



# FAQs on upgrading your RALS System to Version 7.0.0

## How do I request an upgrade?

- Go to [www.rals.com](http://www.rals.com) and request your upgrade from the home page
- Go to <https://www.rals.com/us/home/support.html> directly
- Contact support at 877-627-7257

## What happens after I request an upgrade?

- Our implementation team will do an assessment of the RALS Core Server (RCS) to make sure it meets the upgrade requirements for the Version 7.0.0 'Limited Launch'.
- After the assessment is complete, the upgrade is assigned to a Project Manager (PM).
- The PM will reach out to you to kick off the project, make sure stakeholders are involved, and schedule the upgrade.

## What is Limited Launch?

- With each new version release, RALS is closely monitored by our team for a period known as 'Limited Launch'.
- Limited Launch is a fully functional version and is commercially available to all our customers.
- By choosing to upgrade during this window, you will become part of the elite group of our first-time users to experience RALS in this exciting new version.
- We will ask you to acknowledge, via email, that you are accepting the fact that the version is newly released, and you agree to being part of the limited launch.

## Will I receive training before or after I upgrade?

- You will receive a **pre-upgrade overview** of RALS 7.0.0 once the upgrade is scheduled.
- The overview will focus on general navigation, setting up views and creating a dashboard.
- After the overview you will be given access to our RALS demo server along with some scenarios to complete on your own, which will help you acclimate to the New UI before you upgrade.
- After the upgrade, you will have the opportunity to attend a **post-upgrade** training session. Your Project Manager will assist with scheduling the session.

## Who from my institution needs to be involved in the upgrade?

- The POCC and an IT (Information Technology) resource with access to the RALS Core Server (RCS) and a hospital interface resource to restart interfaces if needed.

## Will RALS be down during my upgrade?

- Yes, the upgrade will take approximately 4 hours depending on your current RALS version.
- Device operators can still use all devices, and results will transmit to RALS when downloaded after the upgrade.



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## Do I still need Silverlight and Internet Explorer after upgrading to RALS 7.0.0?

- For a POCC or authorized user of RALS, Silverlight/IE is no longer required
- RALS 7.0.0 is the full release of the New User Interface (UI).
- All customer facing RALS pages and functionality have been transitioned to the New UI.
- RALS 7.0.0 should be accessed using modern browsers such as Edge, Chrome or Firefox.
- Using Internet Explorer (IE) once upgraded to 7.0.0 is **NOT** supported.

**NOTE:** Silverlight/IE will remain installed on the RALS Core Server (RCS) **only**, so that support will have access to make system configuration changes. If the customer/IT removes Silverlight/IE from the RCS, support will re-install as needed for support purposes.

## Can I still access the current UI/Silverlight version after the upgrade to 7.0.0?

- No, all pages will be converted to the New UI.

## Is RALS version 7.0.0 a new service pack?

- No, this version of RALS represents the culmination of the New UI and the new RALS version naming convention will have 3 digits (i.e. 7.0.0) moving forward.
- The first digit represents a major change to the software
- The second digit represents minor changes to the software
- The third digit represents a patch to the software.
- RALS version 7.0.0 is a major change to the software due to the New UI, therefore this version is the base version using the new naming convention.

## Can I continue to use earlier versions of RALS that require Silverlight/Internet Explorer?

- Yes, however Microsoft is no longer supporting Silverlight and support for Internet Explorer 11 desktop application will go out of support for certain operating systems starting June 15, 2022.
- Due to Microsoft's unsupported/soon to be unsupported status of these applications, many hospital IT departments are starting to remove Silverlight and IE from their networks.
- Please have a conversation with your IT department about your current version of RALS and the need for Silverlight/IE (version 6.0 SP9 or earlier require Silverlight and Internet Explorer).

## Do I have to upgrade to a Windows 2016 server to upgrade to RALS 7.0.0?

- No, a 2016 server is not required, however it is **highly recommended** to take advantage of the latest security patched and backup capabilities.