

Operating System Support Plan for Test Delivery System 2021–2022

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Introduction

This support plan establishes clear guidelines regarding which operating systems CAI 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 and surveys, specifically:

- Content area assessments in English Language Arts, Mathematics, and Science in Grades 3-8 and 11
- English Language Proficiency Assessment (ELPA Summative and Screener) in Grades PK-12
- Student Educational Equity Development Survey (SEED Survey)



Note: Oregon’s 2021-2022 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 2020–2021 support plan, with the following adjustments: support for Windows 8 ended one year ahead of schedule and is no longer supported. By fall 2022, CAI will transition to a support policy of four active versions of macOS. The anticipated end-of-support date for each macOS has been updated accordingly.

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, CAI will update this document annually.



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 2021–2022 school year are highlighted yellow. Systems that will not be supported after 2022–2023 are highlighted gray.
- For information about network installation and related requirements, refer to the *Quick Guide for Setting Up Your Online Testing Technology*.
- For general information about secure browser installation, refer to the [Secure Browsers page](#) on the [OSAS Portal](#). For detailed information about secure browser installation, refer to the *Configurations, Troubleshooting, and Advanced Secure Browser Installation* document for your operating system.



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 2021–2022 test administration.

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 2021-2022 school year.
- **Gray shading** —CAI ends support for operating systems after the 2022–2023 school year.

Table 1. Supported Operating Systems

Supported Operating System	Release Date	Anticipated End-of-Support Date	Known Limitations and Accessibility Restrictions	Notes
Windows ^a				
8.1 (Professional & Enterprise)	Oct. 2013	End of 2022-2023 School Year	Students testing on Windows 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.	CAI’s support for each Windows operating system 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.
10, 10 in S mode (Educational, Professional, & Enterprise (Versions 1909-20H2, 21H1 ^b))	July 2015; rolling	Windows 10 has no current end of support date. On a rolling basis, new versions of Windows 10 will be tested and approved for support and old versions will be removed from the support plan.	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 the Configuration, Troubleshooting, and Advanced Secure Browser Installation Guide for Windows document, resolves the issue.	CAI supports the Take a Test app, which comes embedded on all Windows 10 machines (except Home edition).

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Known Limitations and Accessibility Restrictions	Notes
Server 2012 R2	Oct. 2013	End of 2022-2023 School Year		
Server 2016 R2	Oct. 2016	End of 2025-2026 School Year		
macOS ^a				
10.13	Sept. 2017	End of 2021-2022 School Year		CAI will support the five latest versions of macOS in 2021-2022.
10.14	Sept. 2018	End of 2021-2022 School Year		
10.15	Oct. 2019	End of 2022-2023 School Year		By fall 2022, CAI will transition to a policy of supporting the four latest versions of macOS.
11	Nov. 2020	End of 2023-2024 School Year		
12 ^b	Expected Fall 2021	End of 2024-2025 School Year		
iPadOS				
13.7 14.5 15 ^b	Sept. 2019; rolling	CAI supports the three most recent major releases of iPadOS.	Third-party Speech-To-Text (STT) is unavailable on all mobile devices, as they do not support permissive mode.	CAI supports all 9.7" or larger iPads running a supported version of iPadOS.

Chrome OS ^c				
91	June 2021; 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 91 is released in June, it and all versions of Chrome after it will be supported until July of the following year.	Mobile Secure Browser 7 (released August 2020) and Mobile Secure Browser 8 (anticipated release October 2021) can both be used on Chrome devices in 21-22. Check the OSAS Portal for updates on the release of Mobile Secure Browser 8.	<p>Google releases new versions of Chrome OS every four weeks. Support may require updating the Chrome kiosk application.</p> <p>Chrome devices using OS updates from the development channel will be officially blocked. OS updates from the stable channel will be supported after quality assurance testing is completed.</p>

- 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 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>.

For additional questions about these operating systems, please contact the Oregon Statewide Assessment System Helpdesk. The Helpdesk will be open Monday through Friday from 7:00 a.m. to 5:00 p.m. Pacific Time (except holidays).

Oregon Statewide Assessment System Helpdesk

Toll-Free Phone Support: 1-866-509-6257

Email Support: osashelpdesk@cambiumassessment.com

Chat Support: <https://osasportal.org/contact.html>

About Support

Support means that CAI 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 10 supported by Microsoft).

CAI will support major and minor version upgrades for Windows, macOS, iPadOS, and Chrome OS throughout the year upon the completion of internal testing following their release. CAI may provide Secure Browser updates for new major and minor version upgrades of Windows, macOS, iPadOS, and Chrome OS if necessary.

For Windows and Mac operating systems, If the parent company ends its support of an operating system, or stops providing security updates, CAI will stop supporting that system after one full school year.

For iPadOS (the iPad operating system), CAI will endeavor to support the three most recent versions of iPadOS released before May 1 of the previous year. For example, for 2021-2022, we will support iPadOS 13, 14, and 15. However, there may be some sub-versions of iPadOS 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.

CAI will test updates to iPadOS 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 iPadOS 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 three most recent versions of iPadOS available on May 1. This means that if support is added during the academic year for one or more versions of iPadOS, support will be dropped the following academic year for a corresponding number of older versions of iPadOS.

For Chrome OS (the Chromebook operating system), CAI will support the most recent version of Chrome OS that is available on May 1 of the year prior to the testing year. CAI 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.

Change Log

Location	Change	Date