Support Policies

- On-Premise Support Scope of Coverage
- Single Node Scope of Coverage Addendum

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, Gafana ..)
  - Github / Gitlab
  - JIRA
  - Webhooks
  - Jitsi
  - Sliding Sync Proxy
  - Adminbot (Add-on)
  - Auditbot (Add-on)
  - XMPP, IRC and Telegram Bridges

For Element 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
  - Github / Gitlab
  - JIRA
  - Webhooks
  - Jitsi

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.

Single Node Scope of Coverage Addendum

- List of what is supported for this setup exists.
  - Element supports the installation of microk8s using our installer on all installer supported platforms.
  - Element supports upgrading microk8s using our installer on all installer supported platforms.
  - Element supports the installation, configuration, and maintenance of our on-premise software delivered by the installer running on microk8s.
  - Element provides diagnosis and bug fixes for our on-premise software delivered by the installer running on microk8s.
- List of what is not supported in this setup exists.
  - Element does not support the underlying operating system.
  - Element does not support deployment to microk8s that was installed separately from our installer.
  - Element does not provide a backup solution.
  - Element does not provide support for any underlying storage.
- Create a checklist of what makes a single node production workload.
  - RHEL 8+ or Ubuntu 20.04+
  - microk8s installed and running.
  - Customer provided backup solution in place.
  - Customer managed storage in place.
  - synapse, haproxy, and element-web all running.
  - Optionally, dimension, adminbot, auditbot, group sync, and hookshot may be running as well.