



APPENDIX B

Frequently Asked Questions

Updating to CGM LABDAQ version 20.X series and Microsoft SQL (from Oracle)

What is the main benefit of moving to version 20.X series?

- 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
 - 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