

RCC VERSION 10.04

Upgrade Frequently Asked Questions

A straightforward guide to what your team can expect before, during, and after the upgrade.

Version 10.04 brings new functionality, performance improvements, automatic update capability, MOGO V4 readiness, APS enhancements, and continued progress toward V10 screens and processes.

AT A GLANCE

Typical upgrade time	About 10-15 minutes
What your team must do	Log completely out of RCC during the update
Best time to schedule	After hours or another low-impact time

About the Upgrade

What is Version 10.04?

Version 10.04 is an RCC release that includes new functionality, performance improvements, automated updates, MOGO V4 readiness, APS enhancements, and continued migration toward V10 screens and processes.

How long does the upgrade take?

Most upgrades take about 10-15 minutes once all users are out of RCC. The process is similar to a traditional Service Pack update.

Will there be downtime?

Yes, but only briefly. All users must be logged completely out of RCC while the update is applied. Most upgrades are completed after hours to minimize disruption.

Will my data change?

No. The upgrade does not replace your data. Your existing data remains intact and available after the update.

Is Version 10.04 stable?

RCC has successfully upgraded multiple customers. Internal rollout discussions indicate that the upgrades have generally gone smoothly, with very few reported issues.

MOGO and Training

Do my drivers or MOGO users need to stop working?

No. Existing MOGO users can continue operating normally. In most cases, tablets and field operations are not affected by the RCC upgrade itself.

Does upgrading to 10.04 automatically enable MOGO V4?

No. Upgrading to 10.04 is the first step toward MOGO V4, but additional coordination and training may be needed before MOGO V4 is activated.

What Changes in 10.04

What should I expect to be different after upgrading?

We have removed a few Classic functions from our V10 menu. Version 10.04 continues RCC's transition toward the following V10 workflows:

- V10 Enter Sales & Cash Receipts Posting
- V10 Enter Sales & Cash Receipts Journals
- V10 Process Autopay
- V10 Leases

Are Classic screens going away?

Version 10.04 is part of RCC's continued transition to V10 functionality. Classic screens still exist today, but future releases will continue reducing reliance on Classic functionality.

What new features come with 10.04?

Available features depend on your company's setup, but notable improvements include:

- Automatic update capability
- Dispatch Manager performance improvements
- Forecasting and reporting enhancements
- Additional V10 posting improvements
- APS and payment processing enhancements
- Customer App and Web platform improvements

Make sure you check out 'What's New' after upgrading. Located in your lower left-hand corner of V10 RCC screen to get the full detail of enhancements and features.

What are automatic updates?

Once your company is on 10.04 and automatic updates are configured, approved hotfixes and maintenance updates can install automatically. This reduces the need for manual installations and helps keep your system current. If you decide to opt out of our automatic updates, you will need to inform our team and you are responsible for installing future updates to your environment.

Preparation and Follow-Up

What should we do before the upgrade?

Choose a low-impact time for the update and make sure all employees log completely out of RCC before leaving for the day or before the scheduled upgrade time.

What should we do after the upgrade?

RCC recommends the following:

- Review the “What’s New” section in the lower-left corner of the V10 RCC screen.
- Contact RCC with any questions.
- Discuss training if your company is not currently using V10 Enter Sales & Cash Receipts posting, V10 Lease Generation or V10 Autopay Processing.
- Let RCC know if you use imaging, web services, APS, Customer App, or another integrated product so the related components can be reviewed.

Why is RCC encouraging customers to move to 10.04 before winter?

Upgrading before heating season gives your team time to become familiar with current functionality, supported workflows, automatic update capabilities, and future V10 enhancements.

Important transition notice

Please note: Upgrading to Version 10.04 indicates your understanding that RCC is actively transitioning customers to V10 functionality, including V10 Enter Sales & Cash Receipts Posting, V10 Process Autopay, and V10 Leases. Classic screens are being retired as part of RCC’s ongoing modernization efforts, and future releases will continue expanding V10 functionality.

Questions or ready to schedule?

Contact Rural Computer Consultants, Inc. by visiting rccbi.com and submitting your upgrade request.