

Niagara AX End of Life

April 30, 2020

Q&A

1. **Will there be a fix or workaround in the immediate future for: [https support to the proxy component?](#) [Before the EOL for fixes and cyber issue in July.](#)**

No new features are planned for Niagara AX. This feature has been added to our upcoming 4.9 release.

2. **We now have virtual servers running AX. Are there any situations (such as hardware modifications) that will break the license and require re-licensing? In the past we have had a supervisor (running on a non-virtual, server) run fine after replacing a failed hard drive controller, but then fail months later when the version was upgraded (a new host ID was generated by the install program and the license broke).**

The issue with hostIDs changing that occurred a couple years ago was addressed with Niagara AX 3.8 U2. Upgrading to N4 should not cause any new issues. We are working on new technology that includes subscription-based licensing that will better support virtual servers.

3. **What is the end date for obtaining a license to downgrade a JACE 8000 to AX?**

End of life for that license option is July 1, 2021. Orders to Tridium will need to be processed prior to that date.

4. **When our systems integrator contacts Tridium for technical support, will that support still be available or is it "sorry, but we don't do that anymore"?**

Our Technical Support Team will continue to answer questions regarding Niagara AX after July 1, 2021. However, if the source of an issue is a product defect or incompatibility with newly released Windows versions, browsers, etc., Tridium will not provide a patch or fix.

5. **Will all on-line AX support documents and forums still be available?**

Tridium has no immediate plans to purge our documents or disable the forum. Niagara AX software builds will no longer be available for download after July 1, 2021.

6. **Will the Web Launcher break? When starting Web Launcher it sometimes indicates that it is attempting to contact a server for updates. Will this behavior break the Web Launcher for AX because the updates become too far skewed from the version that 3.8U5 uses?**

Web Launcher will continue to work as it is released today. However, Web Launcher may not be available for download sometime in the future. If you are dependent on Web Launcher, it would be a good idea to make sure you have downloaded it and saved a copy.

7. **Once support ends, how does that affect the migration path from AX to N4? Are there fewer options, or will it be much more difficult to migrate?**

After July 1, 2023, there will be no options for upgrading AX licenses to N4. Replacement licenses will need to be purchased.



8. Given that I'm new to the controls side of the industry, how can I best prepare myself for aiding my customers that have AX Jaces and not ready to switch to N4 financially?

One strategy would be to get the Supervisor running on Niagara 4 and then replace JACEs as funding permits.

9. What about critical security updates for AX?

Critical security updates will be provided up to July 2021.

10. What about Office Demo licenses?

Office Demo licenses will not go inactive. We will migrate AX Office Demo licenses to N4 Demo license so that the new features of Niagara 4 will be available on your demo. Migrated Demo licenses will have an AX/N4 option to allow download of either license version.

11. What license do we need for the migrator? When will the migrator be available?

All you need is an active SMA on the AX Supervisor. The migrator will be available this summer.

12. Regarding AX license replacement, will it be necessary to have an active SMA before the deadline?

Yes, an active SMA is required before the deadline.

13. Do you know if AX will be required to be upgraded to N4 for Federal Government network access, eg. Army Guard Network?

For cybersecurity purposes, systems will need to be upgraded to N4. If the budget is not available, then perhaps at minimum stand up a N4 supervisor on top of the AX JACEs.

14. Will licenses be able to be transferred from one JACE6 to another JACE6 after July 2021?

Replacement JACEs can't be purchased after July 2021.

15. Will existing AX installations still be functional after July 2021?

Yes, the licenses will continue to work after July 2021. There will be no future updates related to features or cyber after July 2021.

16. How long will the AX workbench annual licensing will be available after July 2021?

You will not be able to purchase a new AX workbench license after July 2021. Workbench licenses will be migrated to N4 with the AX/N4 option, and annual renewal will continue as they have in the past.

17. Is there a minimum quantity for the 20% trade up program?

No minimum quantity is required to participate in the trade up program.

18. What is NC-8005 and NC-8010?

NC-8005 and NC-8010 are specific parts as Niagara Core software. They indicate the number of points / devices a software core can consume.

19. Is December 15 the purchase deadline or install deadline?

December 15 is the purchase deadline to take advantage of the promotional discount. We encourage you to buy from your distributor ahead of that time due to any holiday lags.

20. Our distributor does not offer a discount for upgrading AX hardware at the point of sale. Is this a rebate directly from Tridium?

Promotional purchases must be made through your supply chain.

21. Do you have a price sheet list that shows the discount prices? Is the discount on list price?

Contact your OEM or distributor for specific pricing.

22. Is the 20% discount available with the 3 and 5-year SMA option?

No, only the initial SMA is discounted.

23. What will the migrator tool accomplish? How much labor time will be spent per JACE migrating from AX to N4?

The Migrator will migrate an AX Supervisor model to the equivalent N4 model. This makes the new N4 features available. The AX Supervisor models do not have options to add many of the newest N4 standard features and options.

24. When will Niagara 4 include BACnet SC?

Tridium is working on it now. Although we can't provide a specific release date, we have set this feature as a very high priority.

25. Why will you be removing the Host Id transfer ability for AX server? This could cause huge issues on a hardware crash or some kind of update, hardware or software, that causes a host id change.

Tridium is providing a 3+ year window for customers to maintain their systems and upgrade to our supported platform. July 1, 2023 will be the last date that we provide any AX licensing support.

26. What version of workbench it will be migrating?

After EOL there will be no future critical updates on AX.

27. Is the discount only available to Tridium partners? Or is it available to Honeywell / Distech partners as well?

The discounts are available to all Tridium OEM partners. It is each OEM partner's choice whether or not to participate in the program.

28. In Centraline we have a license with unlimited points and nodes. (FALCON driver) What happens with this license?

We will work with you to provide an equivalent N4 model.

29. Is it possible to buy AX SMA in 2022 and migration takes place on 2025?

You will need to migrate your license prior to July 1, 2023.

30. If AX licensing goes away, and we have a supervisor that has many JACES that are 3.7 and below, what are the options to get those JACES running 3.8 for N4 server to AX JACE compatibility?

After July 1, 2021, Tridium will no longer sell upgrades for legacy JACEs. You can upgrade your legacy JACE license prior that date. Of course, the best possible option is to upgrade legacy hardware. Seriously consider the cost of purchasing upgrades for legacy devices vs the cost of replacement.

31. Can we stock Jace-800-AX downgrades? I thought we could not since slice.

Yes, you can stock the downgrades.

32. Can you clarify any key/important drivers that won't be in N4 that are part of AX?

There are some Tridium supplied drivers that will not be available in N4 – these include EIB, Simple ADR, DB2 Database, Dedicated Micros, and RapidEye. Your supplier may have additional drivers that are not available in N4.

33. When I upgrade my supervisor to N4, what AX software versions it will be talking to? I have a site with 100 controllers, some of them 3.6 and 3.7. OK to talk to N4?

Niagara AX 3.8 is the only supported connectivity to a Niagara 4 Supervisor.

34. Does the AX to N4 upgrade mean they can change over to N4 supervisor free of charge?

With the purchase of an SMA for your AX Supervisor, you can change over to an N4 supervisor.

35. What is the last date (LTB) to purchase a JACE 8000 with AX?

July 1, 2021

36. Can you explain again the demo workbench ax and N4 software. Will this be one software or 2?

It will be one license. You'll have the option to download either the AX or N4 version.

37. Will WebStart still work regardless of windows updates?

We can't guarantee that a Windows update will not adversely affect Web Start.

38. Will live support be available for AX to our systems integrator?

Our current support network will be available. However, after July 1, 2021, product issues including those that may be caused by Windows updates, browser updates, etc. will not be addressed.

39. I currently have several different versions of AX workbench on my laptop because I believe you should always use the same version of AX workbench as what is on the JACE. Will this N4 workbench work with all versions of AX (oldest Jace I support is 3.2)

Yes, the license will remain the same.

40. Where is the AX option switch in Workbench?

The switch is at the licensing server and allows you to download either an AX or N4 license.

41. If customer upgrades from AX to N4 on a Jace, how long will accessory parts be available? Like 485 modules, power supplies, Ion cards?

July 1, 2021. Tridium recommends that you replace the hardware rather than migrating a legacy JACE platform to Niagara 4.

42. Is there an end date for moving AX license between projects or owners? Unlocking NiCS?

Niagara AX licensing changes will not be supported after July 1, 2023. Currently, we do not have a plan to eliminate the capability to move Niagara AX licenses.

43. Will the Engineering License available for AX Workbench to service the legacy products?

Existing workbench licenses that are migrated to N4 will also work with Niagara AX. We will not sell new Niagara AX workbench licenses or offer the AX option on new licenses.

44. When migrating to N4 will the Drivers like PUP, Trane Comm4 have to be purchased again or will they transfer?

If the drivers are available on Tridium's licensing server and they are supported with Niagara 4, they will transfer.

45. What's the upgrade situation for small systems running a single AX controller without an active SMA? Are they eligible for a price supported upgrade?

A single AX JACE is eligible for our trade-up program.

46. Can you stockpile AX down grade licenses and have them unassigned to a JACE host ID past the July 1, 2021?

Yes. However, Niagara AX licensing support ends after July 1, 2023.

47. Can the Edge controllers be licensed for more than 3 connections?

Not at this time

48. When will Niagara 4.9 be released? Is Niagara 4.10 in beta?

Niagara 4.9 is still in beta. We expect to release June 2020.

49. Should demo license sold going forward be S-ENG-DEMO? Can it run AX?

Please contact your supply chain for the correct order number.

50. In 2024, if a customer has a SAX without a SMA will he be able to buy a SMA to migrate the SAX to a N4 SUP?

No, in 2024, the customer will have to purchase a new supervisor license.



51. Can you expand on the drivers that are in AX and not available in N4? You mentioned getting a quote, do you mean customers will need to work with Professional Services to have their driver made N4 compatible?

You will need to contact the supplier of your driver to determine if it is not supported in N4. Some Tridium drivers that are not currently available with N4 include EIB, Simple ADR, DB2 Database, Dedicated Micros, and RapidEye. Your supplier may have additional drivers that are not available in N4.

52. Will a 3.7 AX Jace talk to the N4 server?

This configuration is not supported.

53. If a customer has unlicensed JACE 600 after July 2021, can he still move the license from a defective AX device to that unlicensed device?

License moves will be available with purchase of an SMA.

54. After 2021, in case a customer with AX supervisor license (without active SMA) requires re-licensing due to Server change, will be possible to purchase a SMA to upgrade this license to N4? Station will be migrated to N4 to run.

Yes, this will be available until July 1, 2023.