

Operating System Support Plan for Test Delivery System 2020–2021

Published June 26, 2020

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Introduction

A supported operating system is one for which Cambium Assessment, Inc. (CAI) provides updates to the Secure Browser for that operating system. CAI actively tests the Secure Browser with supported operating systems to ensure compatibility and provides Secure Browser updates as needed when the supported operating systems are updated or as bugs in the Secure Browser are detected and fixed.

This document describes CAI’s plan for supporting operating systems during the upcoming test administration and following years. This plan helps districts and schools manage operating system deployments based on the support timelines. The list of all supported operating systems and browsers can be found on the Connecticut Comprehensive Assessment Program Portal [Supported Browsers](#) page.

Timing of Secure Browser Updates

Major and minor version upgrades for Windows, Mac, Linux, iOS, and Chrome OS will be supported by CAI upon the completion of internal testing following their release. Secure Browser updates may be provided by CAI for new major and minor version upgrades of Windows, Mac, Linux, iOS, and Chrome OS if necessary.



Warning: Support for New Operating Systems

Operating systems and versions that become available during the administration year will not necessarily be supported immediately. **Do not** upgrade to new operating systems on computers that will be used to administer online assessments without ensuring the updates meet the required specifications. **Specialists at CAI recommend locking down all systems prior to the test administration window.**

Support Plan for Operating Systems

[Table 1](#) lists the operating systems and the anticipated end-of-support dates. The shaded cells in [Table 1](#) indicate the following:

- **Yellow shading**—CAI ends support for operating systems after the 2020–2021 school year.
- **Gray shading**—CAI ends support for operating systems after the 2021–2022 school year.

Table 1. Supported Operating Systems

Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
Windows ^a			
8 (Professional & Enterprise)	Oct. 2012	End of 2021-2022 School Year	CAI's support for Windows operating systems ends ten school years after its release date. For the most part, this coincides with Microsoft's official end-of-life policies for its operating systems.
8.1 (Professional & Enterprise)	Oct. 2013	End of 2022-2023 School Year	
10, 10 in S mode (Educational, Professional, & Enterprise (Versions 1809-2004 ^b))	July 2015; rolling	End of 2024-2025 School Year	
Server 2012 R2	Oct. 2013	End of 2022-2023 School Year	
Server 2016 R2	Oct. 2016	End of 2025-2026 School Year	
Mac ^a			
10.11	Sept. 2015	End of 2020-2021 School Year	As long as Apple continues to release new versions of macOS annually, CAI will support the six latest versions in 2020-2021. By Fall 2022, CAI will transition to a support policy of four active versions of macOS.
10.12	Sept. 2016	End of 2020-2021 School Year	
10.13	Sept. 2017	End of 2021-2022 School Year	
10.14	Sept. 2018	End of 2021-2022 School Year	

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
10.15	Oct. 2019	End of 2022-2023 School Year	
10.16 ^b	Oct. 2020	End of 2022-2023 School Year	
Linux ^c			
Fedora 30 LTS (Gnome)	April 2019	End of 2022-2023 School Year	Official Fedora support typically ends one to two years after a release.
Fedora 31 LTS (Gnome) ^b	Oct. 2019	End of 2023-2024 School Year	
Ubuntu 16.04 LTS (Gnome)	April 2016	End of 2020-2021 School Year	Ubuntu typically supports long-term support (LTS) distributions for five years after a release.
Ubuntu 18.04 LTS (Gnome)	April 2018	End of 2022-2023 School Year	
Ubuntu 20.04 LTS (Gnome) ^b	April 2020	End of 2023-2024 School Year	
iOS/iPadOS			
12.4 13.4 14 ^b	Sept. 2018; rolling	CAI supports the three most recent major releases of iOS.	Supported iPads: All 9.7" or larger iPads running a supported version of iOS/iPadOS.
Chrome OS ^d			
84+	June 2020; rolling	For any given school year, CAI will support the latest version of Chrome OS available during the summer months and all subsequent versions until the following summer. For example; if Chrome 84 is	Google releases new versions of Chrome OS every six weeks. Support may require updating the Chrome kiosk application.

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
		released in July, it and all versions of Chrome after it will be supported until July of the following year.	

- a If Microsoft or Apple ends support for an operating system sooner than six years after its release, then CAI will stop supporting that system one full school year after support ends.
- b Support for this version is anticipated upon the completion of testing following its release.
- c For Linux distributions, CAI will end support at the end of a full school year after the official distributor's announced end-of-life support date.
- d CAI will support any device that Google actively supports for auto-update. CAI will not support any device that Google does not support for auto-update. Information on Google's auto-update policy, including currently supported devices, can be found at <https://support.google.com/chrome/a/answer/6220366>.

Appendix A. User Support

If this document does not answer your questions, please contact the Connecticut Comprehensive Assessment Program Help Desk.

The Help Desk will be open Monday–Friday from 7:00 a.m. to 4:00 p.m. ET outside of the summative testing window and Monday–Friday from 7:00 a.m. to 7:00 p.m. ET during the summative testing window (except holidays).

**Connecticut Comprehensive Assessment Program
Help Desk**

Toll-Free Phone Support: 1.844.202.7583

Email Support:

cthelpdesk@cambiumassessment.com

Appendix B. Change Log

Location	Change	Date
Throughout	Cutover from 2019-2020.	5/27/20