

CYBERTEC POSTGRESQL SUPPORT POLICIES COMPENDIUM

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SUPPORT PACKAGES

ADVANCED SUPPORT SERVICES

Services	Standard	Professional	Enterprise
Bug Fixes for PostgreSQL	✓	✓	✓
Supported PostgreSQL versions	7 years	7 years	Unlimited (No outphasing)
Ticket System	-	✓	✓
Number of Tickets	Limited	Limited	Unlimited
Support for emergency restore	-	✓	✓
PostgreSQL in Docker	✓	✓	✓
Remote login	-	-	✓
Slow query tuning	-	-	✓ *
Default response time	1h	45min	30min
Support times	8x5	8x5	24x7

* For business critical slow queries causing problems

SUPPORT RESPONSE TIMES

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

LANGUAGE SUPPORT

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

(*1): For consulting and support desk (no 24x7 hotline).

Timezone in use: Argentina Standard Time (Buenos Aires, GMT-3)

SUPPORTED OPERATING SYSTEMS

The following systems are supported:

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

ENTERPRISE HIGH-AVAILABILITY

PATRONI HIGH-AVAILABILITY

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL Versions	10 or higher	10 or higher	10 or higher

By default, Patroni on Windows is not supported. Contact sales@cybertec-postgresql.com for Windows support.

PATRONI HIGH-AVAILABILITY FOR CITUSDB

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	13 or higher	13 or higher	13 or higher

Patroni with CitusDB is not supported on Microsoft Windows.

PGBOUNCER CONNECTION POOLING

Services	Standard	Professional	Enterprise
Bug Fixes for pgbouncer	✓	✓	✓
Ticket System	-	✓	✓
Supported pgbouncer versions	1.16 or higher	1.16 or higher	1.16 or higher

PgBouncer is not supported on Microsoft Windows ("best effort" only).

VIP-MANAGER - VIRTUAL IP MANAGEMENT

Services	Standard	Professional	Enterprise
Bug Fixes for vip-manager	✓	✓	✓
Ticket System	-	✓	✓
Supported vip-manager versions	2.0 or higher	2.0 or higher	2.0 or higher

POSTGRESQL CONNECTIVITY & DRIVERS

SERVICES INCLUDED

Services	Standard	Professional	Enterprise
Bug Fixes for driver	✓	✓	✓
Ticket System	-	✓	✓
Supported driver versions	7 years	7 years	7 years

SUPPORTED DRIVERS

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

(*2): Support is not available for Microsoft Windows.

CLIENT TOOLS & GUIs

GUI interfaces	Standard	Professional	Enterprise
pgadmin4	✓	✓	✓

Services	Standard	Professional	Enterprise
Bug Fixes for the tool	✓	✓	✓
Ticket System	-	✓	✓
Supported tooling versions	5 years	5 years	5 years

POSTGRESQL EXTENSIONS AND TOOLS

SERVICES INCLUDED

Services	Standard	Professional	Enterprise
Bug Fixes for vip-manager	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

SUPPORTED STANDARD EXTENSIONS

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

SUPPORTED POSTGRESQL TOOLS

Standard PG Extensions	Standard	Professional	Enterprise
pg_squeeze	✓	✓	✓
pg_timetable	✓	✓	✓
pgbackrest	✓	✓	✓
pgwatch	✓	✓	✓

SECURITY RELATED EXTENSIONS

Modules	Standard	Professional	Enterprise
pgaudit	-	✓	✓
pg_syslog	-	-	✓ *
pg_permissions	✓	✓	✓
Transparent Data Encryption (TDE)	-	-	✓ *

* Through PGEE (CYBERTEC PostgreSQL Enterprise Edition)

SUPPORT HIGH-AVAILABILITY TOOLS

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

* Only for Linux:

Support for other UNIX based systems is provided on request.

Support for Windows on request.

ARTIFICIAL INTELLIGENCE (AI) EXTENSIONS

Modules	Standard	Professional	Enterprise
pgvector	-	-	✓

ORACLE_FDW: CONNECTING TO ORACLE

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

ORAFCE: ORACLE COMPATIBILITY FUNCTIONS

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PG_QUALSTATS: IN-DEPTH PERFORMANCE DEBUGGING

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PG_SQUEEZE: DOWNTIME-FREE TABLE REORGANIZATION

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PG_TIMETABLE: CUTTING EDGE SCHEDULING FOR POSTGRESQL

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PGBACKREST: ENTERPRISE-GRADE POSTGRESQL BACKUPS

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	10 or higher	10 or higher	10 or higher

* Assuming the extensions support the desired version of PostgreSQL

PGROUTING: GIS ROUTING FOR POSTGRESQL

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PGTAP: UNIT TESTING FOR POSTGRESQL

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PGWATCH: ENTERPRISE POSTGRESQL MONITORING

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	10 or higher	10 or higher	10 or higher

* Assuming the extensions support the desired version of PostgreSQL

POSTGIS: GIS SOLUTIONS FOR POSTGRESQL

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PREFIX: PREFIX SEARCH FOR POSTGRESQL

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years *	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

WALBOUNCER: WAL FILTERING ON STEROIDS

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓ *
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years	7 years	unlimited *

* Only for Linux systems, no support for Microsoft Windows

PGAUDIT: AUDITING FOR POSTGRESQL

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	Yes	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years	7 years *	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PG_SYSLOG: EXTENDED ENTERPRISE AUDITING FOR POSTGRESQL

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years	7 years	unlimited*

* Assuming the extensions support the desired version of PostgreSQL

PG_PERMISSIONS: POSTGRESQL PERMISSION AUDITING

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Supported PostgreSQL versions	7 years	7 years	unlimited*

* Assuming the extensions support the desired version of PostgreSQL

POSTGRESQL TRANSPARENT DATA ENCRYPTION

Services	Standard	Professional	Enterprise
Bug Fixes for extensions	✓	✓	✓
Ticket System	-	✓	✓
Assisted data rescue	-	✓	✓
Supported PGEE versions	-	7 years	unlimited *

* Assuming the extensions support the desired version of PostgreSQL

PGVECTOR ARTIFICIAL INTELLIGENCE INTEGRATION

Services	Standard	Professional	Enterprise
Bug Fixes for pgvector	-	-	✓
Ticket System	-	✓	✓
Supported pgvector versions	0.8.0 or higher	0.8.0 or higher	0.8.0 or higher



pgvector is not supported on Microsoft Windows ("best effort" only).

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 (RDP, 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.

SCREEN SHARING TOOLS

In case direct SSH logins are not available, the following screen sharing tooling can be used:



CUSTOM LOGINS

Other methods to log in (VPN, etc.) are available on request and can be procured using add-ons to your support agreement. Please reach out to sales@cybertec-postgresql.com for more information.

AUSTRIA (HQ)

CYBERTEC POSTGRESQL
INTERNATIONAL (HQ)

SWITZERLAND

CYBERTEC POSTGRESQL
SWITZERLAND

URUGUAY

CYBERTEC POSTGRESQL
SOUTH AMERICA

ESTONIA

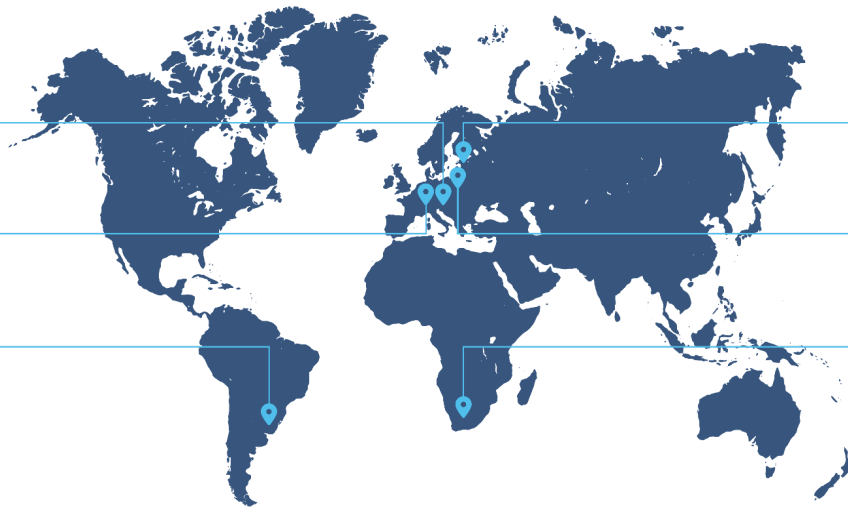
CYBERTEC POSTGRESQL
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POLAND

CYBERTEC POSTGRESQL
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SOUTH AFRICA

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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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VERSION HISTORY

Version	Effective Date	Description	Author	Reviewed By	Approved By
1.1	2024-02-09	Creation of this document	Hans-Jürgen Schöning	Andrea Schantl-Weiß	Cornelia Biacsics
1.2	2025-03-21	New design and adaption of the content itself	Andrea Schantl-Weiß	Scarlett Riggs	Sarah Gruber