



FAQs Lighthouse's New Commercial Model

Q: Why is Opengear introducing this new subscription model?

Our new model offers simpler licensing, streamlined purchasing, and more flexible consumption. We listened to the customers and made this change to simplify our commercial model and reduce complexity.

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

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

Q: Can I continue using my current Lighthouse licenses?

Yes. You can continue to use your current Lighthouse licenses. You will switch to the new model when you renew your current license. Also, if you decide to add (or remove) a node to your current license, you will automatically move to the new model.

Q: Can I use both models at the same time?

You cannot combine your licenses from different models or use them simultaneously.

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

Unless specified, you will move to the appropriate new model SKU that provides coverage for all your existing nodes when you are due for renewal.

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

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

Q: I am on an older version of Lighthouse that is not Enterprise Edition or Automation Edition-- can I switch to the new model?

Yes, you can move to the new model, and choose the appropriate pack that fits your current needs.

Q: Does this model allow the "floating" license concept?

Yes, for example, if you have 70 nodes, you can choose to have coverage for only 50 nodes. However, note that only those 50 nodes will be visible in Lighthouse.



Q: Can I purchase the same license package multiple times to get coverage for a specific number of nodes?

For example, if I have 30 nodes, can I buy 3 of the ENTLH-STARTUP “up to 10 nodes package”? To cover your 30 nodes, you’ll need to purchase the ENTLHSCALEUP “up to 50 nodes package.”

Q: Can I trade in my current licenses with the new ones?

If you currently have lighthouse licenses, you can exchange those licenses for the new commercial model packs.

Q: What is the benefit of converting to the new licensing model before my renewal date?

The new model provides flexibility and autonomy when adding or removing nodes for a pack of licenses in a given subscription period (usually 1-year or 3-year) as the packages are streamlined, accommodating more nodes.

Q: Can I elect terms different than 1-year or 3-year?

Yes, you can combine your SKUs. For example, if you need a 4-year term, you can purchase a 1-year and a 3-year pack.

Q: Is there an auto-renew option?

Not at this time.

Q: Can I “downgrade” to a lower node pack?

Yes, you can move to a lower pack; however, please note that if this is “mid-term,” there will be no prorated credit for the remaining period of your existing subscription.

Q: Is there a cost to convert to the new model?

No. There is no cost to convert to the new model.

Please contact your Channel Manager or Regional Sales Manager for questions or to learn more.