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.