



JACE 8000-to-9000 License Transfer Frequently Asked Questions

Updated July 22, 2025

Q. What are the requirements for the JACE 8000 license that is to be transferred?

- A. The JACE license needs to be active and have a current SMA. Licenses with an SMA expiry date in the past will not enable the migration process (or allow the license to receive any software updates.)

Q. What do I need to do to prevent being charged for the JACE 9000 software?

- A. When the license transfer has been made, the JACE 8000 SD card must be returned to the appropriate Tridium RMA address within 45 days of making the license change in Niagara Licensing.

North America	APAC	China
Tridium Inc. 3951 Westerre Parkway Suite 350 Richmond, VA 23233 USA support@tridium.com	Tridium Asia Pacific 17 Changi Business Park Central 1 Honeywell Singapore tsupportap@tridium.com	Tridium Beijing Sales and Technical Service Center A1 Building, C & W Industry Zone No. 14 Jiuxianqiao Road Chaoyang District Beijing, P.R. China 100015 supportemea@tridium.com
EMEA		
Tridium Europe 1 The Grainstore Brooks Green Road Coolham West Sussex RH13 8GR UK	Honeywell Deutschland Holding GmbH attn. Tridium Europe Limited Strahlenbergerstrasse 110- 112 D-63067 Offenbach, Germany	Tridium EMEA Honeywell International Building 2 Emaar Business Park Sheikh Zayed Road Dubai, United Arab Emirates

Q. How does this program work for customers who originally purchased their JACE 8000s as software/hardware bundles with licensing included?

- A. If the original JACE 8000 was purchased as a SW/HW bundle, you will need to purchase an unlicensed 'replacement' JACE 9000 and SD card. These are already on your price list. If you contact the support team in your region, they can assist you.

Q. What status must the target JACE 9000 replacement hardware have prior to transfer?

- A. The JACE 9000 SD card (host id) and hardware board (serial number) would need to be in **Unlicensed** status and owned by the customer.

Q. How many licenses can I migrate at one time?

- A. The program is intended to allow the customer to migrate one license at a time.

Q. What happens to software options and subscription software options on the JACE 8000 licenses during the migration process?

- A. If the migrated JACE 8000 licenses have SW options or Subscription SW options owned by Tridium and there is a compatible version for JACE 9000, the system will move the options over to the migrated licenses. All current Tridium Subscription SW options will be transferred to the migrated license. If the SW options are owned by Tridium but there is no JACE 9000 equivalent, the options will be moved to stock.

Q. What happens to third-party software options on the JACE 8000 licenses during migration?

- A. Any third-party software options on the JACE 8000 licenses will be moved to the customer's stock during the migration process.

Q. What happens to Niagara maintenance during the migration process?

- A. During the migration process the maintenance part will be converted to the corresponding JACE 9000 part and moved over to the migrated license. The system will update the maintenance end date of the migrated JACE 9000 licenses with the maintenance end date from the JACE 8000 license. This means the customer will get the remaining time on the existing SMA transferred to the JACE 9000. (This could be a few months or years depending on the SMA expiration date at the time of migration.)

Q. What happens to Niagara Cloud Suite™ software options and NCS-SMA bundles during the migration process?

- A. If the licenses contain any NCS and NCS-SMA bundle products, they will be moved over to the migrated license during the process. Once the migration is complete, the system will send a message to the Niagara Cloud Suite Portal with the new host id that replaced the existing one. The JACE 9000 device must be registered in the cloud portal.

Q. Would I need to enter a new NCS Subscription relationship during the migration process?

- A. No. All the information regarding the NCS subscription relationship will be transferred during the migration process from the JACE 8000 to the new JACE 9000 licenses.

Q. Do I need to pay a fee to be able to perform the migration process?

- A. Yes, there is a license transfer fee required to complete the migration process. This has the part code: LIC-CHG-UPG. It is applicable to each license that is migrated.

Q. Is the migration process reversible?

- A. The migration process is not reversible. Please be mindful before you complete the process and be sure that this is what you require.

Q. Can I re-use my JACE 8000 hardware after I've transferred the license to a JACE 9000?

- A. Yes, you can. Your JACE 8000 hardware will revert to an **Unlicensed** state; therefore, it could be licensed or used as a replacement for another JACE 8000 if required. However, the old JACE 8000 SD card (host id) will be left in a **Traded** state, so it cannot be re-used.

Q. Does this include JACE 8000 DEMO licenses?

- A. No. This promotion only applies to JACE 8000 production licenses that have an active SMA.

Q. Does this license transfer automatically place Niagara 5 on my JACE 9000?

- A. No, but the transferred license will be fully compatible with Niagara 5; that is, you will be ready to purchase an N4-to-N5 upgrade when available. Note that licenses on supported devices, including the JACE 9000, will require an active SMA to be eligible for migration to N5. An additional migration fee may be required. We will share more details of how to run N5 on your JACE 9000 nearer to the date of Niagara 5 release.