2022-23 Chrome OS Device Support

Many of the sites that were early adopters of Chromebooks and other Chrome OS devices have now been using them for 5-6 years. This means they are likely approaching Google's end of support dates in their Auto Update Expiration (AUE) Policy.

This will impact how DRC can support these devices. DRC's stated support policy is published in the Supported System Requirements. The support DRC provides testing devices is dependent on the manufacturers' and operating system (OS) vendors' support policies. In this case, the Chrome OS device support is based on Google's support policy for Chrome OS devices. Google's Auto Update Expiration Policy states that

> *Chrome OS devices receive automatic updates regularly that enhance both the device itself and the software on the device. However, advances in hardware and technology eventually make devices out-of-date; and as time goes by, we cannot indefinitely ensure that older Chrome OS devices will receive updates to leverage new OS features.*

Once a device reaches AUE, Google considers that device obsolete, and software updates from Google are no longer guaranteed. Google also suspends the device's ability to be managed through the Google Management Console.

Google provides a list of devices and the dates at which they will reach AUE status. Google will not guarantee operating system updates to function as expected for any devices included on this list. Devices in AUE status may not receive necessary security and functionality upgrades.

Since many districts and sites have their devices set up to receive operating system updates automatically, it is expected that DRC INSIGHT applications support the most current operating system compatibility. To accomplish this, DRC actively validates our software against an evolving Chrome OS ecosystem, as well as against the Windows, macOS, iPadOS, and Linux ecosystems.

DRC does not force operating system updates and allows testing devices running some older versions of the operating system to use the DRC INSIGHT software. Our published support guidelines for Chrome OS devices are as follows:

> *DRC offers the following levels of support for Chrome OS for the 2022–2023 academic year:*
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> - *Full Support for the current stable channel version*
> - *Best Effort Support for stable channel levels from version 102 to the prior current stable channel version*
> - *End of Support (no support) for stable channel versions below 102*

DRC INSIGHT applications are updated to keep in step with changes to operating system capabilities and with enhancements to take advantage of new capabilities of the operating systems. Because of this, DRC may not be able to successfully address issues that may occur on older devices running older versions of operating systems.

End of Support means that DRC will investigate options or workarounds to assist sites using devices running older operating systems, however, DRC will not make updates to software to address any issues, unless the issue also affects supported operating system versions.

DRC is available to assist sites and/or districts in determining whether their Chrome OS devices are appropriate for testing going forward.