
Support Lifecycle Policy

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Kopano BV

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Updated July 2017 - The Kopano Team

This document, the Kopano Support Lifecycle Policy, describes the support matrix, release cycles and the versioning system as well as the benefits one may expect when purchasing a subscription from Kopano.

CHAPTER 1

Abstract

The Kopano Core (Core) combines advanced groupware functionality with the stability and flexibility of a Linux server. It features a rich web-interface, the Kopano WebApp, and provides brilliant integration options with all sorts of clients including all most popular mobile platforms.

Most components of Kopano are open source, licensed under the [AGPLv3](#), can therefore be downloaded freely at the [Kopano Community website](#).

Support for these components is available in combination with a support contract through [Kopano Commercial editions](#).

Kopano Support Lifecycle Policy

With our clear support policy, customers know up-front and with certainty how Kopano products and integration products of 3rd parties are being supported and will be supported during its lifetime. Under this policy we provide access to technical experts while you subscribe to Kopano products. Besides technical expertise, you are also entitled to direct access to new major releases so you can take full advantage of technology and product enhancements.

2.1 Overview of Release Versioning

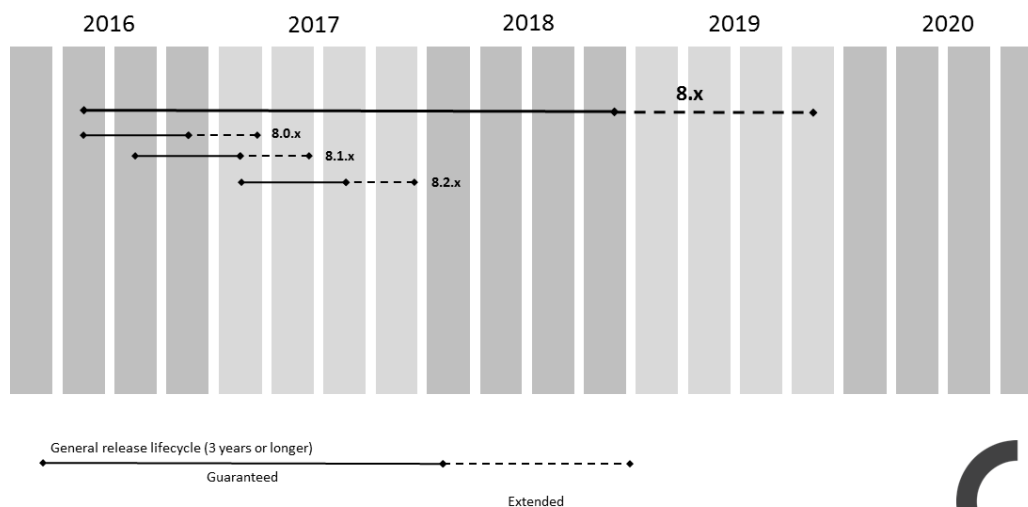
The main product, Kopano Core, consists of several components that all carry the same version number. Kopano Core version numbers consist of three parts:

1. the *general* release version,
2. the *major* release version, and
3. the *minor* version

Products that are shipped separately from Kopano Core (like *Kopano Archiver*) will follow the same format.

Overview of General and Major Lifecycles

Kopano Core support lifecycle overview



The general version is incremented for releases that may:

- break backward compatibility with the infrastructure
- contain architectural changes
- contain system-wide major features
- contain new database schemes
- make a simple downgrade impossible

The lifecycle of a general release is built up from the major releases that constitute it, and has a guaranteed support period of at least 3 years. This means that under a general release, the *Premier* and *Extended* support periods of all the major releases have a combined time span of at least 3 years. Please refer to [Overview of Release Versioning](#) for a schematic overview, for more information on the support stages see the [Stages of our Kopano Core Support Lifecycle](#) section.

The major version is incremented for releases that may:

- contain new features and functionality
- contain added technical compatibility with newly supported distributions, browsers or 3rd party applications

The lifecycle of a major release is consists of the three stages: (1) the *Premier* support period, (2) the *Extended* support period and (3) the Complementary Support period. The dates of the support periods of each major release are listed in [General Release Cycle](#).

The minor version is incremented for releases that may:

- contain bugfixes that do not break backward compatibility in any way
- contain minor enhancements that do not break backward compatibility in any way

These minor releases are usually part of the *Premier* and *Extended* support stages of the major release cycle.

2.2 Stages of our Kopano Core Support Lifecycle

2.2.1 General Release Cycle

General releases of our products are guaranteed to be supported for **at least 3 years** to subscribers. Each general release consist of major releases, together the major releases account for the 3 years that a general release is supported.

In this section we list the dates on which our general releases went public and the dates they are planned to reach the *End-of-Lifecycle*. As the combined lifecycles of the major releases that constitute a general release can add up to more than 3 years, the actual *End-of-Lifecycle* might be after the planned date. This results in additional life span of a general release of which the final date is presented as the *Actual End-of-Lifecycle* in the table below.

General Release	General Availability	Planned End-of-Lifecycle	Actual End-of-Lifecycle
<i>Core 8.0</i>	May 1st, 2016	April 30th, 2019	<i>as planned</i>

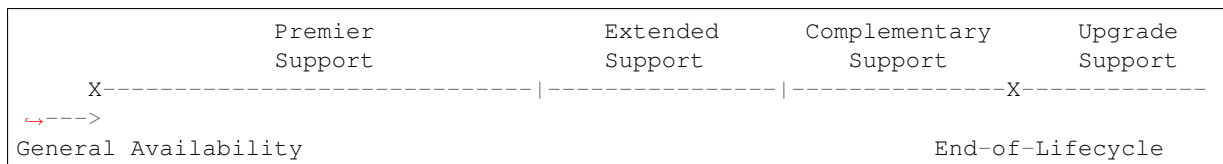
2.2.2 Major Release Cycle

In major version releases we have four lifecycle stages, namely the:

- *General Availability* period of 1 year with *Premier support* starting at the release moment of the final version.
- *Extended support* period of 6 months starting after the *General Availability* period has ended.
- *Complementary support* period of 6 months starting after the *Extended support* has ended.
- *End-of-Lifecycle* milestone following the *Complementary support* period.

From the *End-of-Lifecycle* milestone our subscribers are eligible for *Upgrade* support. Each of these stages are supported differently as explained in the following sub-sections.

Below you find a schematic overview of the different stages and milestones in a major release cycle.



The following table contains the actual dates for the different stages and milestones of our major releases.

Table 1.2. Major Releases of the Kopano Core

Major Release	General Availability	Extended Support	Complementary Support	Upgrade Support > End-of-Lifecycle
<i>Kopano Core 8.0</i>	Q2 2016	Q2 2019*	–	–

*as currently planned

Premier Support

As a Kopano customer you can expect the best with *Premier* support. It provides you with maintenance and support on all major releases for one year following the general availability date. During this period you are entitled to benefit from the following:

- Pro-active updates containing bug fixes and enhancements

- Technical compatibility with newly supported distributions, browsers or 3rd party applications
- Intense testing by Kopano Quality Assurance
- Updates delivered regularly
- Technical support
- Security alerts and fixes
- Upgrade scripts to upgrade from prior major versions not covered anymore by normal support

Extended Support

Following the *Premier* support stage the major release enters the *Extended* support period of 6 months. *Extended* support provides you, as a Kopano customer, with the freedom to upgrade at your own leisure. During this 6 month period you can benefit from:

- Reactive fixes
- Technical compatibility with newly supported distributions, browsers or 3rd party applications
- Testing by Kopano Quality Assurance
- Technical support
- Security alerts and fixes
- Upgrade scripts to upgrade from prior major versions not covered anymore by normal support

Complementary Support

After the *Extended* support stage, the major release enters the *Complementary* support period for 6 months. During this period you benefit from:

- Technical support
- Security alerts and fixes
- Issue testing by Kopano QA
- Upgrade scripts to upgrade from prior major versions not covered anymore by normal support At the end of this period, the major release will reach its *End-of-Lifecycle* milestone. We recommend that you upgrade before the *End-of-Lifecycle* milestone is reached.

Upgrade Support

Finally, after the major release has reached the *End-of-Lifecycle*, it will enter the stage of *Upgrade* support. During this period you are ensured of technical support with the purpose to support and advise you on the upgrade of your current installation. This allows every Kopano customer to safely upgrade in their own time frame - we leave no-one behind!

Kopano WebApp Support Lifecycle Policy

WebApp follows a support pattern similar to that of Kopano Core. As a web application, WebApp is dependent on several third party components on both server as well as client. The following section of the Support Lifecycle Policy lists these dependencies.

3.1 PHP version support

One of the major dependencies is PHP, which processes the server side code of WebApp. The same applies to WebApp related components such as Web Meetings, Kopano Files and S/MIME. Newer versions of PHP contain bugfixes, new features and performance improvements. The tables below show the dependencies for each of the components.

3.1.1 Kopano WebApp

Product	Version	PHP 5.4 >=	PHP 5.3 =<
Kopano WebApp	3.5.x	✓	✗
Kopano Web Meetings	3.0.x	✓	✗
Kopano Files	2.1.x	✓	✗
Kopano S/MIME	2.2.x	✓	✗

When cross-referenced with Linux distributions, the following distributions are supported:

Distribution	PHP Version	WebApp (latest)
RedHat Enterprise Linux 6	5.3	n/a
RedHat Enterprise Linux 6 with SCL for PHP 5.6	5.6	3.5.x
RedHat Enterprise Linux 7	5.4	3.5.x
RedHat Enterprise Linux 7 with SCL for PHP 5.6	5.6	3.5.x
CentOS 6	5.3	n/a
CentOS 6 with SCL for PHP 5.6	5.6	3.5.x
CentOS 7	5.4	3.5.x
CentOS 7 with SCL for PHP 5.6	5.6	3.5.x
Debian 7	5.4	3.5.x
Debian 8	5.6	3.5.x
Ubuntu 14.04	5.5	3.5.x
Ubuntu 16.04	7.0	3.5.x
Ubuntu 18.04	7.x	3.5.x
SLES 12	5.5	3.5.x
SLES 12 php7	7.x	3.5.x

Please note that only the PHP versions shipped with distributions are supported by Kopano.

3.2 Browser support

Kopano has a focus to remain compatible with the new innovations on browser platforms. For this, Kopano pursues a pro-active support policy and intensive testing on latest production versions of browsers.

The support definition below overrules any tabular overviews which are derived from it.

Note: WebApp is supported for all production versions of Firefox, Chrome, Internet Explorer, Edge and Safari back to the production versions up to one year back. The most recent production versions of the browsers are intensively tested with each version of WebApp that is under primary or extended support. New production versions of Firefox, Chrome, Internet Explorer, Edge and Safari browser versions are supported with Kopano WebApp as of the next released Kopano WebApp minor version.

When applying this definition to the different browsers, the following versions are supported:

Browser support for supported Kopano WebApp versions

WebApp	Internet Explorer *	Edge (Edge-HTML engine) *	Edge (Chromium engine)	Firefox	Chrome / Chromium / Iridium	Safari **
4.x (released Q1 2020)	✗	44 (released Q2 2019)	> 78 (to be released Q1 2020)	> 70 (released Q3 2019)	> 78 (released Q3 2019)	> 12.1 (released Q2 2019)
3.5.x (released Q4 2018)	> 11 (released 2013)	44 (released Q2 2019)	> 78 (to be released Q1 2020)	> 70 (released Q3 2019)	> 78 (released Q3 2019)	> 12.1 (released Q2 2019)
3.3.x (released Q2 2017)	> 11 (released 2013)	38 (released Q3 2016)	✗	> 46 (released Q2 2016)	> 51 (released Q2 2016)	> 9.1 (released Q2 2016)
3.0.x (released Q2 2016)	> 10 (released 2012)	20 (released Q3 2015)	✗	> 33 (released Q1 2015)	> 41 (released Q1 2015)	> 8 (released Q1 2015)

* Due to lack of support of the WebRTC standard these browsers are not supported by Kopano Web Meetings or Kopano Meet. ** Safari is only supported on the Mac OSX platform.

Note: Please note that new features introduced with WebApp 3.5.x such as signing in with OpenID Connect or the new Quill editor are not supported with Internet Explorer 11. Support for Internet Explorer 11 will be dropped with the release of WebApp 3.6.

Kopano DeskApp Support Lifecycle Policy

DeskApp acts as the bridge between WebApp and the desktop and it follows a support pattern very similar to WebApp and Core. It has a dependency to some features provided by the operating systems it supports. The following section provides an overview of the supported operating systems and their versions.

4.1 Kopano WebApp

DeskApp supports WebApp versions 3.0 and newer. Older versions are known to work but will provide a degraded user experience. Running an older version is not a supported scenario and we recommend you to upgrade to the newest version as soon as possible.

4.2 Operating systems

Supported versions of DeskApp are available for Windows, Linux and Mac OSx. The following table provides an overview of the officially supported and tested versions and distributions.

Operating system / version
Windows 8
Windows 10
Mac OS Sierra (10.12.x)
Debian 8
Debian 9
RedHat Enterprise Linux 7
SLES 12
Ubuntu 16.04
Ubuntu 17.04

Note: Please note, only 64-bit Linux distributions are officially supported by Kopano. Advanced desktop integration features on Linux are supported out-of-the-box on Gnome and Unity. KDE installations require an additional plugin, provided in the repositories.

Note: Short-lifecycle distributions (such as Ubuntu 16.10) packages are available under limited support as long as 'Upstream' provides updates.

Kopano Linux distributions Support Lifecycle Policy

5.1 Linux distributions Support in general

Linux distributions as released by their respective packagers are intensively tested for compatibility with Kopano Core and its usage in various configurations. This is primarily done by Kopano QA and Support and combined with input from clients and community. The distribution group technically compatible with Core is even larger than the selected supported distributions group, but issues are managed in a reactive mode versus a pro-active mode used with the intensively-tested distributions. The distributions intensively tested for compatibility are commonly the Enterprise Linux Distributions which Kopano supports.

5.2 Support definitions of distributions

The support definition below overrules any tabular overviews which are derived from it.

Note: Supported distributions are statically linked to Core major versions meaning that support for a distribution is sustained for a major production version through all Core support periods. If a distribution Core package was initially build for the distribution it will stay on the build and support list. We will add support for new releases of Enterprise distributions (RHEL, Ubuntu, SLES) on the latest production Core major-version within 3 months after general publication as production version of the distribution.

5.3 Distribution vs Core support matrix - supported level

Fully supported Linux distributions, 64-bit only. Releases for these distributions are fully tested before being made available (installation as well as functionality). The table below lists the Linux distributions in this 'supported' level. These supported distributions will be taken as a basis to reproduce and resolve any reported issue.

The following table contains the supported Linux distributions for the different Core versions in their supported lifecycle.

Table 2.1. Kopano Core versions against Linux distributions with full support as of 2017-09.

Distribution	Primary Support	Extended Support
<i>Debian 7 x86_64</i>	Core 8.0	–
<i>Debian 8 x86_64</i>	Core 8.0	–
<i>Debian 9 x86_64</i>	Core 8.0	–
<i>RHEL 6 x86_64 with SCL</i>	Core 8.0	–
<i>RHEL 7 x86_64</i>	Core 8.0	–
<i>RHEL 7 x86_64 with SCL</i>	Core 8.0	–
<i>CentOS 6 x86_64 with SCL</i>	Core 8.0	–
<i>CentOS 7 x86_64</i>	Core 8.0	–
<i>CentOS 7 x86_64 with SCL</i>	Core 8.0	–
<i>SLES 12 x86_64</i>	Core 8.0	–
<i>Ubuntu 14.04 x86_64</i>	Core 8.0	–
<i>Ubuntu 16.04 x86_64</i>	Core 8.1	–
<i>Univention Corporate Server 4.x x86_64</i>	Core 8.0	–

For Ubuntu 16.04, we recommend to use of Kopano Core 8.2 because of additional PHP7 fixes.

5.4 Distribution vs Core support matrix - limited level

Distributions with limited support are built for convenience and our community. These builds are not recommended to be installed for production use. Issues reported with one of the ‘limited support’ distributions will first of all be investigated on a build listed in the ‘supported’ matrix. Issues that can be reproduced on ‘supported’ builds/distributions will receive higher priority in the development cycle.

Table 2.1. Kopano Core versions against Linux distributions with ‘limited’ support as of 2017-09. Kopano limited support ends no later than the point at which the distribution declares a version end-of-life.

Distribution	Primary Support	Extended Support
<i>Debian 7 i386</i>	Core 8.0	–
<i>Debian 8 i386</i>	Core 8.0	–
<i>Debian 9 i386</i>	Core 8.3	–
<i>Debian 10 i386</i>	Core 8.3	–
<i>Debian 10 x86_64</i>	Core 8.3	–
<i>Ubuntu 14.04 i386</i>	Core 8.0	–
<i>Ubuntu 16.04 i386</i>	Core 8.1	–
<i>Ubuntu 16.10 i386</i>	Core 8.2	–
<i>Ubuntu 16.10 x86_64</i>	Core 8.2	–
<i>Ubuntu 17.04 i386</i>	Core 8.3	–
<i>Ubuntu 17.04 x86_64</i>	Core 8.3	–
<i>Fedora 25 i686</i>	Core 8.3	–
<i>Fedora 25 x86_64</i>	Core 8.3	–
<i>Fedora 26 i686</i>	Core 8.3	–
<i>Fedora 26 x86_64</i>	Core 8.3	–
<i>openSUSE Leap 42.2 x86_64</i>	Core 8.2	–
<i>openSUSE Leap 42.3 x86_64</i>	Core 8.2	–
<i>openSUSE Tumbleweed i586, x86_64</i>	Core 8.3	–

Kopano 3rd party client software Support Lifecycle Policy

6.1 Overview of related 3rd party software

Kopano integrates with common desktop applications in various ways. As Kopano Core is built on open standards it is compatible with many programs using these same standards. The active 3rd party integration support on the currently supported Core versions includes a broad selection that enables end-users a choice in client software. Software to integrate with Core that is based on the same (open) standards has a very high chance of working correctly, support for these is provided by the community and forums.

Kopano integrates, and is supported fully, with these 3rd party software programs:

- Browsers: Firefox, Internet Explorer, Chrome and Safari
- Thunderbird with the Lightning plugin + Mac iCal and Mail

To manage the supported versions of these programs against the Core versions the related following support definitions are applicable.

6.2 Support definitions of Thunderbird with Lightning + Mac Mail and iCal

The support definition below overrules any tabular overviews which are derived from it.

Note: Core is supported in combination with the last 2 major current production versions of Thunderbird with the Lightning plugin; new versions are supported within 3 months of availability on the next released Core minor release.

Thunderbird with the Lightning plugin + Mac Mail and iCal version support against supported Kopano Core versions as of Q1 2016

Thunderbird/Mac versions	Primary Support on	Extended Support on
<i>ThunderBird > 13.0.x + Lightning > 1.5.x</i>	Core 8.0	–
<i>Mac Mail > 5 + Mac iCal > 5</i>	Core 8.0	–

Please note that as the ICAL Standard in various ICAL clients is not implemented consistently according to public RFCs, the ICAL is supported complementary. Essentially this means that specific implementations can fail whereas other implementations do work correctly although fixing broken implementations would break already working ones. We welcome any support requests but can not guarantee to fix them as they could break existing functional environments.

- https://en.wikipedia.org/wiki/History_of_Mozilla_Thunderbird
- <https://addons.mozilla.org/en/thunderbird/addon/lightning/>

6.3 Z-Push

Kopano's Z-Push for mobile device synchronization is on an other release part then the mail Core Product.

Z-Push is supported as part of the Kopano Core for the below versions as of Q2 2016

Z-Push version	Primary Support on	Extended Support on	Complementary Support on
<i>Z-Push 2.2</i>	Core 8.0	–	–
<i>Z-Push 2.3</i>	Core 8.0	–	–

6.4 Microsoft Outlook

Microsoft Outlook can be connected to Kopano through ActiveSync (provided by Z-Push). To enhance the otherwise limited feature set of Outlook over ActiveSync the Kopano OL Extension (KOE) was created. The following minimum version apply for KOE + Z-Push.

KOE Version	Z-Push Version	Outlook version
1.0	>=2.3.0	2013 + 2016
1.1	>=2.3.2	2013 + 2016
1.2	>=2.3.4	2013 + 2016
1.3	>=2.3.5	2013 + 2016
1.4	>=2.3.7	2013 + 2016
1.5	>=2.3.7	2013 + 2016
1.6	>=2.3.7	2013 + 2016
2.0	>=2.4.0	2013 + 2016

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