



APPENDIX B: Frequently Asked Questions

CGM LABDAQ users updating to CGM LABDAQ v20.1 or above may have the following questions in regards to the transition to Microsoft SQL Server (from Oracle). For more information, please contact Technical Support (see below).

What is the main benefit of moving to v20.1 or above?

If you choose to update, a database change from Oracle to Microsoft SQL Server is required. This database change was made for a number of reasons, including:

- A database change from Oracle to Microsoft SQL Server brings additional value through:
 - 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:
 - A Microsoft 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, which is a significantly reduced cost
 - Future licenses will be sold at list price
- There will continue to be no software licensing costs for updating to CGM LABDAQ v20.1 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 \$3.65 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 the CGM LABDAQ System Requirements at www.cgmus.com/sys_reqs to ensure that your hardware meets the minimum requirements for the CGM LABDAQ 20.1 or above update.

What is the process to get the update?

To initiate the update please contact Support at cgm.us.lab.support@cgm.com. 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.