



APPENDIX B

Frequently Asked Questions: Updating to CGM LABDAQ ver. 20 series and MS-SQL (from Oracle)

What is the main benefit of moving to ver. 20 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 ver. 20.1 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 ver. 20.1 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 \$220 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 \$4.55 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 (ver. 20.1 and above)** at 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
- 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