

ACS OnSite™ to ACS WebService™ Conversion

Overview: This service (Brivo SKU: **ACS5000S2E**) provides a means for Brivo ACS OnSite users to convert their existing ACS5000-S panels for use as ACS5000-E panels with ACS WebService functionality. This service also allows ACS OnSite users to transfer their User, Group, and Credential data for use with an ACS WebService account.

Applicability: ACS5000-S OnSite control panels.

Introduction

Converting an existing Brivo ACS OnSite system to ACS WebService involves moving potentially large amounts of credential data, user data, and group data. To ease the transition, Brivo offers the **ACS5000S2E** conversion service to handle the majority of the work in moving from Brivo ACS OnSite to ACS WebService.

The conversion process itself is broken into five stages:

1. Planning the Conversion, to be completed by the Dealer or End User
2. Transferring User Data, to be completed by the Dealer or End User
3. Importing User Data, to be completed by Brivo Customer Care
4. Configuration of Devices in ACS WebService, to be completed by the Dealer or End User
5. Firmware Conversion, to be completed by the Dealer of End User.

Please note that the last step—the actual conversion of the firmware—*irreversibly erases all data from the ACS OnSite application*. It is therefore important to complete the transfers of data before converting the firmware.

The following table lists the data that will be imported in the conversion, will *not* be imported in the conversion, and data that is capable of being imported in the conversion, but not imported by default.

Will Be Imported	Will Not Be Imported	Not Imported By Default, But Can Be Manually Entered
<ul style="list-style-type: none"> • User Names and Group Memberships • Group Names • Credentials 	<ul style="list-style-type: none"> • Activity Event Log • Journal of Prior Administrative Activities 	<ul style="list-style-type: none"> • Custom Field Names • Custom Field Data • Access Permissions for Groups • Inputs • Outputs and their Behaviors • Doors • Schedules

Step One: Planning the Conversion

Obtain the following information from the existing ACS OnSite system; this will be need to be completed before an ACS WebService account can be set up:

- Control Panel ID from the panel being converted
- Total number of readers connected to the panel

Additionally, several steps must be taken to ensure proper conversion from ACS OnSite to ACS WebService:

- The exported data file must be received by Brivo first in order to create and populate the ACS WebService account as soon as possible.
- It is important to enter as much data into the ACS WebService account as possible prior to converting the firmware on the panel in order to reduce down time.
- This data can either be merged into an existing ACS WebService account or your dealer can create an ACS WebService account for you (via Brivo's standard Dealer Extranet tools). Only the Dealer can perform this step.

Step Two: Transferring User Data

User data is transferred by sending a backup file from the ACS OnSite system to Brivo Customer Care. All Users from the data file, their Groups, and their Credentials will be imported into ACS WebService.

1. Log into the ACS OnSite application (be sure to log in as a system account administrator if the system is a multi-tenant installation).
2. Click on the **System** link.
3. Click on **Backup & Restore** in the menu on the left.
4. Click on the **Export Data File** button.
5. When prompted, save the file to your system.
6. Send this file to Brivo Customer Care (email to uploads@brivo.com).

Step Three: Importing User Data

Brivo Customer Care will also need the following information included on your Purchase Order for the **ACS5000S2E** service charge:

- Control Panel ID for the panel being converted
- Account information (the ACS WebService account that the data is to be imported into)
- Purchase Order number

The transfer process will be completed within two business days from the time when Brivo Customer Care receives the data file exported from the ACS OnSite panel being converted.

Step Four: ACS WebService Device Configuration

While the basic hardware-level configuration of devices between ACS OnSite and ACS WebService remain the same, a number of higher-level considerations pertaining to account configuration exceed the scope of a simple import service. Thus, the device configurations (i.e., doors, relays, inputs, etc.) need to be transferred manually by the dealer based on the site and administration layout that makes sense for the account involved.

Similarly, the dealer and customer will need to decide ahead of time whether this data will be transferred to an existing account (for example, when adding to your current collection of ACS WebService control panels), or to an entirely new account that will not be associated with any other control panels or User populations.

The *easiest way to view the data that must be manually transferred is to* simply open two browser windows, one to the ACS OnSite system being converted, and one to the ACS WebService account receiving the data.

Step Five: Firmware Conversion

After the user data has been retrieved from the ACS5000-S panel, the firmware conversion is accomplished by “upgrading” the ACS5000-S OnSite application with a special version of the firmware that is available from Brivo Customer Care. The process actually installs ACS WebService firmware that will convert the existing OnSite ACS5000-S into an ACS WebService ACS5000-E Panel.

The conversion process erases all data from the panel. Make sure you have completed the steps for Transfer of User Data and ACS WebService Device Configuration before executing the following steps. THIS STEP CANNOT BE UNDONE.

Note: The following step must be performed by connecting a laptop to the Admin port of the ACS5000-S board. This is the center Ethernet jack.

1. Log into the ACS OnSite application
2. Click on the **System** tab
3. Click on **Upgrade Firmware** in the menu on the left
4. Click on the **Export Backup File** button to save the current database backup
5. Click the **Browse** and select the file provided by Brivo Customer Care
6. Click on the **Upgrade** button to execute the conversion.

Constraints on Data

Cards that have been created with a custom format in ACS5000-S OnSite must be transferred into ACS WebService account via the Swipe-to-Enroll mechanism by the end user or dealer. They cannot be imported into ACS WebService Card Bank directly.

Ordering & Pricing

All orders must contain the following information:

- A purchase order number for the **ACS5000S2E** service fee
- Name of New Account or Existing Account to which data will be transferred
 - If new account, the Dealer must create using their Dealer Extranet account
- CPID (Control Panel ID) of the panel to be converted
- Contact information to include, full name, phone number and email address of the master administrator.

For a quotation and ordering information, please contact your Brivo sales representative, or email them at sales@brivo.com.