

Frequently Asked Questions about DBCrystal and EasyWeb Transition:

1. What are my options since DBC will no longer be supported after March 2018?

You can choose to upgrade to our Pure Access Cloud software which is fully hosted by ISONAS, upgrade to Pure Access Manager which is an on premise software or move to one of our integration partners. Contact our sales team to learn more about the best fit for your site at sales@isonas.com or 800-581-0083.

2. What hardware models are compatible with the new software?

Hardware	DBCcrystal	EasyWeb 2015	Pure Access Cloud	Pure Access Manager	Integrated Software
RC-02	X	X			
RC-03	X	X	X	X	X
RC-04			X	X	X

3. How do I upgrade to Pure Access?

A member of our support team will assist in exporting your current database from DBCrystal and importing it into your Pure Access instance. This export will bring all users and badge information, all user groups, access points and access point groups to your new platform.

5. What if I have a PRC, RC-01 or RC-02's and want to move to Pure Access?

The newest hardware from ISONAS, the [RC-04](#) or the [RC-03](#), are compatible with Pure Access, so any other versions of hardware will need to be upgraded. Contact our sales team to learn more about our upgrade programs.

6. What if I have RC-03's and want to upgrade to RC-04's?

This is great and we'd be happy to assist. Please reach out to our sales team to learn about our upgrade program and this process.

7. What features and functionality will be added to the RC-04 that will not be available in the RC-03?

The biggest functionality changes will be making the reader more and more self-sufficient. Currently there are a number of features that occur at the reader level and we will continue to add more of these into the RC-04.

8. What if I have a project that is set to be installed after April 1, 2017 and will require DBCrystal or EasyWeb 2015?

Please contact our sales team so they can work with you on this project to understand the needs and discuss options.

9. What if I have an existing support agreement for DBCrystal?

We will honor all existing support agreements through their expiration or March 31, 2018, whichever is sooner.



10. What if I need some help determining what the best transition plan is for my site?

Our team is happy to assist, the first step in our process is to walk through our site questionnaire that will help us determine how you are currently using your ISONAS system and the best path forward. Here is a link to the [site questionnaire](#), feel free to fill it out and send it to our sales team at sales@isonas.com.