



## APPENDIX B

# Frequently Asked Questions: Updating to CGM LABDAQ v20 series and MS-SQL (from Oracle)

## What is the main benefit of moving to v20 series?

If you choose to update, a database change from Oracle to MS-SQL Server is required. There are a number of reasons for this database change including:

- An average 25% performance improvement when importing and exporting files within:
  - Patient Demographics
  - Orders
  - Results
- Simplifying database licensing when implementing within virtual environments
- Mitigating future, ongoing third-party license cost increases

## Am I required to update at this time?

- No, you are not required to update
- However, all versions from v20.1 and beyond will require adopting this database change

## Is there a cost for this update?

### *Initial cost*

- There will be a nominal one-time cost to you for the new database that supports v20.1 and all future versions:
  - An MS-SQL device license is needed for each PC/workstation that will access CGM LABDAQ
  - If RDP is used to access CGM LABDAQ, only one MS-SQL device license is required for the RDP server
  - This will be offered at \$95 per device
    - Future licenses will be sold at list price
- There will continue to be no software licensing costs for updating to CGM LABDAQ ver. 20.1 or above

### *Ongoing cost*

- There will be a nominal change in the ongoing maintenance for the Microsoft SQL licenses:
  - Your existing Oracle maintenance costs will stop
  - The new MS-SQL maintenance cost will be \$3.98 per device per month

## What are the system requirements?

There are hardware and operating system requirements for this update. They include:

- Dedicated servers require Windows Server 2016 or 2019
  - Windows 2012 is no longer supported
- Workstation/servers require Windows 10 Professional
  - Windows 7 is no longer supported for the server or workstations: Microsoft ended Windows 7 support on January 14, 2020

Please review **CGM LABDAQ System Requirements (v20.1 and above)** at [www.cgmus.com/sys\\_reqs](http://www.cgmus.com/sys_reqs) to ensure that your hardware meets the minimum requirements for this update.



### **What is the process to get the update?**

- To initiate the update, please contact Technical Support at [cgm.us.lab.support@cgm.com](mailto:cgm.us.lab.support@cgm.com)
- Technical Support will assist you with planning and scheduling the update

### **What is the expected timeline to obtain an update once I start the process?**

- Approximately two weeks