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## Frequently Asked Questions

### Supported Operating Systems

#### Does ELA run on Windows 10?

Yes, ELA runs on Windows 10.

## **Does ELA run on GNU/Linux?**

Yes, ELA was developed on and for GNU/Linux distributions such as Ubuntu, AlmaLinux etc.

## **Does ELA run on Windows 8 or Windows 8.1?**

Running ELA on Windows 8 is unknown at this stage and not advisable. This is mainly because support for Windows 8 ended on January 12, 2016 from Microsoft.

Windows 8.1 is still supported till 10 January 2023, but support for the additional software we use to run ELA will probably be retired before, or shortly after that date. Installing ELA on Windows 8.1 would be considered experimental at this stage and discouraged.

It will be advisable to always deploy ELA to Windows 10 or later.

You can review the [Windows 8 and Windows 8.1 end of support and Office](#) announcement for more information.

If you are running Windows 8 or Windows 8.1 with an existing ELA 2 installation, we recommend you make a backup of the ELA database before upgrading to the latest supported version of Windows.

## **Does ELA run on Windows 7?**

No, support for Windows 7 ended on January 14, 2020 from Microsoft.

You can review the [Windows 7 support ended](#) announcement for more information.

If you are running Windows 7 with an existing ELA 2 installation, we recommend you make a backup of the ELA database before upgrading to the latest supported version of Windows.

## **Licensing**

### **Does the new version have to be licensed annually?**

No. ELA provides regular updates to the software which includes bug fixes, new features and enhancements to existing features. If you do not opt-in for the annual license renewal, the last version of ELA we installed for you will still run and work fine. However, you will miss out on any new features and enhancements that were implemented when newer versions become available.

ELA will be upgraded for free during the first year of your purchase. After that, the Annual Enhancement Fee will provide you with regular updates to ELA.

## **Pricing**

### **Does the price for importing existing data from ELA 2 depend on the amount of data I have?**

No. The price is fixed irrespective of the number items or borrowers you have in older versions of ELA.

### **Does the price of ELA change if I want to run ELA on multiple computers?**

It depends. ELA 3 was redeveloped to provide this functionality out the box compared to ELA 2. With this in mind, you can install ELA to single computer, which we call a server, while other computers, which we will call a client, on the network can interact and work off this server using a simple web browser.

Since ELA 3 currently lacks support for partitioning off multiple institution data at this time, the pricing will be affected if you want to separate your data into two institutions such as Junior or Senior library. In this case two servers can be deployed, or the same ELA server can run multiple institutions without the current partitioning.

If you unsure which route to go, please contact us to assist you further.

## **Support**

### **Are there any adhoc support fees to pay if I need assistance with ELA?**

No. At this time, we will assist with any support issues or questions you might have with ELA.

## **Installation**

### **Do you charge for re-installation of ELA 3?**

If you have taken out the Annual Enhancement Fee with us or have recently purchased ELA 3 and your free upgrade period has not expired, re-installation of ELA 3 is free. If you do not have an Annual Enhancement Fee with us, the cost to re-install ELA 3 is R 950.00 excl. VAT per hour.

## **Data Exporting and Importing**

### **We have an existing ELA 2 installation, can you import it into ELA 3?**

Yes, ELA 3 has the ability to import data from ELA 2. Due to the way ELA 2 was built, this is a manual process which requires us to export the database tables from ELA 2 for ELA 3. Once the data has been exported, we will import the data for you when doing the installation of ELA 3.

### **How long does it take to export data and import it into ELA 3?**

It depends. Exporting of ELA data can take between 5-10 minutes and importing into ELA 3, depending on the size of the ELA 2 database, can take between 2-15 minutes. If there are any issues with the exporting or importing of the data we will let you know with a way forward.

## **Development**

### **ELA is missing a feature, can you add it in?**

Yes. If ELA is missing a feature that would be beneficial to the wider ELA user base, we can consider it for an upcoming release. You can send any feature requests you might have to [support-ela@implydev.co.za](mailto:support-ela@implydev.co.za) and we will provide updates and request additional information through our support desk.

### **How do you determine which new features go in to a release?**

Since ELA 3 is relatively new, we have the current process in place:

1. Customers who have paid for the Annual Enhancement Fee will have their feature considered first for the next version.
2. If the same feature was requested from customers with an Annual Enhancement Fee, and without, the feature will be considered for the next release. This normally indicates that a feature is common and quite popular across our client base and would be beneficial for all.
3. Customers who have not paid the Annual Enhancement Fee will have their feature placed in the development backlog and considered for a future release.

### **Can I pay for missing feature to get it in quicker?**

Yes, you can. As described above, we will most likely prioritise this feature to be completed in the next release, depending on size and scope of the request. Development of this feature will be billed at an hourly rate of R750 excluding VAT.