

Brivo Onsite to Brivo Onair[®] Conversion

Overview

This service (Brivo SKU: B-PRO-ONSITE-OA-CONV) provides a means for Brivo Onsite users to convert their existing Onsite data for use with Brivo Onair accounts. This service also allows Brivo Onsite users to transfer their user, group and credential data for use with a Brivo Onair account. Applicability: Brivo “S” series control panels.

Introduction

Converting an existing Brivo Onsite system to Brivo Onair involves moving potentially large amounts of credential data, user data, and group data. To ease the transition, Brivo offers the B-PRO-ONSITE-OA-CONV Transition Service to handle the majority of the work in moving from Brivo Onsite to Brivo Onair.

The transition process itself is broken into five stages:

1. Planning the transition, to be completed by the dealer and/or end user.
2. Transferring user data, to be completed by the dealer and/or end user.
3. Importing user data, to be completed by Brivo Professional Services.
4. Replacing the Brivo Onsite (S) Panels with Brivo Onair (E) Panels, to be completed by dealer.
5. Configuration of devices in Brivo Onair, to be completed by the dealer and/or end user.

PLEASE NOTE: The last two steps require physical hardware change

In order to facilitate this transition, Brivo will offer free hardware board swap. In order to take opportunity of this offer, the following steps will need to be followed:

- Order the “E” system with following parts: B-ACS6000-MBE and B-PRO-ONSITE-OA-CONV.
- Ship the working Brivo “S” series board back to Brivo within 90 days of ordering the “E” system.
- Your account will be charged for the following parts: B-ACS6000-MBE and B-PRO-ONSITE-OA-CONV. Upon receipt of the Brivo “S” series board your account will be credited with an amount equal to your purchase price of B-ACS6000-MBE. A B-PRO-ONSITE-OA-CONV can only be provided to an Account Administrator with Senior or Master Administrative Privileges. Brivo will not discuss any account information with persons other than those with the proper account privileges. The following table lists the data that will be imported in the conversion, data that 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:

- User names and group memberships
- Group names
- Credentials
- Custom field names
- Custom field data

Will not be imported:

- Activity event log
- Journal of prior administrative activities

Not imported by default, can be entered manually (this information can also be entered by Brivo at additional cost. Please reach out to pro.services@brivo.com for a quote):

- Access permissions for groups
- Inputs
- Outputs and their behaviors
- Doors
- Schedules

Step One: Planning the Transition

Obtain the following information from the existing Brivo Onsite system; this will need to be completed before a Brivo Onair account can be set up:

- Control panel ID of the replacement Brivo Onair panel.
- Total number of readers connected to the panel. Additionally, several steps must be taken to ensure proper transition from Brivo Onsite to Brivo Onair.
- The exported data file must be received by Brivo first, in order to create and populate the Brivo Onair account as soon as possible. See Step Two, below.
- It is important to enter as much data as possible into the Brivo Onair account.

The account data can either be merged into an existing Brivo Onair account, or your dealer can create a Brivo Onair account for you (via Brivo's Partner Portal). Only the dealer can perform this step.

Step Two: Transferring User Data

User data is transferred by sending a backup file from the Brivo Onsite system to Brivo Professional Services. All Users from the data file, their groups, and their credentials will be imported into Brivo Onair.

1. Log into the Brivo 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 Professional Services with a reference to the B-PRO-ONSITE-OA-CONV (email to uploads@brivo.com).

Step Three: Importing User Data

Brivo Professional Services will also need the following information included on your Purchase Order for the

B-PRO-ONSITE-OA-CONV service charge:

- Control panel ID for the replacement Brivo Onair panel(s).
- Account information (the Brivo Onair account into where the data is to be imported).
- Purchase order number. The transfer process will be completed within three business days from the time when Brivo Professional Services receives the data file exported from the Brivo Onsite panel being converted.

Step Four: Brivo Onair Device Configuration

Note: Hosting fees will apply for all panel and door connections

While the basic hardware-level configuration of devices between Brivo Onsite and Brivo Onair 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 Brivo Onair 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 Brivo Onsite system being converted, and one to the Brivo Onair account receiving the data.

Step Five: Replacing the Panel

Since the firmware on the Brivo “S” series panels cannot be upgraded to Brivo “E” series panels, it is necessary to replace the Mainboard within the chassis. For up to 15 boards or 30 readers, there is one mainboard. The Brivo ACS5000/ACS6000 series mainboards control all Brivo door boards and I/O boards attached to the system.

Your dealer and IT staff must make provisions prior to connecting the Brivo “E” series (Brivo Onair) mainboard to the network. Since the Brivo “S” series (Brivo Onsite) mainboard does not require an Internet connection to operate in a local environment, it may be necessary to modify the network settings for the replacement board. The dealer will have the necessary requirements for the installation and network configuration.

Before the panel can be changed to Brivo Onair it will be necessary for the user upload to be complete and for the groups to have the proper door assignment. Once the replacement panel has been installed and connected to Brivo Onair, it will be necessary to test the configuration of all doors and devices.

Constraints on Data

Note: Only cards with supported formats in Brivo Onair can be imported. Cards that have been created via swipe-to-enroll method with custom formats that are not supported in Brivo Onair will need to be manually entered by a local Brivo Onair administrator.

In the Brivo Onair system, cards with the following common HID formats can be imported into the card bank.

- Standard 26 Bit
- HID 34 Bit Even or Odd parity
- HID 33 Bit – HID 33 (D10202)
- HID 37 Bit (With or without facility code)
- Corporate 1000
- Allegion 34 Bit Wiegand
- CASI-RUSCO 40 Bit

Ordering and Pricing

All orders must contain the following information:

- A purchase order number for the B-PRO-ONSITE-OA-CONV service fee (dealer).
- Name of New Account or Existing Account to which data will be transferred (dealer/end-user).
- If new account, the dealer must create using the Partner Portal.
- CPID (Control Panel ID) of the Replacement Panel.
- Contact information to include, full name, phone number and email address of the Account Owner (master administrator).

For a quotation and ordering information, please contact an Authorized Brivo Dealer, or email: sales@brivo.com.

Brivo Onsite to Brivo Onair Conversion Form

Dealer Name	<input type="text"/>		
Billing Address	<input type="text"/>		
Purchase Order #*	<input type="text"/>	Brivo Job #*	<input type="text"/>
Dealer Contact			
Name	<input type="text"/>		
Phone	<input type="text"/>		
Email	<input type="text"/>		
Brivo Onair Customer Account Name*	<input type="text"/>		
Brivo Onair Customer Account Number*	<input type="text"/>		
Brivo Onair Customer Contact			
Name	<input type="text"/>		
Phone	<input type="text"/>		
Email	<input type="text"/>		

Brivo Onsite Backup Submissions

Data files should be emailed to uploads@brivo.com with a copy of this form.

For quotations and ordering information, please email: sales@brivo.com.

For additional questions, please contact Brivo at pro.services@brivo.com.

* Indicates a Required Field