

License Transfer Promotion from WEB-8000 to HON-9000

Frequently Asked Questions

1. What are the requirements for the WEB-8000 license that is to be transferred?

A. The Controller license needs have an Active SMA. Licenses with an SMA expiry date in the past will not enable the migration process (or allow the license to receive any software updates).

2. What do I need to do to prevent being charged for the HON-9000 software?

A. When the license transfer has been made, the WEB-8000 SD card must be returned to the appropriate Tridium RMA address within 45 days of making the license change in Niagara Licensing.

North America

Tridium Inc.
3951 Westerre Parkway
Suite 350
Richmond, VA 23233
USA

APAC

Tridium Asia Pacific
17 Changi Business
Park Central 1
Honeywell
Singapore

EMEA

Tridium Europe
1 The Grainstore
Brooks Green Road
Coolham
West Sussex RH13 8GR
UK

support@tridium.com

tsupportap@tridium.com

supportemea@tridium.com

3. How does this program work for customers who originally purchased their WEB-8000s as software/hardware bundles with licensing included?

A. If the original WEB-8000 was purchased as a SW/HW bundle, you will need to purchase an unlicensed 'replacement' HON-9000 and SD card. These are already on your price list.

4. What status must the target HON-9000 replacement hardware have prior to transfer?

A. The HON-9000 SD card (host id) and hardware board (serial number) would need to be in Unlicensed status and owned by the customer.

5. What happens to software options and subscription software options on the WEB-8000 licenses during the migration process?

A. If the migrated WEB-8000 licenses have SW options or Subscription SW options

owned by Tridium and there is a compatible version for HON-9000, the system will move the options over to the migrated licenses. All current Tridium Subscription SW options will be transferred to the migrated license. If the SW options are owned by Tridium but there is no HON-9000 equivalent, the options will be moved to stock. All Honeywell software options will be moved to stock as well.

6. What happens to third-party software options on the WEB-8000 licenses during migration?

A. Any third-party software options on the WEB-8000 licenses will be moved to the customer's stock during the migration process.

7. What happens to Niagara maintenance during the migration process?

A. During the migration process the maintenance part will be converted to the corresponding HON-9000 part and moved over to the migrated license. The system will update the maintenance end date of the migrated HON-9000 licenses with the maintenance end date from the WEB-8000 license. This means the customer will get the remaining time on the existing SMA transferred to the HON-9000. (This could be a few months or years depending on the SMA expiration date at the time of migration.)

8. What happens to Niagara Cloud Suite™ software options and NCS-SMA bundles during the migration process?

A. If the licenses contain any NCS and NCS-SMA bundle products, they will be moved over to the migrated license during the process. Once the migration is complete, the system will send a message to the Niagara Cloud Suite Portal with the new host id that replaced the existing one. The HON-9000 device must be registered in the cloud portal.

9. Would I need to enter a new NCS Subscription relationship during the migration process?

A. No. All the information regarding the NCS subscription relationship will be transferred during the migration process from the WEB-8000 to the new HON-9000 licenses.

10. Do I need to pay a fee to be able to perform the migration process?

A. Yes, there is a license transfer fee required to complete the migration process. This has the part code: LIC-CHG-UPG. It is applicable to each license that is migrated.

11. Is the migration process reversable?

A. The migration process is not reversable. Please be mindful before you complete the process and be sure that this is what you require.

12. Can I re-use my WEB-8000 hardware after I've transferred the license to a HON-9000?

A. Yes, you can. Your WEB-8000 hardware will revert to an Unlicensed state; therefore, it could be licensed or used as a replacement for another WEB-8000 if required. However, the old WEB-8000 SD card (host id) will be left in a Traded state, so it cannot be re-used.

13. Does this include WEB-8000 DEMO licenses?

A. No. This promotion only applies to WEB-8000 production licenses that have an active SMA.

14. Does this license transfer automatically place Niagara 5 on my HON-9000?

A. No, but the transferred license will be fully compatible with Niagara 5; that is, you will be ready to purchase an N4-to-N5 upgrade when available. Note that licenses on supported devices, including the HON-9000, will require an active SMA to be eligible for migration to N5. An additional migration fee may be required. We will share more details of how to run N5 on your HON-9000 nearer to the date of Niagara 5 release.