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## SUPPORT PACKAGES

### ADVANCED SUPPORT SERVICES

Services	Standard	Professional	Enterprise
Bugfixes for PostgreSQL	✓	✓	✓
Supported versions of PostgreSQL	7 years	7 years	unlimited (no outphasing)
Number of tickets	Limited	Limited	Limited
Ticket System	- <sup>1</sup>	✓	✓
PostgreSQL in Docker	-	✓	✓
Remote Login	-	-	✓
Slow query tuning	-	-	✓ <sup>2</sup>
Default response time	1h	45min	30min
Support times	8x5	8x5	24x7

<sup>1</sup> Email Support

<sup>2</sup> For business critical queries causing problems

## LANGUAGE SUPPORT

Language	Standard	Professional	Enterprise
Spanish	8x5 <sup>1</sup>	8x5 <sup>1</sup>	8x5 <sup>1</sup>
English	8x5	8x5	24x7
German	8x5	8x5	24x7

<sup>1</sup> For consulting and support desk (no 24x7 hotline). Timezone in use: Argentina Standard Time (Buenos Aires, GMT-3)

## SUPPORT RESPONSE TIME

Response Times	Standard	Professional	Enterprise
P1 - Critical	60min	45min	30min
P2 - High	5h	4h	2h
P3 - Medium	2 business days	2 business days	2 business days
P4 - Low	3 business days	3 business days	3 business days

		IMPACT			
		Extensive e.g. Enterprise, Region	Significant e.g. Business Unit, Location	Moderate e.g. a few Users	Minor e.g. a single User
URGENCY	Critical e.g. can no longer work	P1 - Critical	P1 - Critical	P2 - High	P2 - High
	High e.g. can no longer perform primary work functions	P1 - Critical	P2 - High	P2 - High	P3 - Medium
	Medium e.g. can no longer do some work functions	P2 - High	P3 - Medium	P3 - Medium	P3 - Medium
	Low e.g. inconveniences	P4 - Low	P4 - Low	P4 - Low	P4 - Low

## SUPPORTED OPERATING SYSTEMS

Operating Systems	Standard	Professional	Enterprise
Linux			
RedHat Linux	✓	✓	✓
SUSE Enterprise Linux (SLES)	✓	✓	✓
Rocky Linux	✓	✓	✓
Arch Linux	✓	✓	✓
Ubuntu	✓	✓	✓
Debian	✓	✓	✓
Microsoft Windows	✓	✓	✓
AIX	-	✓	✓
FreeBSD	-	✓	✓
Solaris	-	✓	✓

## ENTERPRISE HIGH-AVAILABILITY

### PATRONI HIGH-AVAILABILITY

Services	Standard	Professional	Enterprise
Bugfixes for Extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL Versions	10 or higher	10 or higher	10 or higher

### PATRONI HIGH-AVAILABILITY FOR CITRUSDB

Services	Standard	Professional	Enterprise
Bugfixes for Extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL Versions	13 or higher	13 or higher	13 or higher

### PGBOUNCER CONNECTION POOLING

Services	Standard	Professional	Enterprise
Bugfixes for pgbouncer	✓	✓	✓
Ticket System	-	✓	✓
Supported pgbouncer Versions	1.16 or higher	1.16 or higher	1.16 or higher

### VIP-MANAGER - VIRTUAL IP MANAGEMENT

Services	Standard	Professional	Enterprise
Bugfixes for vip-manager	✓	✓	✓
Ticket System	-	✓	✓
Supported vip-manager Versions	2.0 or higher	2.0 or higher	2.0 or higher

## YAIM („YET ANTOHER IP MANAGER“)

Services	Standard	Professional	Enterprise
Bugfixes for yaim	✓	✓	✓
Ticket System	-	✓	✓
Supported yaim Versions	all Versions	all Versions	all Versions

# POSTGRESQL CONNECTIVITY & DRIVERS

## SERVICES INCLUDED

Services	Standard	Professional	Enterprise
Bugfixes for Driver	✓	✓	✓
Ticket System	-	✓	✓
Supported Driver Versions	7 years	7 years	7 years

## SUPPORTED DRIVERS

Driver / Connection	Standard	Professional	Enterprise
libpq (C, C++)	✓	✓	✓
JDBC Driver	✓	✓	✓
Python psycopg2/3	✓ <sup>1</sup>	✓ <sup>1</sup>	✓ <sup>1</sup>
Perl DBI	✓ <sup>1</sup>	✓ <sup>1</sup>	✓ <sup>1</sup>
unixODBC for PostgreSQL	-	✓ <sup>1</sup>	✓ <sup>1</sup>
Go (pgx, pgxmock, lib/pg)	-	✓ <sup>1</sup>	✓ <sup>1</sup>
JavaScript (pg, libpg)	-	✓	✓
c	-	-	✓

<sup>1</sup> Support is not available for Microsoft Windows.

## CLIENT TOOLS & GUIs

GUI Interfaces	Standard	Professional	Enterprise
pgadmin4	✓	✓	✓

Services	Standard	Professional	Enterprise
Bugfixes for the Tool	✓	✓	✓
Ticket System	-	✓	✓
Supported Tooling Versions	5 years	5 years	5 years

# SUPPORT FOR POSTGRESQL EXTENSIONS

## SERVICES INCLUDED

Services	Standard	Professional	Enterprise
Bugfixes for vip-manager	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL Versions	7 years <sup>1</sup>	7 years <sup>1</sup>	unlimited <sup>1</sup>

<sup>1</sup> Assuming the extensions support the desired version of PostgreSQL

## SUPPORTED STANDARD EXTENSIONS

Standard PG Extensions	Standard	Professional	Enterprise
contrib modules	✓	✓	✓
oracle_fdw	✓	✓	✓
prefix	✓	✓	✓
pg_squeeze	✓	✓	✓
pg_timetable	✓	✓	✓
pgbackrest	✓	✓	✓
pgwatch2	✓	✓	✓
pg_qualstats	-	✓	✓
pgrouting	-	✓	✓
pgTAP	-	✓	✓
PostGIS	-	✓	✓
orafce	-	✓	✓

## SECURITY RELATED EXTENSIONS

Modules	Standard	Professional	Enterprise
pgaudit	-	✓	✓
pgaudit_ext	-	-	✓ <sup>1</sup>
Transparent Data Encryption (TDE)	-	-	✓ <sup>1</sup>

<sup>1</sup> Through PGEE (CYBERTEC PostgreSQL Enterprise Edition)

## SUPPORT HIGH-AVAILABILITY TOOLS

Standard PG Extensions	Standard	Professional	Enterprise
vip-manager	✓ <sup>1</sup>	✓	✓
yaim	✓ <sup>1</sup>	✓ <sup>1</sup>	✓ <sup>1</sup>
Patroni HA	✓ <sup>1</sup>	✓ <sup>1</sup>	✓ <sup>1</sup>
Patroni HA for CitusDB	-	✓ <sup>1</sup>	✓ <sup>1</sup>
pgbouncer	-	✓ <sup>1</sup>	✓ <sup>1</sup>

<sup>1</sup> Only for Linux. Support for other UNIX based systems is provided on request.

## POSTGRESQL TRANSPARENT DATA ENCRYPTION

Services	Standard	Professional	Enterprise
Bugfixes for vip-manager	✓	✓	✓
Ticket System	-	✓	✓
Assisted Data Rescue	-	✓	✓
Supported PostgreSQL Versions	-	7 years <sup>1</sup>	unlimited <sup>1</sup>

<sup>1</sup> Assuming the extensions support the desired version of PostgreSQL



Following extensions have the same services in common:

- oracle\_fdw
- orafce
- pg\_qualstats
- pg\_squeeze
- pg\_timetable
- pgaudit
- pgaudit\_ext
- pgrouting
- pgtap
- PostGIS
- prefix
- walbouncer

Services	Standard	Professional	Enterprise
Bugfixes for Extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL Versions	7 years <sup>1</sup>	7 years <sup>1</sup>	unlimited <sup>1</sup>

<sup>1</sup> Assuming the extensions support the desired version of PostgreSQL

Following extensions have the same services in common:

- pgbackrest
- pgwatch2

Services	Standard	Professional	Enterprise
Bugfixes for Extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL Versions	10 or higher <sup>1</sup>	10 or higher <sup>1</sup>	10 or higher <sup>1</sup>

<sup>1</sup> Assuming the extensions support the desired version of PostgreSQL

## GENERAL INFORMATION

### REMOTE LOGINS HANDLING

### REMOTE CONNECTIONS

Services	Standard	Professional	Enterprise
Telnet <sup>1</sup>	-	✓ <sup>2</sup>	✓
Direct SSH	-	✓ <sup>2</sup>	✓
Hardware routers provided by the client (for SSH access)	-	-	✓ <sup>3</sup>
Remote Desktop (DP, to reach a PostgreSQL command line)	-	-	✓ <sup>4</sup>

<sup>1</sup> Not recommended anymore because of security


<sup>2</sup> 24/7 Professional Support (Remote) is provided



<sup>3</sup> Happens in coordination with the customer as an add-on.

<sup>4</sup> Direct access is required. In case tunnels, etc. are required a special add-on agreement is needed.

### If you need further information

For more information, or if you have any questions about our range of products, tools and services, contact us. There's no obligation - send us an inquiry via email or give us a call.

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