

## FAQ for WEB-8000 Controller

### Features

**1. What are the Standard connections on the WEB-8000 controller?**

The WEB-8000 controller comes standard with the following connections 24VAC/DC Power Supply, (2) isolated RS-485, Wi-Fi, 1 type A USB (Backup & Restore), 1 micro USB (Serial Shell), and (2)10/100 Ethernet Ports.

**2. Will JAVA go away by upgrading to the WEBs-N4 software?**

While Niagara 4 framework still utilizes JAVA technology, you no longer will have to use JAVA as a web visualization technology. WEBs-N4 software offers users the opportunity to choose open technologies like HTML 5 when building/viewing information over the web.

**3. Are there any drivers included with the WEB-8000 controller?**

Yes. Five of the most often used drivers are included with the controller. They are BACnet (MSTP and IP), LON, Modbus, SNMP and KNX. Please see the [Niagara driver document](#) that is available on the [Buildings Forum](#). Additional Tridium or 3<sup>rd</sup> party drivers can also be added to the controller.

**4. Does the WEB-8000 have an RS-232 connection?**

The RS-232 connection is available through an expansion module. The base WEB-8000 does not have a RS-232 connection. If you want to access the serial shell which can now be done through the micro-USB port on the WEB-8000 controller.

**5. Does every WEB-8000 have Wi-Fi capability?**

Yes, all WEB-8000's comes with Wi-Fi capability. 802.11a/b/g, and n networks are supported. The WEB-8000 can be special ordered with Wi-Fi permanently disabled.

**6. Is there an antenna option to get the wireless signals outside of a metal enclosure?**

The antenna uses a standard SMA connector. An extension can be used to route the antenna and install outside of the enclosure.

**7. Can the WEB-8000 be configured to automatically save the history trending data to the Supervisor computer?**

Yes, it can be configured.

**8. Will existing NDIO modules work with the WEB-8000, such as with some sort of adapter cable?**

No. However, WEBs-N4.1 has a tool to help convert NDIO points to an NRIO network. NRIO is compatible with the WEB-8000. The part number is IO-16-REM-H.

**9. What Agency certifications does the WEB-8000 meet?**

The WEB-8000 controller meets UL, CE, FCC, and numerous other standards. Please see the [31-00092 Specification Datasheet](#) for a complete list of certifications.

**10. What is the default IP address for all WEB-8000 units?**

IP address: 192.168.1.140

**11. Will a WEB-8000 route IP data between the two Ethernet ports?**

No, it will not route data.

## SD Card

**12. What happens if the micro SD needs to be replaced?**

We recommend that you utilize a Supervisor or new WEB-8000 USB Back-Up & Restore to back up your Controller periodically. Similar to a WEBS-AX controller today, licenses can be transferred over to new hosts and a backup dist can be loaded. Contact your distributor for replacement SD cards.

**13. Will our suppliers be able to carry SD cards in stock?**

Yes, please check with your Sales representative for additional details.

**14. What is the onboard WEB-8000 storage capacity of the SD card?**

Each WEB-8000 comes with a 4GB microSD card. User space is set at 2GB.

**15. Are you able to upgrade to a larger SD card for more space?**

WEB-8000 microSD cards will need to be purchased through Honeywell, which ensures that the WEB-8000 performs as expected and has long life. Honeywell reserves the right to change the card capacity in the future.

**16. Can an SD card Host ID be generated on an engineering laptop and then transferred to the WEB-8000?**

No, it cannot be generated.

**17. Can the license, station and drivers be transferred from one WEB-8000 to another via the Micro SD card?**

Yes. The new WEB-8000 will need the system password from the old WEB-8000.

## Power

**18. What input power does the WEB-8000 need?**

The WEB-8000 accepts 24VAC/DC without additional modules. A 24V AC wall adapter is available from the price list.

## USB

**19. Can I use a USB Flash drive with my WEB-8000?**

Yes, after inserting a USB flash drive, you can do a complete station backup or restore. See WEB-8000 documentation that is available on doc folder of the software image for additional details.

**20. Using the USB flash connection, would we be able to export history to an external drive in real time?**

The USB connector is defined for temporary use and not meant to support permanently installed storage.

## Licensing

**21. How is the WEB-8000 licensed?**

All WEB-8000s come licensed for devices & points. After determining how many devices will be integrated into the WEB-8000, select the license with the appropriate amount of capacity. For example, if you are integrating 20 BACnet, 10 LON, and 10 Modbus devices, the NC-8050 device core could be selected to support up to 50 devices.

**22. How will using the WEB 8000 in WEBs-AX be licensed—by Devices or Resources?**

The WEB-8000 will initially be available with WEBs-N4.1. We are looking to release a AX-3.8U build in the future that will offer WEB-8000 support. Similar to WEBs-N4, the WEB-8000 will be licensed by devices and points.

**23. With the Device/Point licensing, are they both hard limits? For example, 8010 can support 10 devices or 500 points. Is there flexibility to exceed one of those limits? For example, 12 devices with 10 points each?**

The WEB-8000's device/point license applies to which limit you reach first. In the example above 12 devices exceed the 10 device limit even though only 120 points were used. The device/point license are hard limits, however upgrade packs will be available to upgrade the license.

**24. Will my WEB-300E, WEB-600, WEB-600E or WEB-700 have device/point limits if upgraded to WEBs-N4?**

No, the above controllers will not have the device and point limits.

**25. On licensing, will it still be possible to upgrade an (existing) license to a license with more capacity? For example, if a project is expanded during construction.**

Yes, upgrade device/point packs are available. See the part number list for more details.

**26. Will the points being used by the WEB-8000 be viewable?**

Yes, station summaries can be viewed from the resource manager.

**27. What device and point packs are being offered?**

The WEB-8000 is available with 5, 10, 25, 100, and 200 device base licenses. Additional device/point upgrades can be added to any base license. They are available in 10, 25, and 50 device upgrade packs. One device is equal to 50 points.

**28. Will the WEB-8000 controller have an open NiCS license?**

Yes, all WEB-8000 controllers are shipped with Open NiCS license.

**29. What is the default platform password for WEB-8000?**

For the Honeywell brand of WEB-8000 controllers, the default platform user name is honeywell (all lower case) and the password is webs (all lower case). The default passphrase is websn4 (all lower case)

## Upgrade Packs

### **30. Is there a limit to how many Device upgrade packs I can add to a WEB-8000?**

While there isn't a hard limit on the number of upgrade packs that can be added, Users should monitor CPU utilization, heap usage, and integration bus limits when adding device upgrades.

### **31. If we have a WEB-8200, and we have 200 devices connected, can we add one additional device without adding another WEB controller? Or are we absolutely locked to controller number?**

No, you cannot add additional device without an upgrade pack, which enables more than 200 devices.

## Maintenance

### **32. When does software maintenance start on the WEB-8000?**

Software maintenance starts when the WEBS-N4 software license is purchased.

### **33. Is Maintenance and Warranty the same thing?**

No, software maintenance enables access to the latest Webs-N4 build with new features and software updates. Warranty covers the WEB-8000 from manufacturing defects.

### **34. Does the WEB-8000 automatically include maintenance at the time of purchase?**

Yes, it includes 18 months from the date of the creation of the license when bundled with the INIT license part. Initial maintenance is a separate line item that must be chosen while purchasing. Instead of INIT part, you may choose to purchase 3 year or 5 year maintenance.

### **35. How long will the INIT maintenance part number be valid?**

The INIT maintenance part number which is purchased only during the initial purchase of WEB-8000 controller is valid for 18 months.

### **36. Can I buy more than 1-year maintenance at a time?**

Yes, SMA can be purchased for 1, 3 or 5 year periods.

### **37. How will multiple quantities of maintenance appear on a license?**

Dates will run consecutively (i.e: buy qty 2 = 2 yrs). Date will show in license header details and in license view.

### **38. What if I choose not to renew my WEBS-N4 maintenance?**

If the SMA has expired on the WEB controller, it will continue to run the station. However, this controller will not have access to any new versions, update builds or patches for WEBs-N4 software. Gap charges will apply if you choose to renew once the SMA has expired.

### **39. How to choose Maintenance when I add additional devices to core software?**

If you purchased a WEB-8005, and not add any devices, then you will choose SMA-8005-1YR-INIT. If you added device packs say DEVICE-25, then you should choose SMA-8100-1YR-INIT, as the total number of devices is 30 and the next maintenance is SMA-8100.

## **Migration**

### **40. How do I take my WEB-300E, WEB-600, WEB-600E or WEB-700 up to WEBs-N4? How do you buy it when you're rolling out a new software maintenance policy?**

Pre and post WEBs-N4 release, you will need to add a maintenance part to existing AX Controllers to upgrade licenses to WEBs-N4. Please refer to the parts list, which has the software maintenance part numbers.

### **41. Would you be able to revert back to WEBs-AX if you wanted to from Webs-N4?**

Conversion disk file will clean it and convert back to WEBs-AX system. You can download both AX and N4 licenses from the license server.

### **42. When migrating from WEBs-AX to WEBs-N4, should you start by upgrading the existing WEB controller first?**

No, you should upgrade the WEBs-AX Supervisor to WEBs-N4 first.

### **43. Which Controllers can be updated to WEBs-N4?**

WEB-300E, WEB-600, WEB-600E and WEB-700 platforms

### **44. Can I have a mixed WEBs-AX and WEBsN4 job?**

Yes, however the Supervisor needs to be at highest version (WEBs-N4).

### **45. Can I run WEBs-N4.0 software on new WEB-8000 controllers?**

No, WEBs-N4.0 software is not supported on WEB-8000 controller. The only software that is supported on WEB-8000 controller is WEBs-N4.1 software.

## **Option Modules**

### **46. How many accessory cards, or expansion modules can we add?**

Up to 4 modules in various combinations can be added to the controller. See [31-00092 Specification Datasheet](#) for additional details.

### **47. Will we have the ability to place the modular expansion cards on a bus? Or do they have to "snap" together?**

Option modules will need to be directly connected to the WEB-8000.

### **48. Which option card modules will be available at launch?**

NPB-8000-2X-485, NPB-8000-LON, and NPB-8000-232 modules will be available at launch.

**49. How many LON Option Module cards can be attached to the WEB 8000?**

Up to 4 LON modules per Controller

## Ordering

**50. Can a WEB-8000 supported by WEBs-N4 be downgraded to WEBs-AX 3.8?**

Yes, once WEBs-AX 3.8U is released, you can downgrade your WEBs-N4 on WEB 8000.

**51. If I don't use all the devices I purchased, can I transfer the device to another license?**

No. Unless ordering a replacement unit, unused license elements cannot be transferred.

**52. Can I still order WEB AX controllers?**

Yes, they will ship licensed with AX-3.8, you would need to purchase software maintenance to upgrade to WEBs-N4.

**53. How do I buy drivers for WEB-8000?**

Open drivers are now included see [Niagara driver document](#). Any other drivers may be purchased ad hoc as before, though global capacity limits apply to all drivers used on the WEB-8000. This document is available on the Honeywell Buildings Forum.

## Honeywell Embedded Tools

**54. Are Spyder, Stryker and Venom tools qualified on WEB-8000 controller?**

Yes, Spyder, Stryker and Venom tools are tested and qualified on WEBs-N4.1 software which is supported on WEB-8000 controller.

## Warranty

**55. When does the warranty start on the WEB-8000?**

The hardware warranty starts when purchased from Honeywell. For North America, the warranty covers 18 months.

**56. If the hardware fails, what is the warranty process?**

Please contact your distributor for RMA process.