



# **Operating System Support Plan for Test Delivery System**

**2016–2017**

**Delaware Department of Education**  
Office of Assessment  
35 Commerce Way  
John W. Collette Education Resource Center  
Dover, DE 19904

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Washington, DC 20007

If you have any questions regarding the *Paper and Pencil Test Administration Manual, Delaware Comprehensive Assessment System (DCAS) for Science, Social Studies, and End-of-Course (EOCs)* please contact the Delaware Department of Education, Office of Assessment, at (302) 857-3391.

For questions or additional assistance regarding the online testing system, please contact the Delaware System of Student Assessments (DeSSA) Help Desk at the American Institutes for Research (AIR).

### **Important Contact Numbers**

DeSSA Help Desk	(877) 560-8331
DCAS-Alt1 Help Desk	(877) 206-7039
Delaware Department of Education Office of Assessment	(302) 857-3391

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## 1.0 Introduction

A supported operating system is one for which American Institutes for Research (AIR) provides updates to the secure browser for that operating system. AIR provides these updates as the supported operating systems are updated or as bugs in the secure browser are detected and fixed.

This document describes AIR'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.

## **2.0 Timing of Secure Browser Updates**

For major version upgrades to a desktop operating system released before May 1, 2016, AIR will provide a secure browser update for that operating system version for the upcoming school year. For example, if an upgrade is released in April 2016, AIR will provide a secure browser that works on that upgrade for the 2016–2017 school year.

For major version upgrades to a desktop operating system released after May 1, AIR will not provide a secure browser update until the following school year, and the existing secure browser may or may not be compatible with the upgrade. For example, if an upgrade is released in June 2017, AIR will not provide a secure browser that works on that upgrade until the 2018–2019 school year. Exceptions may be made on a case-by-case basis.

For minor version upgrades to iOS, Android, or Chrome operating systems, AIR will provide mobile secure browser updates to ensure compatibility.

### 3.0 Support Plan for Operating Systems

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

- Yellow shading—AIR ends support for operating systems after the 2015–2016 school year.
- Gray shading—AIR ends support for operating systems after the 2016–2017 school year.

**Table 1-1. Supported Operating Systems**

Operating System	Release Date	Anticipated End-of-Support Date	Notes
<b>Windows<sup>a</sup></b>			
Vista	Jan. 2007	End of 2016–2017 School Year	AIR's support for Windows operating systems ends 10 school years after its release date. For the most part, this coincides with Microsoft's official end-of-life policies for its operating systems.
7	Oct. 2009	End of 2018–2019 School Year	
8.0, 8.1	Oct. 2012	End of 2021–2022 School Year	
10	July 2015	End of 2024–2025 School Year	
Server 2008	Oct. 2009	End of 2018–2019 School Year	
Server 2012	April 2012	End of 2021–2022 School Year	
<b>Mac OS X (Intel)<sup>a</sup></b>			
10.7	July 2011	End of 2020–2021 School Year	Mac OS X computers with PowerPC processors are not supported.
10.8	July 2012	End of 2021–2022 School Year	
10.9	Oct. 2013	End of 2022–2023 School Year	Apple does not document end-of-life status for its products. AIR recommends using the most recent releases.  AIR support for a given version of OS X ends 10 school years after its release date.
10.10	Oct. 2014	End of 2023–2024 School Year	
10.11	Oct. 2015	End of 2024–2025 School Year	
<b>Linux<sup>b</sup></b>			
Fedora 23	Nov. 2015	End of 2018–2019 School Year	Official Fedora support typically ends one to two years after a release.
Fedora 24	Pending	End of 2019–2020 School Year	
openSUSE 13.1	Nov. 2013	End of 2016–2017 School Year	Official openSUSE 13.1 support ends November 2016.
openSUSE 13.2	Pending	End of 2017–2018 School Year	Official openSUSE 13.2 support ends mid-2017.
Red Hat Enterprise 6.5	Nov. 2013	End of 2020–2021 School Year	Official Red Hat Enterprise 6.5 support ends November 2020.

Operating System	Release Date	Anticipated End-of-Support Date	Notes
Ubuntu 12.04 (LTS)	April 2012	End of 2016-2017 School Year	Ubuntu typically supports long term support (LTS) distributions for five years after a release.
Ubuntu 14.04 (LTS)	April 2014	End of 2018–2019 School Year	
Ubuntu 16.04 (LTS)	April 2016	End of 2020–2021 School Year	
<b>iOS</b>			
8.0–8.2 9.2–9.3 10.2	Sept. 2014; rolling	Support for iOS 7.0 and 7.1 ends when iOS 10.0 is supported.  AIR supports the three most recent major releases of iOS (7-9 or 8–10 once iOS 10 is supported).	Supported iPads: iPad 2 iPad 3 4th Generation (Retina display) iPad Air
<b>Android</b>			
4.4, 5.0, 5.1, 6.0	Oct. 2012; rolling	AIR supports the four most recent minor releases of Android.	Supported tablets: Google Nexus 10 Motorola Xoom Samsung Galaxy Note (2014 edition) Samsung Tab 3 and 4 LearnPad Quarto
<b>Chrome OS</b>			
50+	Jan. 2016; rolling	For a given school year, AIR supports the version of Chrome OS available at the start of that school year and any subsequent version. For example if Chrome OS version 42 is available at the start of school year 2015–2016, AIR supports that version and any other version released during that school year.	Google releases new versions of Chrome OS every six weeks. Support may require updating the Chrome kiosk application.

<sup>a</sup> If Microsoft or Apple ends support for an operating system sooner than 10 years after its release, then AIR will stop supporting that system one full school year after support ends.

<sup>b</sup> For Linux distributions, AIR will end support at the end of a full school year after the official distributor’s announced end-of-life support date.

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## Appendix A: User Support

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## Appendix A. User Support

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If this document does not answer your questions, please contact the DeSSA Help Desk.

The Help Desk is open Monday–Friday from 6:30 a.m. to 6:30 p.m. Eastern Standard Time (except holidays).

**Oregon Assessment of Knowledge and Skills(DeSSA)  
Help Desk**

Toll-Free Phone Support: 1-877-560-8331

Email Support: [dessahelpdesk@air.org](mailto:dessahelpdesk@air.org)

If you contact the Help Desk, you will be asked to provide as much detail as possible about the issues you encountered.

Include the following information:

- Test Administrator name and IT/network contact person and contact information
- SSIDs of affected students
- Results ID for the affected student tests
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
  - Secure browser installation (to individual machines or network)
  - Wired or wireless Internet network setup