



NIAGARA ACCESS – CUSTOMER FAQ

1. What is changing with Niagara Access?

After an extended beta period and customer feedback review, Tridium has made the decision not to proceed with the commercial launch of Niagara Access.

This means Niagara Access will not be released as a generally available product.

2. Why was this decision made?

Customer and partner feedback indicated that Niagara Access, in its current form, is not the right fit for commercial release with broad deployment.

Key themes from feedback included:

- Requested functionality beyond the existing features included in beta version
- Deployment and architectural complexity
- Additional work needed to support a wide range of production use cases

Rather than releasing a general release requiring more work at this time, we are prioritizing quality, reliability, and customer success given the prospective release of Niagara 5.

3. Does this impact my current Niagara Enterprise Security system?

No, this decision does not impact any existing Niagara Enterprise Security deployments. All current Niagara Enterprise Security instances will continue to operate within the Niagara 4 framework.

4. What is the status of Niagara Enterprise Security?

Niagara Enterprise Security remains:

- Supported as an application built on the Niagara 4 framework
- Available for continued use and deployment
- Maintained with ongoing support against then-supported version of Niagara 4, including security updates and bug fixes

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Support includes:

- Bug fixes
- Security updates
- Maintenance releases

5. Will Niagara Enterprise Security continue to be enhanced?

At this time, no major new feature development is planned, but the platform will remain supported for existing use cases. Instead, the focus for Niagara Enterprise Security will be on:

- Maintaining stability
- Ensuring compatibility with Niagara 4
- Addressing critical issues

6. I participated in the Niagara Access beta. What does this mean for me?

We greatly appreciate your participation and input. Your feedback was instrumental in informing this decision, and helped us determine that a general release is not right path at this time.

7. What should I do if I was considering Niagara Access?

Customers who were evaluating Niagara Access should:

- Continue planning with Niagara Enterprise Security, or
- Work with their Tridium partner to evaluate alternative solutions aligned with their needs, as they can guide you to the best path forward.

8. Will there be a replacement for Niagara Access?

Tridium continues to evaluate long-term access control strategies aligned with the Niagara Framework. While there is no immediate replacement announcement, we remain committed to:

- Supporting open integrations
- Enabling partner ecosystem solutions
- Aligning future investments with customer needs



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9. Will badge printing still be offered with Niagara 4.15?

Yes, badge printing is available for purchase as a software option.

10. How long will Niagara Enterprise Security be supported?

Niagara Enterprise Security will be supported when used with then-supported versions of Niagara 4 through the published end of life date. Niagara Enterprise Security will not be supported with Niagara 5. We are committed to providing:

- A stable and predictable support model
- Advance notice of any future changes

11. Will I need to migrate off Niagara Enterprise Security soon?

No immediate action is required. Customers can continue using Niagara Enterprise Security with confidence as a supported solution within Niagara 4. Any future transitions will be:

- Clearly communicated
- Phased appropriately
- Designed to minimize disruption

12. Who can I contact for more information?

For questions or guidance:

- Contact your **Tridium account manager**
- Or reach out to your **authorized Niagara partner**

We are committed to supporting you through this transition.

13. Will Niagara 5 Supervisors support Niagara Network connections with Niagara 4 stations?

Yes, Niagara 5 Supervisors will continue to support station-to-station communication with Niagara AX, Niagara 4, and Niagara 5 devices. As always, the Supervisor should be at the highest version of the mixed system.