

FAQ

Migration, Cloud & Desktop to Web Diagramming

MIGRATION

- 1) **Q. What types of diagrams can I migrate?**
A. Currently you can migrate iGrafx Process and BPMN diagrams created in the desktop applications, FlowCharter, Process and Process for Six Sigma.
- 2) **Q. If I have identified relationships between platform objects in my diagram, will they be maintained?**
A. Yes. Relationship information will be retained.
- 3) **Q. Do I have to migrate all my diagrams at one time?**
A. No – in fact recommend a phased approach. Our Customer Success team will be happy to discuss.
- 4) **Q. Will the version history of my document be maintained?**
A. Yes – we realize the importance of this for process and compliance audit. The new web diagram will contain a link to the original iGrafx file and its history.
- 5) **Q. I have specific shapes and formatting defined in my desktop models. Will that be retained?**
A. Yes – any original formatting for color, shading, shadows, font, or custom shapes will be retained.
- 6) **Q. Do I have to migrate my diagrams one at a time or can I do a mass import?**
A. Either is an option. While you can decide on an individual file basis which diagrams you wish to migrate, iGrafx Customer Success can also assist with mass migration efforts.
- 7) **Q. How do I get more licenses added to the platform?**
A. That's simple. Contact your Account Manager and those licenses will be ready within a few hours.

CLOUD

- 8) **Q. Where are your data centers located?**
A. iGrafx uses [Microsoft Azure](#) data centers ensuring your data is stored within your local region.
- 9) **Q. If I have desktop clients, can they connect to a hosted platform?**
A. Yes – iGrafx desktop clients of the same release can connect to a hosted platform.
- 10) **Q. If my platform is hosted, do I have to pay for new releases?**
A. As long as you are hosted by iGrafx, you will always be automatically updated and on the latest release of our product suite.
- 11) **Q. Is iGrafx SOC-2 compliant and is my data secure?**
A. Yes – iGrafx believes your hosted data is a valuable part of your business and must be protected. See our [press release](#) announcing our compliance.

WEB DIAGRAMMING

- 12) **Q. What version of iGrafx Platform offers web diagramming?**
A. iGrafx web diagramming is available with V17 of the iGrafx Platform.
- 13) **Q. Is iGrafx web diagramming an on-premise installation or hosted?**
A. We offer both options.
- 14) **Q. Is Value Stream Management available on web diagramming?**
A. No – currently VSM is only available in our Expert Modelling desktop clients FlowCharter, Process, or Process for Six Sigma.
- 15) **Q. Can I run simulation projects in the web modeler?**
A. No – simulation still requires the iGrafx Expert Modelling desktop client Process or Process for Six Sigma. Either of these clients can also connect to the platform to easily share results.
- 16) **Q. Can I create my own custom palette of shapes in the web modeler?**
A. Yes.

More questions? Don't hesitate to contact us!

The best way to ensure your question is routed and prioritized is to open a ticket via our online [ticketing system](#).