

## **Asset Manager and Enterprise SMA – FAQ**

### **Q: What is Asset Manager?**

A: Niagara Asset Manager is a powerful online tool, with enhanced look and features, that lets you easily **manage** and **secure** all your installed Niagara licenses in one location.

### **Q: What happens if I have Niagara devices (licenses) from multiple channel partners/brands?**

A: Asset Manager allows for a centralized, brand-agnostic view of all your Niagara assets.

### **Q: How do I enroll my Niagara devices under a single Enterprise Software Maintenance Agreement (ESMA) plan?**

A: Building owners registered with Asset Manager can create an Enterprise SMA proposal for registered Niagara assets, select 3 choices for maintenance duration and a generous 45-day window to choose an enrollment date.

### **Q: Can I enroll my Niagara Licenses under a single ESMA plan if they are different brands?**

A: Yes, Enterprise SMA and Asset Manager are brand agnostic.

### **Q: Can I pick the start and end date of my ESMA plan?**

A: Yes. A single renewal date for 5 or more enrolled devices will be based on the anticipated start (order) date and the 1, 3, or 5 year SMA plan chosen.

### **Q: What happens to licenses in my enterprise where SMA already expired?**

A: This initiative allows you to easily catch those hosts up to the latest revision. When catching up, each Niagara license will be forgiven for any period of expiration less than 1 year.

### **Q: What happens to licenses in my enterprise where SMA has not expired?**

A: This initiative allows you to add Niagara devices with SMA remaining, without losing any coverage. Any period remaining less than 12 months will be rounded up to the nearest whole year.

### **Q: Can new licenses be added to an existing ESMA plan?**

A: New licenses, minimum of 5, can be enrolled in an ESMA plan, however, the expiration dates won't align with previously enrolled assets. We are developing a solution to align end dates and will communicate this enhancement at a future time.

### **Q: Who is eligible for the ESMA program?**

A: Building owners and end users with 5 or more Niagara devices/hosts are eligible to participate

### **Q. Can I delegate the management of my ESMA program to my Niagara partner?**

A: Yes. Simply add the user to your Asset Manager account and assign the role "Enterprise Manager". The user must have a Niagara Community account and an email ID (@domain) different from the primary contact on your Asset Manager account.

**Q. Can I elect more than 1 Enterprise Manager?**

A. Yes, the user must have a different email ID (@domain) from the primary contact on your Asset Manager account.

**Q. Can the Enterprise Manager also be a user under their own Asset Manager account?**

A. Yes, if the Niagara Community username/email ID is unique to each Asset Manager account.

**Q: As a service provider, how do I get access to updated license after enrollment?**

A: Users with read license permissions have access to a read version of licenses outside their supply chain. A copy of the license files can also be requested at time of order placement.

**Q: Is a discount available?**

A: Yes, for 2019 only, a discount will be applied to each purchased SMA part when 25 or more eligible licenses are enrolled.

**Q: How long should it take to get my quote once I generate a proposal?**

A: Proposals are valid for 45 days. Enterprise accounts should work directly with their service providers for quotation and purchase order generation.

**Q: What are organization affiliations and when are they required?**

A: Organization affiliations are links between end user and service provider organizations, indicating a business relationship for Niagara products and services. Approved affiliations set the device registration status to complete, allows bi-directional access to registered devices and enables access to cloud back-up features.

**Q: What if my service provider hasn't registered for Asset Manager and my device registrations remain in pending status?**

A: Contact your service provider to request they register for Asset Manager and establish an organization affiliation.

**Q: What happens to the EMSA proposal after it's submitted?**

A: Email confirmations are sent to the logged in user who submitted the proposal, any additional emails added and recorded in Niagara Licensing under the ESMA Provider selected

**Q: Can a license (HOST ID) be moved onto a new ESMA if it was previously enrolled and the SMA date has not expired?**

A: Yes, a Host already enrolled in an ESMA Plan can be selected for inclusion in an ESMA renewal. The selected license's maintenance expiration date will be used to calculate eligibility for the renewal (or new) plan. If the license's maintenance expiration date does not exceed the renewal (or new) ESMA expiration date, the license can be included.

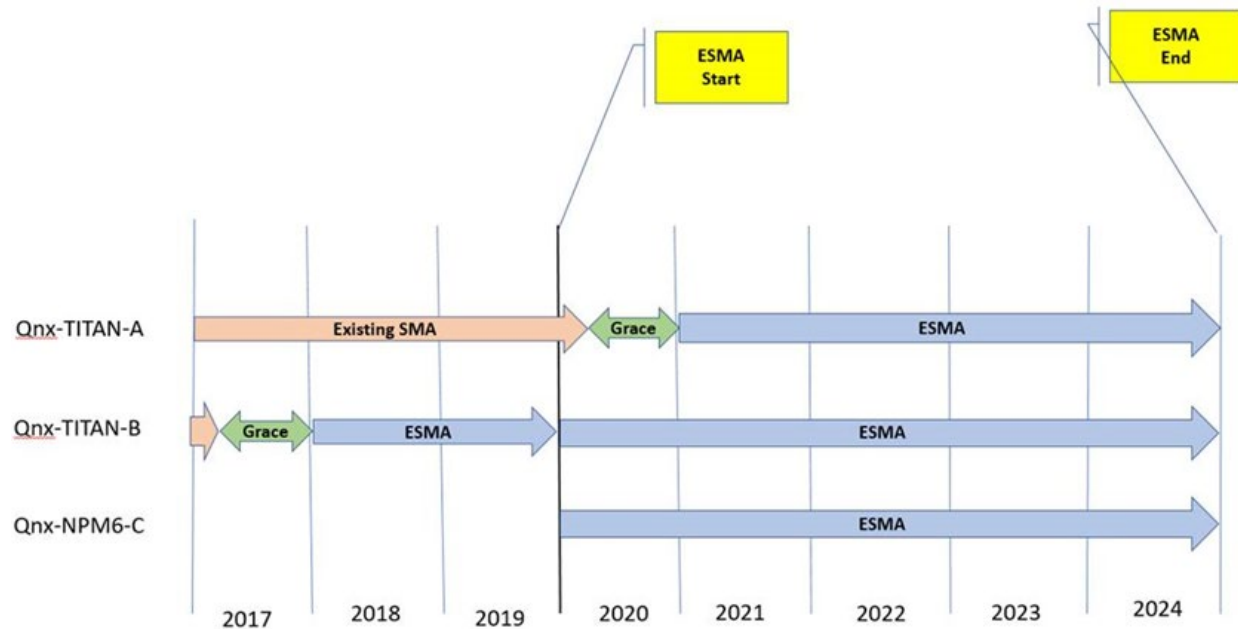
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**Q: What is grace period and how does it work?**

A: Upon initial enrollment, full years (365 day blocks) are considered for part suggestion and Tridium forgives the remaining time as grace. For instance, let's use enrollment for 5 years:

1. If current SMA end date to new end date is 4 Years 11 months, we suggest part for full 4 years (3YR + 1YR SMA) and give 11 months as grace (Qnx-TITAN-A)
2. If maintenance renewal is overdue by 2 Year 9 Months, we suggest parts for 5 Year + 2 Year = 7 Years and give 9 months as grace period (Qnx-TITAN-B)
3. If it is an Ax License eligible for N4 upgrade but never had a Maintenance, then it need not catch up and it is suggested to buy parts to cover for 5 year (Qnx-NPM6-A)



**Q: Does grace period apply to initial enrollment only?**

A: Yes, part of this limited-time program, Tridium is offering generous grace periods on the initial enrollment of licenses to enable enterprise accounts to get all their Niagara assets covered by an SMA with no penalty (gap).