



Enterprise Software Maintenance Agreement (SMA) Management Tool

November 10, 2022

Q&A

1. Can you elaborate on what cybersecurity features are provided?

Cybersecurity fixes and features are included by getting the latest updates that are included with the Niagara Framework®. When dealing with anything live or with access to the internet there are always vulnerabilities, but the risk can be mitigated by ensuring that you have upgrade to the latest version of Niagara.

2. If my SMA is expired, will the data transfer through MQTT by using JSON toolkit get stopped?

Yes, it could get stopped and the next time you restart your station the JSON Toolkit would not be functioning. When you purchase the JSON Toolkit it is key to have the latest version of Niagara and the latest active SMA.

3. Is there any grace period extension available for expired JACE to re-trigger the data to cloud?

As soon as your SMA has been renewed/updated, refresh your license and it will start functioning again. That is also true for HTTP Driver and JSON Toolkit.

4. Who places the order when an end user submits a proposal, we are the ESMA, and the enrollment status is still proposed?

The service provider will place the order in Niagara Licensing. The Service provider in this case is the direct Tridium Partner that has access to Niagara Central.

5. Is the authority to assist with instances not owned/installed by you is the fact that the owner/installer will have to give you the host IDs of that installation?

Correct. An end user will probably have to assist with a list of Host IDs that they have in their facility. The SI will hopefully be able to help gather that info.

6. Where can you find a host ID other than Niagara Central?

End users can provide their Service provider host IDs that are not under their supply chain in Niagara Central. This can be uploaded to proposal using the Upload functionality.



7. Will the SMA duration (1-year, 3-year, 5-year) options disappear as the controller reaches its end-of-life cycle? If that is true, what is Niagara's end of life cycle dates?

That has not been decided yet, but Niagara 4's EOL is on the horizon. We've been extending Niagara 4's life and constantly updating the functionality. You can still buy 5 years of SMA.

8. Can JACEs added later be added to ESMA structure to keep new devices lined up with existing ESMA licensing structure?

JACEs can be added to a proposed proposal. After the proposal is enrolled this will not be possible.

9. Does the service provider need to go through their vendor to access this information?

Currently an end user can use Asset Manager to put together an ESMA proposal which is a list of what they want you to purchase. They will then need to nominate a system integrator or distributor to purchase those for them.

10. Is a proposal updated automatically when a Host ID is replaced due to a defective SD card?

No, you would need to manually update the proposal.

11. What does this look like year to year (if it was a 1-year SMA)? Is it a new proposal every time or is there a way to add to an existing renewal?

We have introduced a functionality to renew an expired proposal. So, after 1 year you can go to your previous proposal and click the renew button and this will generate a new proposal that you can edit and enroll.

12. What is the deadline for the ESMA 20% promo?

The deadline for ESMA 20% promo is 31st of December 2022.

13. How do distributors view proposals created by their VSIs?

Any proposals created by a VSI under your org will appear on your Submitted Proposals tab.

14. Can I get a proposal for multiple brands from one VAR?

Yes, you can create a proposal with multiple brands from multiple providers.

15. As an end user, how can I get my devices in the Asset Manager approved?

You need to set up an account for Asset Manager. You need to provide the host IDs for the devices to be able to manage them in Asset Manager.

16. What if one Niagara instance has 5 years left and the others are expired?

It will depend on the dates but most likely those license that have expired they will get a minimum a 5-year SMA recommended for them, possibly longer, depending on how long they have been expired. For the one license that has an active SMA it is just going to calculate from the current expiration date to the new proposed expiration date. It might be only a couple days difference and that license will get covered by grace and will say "ESMA Grace 5 days" as an example and you wouldn't have to purchase anything for that license.



17. As a Honeywell distributor, do I have to go through them to generate proposals or can they enable my permission to generate one myself?

Honeywell can enable you to generate proposals as the ability to do so has been extended to all direct partners.

18. How do you add a device into an existing approved and functioning ESMA?

If you go to an Enrolled Proposal, you can click the Edit button and add licenses to it. This will create a child proposal that will allow you to align the licenses with the others.

19. What is the official release date for the Enterprise SMA Management Tool?

This tool went live at the end of October for our direct partners. They can extend access to their channel.

20. Does the Asset Manager tool update the host ID when the license migrates to a new host ID? For example, when a JACE fails and is then replaced, and the host ID changes. Do I need to delete from Asset Manager manually and then re-enter?

You would have to remove the old host ID and add in the new host ID. If a JACE fails, you would need to put in the new host ID or if you have to replace a host ID on a supervisor you would want to remove the old host ID and add the new host ID.

21. We have found that SMA clock has started BEFORE the SMA is bound to a host ID, why is this, should it not start once it is bound?

The SMA clock should start once the SMA is bound to a host ID. If you have an issue with a clock starting before the SMA is bound to a host ID, please reach out to support@tridium.com.

22. I am a system integrator, I received a proposal through Asset Manager, how do we purchase it through our preferred provider?

Assuming this is something an end user has raised and has nominated you as their systems integrator and has asked you to purchase it. If proposal was creating in Niagara Licensing, then you would reach out to your provider, and they should have the ability to place that order for you. If placed through Asset Manager, it would be the same thing. Please reach out to support@tridium.com with more details so the team can look into it.

23. Can we upgrade a JACE 8000 SD card with higher storage capacity?

That's a technical question but don't believe you can.

24. Can a current SMA be updated when a campus is using the ESMA, and new devices are added?

There are ways for the new devices to be sync'd to the current ESMA. If the proposal is already enrolled, you can add new licenses to it by clicking the Add button in the enrolled proposal. This will generate a new proposal with the same expiry date that will need to be enrolled. We are looking to add future functionality to be able to merge proposals but that is not available at this time.



25. Do you receive a notification when a proposal is submitted?

There is a functionality to email any submitted proposals. The user that creates the proposal in Niagara Licensing can email it after it is submitted or before clicking the submit button.

26. Does the provider receive a notification when a direct or indirect submits a proposal?

Not currently, but we are discussing this option for the future.

27. What happens when an employee set up as the Asset Manager leaves and you need access to the account? How hard is it to switch the installation account over to someone new?

Contact Tridium customer service at support@tridium.com. You will need to provide a list of host IDs. It is important to ensure more than one person is managing a portfolio to avoid this type of situation.

28. What is the best way to have former employees removed from the system?

In Asset Manager you have the possibility to manage your users. To do that you will need to go to Organization/Users. Once on the user's page you can disable the user but not remove it from the account.

29. As an end customer, if we already have access to Asset Manager, do we need to request separate access to be able to submit proposals in ESMT?

If you're end customer, you don't have to do anything. ESMT extends the functionality already available in Asset Manager to the rest of our partners in the Niagara Community who were limited to working on one license at a time.

30. How do I use the backup feature with Asset Manager?

Please reach out to Tridium Technical Support for assistance with this.