

Wattstopper Product Notice

Subject: Web Browser Segman Support on Niagara AX-based Network Controllers

Date: April 7, 2022

If a customer is unable to access their Segman software through a web browser, viable resolution paths are outlined below.

Connecting to and viewing Wattstopper Segman software for network controllers running Niagara AX versions 3.7 and older is no longer supported by some newer versions of web browsers. **Affected Wattstopper products are the LMSM-3E/6E Segman Network Controllers.**

Note: The LMSM-3E/6E and associated products are obsolete and were replaced by the LMJA-8xxx product series in March 2021. The LMJA-8xxx-AX is using version 3.8 of Niagara AX, which is unaffected.

Customers can follow any of the resolution paths below to solve web browser incompatibility for the affected products:

1. Use an older version of web browser. **Appendix Table 1** provides a list of web browsers and versions that are still supported. These have been tested and verified by Wattstopper as functional alternatives. Note: Browsers update often, alternative list may change without notice.
2. Use a current version of Microsoft Edge.
 - a. Settings > Default browser > Change "Allow sites to be reloaded in Internet Explorer mode" to "Allow" > Click "Add" > Add the URL of your Segman station
Note: Internet Explorer mode expires every 30 days, repeat process after expiration
3. Customers can use Workbench to disable HTTPS on the JACE controllers on site.
 - a. Remote support available by Wattstopper if RACCESS is installed
 - b. Performed via an onsite visit by a Wattstopper technician. Note: Customer subject to billing, an onsite visit should take less than half of a business day.
4. Customers can opt to purchase new hardware and services, replacing existing products. Note: Customer subject to billing and onsite services that could last several days. Please refer to the replacement products in **Appendix Table 2**.

Product warranty status may impact the resolution path and it's at the discretion and responsibility of the Wattstopper representative to best serve the customer need. Frequently asked questions are included in the Appendix of this Product Notice.

For more questions, please reach out to your Wattstopper Agent Experience Supervisor.

Regards,

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Appendix

Table 1: Alternative Web Browsers

Browser	Latest Version Supporting TLS 1.1	Latest Version	Download Link
Edge	version 84	version 99	No Official Source, unofficial sources exist
Chrome	version 80	version 100	No Official Source, unofficial sources exist
Firefox	version 73	version 98.02	https://ftp.mozilla.org/pub/firefox/releases/73.0b9/win32/en-US/

Note: Older web browser versions should only be used to access the Segman.

Table 2: Replacement Products

Existing JACE	Upgrade Path
LMSM-3E/6E (3.8 AX or older)	<p>Needs new Hardware LMJA-8xxx-SM</p> <ul style="list-style-type: none"> Any I/O Modules would be replaced as well. Be aware if installed in a LMSM-ENC1 a larger enclosure is required. Supervisor Software must be upgraded to highest Niagara version at site. Would need to include site visit Any LILM panels need to be updated to LMCP

Frequently Asked Questions - Migration from AX 3.7 (LMSM-xE) or older to N4

How do I upgrade my customer from the LMSM-3E/6E or LM-SUPERVISOR AX 3.7 to N4?

All customers with AX 3.7 or older based products will have to upgrade to the new hardware (LMJA-8xxx-SM) with new N4 license. Software maintenance is needed if not already included with the customer's older product.

Can my customer upgrade to N4 on an existing LMSM-3E/6E?

No, due to hardware dependencies (will not run AX 3.8 OR N4), the upgrade will only be viable on the new LMJA-8xxx platform.

If my customer has a Niagara Supervisor running AX 3.7, how will that affect their upgrade?

Niagara Supervisor must be equivalent to the highest JACE version, or above (single or multi-JACE application).

My customer has an LMSM-3E in an older LMSM-ENC1 enclosure, does the enclosure need to be upgraded too?

Yes, the current JACE-8000 platform does not fit inside the older/smaller LMSM-ENC1 enclosure. At this point, it would be best to configure the LMNC-SM-KIT to ensure the correct enclosure is chosen (LMNC-ENC1, the newer slightly larger enclosure)

What does my customer do with older Tridium IO interface devices?

These will also need to be replaced with the new hardware. Please ensure equivalency. IO modules that handle fire alarm or security system integration will need wiring to be re-terminated and custom logic ported over. The custom logic will require additional programming time. The standard LMJA only has 2 MSTP ports and customers may need the added MSTP port option to the LMJA if replacing a "full" 3e.

How will extended warranty be handled if the period extends past the original unit's end-of-sale date?

For customers who have purchased an extended warranty past the standard 1-year time period, Wattstopper will continue to honor it per our terms and conditions.

How does the new LMJA-8xxx-SM discover older devices?

Older DLM devices will still be discoverable in the new LMJA-8xxx-SM. Note: The older LMSM-201/603 JACE controllers are also affected and may be supporting panels that are not discovered.