



# Niagara Customer Loyalty Program

September 1, 2023

## Q&A

### 1. Is R2 also included in the program?

Yes, R2 is now included in the program. For R2 licenses you must contact Tridium Customer Support (support@tridium.com) as the functionality in Niagara Licensing does not cover R2.

### 2. Are there plans to change from the N4 platform to a different platform? Will N4 be phased out? If so, when?

N4 currently runs on Java 8 which is almost a decade old. As you can imagine, Oracle, for example, pushed their own support plans for Java 8 and EOL is coming in 6 or 7 years. Tridium is serious about security so we cannot allow an unsupported version of Java to continue to run on our supported product. So, in advance of the EOL, Tridium will be migrating its Java versions and when we migrate Java version it typically comes with a new release.

### 3. Can you please provide the link for Loyalty Program T&Cs agreement?

The agreement can be found here: <https://pages1.tridium.com/Niagara-Loyalty-Program.html>.

### 4. Who signs the agreement? End user, contractor, distributor? How do you enforce the operation is complete? Or how does a Wholesaler enforce it?

I will get clarification from our counsel, but the organization that trades with Tridium needs to click through the agreement to accept. The person needs to have authority over the licenses for the host IDs being traded up as the traded in licenses will be disabled.

### 5. Will we still be able to download our programming laptop AX workbench licenses after July 1?

Yes, you will be able to email or download the license files.

### 6. Does this mean that a Demo PC will not have the AX license after July 1st? More specifically, will SUP DEMO licenses purchased after July 1st have the AX toggle? Will the AX slider go away upon the next Demo license renewal?

The AX toggle and license is not going away in SUP-DEMO licenses (bound or unbound). We realize that the AX toggle feature of the SUP-DEMO license is a valuable tool for Niagara Systems Integrators (SIs) servicing AX sites and migrating them to N4, so we are currently maintaining that feature. Regarding renewal, a SUP DEMO license will continue to renew annually with organization annual renewal fee payment.

### 7. Is the aapup.jar module considered a standard Tridium driver?

Yes, it is a standard Tridium driver.

### 8. Does the loyalty program cover the device adders at initial purchase time, or just the "NC" core license part numbers?

It is just the NC core license part. You will need to add any device adders.