access 97  
Microsoft Excel 2000  
Microsoft Excel 2002  
Microsoft Excel 2003  
Microsoft Excel 2004 for Mac  
Microsoft Excel 2007  
Microsoft Excel 95  
Microsoft Excel 97  
Microsoft Exchange Server 2000  
Microsoft Exchange Server 2003  
Microsoft FrontPage 97  
Microsoft FrontPage 98  
Microsoft FrontPage 2000  
Microsoft FrontPage 2002  
Microsoft FrontPage 2003  
Microsoft InfoPath 2003  
Microsoft Int. Explorer 4.0  
Microsoft Int. Explorer 5.0  
Microsoft Int. Explorer 5.5  
Microsoft Int. Explorer 6.0  
*✓ Microsoft Int. Explorer 7.0*  
Microsoft Live Meeting  
Microsoft Office 2000  
Microsoft Office 2003  
Microsoft Office 95 Pro  
Microsoft Office 97 Pro  
Microsoft OneNote 2003  
Microsoft Outlook 2000  
Microsoft Outlook 2002  
Microsoft Outlook 2003  
*✓ Microsoft Outlook 2007*  
Microsoft Outlook 97  
Microsoft Outlook 98  
Microsoft Outlook Express  
Microsoft PowerPoint 2000

Microsoft PowerPoint 2002  
Microsoft PowerPoint 2003  
Microsoft PowerPoint 2004 for Mac  
Microsoft PowerPoint 2007  
Microsoft PowerPoint 95  
Microsoft PowerPoint 97  
Microsoft Project 2000  
Microsoft Project 2002  
Microsoft Project 2003  
Microsoft Project 2007  
Microsoft Project 98  
Microsoft Publisher 97  
Microsoft Publisher 98  
Microsoft Publisher 2000  
Microsoft Publisher 2003  
Microsoft SharePoint Portal Server  
*\* Microsoft SharePoint Server 2007*  
Microsoft Visio 2000  
Microsoft Visio 2002  
Microsoft Visio 2003  
Microsoft Visio 2007  
Microsoft Windows Media Player  
Microsoft Windows Millennium  
Microsoft Windows Server 2003  
Microsoft Windows XP Professional  
Microsoft Word 2000  
Microsoft Word 2002  
Microsoft Word 2003  
Microsoft Word 2004 for Mac  
*✓ Microsoft Word 2007*  
Microsoft Word 95  
Microsoft Word 97  
Microsoft Word 98  
Microsoft Works 2000  
Microsoft Works 7.0  
Mozilla FireFox 1.0  
Mozilla FireFox 1.7  
Mozilla FireFox 2.0  
Mozilla Thunderbird  
Mozilla Thunderbird 2  
MSN Messenger  
MS Windows Search  
MyDVD  
Nero 7  
Netscape Communicator 4.01  
Netscape Navigator 4.03  
Netscape Navigator 4.75 for Linux  
Netscape Navigator 6.2  
Netscape Navigator 7  
Netscape Navigator 7.1  
NewsGator  
Norton Internet Security 2006  
Novell GroupWise 6  
Novell GroupWise 6.5

Novell GroupWise 7  
\* *Novell ZENworks 7*  
Office Communicator 2007  
\* *OpenOffice*  
Palm Organizers  
Palm OS 5.4  
Palm OS 5.4.9  
Parallels Desktop 3.0 for Mac  
PC System Diagnostics for Windows 2000  
PC Tools Spyware Doctor 3.2  
Picasa and Hello  
QuarkXPress 4.0  
QuarkXPress 7.0 for Mac  
Roxio-Easy Media Creator 8

Safari  
Safari 3  
Safer Networking  
Spybot Search & Destroy  
Seagate Crystal Reports 11  
Seagate Crystal Reports 7  
Seagate Crystal Reports 9  
Spybot/PC Cillin- Trend Micro  
StarOffice 5.1  
StarOffice 5.2  
StarOffice 5.2 for Windows  
Symantec AntiVirus 9.0 CE  
Symantec AntiVirus 10  
Symantec AntiVirus 10.1

TechSmith SnagIt 7.0  
Treo 650  
Webroot Software SpySweeper 4.0  
Windows Mobile 5.0  
Windows Mobile 6.0  
Windows: SharpReader  
Windows Vista  
WinZip 9.0  
WordPerfect 6.0 for Windows  
WordPerfect 6.1 for Windows  
Workshare Professional 5  
Yahoo! Messenger

## Support Analyst Library

Ad-Aware SE Professional  
Adobe Acrobat 5  
Adobe Acrobat 6  
Adobe Acrobat 7.0  
Adobe Acrobat 8.0  
Adobe FrameMaker 5.5  
Adobe FrameMaker 7  
Adobe Photoshop 4.0  
Adobe Photoshop 7.0  
Adobe Photoshop CS 2  
Adobe Reader 7.0  
AOL Instant Messenger  
AutoCAD  
BackUpMyPC 6  
Blackberry  
Caldera OpenLinux 2.x  
Copernic Search 1.6  
Corel Presentations 9.0  
Corel WordPerfect 7.0 for Win 95  
Corel WordPerfect 8 for Linux  
Corel WordPerfect 8.0  
Corel WordPerfect 9.0  
Corel WordPerfect 9.0 for Linux  
CorelDRAW 7.0  
Entourage  
FileMaker Pro 8  
GNOME 1.x  
Google Desktop Search  
HP iPAQ  
Internet Connectivity 3.0  
Internet Connectivity 4.0  
Internet RSS NewsReaders  
Intuit Quicken 98 for Windows  
iTunes  
KDE  
Lavasoft AdAware PE 1.06  
Linux (General)  
Linux Applications  
Longhorn Server

Lotus 1-2-3 97  
Lotus 1-2-3 Millennium  
Lotus 1-2-3 Release 5.0 for Windows  
Lotus Domino 8  
Lotus Domino Server 4.6  
Lotus Domino Server 7  
Lotus Domino Server R5  
Lotus iNotes  
Lotus Mail and Messaging  
Lotus Notes 4.x for Windows  
Lotus Notes 5.x for Windows  
Lotus Notes 6.x for Windows  
Lotus Notes 7  
Lotus Notes 8  
Lotus Sametime  
Lotus ScreenCam Millennium  
Lotus SmartSuite 9.6  
Lotus WordPro 97  
Lotus WordPro Millennium  
Mac OS X 10.3 Panther  
✓ *Mac OS X 10.4.3 Tiger*  
Mac OS X Leopard  
Macromedia Dreamweaver MX 2004  
Macromedia Dreamweaver 8 for Mac  
Macromedia Studio 8  
McAfee Anti-Virus Utilities  
McAfee Total Protection for Small Business  
McAfee VirusScan Enterprise  
McAfee VirusScan 9.0  
Microsoft Access 2000  
Microsoft Access 2002  
Microsoft Access 2003  
Microsoft Access 2007  
Microsoft Access 95  
Microsoft Access 97  
Microsoft Excel 2000  
Microsoft Excel 2002  
Microsoft Excel 2003

Microsoft Excel 2004 for Mac  
✓ *Microsoft Excel 2007*  
Microsoft Excel 95  
Microsoft Excel 97  
Microsoft Exchange 2000  
Microsoft Exchange 4.0  
Microsoft Exchange Client 5.x  
Microsoft Exchange Server 5.0  
Microsoft Exchange Server 5.5  
Microsoft Exchange Server 2003  
Microsoft Exchange Server 2007  
Microsoft FrontPage 97  
Microsoft FrontPage 98  
Microsoft FrontPage 2000  
Microsoft FrontPage 2002  
Microsoft FrontPage 2003  
Microsoft InfoPath 2003  
Microsoft Int. Explorer 4.0  
Microsoft Int. Explorer 5.0  
Microsoft Int. Explorer 5.5  
Microsoft Int. Explorer 6.0  
✓ *Microsoft Int. Explorer 7.0*  
Microsoft Live Meeting  
Microsoft Mail and Messaging  
Microsoft NetMeeting 3.0  
Microsoft Office 2003  
Microsoft Office 2000  
Microsoft Office 95 Pro  
Microsoft Office 97 Pro  
Microsoft Office Communications Server 2007  
Microsoft OneNote 2003  
Microsoft Outlook 2000  
Microsoft Outlook 2002  
Microsoft Outlook 2003  
✓ *Microsoft Outlook 2007*  
Microsoft Outlook 97  
Microsoft Outlook 98  
Microsoft Outlook Express

Microsoft PowerPoint 2000  
Microsoft PowerPoint 2002  
Microsoft PowerPoint 2003  
Microsoft PowerPoint 2004 for Mac  
Microsoft PowerPoint 2007  
Microsoft PowerPoint 95  
Microsoft PowerPoint 97  
Microsoft Project 2000  
Microsoft Project 2002  
Microsoft Project 2003  
Microsoft Project 2007  
Microsoft Project 98  
Microsoft Publisher 97  
Microsoft Publisher 98  
Microsoft Publisher 2000  
Microsoft Publisher 2003  
Microsoft SharePoint Portal Server  
Microsoft SQL Server 2000  
Microsoft SQL Server 2005  
Microsoft SQL Server 7.0  
Microsoft Terminal Server  
Microsoft Visio 2000  
Microsoft Visio 2002  
Microsoft Visio 2003  
Microsoft Visio 2007  
Microsoft Windows 2000 Professional  
Microsoft Windows 2000 Server  
Microsoft Windows 3.1  
Microsoft Windows 95  
Microsoft Windows 98  
Microsoft Windows Me  
Microsoft Windows Media Player  
Microsoft Windows Millennium  
Microsoft Windows NT Server 3.51  
Microsoft Windows NT Server 4.0  
Microsoft Windows NT Workstation 4.0  
Microsoft Windows Server 2003  
*\* Microsoft Windows Server 2008*  
*✓ Microsoft Windows XP Professional (SP3)*  
Microsoft Word 2000  
Microsoft Word 2002  
Microsoft Word 2003  
Microsoft Word 2004 for Mac

*✓ Microsoft Word 2007*  
Microsoft Word 95  
Microsoft Word 97  
Microsoft Word 98  
Microsoft Works 2000  
Microsoft Works 7.0  
Mozilla FireFox 1.0  
Mozilla FireFox 1.7  
Mozilla Thunderbird  
MSN Messenger  
MS Internet Information Server 4.0  
MS Internet Information Services 6.0  
MS Windows Search  
MS-DOS 6.2  
MS-DOS 7.0  
MyDVD  
Nero 7  
Netscape Communicator 4.01  
Netscape Navigator 4.03  
Netscape Navigator 4.75 for Linux  
Netscape Navigator 6.2  
Netscape Navigator 7  
Netscape Navigator 7.1  
NewsGator  
Norton Anti-Virus Utilities 7.1  
Norton Internet Security 2006  
Novell GroupWise 6  
Novell GroupWise 6.5  
Novell GroupWise 7  
Novell GroupWise Client 5.2  
Novell GroupWise Client 6  
Novell Mail and Messaging  
Novell NetWare 4.1  
Novell NetWare 4.11  
Novell NetWare 6.5  
*\* Novell ZENworks 7*  
Office Communicator 2007  
*\* OpenOffice*  
Palm Operating System 3.5  
Palm Organizers  
PC System Diagnostics for Windows 2000  
PC System Diagnostics for Windows 95

PC System Diagnostics for Windows 98  
PC System Diagnostics for Windows NT 4.0  
PC System Diagnostics for Windows XP  
PC Tools Spyware Doctor 3.2  
PlaceWare Conference Center  
Printer Diagnostics 1.0  
QuarkXPress 4.0  
QuarkXPress 7.0 for Mac  
Red Hat Linux 6.x  
Red Hat Linux 7.x  
Red Hat Linux 9  
Roxio-Easy Media Creator 8  
Safari  
Safer Networking  
Sharepoint Server 2007  
Sharepoint Services 3.0  
Spybot Search & Destroy  
Seagate Crystal Reports 11  
Seagate Crystal Reports 7  
Seagate Crystal Reports 9  
Spybot/PC Cillin- Trend Micro  
StarOffice 5.1  
StarOffice 5.2  
StarOffice 5.2 for Windows  
Symantec Antivirus 8.x  
Symantec Antivirus 9.0 CE  
Symantec Antivirus 10  
Symantec Antivirus 10.1  
Symantec pcAnywhere 10.5  
Symantec pcAnywhere 11.0  
Symantec pcAnywhere 7.5  
Treo 650  
WebEx Meeting Center  
Webroot Software SpySweeper 4.0  
Windows: SharpReader  
Windows Mobile 5.0  
Windows Vista  
Windows Vista Enterprise  
WordPerfect 6.0 for Windows  
WordPerfect 6.1 for Windows  
Yahoo! Messenger

## Enterprise Library

### Angel Learning Management System

Angel LMS 7

### Blackboard

Blackboard 6  
Blackboard 7

Blackboard 7.1  
*\* Blackboard 7.2*  
*\* Blackboard 7.3*

### Citrix

Citrix Access Suite v4

### Citrix MetaFrame Conferencing Manager

Creating a Conference  
Managing a Conference

### Citrix MetaFrame for UNIX

ICA Connection  
Client Mapping

Working with ICA Client

**Citrix MetaFrame for Windows XP**

Program Neighborhood Agent  
Program Neighborhood  
Web Interface for MetaFrame XP

**Citrix MetaFrame Secure Access Manager**

Content Delivery Agent  
Customizing Settings  
Launch Application  
Published Application  
Working with Access Center

**Cognos Corporate Performance Management**

Business Intelligence  
Cognos Planning and Consolidation  
Scorecarding

*\* [Desire2Learn](#)*

**MicroStrategy Desktop 8**

Filters  
Metrics  
Reports  
Schema Objects

*\* [Moodle](#)*

**Oracle**

**Oracle E-Business Suite**

Financials 11i  
General Ledger  
Payables  
Receivables  
Fixed Assets  
Working with Oracle 11i

**Oracle Manufacturing**

**PeopleSoft**

**Human Capital Management**

NA Payroll  
Time and Labor  
Benefits  
Recruiting

**Customer Relationship Management**

Customers CRM  
Products CRM  
Items CRM  
Sales  
Orders and Quote

**Financial Management**

Planning and Budgeting  
General Ledger  
Payables  
Receivables  
Purchasing

**Working with PeopleSoft**

Productivity Tips

**SAP**

**Cost Controlling**

Activity Based Costing  
Cost Element Accounting  
Cost Center Accounting  
Internal Order Accounting

**Customer Relationship Management**

Marketing  
Customer Interaction Center  
Mobile Client  
Enterprise Sales

**Financial Accounting**

Accounts Payable

Accounts Receivable

Asset Management  
Funds Management  
General Ledger  
Special Ledger

**Human Resources**

Employee Self Service  
Career Management  
Personnel Management  
Recruitment  
Training and Event Management  
Time Management

**Supply Chain Management**

Materials Management  
Production Planning and Control  
Warehouse Management System

**Working with SAP**

Accessing SAP  
Matchcodes  
Printing in SAP  
SAP Reports  
SAP Screens  
SAP User Settings  
Session Management  
Transaction Codes

**Sales & Distribution**

Session Management Billing

**Foreign Trade and Customs**

Reports  
Sales  
Shipping and Transportation  
Working with Master Data

**mySAP**

Business Warehouse  
CRM  
Finance  
Human Resources  
Product Lifecycle Management  
Strategic Enterprise Management  
Workflow Utility

**SCT Banner**

Accounts Receivable  
Advancement  
Bookshelf  
Financial Aid  
General  
Human Resource  
Internet Explorer  
JInitiator  
Luminis Platform

**Siebel**

**Working with Siebel**

Navigation  
User Preferences  
Working with Projects

**Customer and Partner Applications**

eSales

**Employee Relationship Management**

Application Administration  
Siebel Teams  
eFinance

**Customer Relationship Management**

Service Requests  
Invoices  
Claims

**Web CT 6.0**

Web CT Campus Edition Course Management System

**Web CT Vista**

**Jenzabar EX**