

Operating System Support Plan for Test Delivery System 2017–2018

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If you have any questions regarding the Delaware System of Student Assessments (DeSSA), 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 DeSSA Help Desk at the American Institutes for Research (AIR).

Important Contact Numbers

DeSSA Help Desk	877-560-8331
Delaware Department of Education Office of Assessment	302-857-3391

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Section I. 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.

Section II. Timing of Secure Browser Updates

For major version upgrades to a desktop operating system released before May 1, 2017, 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 2017, AIR will provide a secure browser that works on that upgrade for the 2017–2018 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 2018, AIR will not provide a secure browser that works on that upgrade until the 2019–2020 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.

Section III. 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:

- Gray shading—AIR ends support for operating systems after the 2018–2019 school year.

Table 1. Supported Operating Systems

Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
Windows^a			
7 (Professional and Enterprise)	Oct. 2009	End of 2018–2019 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.
8.0 (Professional and Enterprise)	Oct. 2012	End of 2021–2022 School Year	
8.1 (Professional and Enterprise)	Oct. 2013	End of 2022–2023 School Year	
10 (Professional, Educational, and Enterprise)	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	
Server 2016	Oct. 2016	End of 2025–2026 School Year	
Mac OS X			
10.9	Oct. 2013	End of 2022–2023 School Year	Mac OS X computers with PowerPC processors are not supported. 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	
macOS 10.12	Sept. 2016	End of 2025–2026 School Year	
macOS 10.13 ^c	Pending	End of 2026–2027 School Year	
Linux^b			
Fedora 25 LTS (Gnome)	June 2016	End of 2019–2020 School Year	Official Fedora support typically ends one to two years after a release.
Fedora 26 LTS (Gnome)	July 2017	End of 2020–2021 School Year	

Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
Ubuntu 14.04 LTS (Gnome)	April 2014	End of 2018–2019 School Year	Ubuntu typically supports long term support (LTS) distributions for five years after a release.
Ubuntu 16.04 LTS (Gnome)	April 2016	End of 2020–2021 School Year	
iOS			
9.3 10 11.1	Sept. 2014; rolling	AIR supports the three most recent major releases of iOS. Version 9.3 will lose support when version 12 becomes available.	Supported iPads: iPad 2 iPad 3 4 th Generation (Retina Display) 5 th Generation (Retina Display) iPad Air iPad Air 2
Android			
5.1, 6.0, 7.1 (Nougat)	Oct. 2012; rolling	AIR supports the three most recent minor releases of Android. Version 5.0 will lose support when version 8.0 is available.	Supported tablets: Google Nexus 10 Asus Transformer Pad Asus Memo Pad Dell Venue 10 HP Pro Slate 10 Samsung Galaxy Tab 4 Education
Chrome OS			
60+	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 60 is available at the start of school year 2017–2018, 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.

- ^a 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.
- ^b 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.
- ^c Support for this version is anticipated upon the completion of testing following its release.

Appendix A. User Support

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

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

DeSSA Help Desk

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

Email Support: dessahelpdesk@air.org

When contacting the help desk, provide the representative with as much detail as possible about the issue(s) encountered and the system on which it occurred. The following information should be provided when reporting any incidents or issues:

Include the following information:

- TA name and IT/network contact person and contact information
- SSIDs of affected students
 - Do NOT provide any other student information, as doing so may violate Family Educational Rights and Privacy Act (FERPA) policies.
- Results ID for the affected student tests
- Test session ID
- List of embedded accessibility features
- Test name and grade
- Question number
- 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

Appendix B. Change Log

Change	Date
Updated pending support for iOS11 and macOS 10.13^c	10/5/17
Updated, removed iOS 8.4, 11.0 and added 11.1	11/14/17
Chrome 59+ changed to 60+	1/5/18