



<Major Q&A List>

Q.1) When you talk about HOW MANY DOORS is the capacity of each BioStar License, do you mean 2 readers at doors or only 1?

2 readers at 1 door is still considered and treated as 1 door. For example, if you had basic license for 5 doors, you would've used up 1 door.

Q.2) Is it possible to make an automatic backup of DB if using MariaDB?

By default, there is no auto-backup present within BioStar 2, but with the tool, you would be able to set up a running task using task scheduler. Here is the AutoBackup tool: [Click](#)

Q.3) If we want to migrate from BioStar 1 to BioStar 2, should we need to re-enroll the finger?

You will migrate the users from BioStar1 to BioStar2 either by migration tool or using BioStationA2 as example. For User&Log migration tool, please go to C:\Program Files\BioStar 2(x64)\biostar-migration.

Q.4) is it possible to fill in localhost?

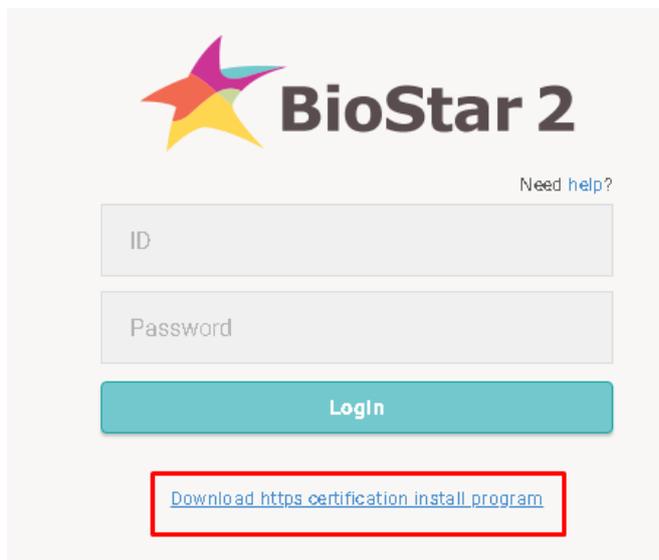
We recommend using an actual server IP address instead of using localhost or 127.0.0.1. Please note that a server PC should have a static IP address rather than using a dynamic IP address.

Q.5) For certificate, is it for each server IP we need to download new one?

No, it is for the server access from the application server or for the clients who are going to access the server.

Q.6) Where can we get the cert manager for certificate?

There is a link on the login page to download it Or, you can find Settings>HTTPS (Click [here](#))



Q.7) Can BioStar 2 run on VM Server?

We do not test BioStar 2 on VM server or Cloud Server directly, but, if the system meets the requirement of BioStar 2 Server System when you configure VM or Cloud Server, it can be installed and operated.

Q.8) Has any table which contain Device wise user list at MS-SQL database?

Unfortunately, no

Q.9) Does BioStar 2 have BioStar 2 V2 Config application similar to used to BioStar 1 devices?

Yes, please download it from [here](#). This tool is only for V2 devices. Please note that 2nd Gen devices can not connect to BioStar V2 Config and BioStar 2 SW at the same time.

Q.10) Any plan to add interlock zone with the devices other than the CS40?

Plan is there but no confirmation date yet.

Q.11) how many user can access biostar2 (web) at time?

our recommendation is 100.

Q.12) For global anti-passback, if the network from reader to software disconnect that's still can used?

There is an option for the network failure. Depends on the option, the door can be managed with the user authentication.

Q.13) using the computer name can v open the software

Yes, but you will need to modify the host file of windows to add the IP address of the server.

Q.14) Is there any plan to come with entrance time limit

Currently it is not supported but we can do a customization for it

Q.15) how to update biostar 2 to new version?

From 2.5 onwards, you can simply download the newest installer and install over the top of an existing installation. Below 2.5 there will be a specific upgrade route (2.3 > 2.4 > 2.41 > 2.5 > 2.7.14) Please refer to the [link](#).

Q.16) Can you show how a muster mode works?

The muster zone is used as a place where users gather when an emergency occurs. It can also be used for the purpose of monitoring the number of users and list of users in a specific area, or for notifying the manager of alarms and alerts when a user stays in a specific area for a long time. For more details, please refer to the [link](#).

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