

On-Premise Support Scope of Coverage

For Element Enterprise On-Premise, we support the following:

- Installation and Operation (Configuring the Installer, Debugging Issues)
- Synapse Usage/Configuration/Prioritised Bug Fixes
- Element Web Usage/Configuration/Prioritised Bug Fixes
- Integrations
 - Delegated Auth (e.g. OIDC/SAML/LDAP) (Add-on)
 - Group Sync (LDAP, AD Graph API, SCIM supported) (Add-on)
 - Our Monitoring Stack (Prometheus, Grafana ..)
 - Github / Gitlab
 - JIRA
 - Webhooks
 - Jitsi
 - Sliding Sync Proxy
 - Adminbot (Add-on)
 - Auditbot (Add-on)
 - XMPP, IRC and Telegram Bridges

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 - Webhooks
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The following items are **not** included in support coverage:

- General Infrastructure Assistance
- K8s Assistance
- Operating System Support
- PostgreSQL Database Support

For single node setups, the following also applies:

- Element does not support deployment to a microk8s that was not installed by our installer.
- Element does not provide a backup solution.
- Element does not provide support for any underlying storage.

For kubernetes deployments, the following also applies:

- Element does not support deploying the installer created postgresql in a kubernetes environment.
- Element requires that you deploy postgresql separately in a kubernetes environment, external to your Element deployment.

Revision #1

Created 23 August 2024 08:02:18 by Kieran Mitchell Lane

Updated 23 August 2024 08:02:18 by Kieran Mitchell Lane