

# On-Line

## Crystal Matrix Software Registration & Support Ticket Creation

Jan 04, 2012

### SUMMARY

Beginning in 2012, the Crystal Matrix software suite has been enhanced to allow the end-user and installer to register the software without making phone calls. This feature is available 24 x 7, whenever the customer wishes to register. Also added to the software was a new feature that allows the end users, who have direct factory support plans, to create technical support-requests from within the Crystal Matrix software.

This document gives a short overview of the registration process. For a detailed description of these new features, please reference the Crystal Matrix Software Manual.

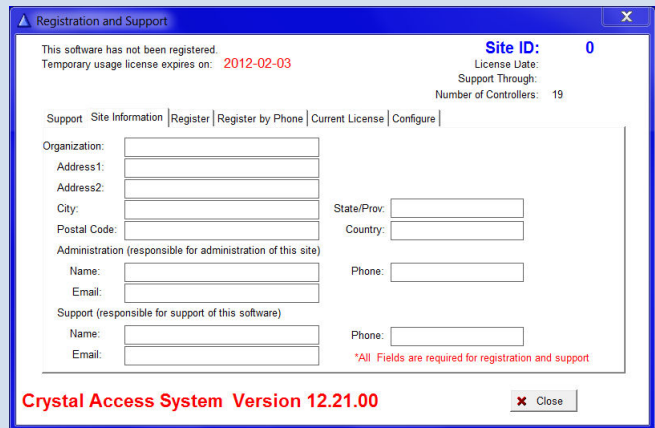
### PROCESS OVERVIEW

The steps for this registration process include:

Registration Step	
Install the latest version of Crystal Matrix	<a href="http://WWW.ISONAS.COM">WWW.ISONAS.COM</a>  Go to: <b>Support</b> → <b>Software Downloads</b>
Start the Crystal Matrix Application	

## Registration Step

Enter in the site's contact information  
(Please note that all fields are required)



Registration and Support

This software has not been registered.  
Temporary usage license expires on: 2012-02-03

Site ID: 0  
License Date:  
Support Through:  
Number of Controllers: 19

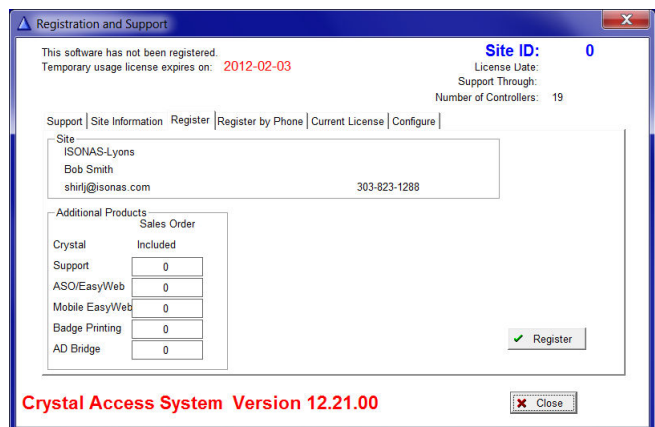
Support | Site Information | Register | Register by Phone | Current License | Configure

Organization:   
Address1:   
Address2:   
City:  State/Prov:   
Postal Code:  Country:   
Administration (responsible for administration of this site)  
Name:  Phone:   
Email:   
Support (responsible for support of this software)  
Name:  Phone:   
Email:

\*All Fields are required for registration and support

Crystal Access System Version 12.21.00 Close

Select the "Register" tab



Registration and Support

This software has not been registered.  
Temporary usage license expires on: 2012-02-03

Site ID: 0  
License Date:  
Support Through:  
Number of Controllers: 19

Support | Site Information | Register | Register by Phone | Current License | Configure

Site  
ISONAS-Lyons  
Bob Smith  
shirji@isonas.com 303-823-1288

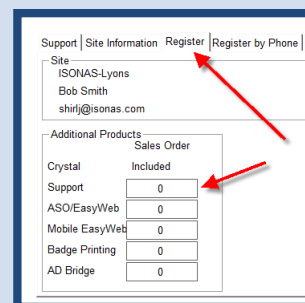
Additional Products	Sales Order
Crystal	Included
Support	<input type="text" value="0"/>
ASO/EasyWeb	<input type="text" value="0"/>
Mobile EasyWeb	<input type="text" value="0"/>
Badge Printing	<input type="text" value="0"/>
AD Bridge	<input type="text" value="0"/>

Register

Crystal Access System Version 12.21.00 Close

For any software add-ons that were purchased, enter the appropriate "Sales Order" number.




If a group of software add-on's were purchased on a single "Sales Order", you only need to enter that Sales Order number once, in any entry field.



Support | Site Information | Register | Register by Phone | Current License | Configure

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Additional Products	Sales Order
Crystal	Included
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<h2>Registration Step</h2>	
<p>Click on the Register button</p>	
<p>The registration is submitted to ISONAS. The software will automatically register your system with the appropriate software features.</p>	
<p>If your host system <b>does not</b> have access to the Internet, you can still auto-register your software by using email.</p>	<p>Steps:</p> <ul style="list-style-type: none"> <li>• Complete the registration process, including clicking on the “Register” button</li> <li>• Locate the “LiveDB” folder. This is typically found at c:\apps\isonas\LiveDB</li> <li>• Locate the file: “REGISTER_SITE.XML”</li> <li>• Copy that file to an email-equipped computer</li> <li>• Create an email and attach the XML file to the email message.</li> <li>• Send the email to: <a href="mailto:AutoLicense@isonas.com">AutoLicense@isonas.com</a></li> <li>• Your software authorization string will be automatically sent to you in a reply email message. Enter that authorization string on the “Register By Phone” tab.</li> </ul> 

## Registration Step

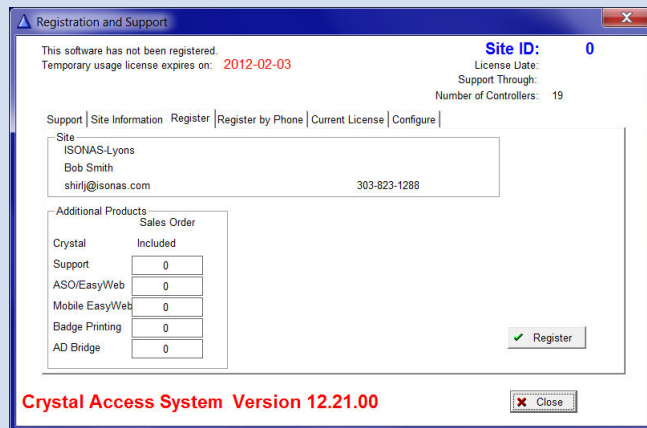
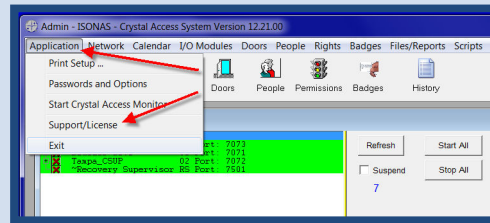
### Re-registration

If you add software components to your system, you can use this process to update the registration of an active working system.

Open the Support/License window within the Crystal Administrator application .

Select the Register Tab, and enter the proper Sales Order numbers.

Click on the “Register” button



## Technical Support

The “Support” tab can be used to submit Technical Support requests to ISONAS. ISONAS will then contact you.

