

Upgrading from Previous Releases

Aras provides tools and services related to upgrading to the latest software release as a benefit of the Subscription. Customers should use the guidelines below to determine the path to upgrading to the latest release.

Upgrading to Aras Innovator 40

Customers may request Upgrade services from Aras Support if they meet the three criteria:

- Customers must have an active Subscription for Upgrade Services.
- Customers must be in production with Aras Innovator.
- Customers must be running on a version of Aras Innovator released no more than 30 months ago.

If these three criteria are met, the Subscriber may submit a new support request via the [Aras Subscriber Portal](#) to initiate an upgrade services project.

Important

Customers with an active Subscription running a version of Aras Innovator released more than 30 months ago should submit a new support request via the [Aras Subscriber Portal](#) to discuss the available options.

