

2023-24 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 \(AU\) 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 for testing devices is dependent on manufacturer and vendor policies for supporting the operating system (OS). In this case, the Chrome OS device support is based on Google's support policy for Chrome OS devices. Google's AU Policy states that

Chrome devices (e.g. Chromebook, Chromebox, Chromebase, Chromebit) receive automatic updates that enhance both the device and its software. Device updates provide the latest features and keep the device secure, and are applied across the operating system, browser and hardware. These updates depend on many device specific non-Google hardware and software providers that work with Google to provide the highest level of security and stability support. For this reason, older Chrome devices cannot receive updates indefinitely to enable new OS and browser features.

Once a device reaches its auto expiration (AUE) date, 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 Admin 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 in AUE status. 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 2023–2024 academic year:

- ***Full support for the current stable channel version***
- ***Best effort support for stable channel levels from version 109 to the prior current stable channel version***
- ***End of support (no support) for stable channel versions below 109***

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 the device will fail the System Readiness Check and will be blocked from running DRC software applications.

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