



25 QUESTIONS TO ASK

BEFORE TAKING OVER A NIAGARA JACE®

A PRACTICAL CHECKLIST



One Platform. Many Possibilities.

25 QUESTIONS TO ASK



When assuming responsibility for an existing building automation system (BAS), the Niagara JACE® is often the heart of the operation. Understanding the condition, configuration, and supportability of the JACE is critical to avoiding surprises and ensuring long-term success.

Use this checklist before accepting responsibility for any Niagara-based BAS.

Ownership & System Information

1. Who originally installed the BAS and JACE?

Understanding the original contractor provides valuable insight into system design, documentation, and support history.

2. Which Niagara OEM supplied the JACE?

Determine whether the JACE was supplied by Lynxspring, VYKON, Honeywell, Siemens, Johnson Controls, Distech, Schneider Electric, or another Niagara OEM.

3. What JACE model is installed?

Document the exact model, serial number, and commissioning date.

4. How old is the installation?

Identify age of JACE/field controllers. Access lifecycle status and replacement requirements.

5. What systems are connected to the JACE?

HVAC, lighting, metering, access control, power monitoring, indoor air quality, energy management, or other integrated systems.

Software & Licensing

6. What version of Niagara is running?

Verify the installed Niagara version and determine whether it remains supported.

7. Is the Niagara software under maintenance?

Confirm whether active software maintenance or update rights exist.

8. Who owns the Niagara licenses?

Determine ownership and transferability of all software licenses.

9. Are all licensed drivers documented?

Review installed drivers including BACnet, Modbus, MQTT, OPC, SNMP, and any third-party integrations.

10. Are custom modules installed?

Identify proprietary/custom-developed modules that affect future support.



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Access & Documentation

11. Do you have platform-level credentials?

Verify administrative access to the JACE platform.

12. Do you have station-level credentials?

Ensure access to station programming, graphics, alarms, and histories.

13. Are current backups available?

Request and verify station backups, platform backups, and license files.

14. Is complete BAS documentation available?

Collect network drawings, control diagrams, point lists, sequences of operation, and as-built documents.

15. Is there a documented disaster recovery plan?

Determine procedures for restoring operations in the event of a failure.

Cybersecurity Assessment

16. Are default passwords still being used?

Verify password policies and account management practices

17. Are security certificates installed and current?

Review TLS certificates and encrypted communications.

18. Is remote access secured?

Determine how remote access is provided and whether VPNs, secure gateways, or MFA are utilized.

19. Has the JACE been regularly patched and updated?

Review maintenance history and cybersecurity updates.

20. Are user roles and permissions properly configured?

Ensure access rights align with operational requirements/security best practices.



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System & Health Performance

21. How much capacity remains on the JACE?

Review CPU utilization, memory usage, storage capacity, and network loading.

22. Are there active alarms or system faults?

Review communication failures, driver issues, platform alarms, and device faults.

23. Are trends and histories functioning correctly?

Verify historical data collection, storage, and reporting capabilities.

24. Is the station organized and maintainable?

Evaluate naming conventions, folder structure, tagging, graphics, and programming consistency.

25. Can any qualified Niagara integrator support the system?

Determine whether the installation remains open and serviceable or if proprietary restrictions exist that may limit future service options.

Red Flags to Watch For

Immediate attention should be given if you discover:

- No available backups
- Missing passwords or administrative access
- Unsupported Niagara versions
- Obsolete hardware
- Poor or missing documentation
- Unpatched cybersecurity vulnerabilities
- Custom modules with no support path
- Significant active alarms
- Overloaded JACE resources
- Proprietary restrictions that limit serviceability

"Before taking over any Niagara system, make sure you understand what's behind the platform, who supports it, how it's licensed, and whether it truly provides the openness and flexibility your building deserves."

Final Takeaway

A Niagara JACE takeover should never be approached simply obtaining a login and changing the service provider. The JACE is the operational hub of the BAS and often contains years of integrations, customizations, programming, and business-critical operational data. Asking these 25 questions upfront helps reduce risk, uncover hidden issues, establish a modernization roadmap, and ensure that building owners maintain control of their systems and future service options.

