

POSTGRESQL SUPPORT POLICIES COMPENDIUM

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SUPPORT PACKAGES

ADVANCED SUPPORT SERVICES

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

¹ Email Support

² For business critical queries causing problems

LANGUAGE SUPPORT

Language	Standard	Professional	Enterprise
Spanish	8x5 ¹	8x5 ¹	8x5 ¹
English	8x5	8x5	24x7
German	8x5	8x5	24x7

¹ 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

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

SUPPORTED DRIVERS

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

¹ Support is not available for Microsoft Windows.

SUPPORT FOR POSTGRESQL EXTENSIONS

SERVICES INCLUDED

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

¹ 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	-	-	✓ ¹
Transparent Data Encryption (TDE)	-	-	✓ ¹

¹ Through PGEE (CYBERTEC PostgreSQL Enterprise Edition)

SUPPORT HIGH-AVAILABILITY TOOLS

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

¹ 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 ¹	unlimited ¹

¹ 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 ¹	7 years ¹	unlimited ¹

¹ 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 ¹	10 or higher ¹	10 or higher ¹

¹ Assuming the extensions support the desired version of PostgreSQL

GENERAL INFORMATION

REMOTE LOGINS HANDLING

REMOTE CONNECTIONS

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

¹ Not recommended anymore because of security


² 24/7 Professional Support (Remote) is provided



³ Happens in coordination with the customer as an add-on.

⁴ 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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