



***What is the main benefit of v20.1?***

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:

- General performance improvements while working within the application as evidenced by our Beta testing process at customer sites
- 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

*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 acceptable.
- Workstation/servers require Windows 10 Professional
  - Windows 7 is no longer acceptable for the server or workstations. Microsoft ended Windows 7 support on January 14, 2020.

Please review the CGM LABDAQ System Requirements (ver. 20.1 and above) at [www.cgmus.com/sys\\_reqs](http://www.cgmus.com/sys_reqs) to ensure that your hardware meets the minimum requirements for the CGM LABDAQ 20.1 update.

***What is the Process to get the Update?***

1. To initiate the update please contact Support at: [cgm.us.lab.support@cgm.com](mailto:cgm.us.lab.support@cgm.com)
2. 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