

Niagara 4

Frequently Asked Questions

SOFTWARE

APPLICATIONS

Q: Does Niagara 4's improved "designed for mobile" interface mean that no native app services are necessary?

A: Native apps are not necessary for Niagara 4, just as they were not necessary for 3.7 or 3.8. However, there are native apps available from developers in the Niagara Community that do enhance the Niagara mobile experience.

COMPATIBILITY

Q: In terms of compatibility, what is supported versus what is not?

A: For an explanation of Niagara AX to Niagara 4 compatibility, visit tridium.com/en/resources/events to download or playback the recording of our TridiumTalk series on the subject.

DEMO SITE

Q: Is there a live Niagara 4 demo we can access?

A: The Niagara 4 demo site is being developed.

DEVELOPMENT

Q: What if you find out that you have third-party software from a Niagara developer offering no support for Niagara 4?

A: Encourage that developer to port their content over to Niagara 4. Developers who have ported their content over during the Early Access period reported that the process took minimal effort.

Q: How can I sign up to access Niagara 4 today as a developer?

A: Contact a Tridium account manager for more information.

Q: Does Tridium offer developer program products and services?

A: Yes, see tridium.com or contact a Tridium account manager for details.

Q: What types of developer program products and services does Tridium offer?

A: This information can be found on tridium.com/en/partner-channels/developers.

Q: How do I become a certified Niagara developer?

A: This information can be found on tridium.com/en/partner-channels/developers.

Q: Where can I find the newest release information and other updates?

A: You can find the latest on tridium.com.

Q: Where can I find the Niagara 4 technical documentation?

A: Niagara 4 technical documentation is located in several places:

1. Complete Niagara technical documentation is included in the Niagara 4 Installation Directory under the "docs" folder with every "Released" image of Niagara 4.
2. Also, technical documentation is available in the Workbench Help system, as HTML. Select "Help" from the Workbench main menu.
3. Finally, new and updated technical documents for Niagara 4 (not complete legacy set of documents) are located on a Niagara Community Knowledge Article here: https://www.niagara-community.com/articles/Product_Guide/Technical-Documents-for-Niagara-4

DEVELOPMENT ROADMAP

Q: Have you entertained UUKL (UL864)?

A: Tridium channel partners have obtained UUKL certification on systems that contain Niagara components, but Tridium does not offer a certified appliance.

Q: Are you considering Cloud deployment with Niagara 4, or any SaaS features?

A: Cloud architecture and business models for Niagara are on our roadmap for future development.

Q: Will third-party (non-Tridium) modules need also to be signed to run in the Niagara 4 environment?

A: No, for the Niagara 4 release, only Tridium modules are signed. Tridium will be extending this capability to our developer partners in a subsequent release.

DRIVERS

Q: Which Niagara AX drivers are not supported in Niagara 4?

A: Drivers that are supported at the initial release of Niagara 4 are listed on the Niagara 4 price list.

FEATURES

Q: Is the newer visualization/Web feature basically the same but just based on HTML5?

A: Common End Users views will now be available in HTML/HTML5. These views include Charting, Scheduler, Alarm Console, Database Manager, User Manager, Hierarchy Navigation, Search and Property Sheet.

Q: Is the JAVA applet completely gone?

A: No, most engineering views are still rendered in JAVA applet technology. However, most end user views have been converted to HTML5. The applet will still be available to anyone who chooses to use it, though using it is not recommended.

Q: Where can I learn more about the visualization available in Niagara 4?

A: Our corporate website tridium.com has some presentations and demos available. There is also a Web-based training module for Niagara 4 available to those who are TCP-certified in Niagara AX. For more information, email training@tridium.com.

Q: What about BajaScript?

A: BajaScript v1.0 applications will need to be re-factored to be compatible with Niagara 4, which utilizes a more modular and efficient BajaScript v2.0.

Q: Is it true that BajaScript v2.0 makes it more difficult to create custom UIs?

A: No, that's not true. BS2.0 is more modular, efficient and flexible, and it actually makes it easier than ever to create custom UI in Niagara by leveraging open Web technologies (HTML5, JSON, JavaScript, CSS3, etc).

Q: Does Niagara 4 support SVG (vector graphics)?

A: Yes, in fact there is a new SVG graphics library included. You will have the ability to zoom in and out without any degradation of the image quality, which means that graphics will display equally well on small devices such as phones as they do on large screen monitors.

LICENSING

Q: What about the current "office demo" license that needs to be renewed yearly? Will that be available for integrators through Professional Services?

A: Yes, Niagara 4 will be available under the current demo licenses.

Q: Will a Niagara 4 license work with Niagara AX Workbench, such as 3.8 worked for 3.7?

A: Niagara 4 and Niagara AX have different licenses, although both can be present on the same PC.

MAINTENANCE

Q: Is maintenance mandatory? Will this be a mandatory recurring cost for customers?

A: Software Maintenance Agreements (SMAs) are mandatory for the first year (12 months are included, and an additional 6 months are included for free at initial purchase). You can choose whether or not you want to continue the program after the maintenance period expires.

Q: When does this 18 months of the SMA start?

A: The SMA period begins when the license for the product is created in Niagara Central.

Q: If a 3-year SMA is purchased, does that make the SMA period 4 years (1 year included + 3 years)?

A: The SMA 3-year option that is available at initial purchase is for a period of 3 years.

MIGRATION

Q: How is Tridium assisting customers with upgrading the Niagara AX platform to Niagara 4?

A: Tridium is providing a Niagara 4 Migration Tool that will convert a Niagara AX 3.8 station to a Niagara 4 station.

Q: Will program objects migrate to Niagara 4 without some modification?

A: Possibly. The Migration Tool will identify all program objects in a station and attempts to compile them. Even if they compile successfully, it is highly recommended that you verify the functionality, as the behavior of the Niagara APIs may have changed.

PORTABILITY

Q: What about portability?

A: Portability for Niagara 4 will be available in a subsequent release. Contact a Tridium account manager for additional details.

PRICING

Q: How much does Niagara 4 cost?

A: Please contact your Niagara partner for pricing information.

SECURITY

Q: How is security being improved with Niagara 4?

A: See Niagara 4 literature, along with our various cyber security white papers. These materials are downloadable from tridium.com.

STATIONS

Q: How can charts be output directly from the station?

A: There is an Export feature that will allow charts to be saved as PDF files.

Q: Do you need to upgrade to 3.8 first, in order to migrate stations to Niagara 4?

A: Yes, the Migration Tool needs a 3.8 station as input.

SUPERVISORS

Q: Is it possible to run Niagara 4 and Niagara AX Supervisor on the same PC?

A: Both versions can be installed on the same PC, and both can run, but not at the same time. So, if you are using them as engineering tools, they both can be installed and used when needed. If you are trying to run them both at the same time on the same server, it will not work, as there can only be one Niagara daemon running (either the Niagara AX or the Niagara 4 daemon).

Q: Can Niagara 4 Supervisor communicate with Niagara AX or Niagara R2? Is there a migration path for the existing customer?

A: Niagara 4 Supervisor can communicate through Fox to Niagara AX stations. Niagara R2 stations can be connected through oBIX the same way Niagara AX Supervisors are connected to Niagara R2 stations. Existing customers can use the Niagara 4 Migration Tool to convert Niagara AX 3.8 stations over to Niagara 4.

Q: If sites have a mix of Niagara AX and Niagara 4, what version must the Web Supervisor be running?

A: As with Niagara AX, the Web Supervisor should always be at the highest version in the system architecture. This means that if there are any Niagara 4 instances in the system, the Web Supervisors should be based on Niagara 4.

Q: Do you need a Niagara 4 Supervisor to have a mix of Niagara AX and Niagara 4?

A: If there is a Supervisor in the system, it would need to be Niagara 4.

WORKBENCH

Q: Are integrated chat features part of the improvements in the Niagara 4 Workbench?

A: No. Niagara Search will be integrated into Workbench, as will optimized workflows for common tasks and optimized use of color to make important information stand out.

Q: Will there be a longer integration time for Niagara 4?

A: No, Workbench tool improvements and Templating technology actually make common integrations go faster with fewer errors.

JACE® HARDWARE

Q: When migrating from Niagara AX to Niagara 4, should you start by upgrading the existing JACE hardware first?

A: No, you should upgrade the Niagara Supervisor to Niagara 4 first.

Q: Which JACEs can be updated to Niagara 4?

A: The JACE 3E, JACE 6, JACE 6E and JACE 7 can be upgraded to Niagara 4.

Q: Can I have a mixed Niagara AX/Niagara 4 job?

A: Yes, however the Supervisor needs to be at highest version.

Q: What's the roadmap for phasing out the JACE 6 platform in favor of 6E? And now that the JACE 2 is at end of life in favor of JACE 3E, what's the phase-out plan?

A: The JACE 3E and 6E are available for purchase. The JACE 2 and 6 are now discontinued. Please consult your Niagara price list for details on our end-of-life (EOL) policy.

Q: Will my JACE 3E, 6, 6E or 7 have device/point limits if upgraded to Niagara 4?

A: No, they will not have device/point limits if upgraded to Niagara 4.

Q: How do I take my JACE 3, JACE 6 and JACE 7 up to Niagara 4? How do you buy it when you're rolling out a new software maintenance policy?

A: Before and after the Niagara 4 release, you will need to add a maintenance part to existing Niagara AX JACEs to upgrade licenses to Niagara 4.

Q: Are you able to revert back to Niagara AX from Niagara 4?

A: The conversion disk file will clean the JACE and convert it back to the Niagara AX system. Niagara Central will host both Niagara AX and Niagara 4 licenses.

Q: Will all features be available for different versions (3.8 versus 4.0)?

A: Some features may have a min/max. Features not applicable to a version will have a strike-through when you view the license in the ALE server on niagara-central.com.

Q: Which Niagara AX controllers are compatible with Niagara 4?

A: Any JACE that runs the Oracle HotSpot JVM will be compatible with Niagara 4, including the JACE 3E, 6, 6E, 603/645 and 7.

Q: Can I still order Niagara AX JACEs?

A: Yes, they will ship out as licensed for 3.8, and you would need to purchase maintenance to upgrade to Niagara 4.

Q: Can I buy more than 1-year maintenance at a time?

A: Yes, SMA can be purchased for 1, 3 or 5 year periods.

Q: How will multiple quantities of maintenance appear on a license?

A: Dates will run consecutively (i.e.: buy qty 2 = 2 yrs). Date will show in license header details and in license view.

Q: What if I choose not to renew my Niagara 4 maintenance?

A: Then you will not have access to any new versions, update builds or patches for Niagara 4. Gap charges will apply if you choose to renew once the SMA has expired.

Q: Is maintenance the same as it is today (when upgrading versions)? What is included?

A: SMAs include access to all new Niagara 4 versions, update builds and patches.

Q: I want to get an update build, but my maintenance is expired, so what do I do?

A: You will need to purchase an SMA again, but gap charges will apply.

Q: Is maintenance required on Supervisors?

A: Yes, maintenance is required.

TRAINING

Q: Do I need to be Niagara 4 certified before I purchase Niagara 4?

A: Yes, certification is required before purchase.

Q: Which instructor-led classes do you offer?

A: We offer several classes for systems integrators, developers and end users. For systems integrators, we have the Niagara AX Technical Certification Program (TCP), Niagara Advanced AX, VYKON Pro training, Niagara Analytics TCP, Enterprise Security TCP and Niagara Data Center training. For developers, we offer the Developer Certification Training. For end users, we offer End User training class. To learn more, visit tridiumuniversity.com.

Q: Do you offer eLearning or Web-based training?

A: We offer a virtual Web-based training with a live instructor for the Niagara Analytics class. With the launch of Niagara 4, we will begin offering the Niagara 4.0 Crossover training as an eLearning offering. This offering will allow existing Niagara AX-certified professionals to certify on the Niagara 4 framework. To learn more, visit tridiumuniversity.com.

Q: When will you offer training for Niagara 4?

A: With the launch of Niagara 4, we will be offering certification training to existing Niagara AX professionals via the Niagara 4 Crossover eLearning. New users will be able to obtain Niagara 4 certification via the Niagara 4 TCP class starting in October 2015.

Q: Do you offer classes for Niagara R2?

A: We currently do not offer Niagara R2 classes, as the product is being sunsetted on December 31, 2015. There is a migration path from Niagara R2 to Niagara AX. You can learn more about it from the archived 2013 TridiumTalks located on the the Tridium's events page: tridium.com/resources/events.

Q: Where do you offer classes?

A: We offer classes at several locations globally. Also, we have training partners that offer classes at authorized training centers. For current locations, maps and directions, visit tridiumuniversity.com.

Q: Do you offer classes onsite at a customer location?

A: We offer classes onsite at a customer location for 6-12 students. To request more information or a quote, email training@tridium.com.

Q: How do I become certified?

A: Niagara AX TCP, Niagara Analytics TCP and Enterprise Security TCP classes offer a certification exam on the final day. If you pass the exam, you will become certified and be mailed a certificate in your name. We will be offering certification for Niagara 4 to existing Niagara AX professionals via the Niagara 4 Crossover training. New users will be able to obtain Niagara 4 certification via the Niagara 4 TCP class. To learn more, visit tridiumuniversity.com.

Q: How do I get a copy of my certificate?

A: After completion of the exam on the final day, your exam will be graded within a two-week time period. If you pass the exam, you will be mailed your certificate to the address you confirmed during the class. For Niagara 4 Crossover training, the certificate will be auto-generated at the end of the eLearning based on a passing grade. You will be able to download or print your e-certificate. If you lose your certificate, you can request a reprint for a nominal fee. To request your certificate, email training@tridium.com.

Q: How do I become a certified trainer?

A: First, you must become certified in the course(s) you are interested in teaching. Tridium is always looking for instructors who know Niagara, have real-world experience and enjoy teaching others. To learn more about becoming an instructor, email training@tridium.com.

Q: Where can I find the class schedule?

A: The class schedule for latest calendar, location, class and date/time information is broken down by regions as North America/Latin America, Europe/Middle East/Africa (EMEA) and Asia Pacific (APAC). To learn more, visit tridiumuniversity.com.

Q: How do I enroll in a class?

A: First, you need to create an online account. Second, you need to find your preferred class and register for that class. Once you register for the class, you will need to make a payment to secure a seat in the class. You can pay Tridium directly or via your Niagara partner. To start the process, go to tridiumuniversity.com and create a new account. Note, for EMEA, students can register for a class by sending an email enquiry via the EMEA Tridium University page. For APAC, students can register for a class by sending an email to FerricAi@tridium.com.

Q: How many seats are available for a particular class?

A: Our virtual- and instructor-led classes can hold between 12 and 24 students, depending on location. When you register, you are automatically placed on a waiting list for the class. Your seat is not confirmed until you pay for the class. We reserve the right to remove your registration from the waitlist 10 business days prior to the start of the class to open seats for other potential customers. If you have specific questions about the availability of a class, email training@tridium.com.

Q: Where can I find the agenda for the class?

A: Email training@tridium.com to request an agenda. In the future, we will be posting the agendas for each class on tridiumuniversity.com.

Q: What are the pre-requisites for the class?

A: Each class has different pre-requisites that are emailed to you upon paying for the class. For the Niagara AX TCP and End User class, we provide optional computer-based training which can be downloaded from the Internet.

Q: Do you offer classes in different languages?

A: Most of the courses are taught in English. However, in China, we do teach classes in Mandarin Chinese. In Europe, we have several training partners that teach classes in the predominant language based on geography. To learn more, visit tridiumuniversity.com.

Q: If I have a question about training, who should I contact?

A: Any question related to training should be emailed to training@tridium.com. Please allow 24-48 hours for a response.