

| Testing & Evaluation Sheet | |
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| ONLYOFFICE Desktop | |
| 1. Tool Overview | |
| Name: | ONLYOFFICE |
| Category: | Office Suite |
| Purpose: | An open source office suite designed for document creation, editing and collaboration. Includes Docs and DocSpace |
| Date Tested | 4/17/2025 |
| Status: | Deployed <input checked="" type="checkbox"/> Operational - Actively running/maintained <input type="checkbox"/> In Testing - Currently being evaluated or piloted <input type="checkbox"/> Inactive/Deprecated - No longer maintained or functional |
| Deployment Architecture: | <input checked="" type="checkbox"/> A standalone software - Runs entirely locally (e.g., runs on computer and doesn't depend on external server) <input checked="" type="checkbox"/> A locally hosted service with separate server and client component - Run both backend/frontend yourself (e.g., backend could be on a local network, or self-hosted on cloud) <input checked="" type="checkbox"/> A service with a local client that's hosted by a third party - You install a client on your device, but it connects to and depends on a remote server (e.g., Signal: install app (client), but Signal's servers handle message relaying, etc.) <input checked="" type="checkbox"/> A service that is hosted by a third party but can also be self-hosted |
| Version: | v8.3.0 |
| 2. Installation & Setup | |
| OS Compatibility | <ul style="list-style-type: none"> • Desktop: Windows, macOS, Linux • Mobile: GooglePlay, iOS, AppGallery, Galaxy |
| Installation Manual: | Yes |
| Installation Steps: | 1. Navigate to OnlyOffice |

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| | <ol style="list-style-type: none"> Click on “Desktop” or “Mobile” depending on what device you are on Scroll down a click on the respective download button for your device |
| Mention if command-line setup or special configurations are needed | <ul style="list-style-type: none"> No command-line or special configurations needed |
| Common Installation Issues & Fixes: | N/A |
| User Documentation: | Yes |
| Required Technical Knowledge | None |

3. Testing & Evaluation

| <u>Category</u> | <u>Details</u> | <u>Score</u> |
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| Operational Functionality: | <p>Functionality</p> <ul style="list-style-type: none"> OnlyOffice Docs, which includes document editor, spreadsheet editor, presentation editor, PDF editor, form creator, works as described. <ul style="list-style-type: none"> Able to create new documents, upload documents from other software. DocSpace not able to test since it is behind a paywall <p> <input type="checkbox"/> The tool is mostly non-functional with many broken features and bugs. <input type="checkbox"/> Several broken features or bugs <input type="checkbox"/> Minor bugs or issues <input type="checkbox"/> Mostly functional with few bugs or no bugs <input checked="" type="checkbox"/> Fully functional with no bugs </p> <p>Internet Dependence:</p> <ul style="list-style-type: none"> Works offline and on 2G/3G networks <p>Localization & Language Support</p> <ul style="list-style-type: none"> 42 languages currently available for interface. English and Chinese simplified & traditional are available Yes, they have people actively working on the GitHub <p>Mobile Accessibility</p> | 4.7 |

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| | <ul style="list-style-type: none"> • They have dedicated mobile versions of the OnlyOfficeDocs • The mobile version is functional and works as intended | |
| Usability for Non-Technical Users | <p>Ease of Installation & Deployment</p> <ul style="list-style-type: none"> • Note: <i>There are multiple different ways to download OnlyOffice including Local, Cloud, Enterprise, Developer, and Community</i> • Docs desktop app download is easy to install as it is a one-click download • OnlyOffice has a well maintained website including a forum page and a help center • Installation of Docs took <5 minutes since the file was 267,019KB <p>User Onboarding Experience</p> <ul style="list-style-type: none"> • Website has an extensive Help Center ¹ <p>Technical Experience Level Required</p> <ul style="list-style-type: none"> • Non-technical users should be able to use the OnlyOffice Docs software as it is set up in a similar fashion to Microsoft Suite • Is the interface visual and menu-driven | 4.7 |
| Security & Privacy Strength | <p>Encryption Standards</p> <ul style="list-style-type: none"> • GDPR & HIPAA compliant • Encrypt-then-MAC - perform AES-256-CBC + HMAC-SHA256 on the entire body of data within the ONLYOFFICE instance • End-to-end encryption • Document password protection • Two-factor Authentication • Single Sign-On <p>Censorship resilience</p> <ul style="list-style-type: none"> • ONLYOFFICE is available to be used in China • Software does not have built in circumvention software <p>Vulnerability: Its Resilience against known threats</p> <ul style="list-style-type: none"> • No known risks or weaknesses <p>Comparison with Known Standards</p> <ul style="list-style-type: none"> • ONLYOFFICE is GDPR & HIPAA compliant <p>Data Minimization</p> | 3.6 |

¹ <https://helpcenter.onlyoffice.com/>

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| | <ul style="list-style-type: none"> Collects technical data including <ul style="list-style-type: none"> IP address Location (based on the IP address); Operation System and Internet Browser data; Hardware specifications (screen size, other specifications); Other data. Please refer to "Third-party service providers" section of this Policy and the following link: to learn more. <p>Privacy Policy Accessibility and Clarity</p> <ul style="list-style-type: none"> They have a clear privacy statement, but it is hard to find² | |
| Maintenance/Sustainability | <p>Community support</p> <ul style="list-style-type: none"> The gitHub is active with lots of commits and <i>issues</i> being made on weekly Their website forum is more active however this is a forum for all of their categories <p>Development active status</p> <ul style="list-style-type: none"> It is frequently updated with the most recent desktop version update 3/20/2025 The gitHub development team is not super active with <i>issues</i> remaining open <p>Funding and Sponsorship</p> <ul style="list-style-type: none"> Estimated annual revenue is 5M+ The company is a subscription based company with various pricing models The software seems to be financially stable | 4.0 |
| Performance / Effectiveness & Reliability | <p>Testing Environment Setup:</p> <ul style="list-style-type: none"> Device: HP 11th Gen Intel(R) Core(TM) i7-11800H @ 2.30GHz OS: Windows 64 Network: Wifi <p>User Experience Observations</p> <ul style="list-style-type: none"> The tool feels smooth, with no lags <p>Speed & Responsiveness:</p> <ul style="list-style-type: none"> Does it load & work efficiently? <ul style="list-style-type: none"> Conduct speed tests to measure loading times and responsiveness (e.g., using ping, traceroute, lighthouse) | 4.5 |

²https://help.onlyoffice.co/products/files/doceditor.aspx?fileid=5048502&doc=SXhWMEVzSEYxNIVVaXJJ eUVtS0kyYk14YWdXTEFUQmRWL250NIIHNUFGbz0_ljUwNDg1MDIi0

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| | <ul style="list-style-type: none"> Are there any noticeable delays or lag during use? <p>Resource Usage:</p> <ul style="list-style-type: none"> Idle: <ul style="list-style-type: none"> CPU: <1% Memory: 50.4 MB Active <ul style="list-style-type: none"> CPU: <1% Memory: 50-60 MB <p>Network Performance:</p> <ul style="list-style-type: none"> Takes < 1 second to open the file Takes ~ 10 seconds to start up <ul style="list-style-type: none"> Normal startup time <p>Reliability</p> <ul style="list-style-type: none"> No publicly available 3rd party reviews, however peer reviews suggest the tool has strong security No issues with software | |
| Deployment Considerations: | <p>Open Source & Transparency:</p> <ul style="list-style-type: none"> All of their code is available on GitHub <p>Cloud vs. Local Deployment:</p> <ul style="list-style-type: none"> Software can be run locally <p>Dependencies:</p> <ul style="list-style-type: none"> Does not require any dependencies unless you are editing the software Are dependencies clearly documented? <p>Post-Deployment Maintenance</p> <ul style="list-style-type: none"> Easy to maintain after deployment Forking the project is decently easy to modify if they have some coding or web development knowledge <p>Merge/Sustainability:</p> <ul style="list-style-type: none"> They are open to contributions with an active development community Big fixes, UI tweaks and plugin improvements are relatively easy to submit changes to | |
| 4. Testing Scenarios | | |
| Functional Testing | <ul style="list-style-type: none"> Can create, open, edit and save documents Upload documents not saved using OnlySuite | |
| Security Testing | <ul style="list-style-type: none"> Password Protect a document - Allows user to create a password and won't allow access if password is incorrect | |

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| Stress Testing | <ul style="list-style-type: none"> • Copying and pasting large documents of text (200+ pages) • Opening multiple files • <i>This caused the program to become slow, and at one point showed the error “not responding”</i> |
| 5. Insights & Recommendations | |
| Key Findings | <p>Strengths:</p> <ul style="list-style-type: none"> • Works with multiple operating systems • Desktop app is easy to download • Similar to Google Docs or Microsoft Office • Software is lightweight and is not taxing on your computer <p>Weaknesses:</p> <ul style="list-style-type: none"> • Collects more data than some users would prefer • Expensive, many of the main features are not free |
| Alternative Tools: | <ul style="list-style-type: none"> • CryptPad • LibreOffice + Nextcloud • Etherpad |
| Suggested Improvements | <ul style="list-style-type: none"> • Expand a public issue tracker, and provide faster security patch responses • Reduce data collection or make it Opt-in • There’s room to build a stronger plugin ecosystem to support unique CSO needs (e.g., anonymization tools, metadata scrubbing, redaction). |
| License | AGPL v3 |
| Cost/Resource Implications | <p>Total Cost of Ownership:</p> <ul style="list-style-type: none"> • DocSpace Pricing³ <ul style="list-style-type: none"> ○ Startup: Free (Cloud) ○ Business: \$20/month (Cloud) ○ Enterprise 6550/server (On-premises) ○ Nonprofits can request a discount⁴ • Limited other costs required for software |

³ <https://www.onlyoffice.com/docspace-prices.aspx>

⁴ <https://www.onlyoffice.com/nonprofit-organizations.aspx>

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| Why is this useful to civil societies in authoritarian environments? | <ul style="list-style-type: none">● Civil society organizations (CSOs) may run ONLYOFFICE wholly on local infrastructure, removing the need for external cloud services that could be watched, stopped, or subpoenaed.● ONLYOFFICE can operate in offline or air-gapped situations, which is critical in locations with inconsistent internet or planned shutdowns. |
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