



## Frequently asked questions

**Q: Why do we need to get a new database license from FIZ CHEMIE, when we have a License Agreement with Accelrys?**

**A:** From the very beginning (CIRX in 1992 and SPORE in 1996), the FIZ CHEMIE databases were distributed by our business partners – first by MDL, later by Symyx, and presently by Accelrys. Starting June 01, 2012, FIZ CHEMIE will distribute its databases directly. We are confident that our customers will profit from this change since we will be able to react faster and more efficiently to your wishes and needs.

**Q: What actions are required to ensure that we can continue using CIRX and SPORE in the future?**

**A:** For the moment please contact Accelrys to renew your License Agreement through May, 31, 2012. Please make sure you renew your ISIS/Isentris software for the entire year since this software will still be required for the use of our databases. We will contact customers in early 2012 to provide them with new license agreements.

**Q: What changes can we expect?**

**A:** Our customers will be supplied with updates for the CIRX and SPORE databases in the same formats, with the same frequency, and in the usual high quality that they have been receiving so far. There will be no changes to the annual license fees in 2012. The only significant change will be a new internet address for downloading data. We will do our very best to ensure that this transformation process brings as little inconvenience as possible.