Honeywell ADPRO Xchange2 licensing FAQs
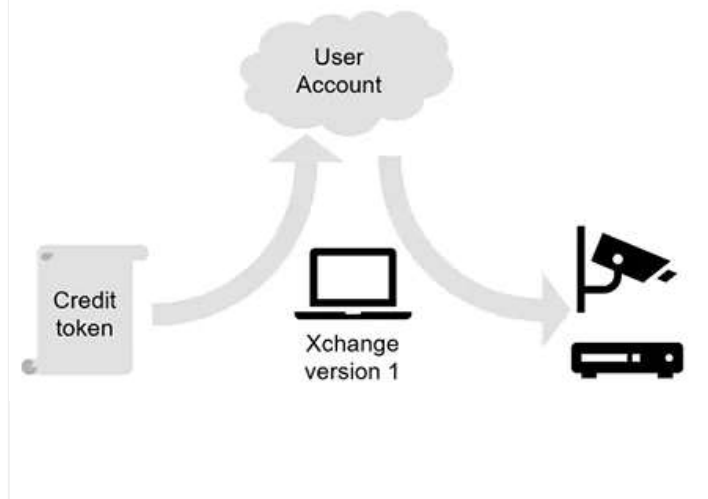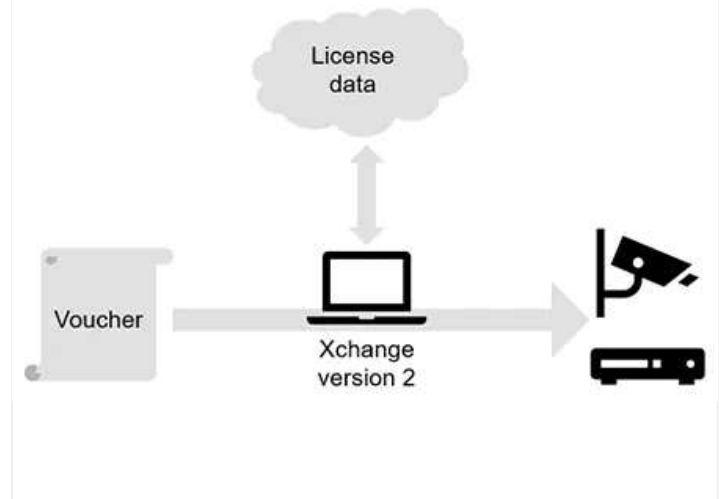
Honeywell is migrating the existing Xchange tool and license database to a simpler account-free system.

1) What Is Happening?

Simpler Xchange Licensing

1. Account-based licensing will be replaced by device-based licensing
2. The new Xchange tool does not require a login
3. Licenses can be added by anyone with device access
4. Licenses will be linked to devices, not to accounts or users.
5. Licenses cannot be revoked or transferred.

Implications of the change

1. A hard switch-over will be required to switch from the old to new versions.
2. Xchange accounts will be disabled, so the old Xchange tool will not have access to any licenses or data in the account after the switch-over.
3. Any unused licenses in an Xchange account at switch-over will be emailed as vouchers to the registered account holder.
4. Vouchers and credit tokens can both be used by the new version of Xchange.
5. The new version of Xchange will not work until after the change-over.

Recommended Actions

1. Make sure all your Xchange accounts have valid email addresses. Vouchers for unused licenses will be sent to those email addresses after switch-over.
2. Make a record of any information in your Xchange account that you want to keep. You will not be able to access the account after the changeover.

2) What will happen with Existing licenses?

It will be necessary to make a clean switch from Xchange to Xchange2 license server to prevent any lost licenses during the transition.

I have credit tokens

1. Xchange version 1 will not work after the switch. Do not use it.
2. In Xchange version 2, credit tokens will be treated as voucher codes.
3. Note: A voucher code "holds" licenses that are consumed each time the voucher code is used. KEEP the voucher until at least all licenses on it have been used.

I have redeemed credit tokens in my account

1. The account will not exist after the switch so it cannot be accessed.
2. The registered owner of the Xchange1 account will receive an email containing equivalent Voucher Codes.

I have activated licenses

1. Licensed devices will continue to work.

I have activation codes that were not deployed on edge devices

1. The activation codes can still be used to activate the devices they were created for.

3) How do I use my Xchange2 Voucher Codes?

Xchange2 is supported by XO from 4.5 onwards. Edge devices continue to be supported through activation codes. IMPORTANT: Xchange2 does _not_ support revokable licenses. Once deployed on a device, a license cannot be taken back for use elsewhere.

I have hardware with XO earlier than 4.5

1. Xchange1 will not work after the switch.
2. Xchange2 will allow you to use Voucher Codes to license more features on existing hardware.
3. You cannot revoke licenses with Xchange2.
4. Note: Xchange1 can still remove licenses from Xchange1 devices, but you cannot use them anywhere, and Xchange2 will restore the box the next time it is synced.

I have hardware that I want to upgrade

1. Before the upgrade, Voucher codes can be used with Xchange2 to add new licenses to the device if desired.
2. When you upgrade the device the Xchange license files will be replaced with Xchange2 license files.
3. After you upgrade the device Voucher codes can again be used with Xchange2 to add licenses to the device.
4. You cannot revoke licenses with Xchange2.

My unit failed. How do I recover my licenses?

1. You cannot take licenses off one device and put them on another.
2. If the device is replaced under warranty, new licenses will be installed on the replacement unit, and the failed unit destroyed.
3. If the device is repaired under warranty, the licenses will be restored.
4. If a motherboard is replaced, then system license needs to be updated.
5. A loan unit installed with demo licenses can be used at the affected site while the faulty unit is repaired or replaced.

4) Others

Xchange2 is supported by XO from 4.5 onwards. Edge devices continue to be supported through activation codes. IMPORTANT: Xchange2 does _not_ support revokable licenses. Once deployed on a device, a license cannot be taken back for use elsewhere.

iFT Gateway Support

1. Commissioning tool will not work with Xchange2
2. Xchange2 tool will support iFT Gateway 4.5 and above.

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