Operating System Support Plan for Test Delivery System
Updated for the 2017–2018 School Year

This support plan establishes clear guidelines regarding which operating systems AIR will support for the upcoming test administration and in following years. The purpose of this document is to help districts and schools manage support requirements and plan based on support timelines.

This support plan is for all of Oregon's online assessments (http://oaksportal.org), specifically:

- Smarter Balanced English Language Arts and Mathematics (Computer Adaptive and Performance Tasks)

- English Language Proficiency Assessment (ELPA21)

- OAKS Science and Social Sciences

Note: Oregon's 2017-2018 Support Plan is the official policy of Oregon Department of Education. Announcements or materials directly from Smarter Balanced Assessment Consortium do not supersede this Support Plan. Please report any inconsistencies that might be observed in Smarter Balanced announcements or materials to your ESD Partner.

This plan also helps leverage advantages available only through emerging technologies, while also continuing to support legacy platforms. The support statuses included in this plan are consistent with the statuses communicated in the 2016–2017 support plan, with some adjustments (e.g. Mac OS X 10.6, iOS 8, and Linux OS are no longer supported).

Status changes take effect each summer to avoid disruptions in testing during Oregon's primary test administration window. To ensure districts have sufficient notice to respond to any status changes, AIR will update this document annually.

ODE's advisory group reviews all changes to support status anticipated to occur within the next four school years.

About the Supported Operating Systems

The operating systems listed in this document are supported when software is directly installed on machines and devices. Some types of network installation are supported.

- Operating systems that will not be supported after the 2017–2018 school year are highlighted yellow. Systems that will not be supported after 2018–2019 are highlighted gray.

- For information about network installation and related requirements, refer to the *Technical Specifications Manual for Online Testing*.

- For information about secure browser installation, refer to the *Secure Browser Installation Manual*.

About Supported Tablets

The tablets listed in this document are the only ones currently supported. These devices have been tested explicitly for use with the mobile secure browser and the Test Delivery System. Other tablets will not be supported for the 2017–2018 test administration.

Key:
- Operating systems highlighted <mark>yellow</mark> will end support after the 2017–2018 school year.
- Operating systems highlighted <mark>gray</mark> will end support after the 2018–2019 school year.

Supported Operating Systems	Release Date	Anticipated End of Support Date	Known Limitations and Accessibility Restrictions	Notes
Windows *Note: Windows Vista is no longer supported.*				
7	Oct. 2009	End of 2019–2020 School Year		AIR 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

New for 2017-18, AIR supports the Take a Test app, which comes embedded on all Windows 10 machines (except Home edition). |
8.0, 8.1	Oct. 2012	End of 2021–2022 School Year	Students testing on Windows 8.0 or 8.1 touchscreen devices may need to use a mouse, as some onscreen tools are small and may be difficult to operate via touchscreen. Students should practice with the touchscreen prior to testing to get familiar with tool sizing.	
10	July 2015	End of 2024-2025 School Year	Users updating to Windows 10 **after** installing the Secure Browser have reported that it does not open correctly following the update. When this happens, resetting the Secure Browser profile, as described in Appendix B of the Secure Browser Installation Manual, resolves the issue	
Server 2008	Oct. 2009	End of 2018–2019 School Year		
Sever 2012	April 2012	End of 2021-2022 School Year		
Server 2016	Sept 2016	End of 2025-2026 School Year		

Mac OS X (Intel) Note: OS X 10.6* is no longer supported.				
10.7	July 2011	End of 2017-2018 School Year	OSX 10.13 (High Sierra) is not supported for secure testing due to an issue with audio and text-to-speech (TTS).	Apple does not document end-of-life status for its products. AIR recommends using the most recent releases.

*Last OS X 10.6 update from Apple was in 2011 and last security patch in 2013.

End of support date for OS X 10.7 has been changed to Spring 2018. OS X 10.7 and 10.8 users are encouraged to upgrade to OS X 10.11 for school year 2017-18. |
10.8	July 2012	End of 2021–2022 School Year		
10.9	Oct. 2013	End of 2022–2023 School Year		
10.10	Oct. 2014	End of 2023-2024 School Year		
10.11	Sep. 2015	End of 2024-2025 School Year		
10.12	Sept. 2016	End of 2026-2027 School Year		
iOS Note: iOS 8.x is no longer supported.				
9.2

9.3

10.2

10.3

11.1 | Dec. 2015

Mar. 2016

Dec. 2016

April 2017

Nov. 2017 | Apple iOS operating systems are released on a rolling basis. The supported operating system versions will be updated as required each year to support advances in technology and online assessments | STT is unavailable on all mobile devices, as they do not support permissive mode.

On the practice test, user may experience a "Test environment not secure" error after a period of inactivity. This issue can be resolved by changing auto-lock settings | **Supported iPads:**

iPad 2

iPad 3

4th Generation (Retina display)

5th Generation

iPad Air

iPad Air 2

• iOS 9.2 resolves security issues that were present in iOS 9.0 and 9.1. If you have iPads running iOS 9.0 or 9.1 that are being used for secure assessments, please update the iPads to iOS 9.3+ as soon as possible. iOS 9.0 and 9.1 have been blocked for testing since January 5, 2016.
• iOS 10.0,10.1, and 11.0 are not supported for testing. |

Chrome OS				
60 and above	Rolling	Chrome operating systems are released on a rolling basis. The supported operating system versions will be updated as required each year to support advances in technology and online assessments.	ELPA21 speaking portion (segment 2) cannot be administered on Acer 13 Chromebooks v61 and below due to issue with voice recording.	Google releases new versions of Chrome OS every six weeks. AIR will review each release and support them after quality assurance testing is completed. Upgrading Chrome OS may require updating the Chrome kiosk application. Note that If you are using a domain setup to block auto-updates, once you *do* update, you will be required to update to one of latest three versions of Chrome OS.
Linux *Note: Linux is no longer supported. See About Support section below for more information.*				
Android *Note: On 10/10/2017 Android tablets were removed from the list of supported devices for secure testing. See About Support section below for more information.*				

About Support

Support means that AIR will provide secure browser updates for these operating systems in the event that the OS has been updated or as bugs are discovered. The secure browsers will be actively supported to keep them current with changes made to the OS. Full support applies for those OS that are currently supported by their companies (e.g., Windows 7 supported by Microsoft).

- Major version upgrades to a desktop operating system released **before May 1** will be supported and AIR will provide a secure browser for that operating system version for the upcoming school year (e.g., an upgrade released during April 2017 will be supported for the 2017–2018 school year).

- Major version upgrades to an OS released **after May 1** may not be supported unless it works with the existing secure browser. Otherwise, AIR will not provide a secure browser until the following school year (e.g., an upgrade released during June 2017 may not be supported until the 2018–2019 school year). Exceptions may be made on a case-by-case basis.

- The mobile secure browsers for supported iOS, Android, and Chrome operating systems will be updated when appropriate to provide support for new online testing features or to fix bugs encountered as a result of minor version upgrades.

For *Windows* and *Mac* operating systems, AIR caps support at 10 years from the time an operating system was released to the public. If the parent company ends its support of an operating system, or stops providing security updates, AIR will stop supporting that system after one full school year.

For *iOS* (the iPad operating system), AIR will endeavor to support the two most recent versions of iOS released before May 1 of the previous year. For example, for 2017-2018, we will support iOS 10 and 11. However, there may be some sub-versions of iOS that have security issues or other issues built into the operating system that prevent us from being able to recommend their use or require us to put restrictions on their use.

AIR will test updates to iOS as they become available after May 1 and add the updates to the list of versions supported for the academic year as testing is completed. Major updates may require an update to the Mobile Secure Browser App. Updates to the Mobile Secure Browser App usually take several months to develop and test.

Support for all versions of iOS supported at the beginning of the academic year will be continued until the end of the testing window, even if support for new versions is added. Moving into the following school year, we will follow the policy of supporting the two most recent versions of iOS available on May 1. This means that if support is added during the academic year for one or more versions of iOS, support will be dropped the following academic year for a corresponding number of older versions of iOS.

For *Chrome OS* (the Chromebook operating system), AIR will support the most recent version of Chrome OS that is available on May 1 of the year prior to the testing year. AIR will review each subsequent release of Chrome OS and support the release after quality assurance testing is completed. Some updates may require updating the Chrome kiosk application. Updates to the Chrome kiosk application may take several months to develop and test.

***Android* operating system–**

Important Update (10/10/2017)

- Due to an issue preventing detection and blocking of open apps in the Android Secure Browser, as of October 10, 2017 Android devices are being removed from the support plan for student testing in 2017-2018. AIR will continue to work with Google and the device manufacturers to identify a solution to this issue. Once a solution is identified and deployed, Android devices will be added back into the Support plan, and districts will be notified.
- Android devices may continue to be used for non-proctored practice tests using Chrome or another supported web browser.

Linux – In response to concerns about available security updates and the capacity to continue to maintain multiple secure browser versions, ODE reviewed 2016-17 usage statistics and made the decision to discontinue support for Linux for statewide assessment in Oregon beginning in 2017-18.