



Collabora
Office Classic

Collabora Office Classic Frequently Asked Questions



How many patches is Collabora delivering on average ?

Collabora Office Classic roll-up patches are available about every month. If a vulnerability is reported we'll issue a patch right away.

Is it possible to reject patches? Does each new patch contain all of the previous ones?

Patches are rolled-up so if you miss one you can deploy the next without having to install the missed patch. This does mean that all patches do get deployed when you install the latest.

Patch notes will be available via your sign-in to our OTRS ticketing system.

Is it possible to re-install the patch again?

Roll-up patches means that you will have all patches up to the last one that you deployed. This also helps us support you on any reported issues as we'll know the state of your implementation up to the last patch you installed.

How do the requirements get to Collabora?

Our other clients report issues which we patch immediately and include in the next roll-up patch. We can also cherry pick the important issues appearing in the community reports. All our work goes back up-stream to the community project for the good of all users, but community users may have to wait for some months before any particular fix will make it through to the next 6 monthly version release.

Will requirements from any customer get developed they do not have a special contract for developing?

Bugs reported (publicly to the community site) can be worked-on by the community and fixes provided, but without any commitment to time-scales.

Collabora can provide bespoke coding for new feature and interoperability. We like to write new capability into the core of LibreOffice (rather than as an add-on, extension or API). That way the new capability gets advanced and maintained as part of the core code for all users.

Collabora would be pleased to quote for development requirements. Ideas for development can be submitted to the community. It is Open Source Software, so you can provide development code directly.

Do you send change logs with the new versions?

Yes, change logs are available for Collabora Office Classic users on our OTRS ticketing system. Simplified patch notes will be linked from our web Home page too.

How do you work with self developed additives like special tool-bars or interfaces to other programs?

Code submitted to the community project progresses after peer review into the development/release cycle of the LibreOffice project. If it gets into the main project version then it would later appear in an enterprise Collabora Office Classic release.

How fast do you patch vulnerabilities?

For security issues we typically deploy patch maintenance packs before CVE disclosure.

Do you add further developments?

Collabora Office Classic advances with feature & function developments. A client can change to a later version at any time to take advantage of later developments. Importantly the client can choose to stay with their currently installed, patch supported, Collabora Office Classic. It is this choice of maintaining continuity and/or updating when desired that makes Collabora Office Classic easy to live with. No short term forced version shifting.

How will developments from the Collabora team get to the main version from LibreOffice?

All our code work (client fixes, community fixes, client bespoke work and major commissioned work e.g. the new LibreOffice Android Viewer) is ported upstream to the LibreOffice community project. We contribute time and resources to The Document Foundation Advisory Board and the Engineering Steering Committee.

What license are you using?

TDF LibreOffice community is made available subject to the terms of the Mozilla Public License v2.0 <http://www.libreoffice.org/about-us/licenses/>

Collabora Office Classic provides downstream enterprise binary builds under a EULA. With the code control of our binaries we can rapidly respond to vulnerabilities and client issues, and we can maintain Collabora Office Classic version continuity for years. All code work is ported back upstream to the community project.

Is there a German support for Collabora Office Classic?

German language packs drop straight in.

We provide Collabora Office Classic patching and code fix entitlements. We have German & German speaking coders. But we can't provide implementation or L1/L2 Services.

We work with partners who can provide local language and commercial communications.

Does the service from Collabora include actual patching on the system or does Collabora?

Only provide a pre-tested package including latest patch for the internal IT department to deploy by themselves?

Collabora provides an enterprise build (MSI ~220mb) and roll-up patches (MSP ~20mb). A User would deploy these over the network using standard management tools. They can use Active Directory and Group Policy Objects (template provided) to maintain the implementation.

Is incremental patching is available with Collabora Office Classic or do you still need to do a full?

Re-install to a new version of Collabora Office Classic each time a new patch is available? Issued patches are incremental, they contain all previous patches, so you could miss a patch and catch-up on the next patch without having to install each patch in sequence. Patches for Windows are MSP files, so don't require a full reinstall.

Where are the patches located?

Collabora Office Classic partners have a sign-in to our OTRS ticketing system. Patch release notes and all files are available there.

This is also where bugs are privately reported (with example files) to call on our Software Support code fix entitlements service.

Is it possible to use SCCM "Out of the box" as a tool for managing patches for" LibreOffice?

Yes, patch deployment using the standard management tools would be ideal. This is possible, because Collabora Office Classic uses standard MSI technology.

Does Collabora Office Classic have the ability to edit and read documents created with Microsoft Office 2010?

Collabora Office Classic can read, edit and write .doc .docx .xls .xlsx .ptt .pptx files.

Does someone who receives a Collabora Office Classic document have the ability to open it with MS Office?

MSOffice2010 and MSOffice2013 can read Open Document Format (ODF) files.

Files may also saved in .docx format if desired. ODF is the native format of Collabora Office Classic and offers the most features and third party compatibility.

The proprietary nature of MSOffice files (the format's technical details are secret) makes perfect parity with Microsoft products a challenge. Existing OOXML support however is now comprehensive following years of investment in the related export filters.

What license is applicable with Collabora Office Classic?

Collabora Office Classic is Open Source – our source code is publicly available and can be downloaded, compiled and used. We contribute everything we do back up-stream to the community LibreOffice project. Collabora Office Classic is developed in public git branches.

However the maintenance task would be more time consuming and costly for a client than having Collabora Productivity to do the job of maintaining the binary builds and patches (it would also bypass the client opportunity to contribute funding to the overall project).

The EULA caters for evaluation/pilot and full deployment (including a home use clause). The license provides for use and access to patches. If the subscription were discontinued the client can continue to use the installed binary.

For more FAQ's visit: [col.la/faq](https://collaboraonline.com/faq)