



Niagara AX End of Life Cycle

April 2020



Q1 2020

- Last Niagara AX update for Legacy JACE platforms. Niagara AX 3.8 U5



Q2 2020

- Last time buy for AX Supervisor Models effective Oct. 1, 2020
- Supervisor and Workbench Model Migrator available end of Q2/Q3
- Stock AX software options and parts.



July 1, 2021

No Longer Available:

- Legacy JACE replacements
- AX downgrade and license options
- License move or replacement available only with active SMA.
- AX software Downloads

Niagara AX End-of-Life Timeline

Niagara Trade-up Program*

20% discount on JACE 8000, including station pack and initial SMA when replacing legacy AX hardware.

Additional 10% discount when replacing AX platforms purchased on or after January 1, 2017 for a **total 30% discount**. NC-8005 and NC-8010 (bundled or unbundled) are excluded from 30% discount offer.

Contact your OEM partner for details and participation options.

Active through December 15th, 2020

Several additional initiatives are also available to help you update your systems:

- [Edge 10 + IO-R-34: Upgrade to IP Controllers](#)
- [Legacy JACE with NDIO/NRIO Trade-Up Program](#)
- [Get Connected! Discount on large device packs for Supervisor](#)
- [Security JACE Trade-Up Program](#)

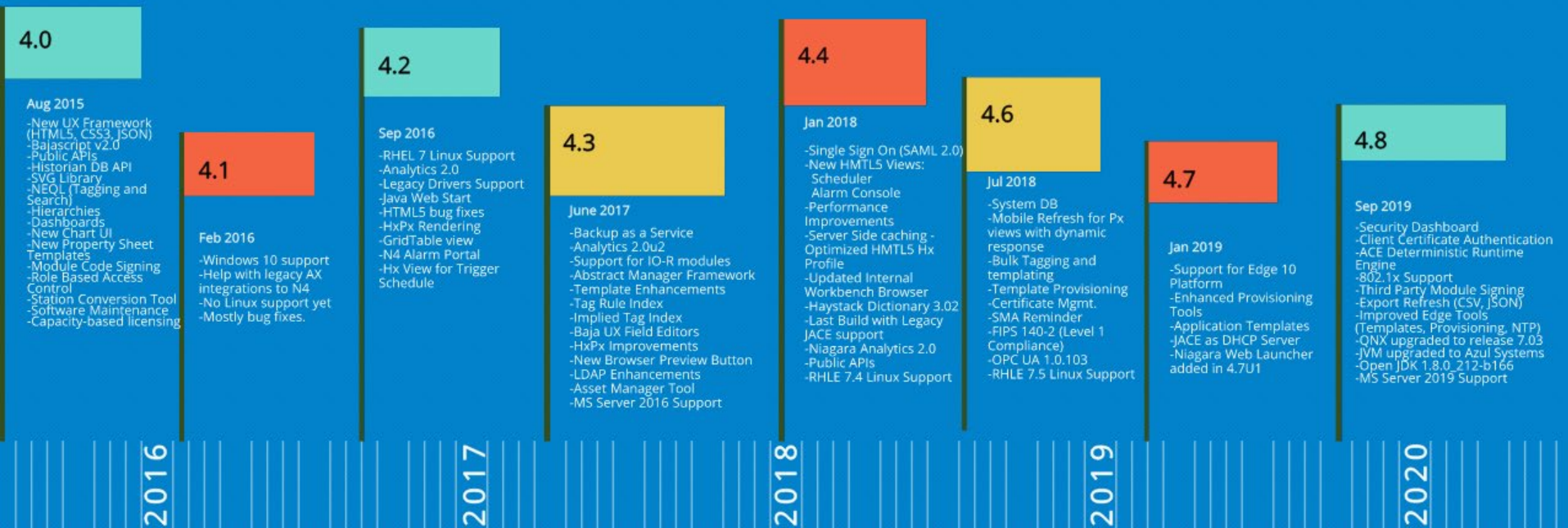
For more information visit, www.tridium.com/products-services/niagara-ax

Active through June 30, 2020

* Does not include labor or installation



Niagara 4 New Features Timeline



AX Supervisor and Workbench Model Migration

AX Supervisors

- **Requires active SMA**
- Migrated to equivalent N4 model which allows purchase of N4 options
- All standard drivers supplied by Tridium and supported on N4 will be migrated.
- 3rd party drivers not supplied by Tridium need to be licensed through the supplier.

AX Workbench

- Requires active license
- Migrated to equivalent N4 model
- AX option switch enabled

Active through June 30, 2023



Scenarios

Post July 1, 2021

HELP! I Need a New JACE!

I am a customer that is still running on the AX platform.

My system consists of:

- (1) S-AX-100
- (75) JACE 600E

I don't have a current SMA on anything in my system.

I need my system restored ASAP!!!

What are my options?

Option 1:

Upgrade your supervisor to N4 and purchase a JACE 8000 to replace the failed JACE 600E. Migrate the station from the failed JACE to N4

Purchase:

- SUP-100-SMA-1YR
- JACE-8000
- NC-8100
- SMA-8100-1YR-INIT

SMAs for AX Supervisors are available through June 30, 2023.

Option 2:

You have JACE-8000-AX parts in your software stock (Purchased prior to July 1st 2021).

Purchase:

- JACE-8000
- NC-8100
- SMA-8100-1YR-INIT

Add the JACE-8000-AX option to your JACE license to downgrade it.

HELP! I need to add a Modbus meter!

I am a customer that is still running on the AX platform.

My system consists of:

- (1) S-AX-100
- (75) JACE 600E

I need to add 1 meter to a JACE in one of my buildings and I need to add a Modbus driver.

I need this done as quickly and inexpensively as possible.

What are my options?

Option 1:

You have a Modbus driver in your software stock. You can add that driver to one of your JACEs.

Option 2:

Upgrade your supervisor to N4 and purchase a JACE 8000.

Purchase:

- SUP-100-SMA-1YR
- JACE-8005
- NC-8005
- SMA-8005-1YR-INIT

SMA's for AX Supervisors are available through June 30, 2023.

Help! No N4 driver is available!

I am a customer that is still running on the AX platform.

My system consists of:

- (1) S-AX-100
- (75) JACE 600E

In order to add to my system, I need to upgrade my supervisor to N4. I have a driver running on my supervisor that is not available on N4.

Option 1:

Leave the existing supervisor running at AX with your driver installed, and purchase a second supervisor running on N4 for the rest of your system. You can pass information from the AX supervisor to the N4 supervisor via Niagara.

Option 2:

Contact Tridium Professional Services or the Vendor of your driver and request a quote to get the driver migrated to the N4 platform.

Help! I'm using Niagara AX Analytics!

I am a customer that is still running on the AX platform.

My system consists of:

- (1) S-AX-100
- (75) JACE 600E

I'm using Niagara AX Analytics.
How do I migrate to N4?

Niagara AX Analytics is a completely different product than Niagara N4 Analytics.

There is no way to migrate the algorithms from AX to N4, because the mechanism for acquiring data is completely different in N4.

You'll need to re-define your analytic functions. Your point licenses will be transferred with a Supervisor model migration.

Help! I need to move my Workbench License

I am a contractor that needs to service AX customers. My AX workbench PC has failed.

Tridium has migrated all Workbenches to the new N4 models and left the AX option switch activated.

Call your supplier and have the license replaced.

Help! It's 2024 and I want to upgrade.

I am a customer that is still running on the AX platform.

My system consists of:

- (1) S-AX-100
- (75) JACE 600E

It is now 2024 and I want to upgrade my system.

Option 1:

AX licenses are no longer available. You can purchase a new Supervisor and leave your JACEs running on Niagara AX.

Purchase:

- SUP-100
- SUP-100-SMA-INIT

Option 2:

Replace your entire system.

Purchase:

- SUP-100
- SUP-100-SMA-INIT
- (75) JACE-8000
- (75) NC-8100
- (75) SMA-8100-1YR-INIT

Thank you

Questions:

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.

Questions:

5. Will all of the 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 updating behavior eventually 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.

Visit www.tridium.com/resources/events for more Q&A.