

FAQs – New commercial model for Lighthouse

Q: What is Opengear announcing?

A: We are improving the Lighthouse licensing model for better customer experience, streamlined purchasing, and flexible consumption.

Q: How is the new model different than the current one?

A: With the new model, you can choose between multiple packs of licenses for the managed nodes based on the size and needs of your infrastructure. This simplifies adding or removing nodes within the elected pack during the subscription period.

Q: Are there any functional or other changes to Lighthouse?

A: No. This is only a commercial change of the licensing model.

Q: When can I start ordering under the new model?

A: October 1st, 2022.

Q: Can I still order the current Lighthouse SKUs?

A: Yes, existing SKUs are “orderable” until October 1st, 2022.

Q: My purchasing process started a few months ago. Will Opengear still honor that quote I’ve received if the process finalizes after October 1st, 2022?

A: Yes, we will honor all open quotes that are issued up to September 30th for the standard 30 days. Quotes issued from October 1st will be under the new commercial model. Please reach out to your regional sales manager or channel sales manager.

Q: If I have a deal registration that includes a Lighthouse management software that was approved prior to October 1st, will the Lighthouse be available under the existing commercial model?

A: We will honor all deal registrations issued prior to October 1st, 2022 until they expire. Deals registered after October 1st, 2022 will be based on the new commercial model.

Q: Can I have both subscription models simultaneously?

A: No, you cannot combine both models. After October 1st, 2022, if you have purchased a Lighthouse subscription under the current model and want to purchase a new subscription, you will be transitioned to the new model.



Q: What happens when my Lighthouse license is up for renewal?

A: When you are due for renewal, unless specified differently, you will move to the new SKU that provides coverage for all your existing nodes.

Q: Can I switch to the new model before my Lighthouse license is up for renewal?

A: After October 1st, 2022 you can select the new model on or before its renewal date; if you elect to switch before the renewal date, there will be no prorated credit for the remaining period under the current model. The new contractual agreement starts on that elected date.

Q: What happens when I want to add or remove a node?

A: If the new total number of nodes does not exceed the number of nodes covered by the existing license package – then no action is needed, other than enrolling or un-enrolling in Lighthouse. If the new total number of nodes exceeds the package coverage or the customer desires to elect a package that provides coverage for a lower number of nodes – then a new license package may be required to be purchased.

Q: What happens when I am at the top end of a license pack and I just want to add a few nodes? Would this require me to purchase the next larger pack?

A: Yes. However, we do realize that exceptional situations can occur – please reach out to your sales representative and we may be able to grant you the larger pack in certain circumstances.

Q: I am on an earlier edition of Lighthouse that is not Enterprise Edition or Automation Edition, can I switch to the new subscription model?

A: Yes, the new model SKUs will be available either on or before the renewal date.

Q: Does this model allow the “floating” license concept?

A: Yes, if for example, you have 70 nodes, you can decide to only have coverage for 50 nodes but note that in this example only 50 nodes will be visible; also, nodes can be unenrolled to enroll different ones.

Q: Can I purchase the same license package multiple times to get coverage for my number of nodes? For example, if I have 30 nodes, can I buy 3 of the ENTLH-STARTUP “up to 10 nodes package”?

A: No. In the example above, the customer will have to purchase the ENTLHSCALEUP “up to 50 nodes package”

For additional information, please reach out to your sales representative or contact us at <https://opengear.com/contact-us/>