



Is there a cost involved to update? *No, the update is included in your annual subscription.*



What will happen to the Analyzer views we've customized? *Any custom Analyzers will still work however they will function in their original version. Users will have to re-create with the v5.1 Analyzers to have the latest and greatest look/functions.*



How long will the process take? *We start with a preparation call with your IT Team to discuss all the technical requirements needed for the upgrade; approximately 20-30 minutes. Once your team completes the items on their list, we schedule the upgrade. For informXL clients (1.5-2 hours). For informXL + Datamart clients we will work strategically with your IT/Operations Team(s) to determine the best time from a business operations standpoint.*



What are the requirements to take the upgrade? *There are some specific minimum requirements necessary to run informXL v5.1. Please review the [Installation Requirements Analyzer](#) for details.*



What if I don't meet the minimum requirements for Newstar? *You will need to contact your Constellation Homebuilder Systems representative for upgrade options. Once you've met the minimum requirements, simply [email us](#) and we'll get you scheduled.*



Is the upgrade scheduled outside working hours, or will there be any downtime? *We have blocked our schedules to perform upgrades Mondays and Tuesdays from 9:00 am - 3:30 pm (EST). There will be minimum downtime on core Analyzers while we replace files (any customized Analyzers can be used during scheduled upgrade time). For Datamart clients we will work strategically with your IT/Operations Team(s) to determine the best time from a business operations standpoint.*



What resources will be required to support the upgrade? *If you do not provide our team with direct access, we will need an IT representative available via WebEx (note – the WebEx option may result in performance delays).*



What will the impact be to the users? *There will be minimum downtime on core Analyzers while we replace files (any customized Analyzers can be used during the scheduled upgrade time).*



Will there be training necessary on the new version? *No training is necessary to begin using the latest version, but we would love to schedule a time to introduce you to the latest features via a short demo. We also provide departmental training on an hourly basis for anyone looking to brush up on how to take full advantage of all the features of the Analyzers. [Contact us](#) to set up a time to go over some of the latest features of informXL v5.1 or for more information on departmental team training.*