

Operating System Support Plan for Test Delivery System 2019–2020

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Prepared by the American Institutes for Research®



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Section I. Introduction

The American Institutes for Research (AIR) provides updates to the Secure Browser for each supported operating system. These Secure Browser updates are provided by AIR annually, or when deemed necessary if bugs in the Secure Browser are detected.

This document describes AIR's plan for supporting operating systems during the upcoming test administration. This plan helps districts and schools to manage operating system deployments based on the support timelines. The list of all supported operating systems and browsers for the 2019-2020 test administration will be updated on **August 15, 2019** when the Secure Browser goes live. This list can be found on the Connecticut Comprehensive Assessment Program Portal [Supported Browsers](#) page.

Section II. Timing of Secure Browser Updates

Major and minor version upgrades for Windows, Mac, Linux, iOS, Android, and Chrome OS will be supported by AIR upon the completion of internal testing following their release. Secure Browser updates may be provided by AIR for new major and minor version upgrades of Windows, Mac, Linux, iOS, Android, 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 AIR recommend locking down all systems prior to the test administration window.**

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:

- **Yellow shading**—AIR ends support for operating systems after the 2019–2020 school year.
- **Gray shading**—AIR ends support for operating systems after the 2020–2021 school year.

Table 1. Supported Operating Systems

| Supported Operating System | Release Date | Anticipated End-of-Support Date | Notes |
|-----------------------------------------------------------------------------------------------------|--------------|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Windows^a | | | |
| 7 SP1 (Professional & Enterprise) | Oct. 2009 | End of 2019-2020 School Year | AIR'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 (Professional & Enterprise) | Oct. 2012 | End of 2021–2022 School Year | |
| 8.1 (Professional & Enterprise) | Oct. 2013 | End of 2022-2023 School Year | |
| 10, 10 in S mode (Educational, Professional, & Enterprise (Versions 1507-1809, 1903 ^c)) | July 2015 | 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 | | | |
| 10.9 | Oct. 2013 | After official support for macOS 10.15 is announced. | As long as Apple continues to release new versions of Mac OS annually, AIR will support the six latest versions for any given school year. Support for Mac OS X 10.9 will end upon the release and testing of macOS 10.15. |
| 10.10 | Oct. 2014 | End of 2020-2021 School Year | |
| 10.11 | Sept. 2015 | End of 2021-2022 School Year | |
| 10.12 | Sept. 2016 | End of 2022-2023 School Year | |
| 10.13 | Sept. 2017 | End of 2023-2024 School Year | |
| 10.14 | Sept. 2018 | End of 2024-2025 School Year | |

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| Supported Operating System | Release Date | Anticipated End-of-Support Date | Notes |
|---------------------------------------|------------------------|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.15 ^c | Pending | End of 2025-2026 School Year | |
| Linux^b | | | |
| Fedora 28 LTS (Gnome) | May 2018 | End of 2019-2020 School Year | Official Fedora support typically ends one to two years after a release. |
| Fedora 29 LTS (Gnome) | Oct. 2018 | End of 2021-2022 School Year | |
| Fedora 30 LTS (Gnome) ^c | April 2019 | End of 2022-2023 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) ^c | April 2020 | End of 2023-2024 School Year | |
| iOS | | | |
| 11.4 12.2 iPadOS ^c | Sept. 2017; rolling | AIR supports the three most recent major releases of iOS. | Supported iPads: 4 th Generation (Retina Display) 5 th Generation (Retina Display) 6 th Generation (Retina Display) iPad Air iPad Air 2 iPad Pro |
| Android | | | |
| 7.1 8.1 | Aug. 2016; rolling | AIR supports the three most recent major releases of Android. | Supported tablets: ASUS ZenPad S3 10 ASUS ZenPad Z10 Lenovo Tab 4 10 Lenovo Tab E10 Lenovo Tab M10 Lenovo Tab P10 Samsung Galaxy Tab S3 Samsung Galaxy Tab S4 |

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| Supported Operating System | Release Date | Anticipated End-of-Support Date | Notes |
|------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Chrome OS^d | | | |
| 75+ | June 2019; rolling | For any given school year AIR 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 75 is released in July, it and all versions of Chrome after it will be supported until July of the following 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 six 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.
- ^d AIR will support any device that Google actively supports for auto-update. AIR 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@air.org

Appendix B. Change Log

| Change | Section | Date |
|--------|---------|------|
| | | |