

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, Grafana ..)
 - 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.