

NO: PC-378
DATE: APR 2019

PRODUCT: SYSMAC STUDIO/CX-ONE
TYPE: Product/Order Modification

New ordering process for select software license keys & Sysmac Starter Kits (SSK*). *(Also includes discontinuation information on Sysmac Studio kits and CXONE-JR-LITE-V4-UP)*



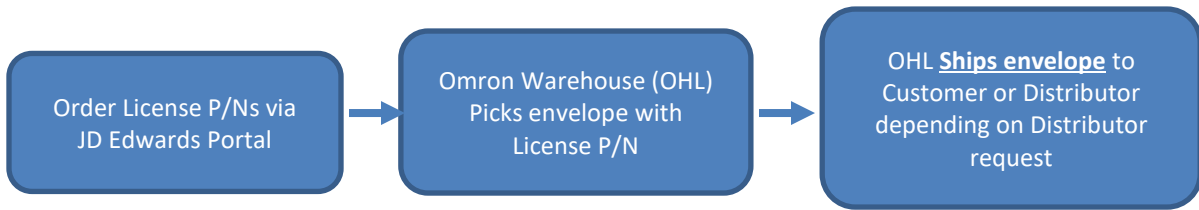
We are excited to announce the release of a new ordering process to eliminate the longstanding issue of providing software license keys via regular mail. Starting April 1st, 2019 **select** software license part numbers (*Initially for the USA & ROM region only*) will be available electronically via the JD Edwards portal.

Key Highlights:

- No change in order placement for channel or customers.
- Reduce lead time to 24-48Hrs for licenses on select part numbers by eliminating physical shipment.
- Improve traceability for channel by having license available in JD Edwards’s portal.
- Reduce operating costs of physical shipment, lost license tracking or replacement.
- Discontinue DVD/license bundles and replace with license only.

Please read the entire document to learn more about how this process will work, return policies and an FAQ section to help in your sales experience.

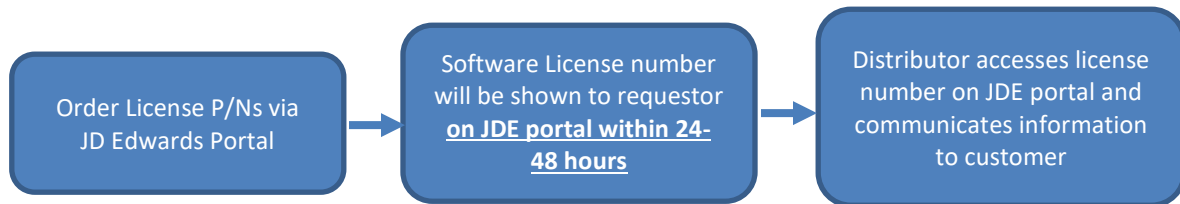
I. Current Process:



Top Challenges:

1. Lead time varies based on license p/n and can extend into months.
2. Physical shipments get lost with customer/channel or Omron US having to pay for replacement like any other lost product.
3. No traceability currently in place for customer who forgot to register or changed users.

II. New Process:

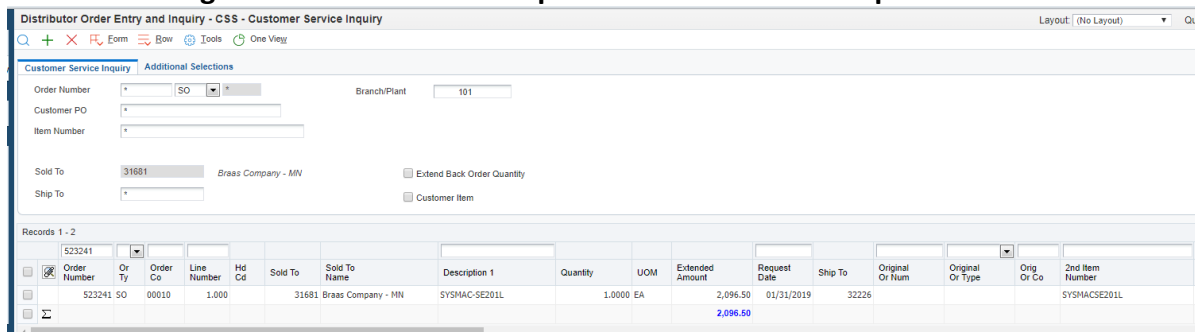


III. What is different about new process?

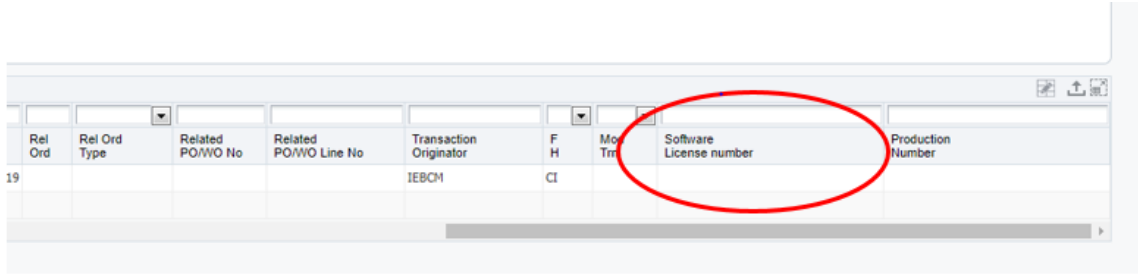
- For the channel partner/customer, placing the order will still remain the same as the current method.
- The change is in how the parts will be received.
- The license parts have normally been mailed out as physical license cards with a license number.
- In the new process, the license number will be directly available in a 24-48HR period after order placement **on the JD Edwards portal and will be sent by Distributor to the end customer.**
- No parts can be returned including kits (See additional details in sections below)
- Only same day order cancellation relayed by phone to Customer Care within normal business hours allowed.

Please see sample images below on how the software license number will appear on the screen of the JD Edwards portal.

1. Entering an Order for one of the parts allowed in the new process:

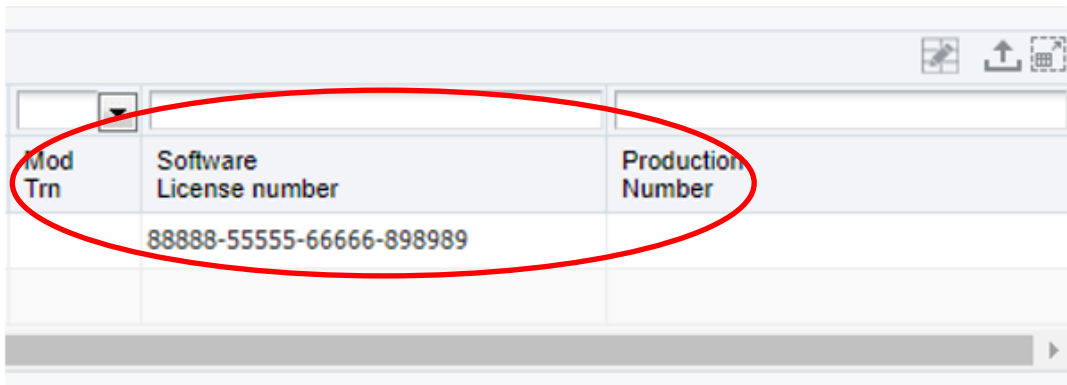


2. Software License Number field (scroll right on Portal) will be blank initially:



Rel Ord	Rel Ord Type	Related PO/WO No	Related PO/WO Line No	Transaction Originator	F H	Mo Trn	Software License number	Production Number
19				IEBCH		CI		

3. Within a 24Hr period after order placement the Software License Number field will be populated with the License number for that order.



Mod Trn	Software License number	Production Number
	88888-55555-66666-898989	

IV. CAN I RETURN LICENSE PART NUMBERS? (PLEASE READ THIS SECTION CAREFULLY)

Case 1: Customer/Channel ordered the wrong license:

OR

Case2: Customer/Channel doesn't want the license any more:

OR

Case3: Customer/Channel thought this was part of stock rotation

As a standard rule no license parts can be returned in any situation. Additionally none of the above license parts can be returned in **any** of the above cases even if they were ordered along with **ANY Kits**. We are making the license key available on the JD Edwards portal and once the license number is made available it cannot be disabled since the key has already been issued to the requester. **So NO REFUNDS!**

You will have the option of SAME DAY CANCELLATION if the order is placed through the portal.

SO MAKE SURE TO EXERCISE EXTREME CAUTION BEFORE PLACING ANY ORDERS FOR SOFTWARE LICENSE KEYS OR SYSMAC STARTER KITS

V. DISCONTINUATION of SYSMAC STUDIO and CX-One Parts:

a. SYSMAC STUDIO BUNDLES:

As part of this new process, the following bundled parts will be obsoleted and now be replaced with individual license keys as shown in the table below. The current bundle consists of a license key, an install DVD (SYSMAC-SE200D) and a CX-Drive DVD (CXDRIVEV2X). The Sysmac Studio installation software contained in the SYSMAC-SE200D DVD is available for download online and will not be shipped as part of this new process. If you or your customer need the installation DVD (SYSMAC-SE200D) or CX-Drive DVD (CXDRIVEV2X), **these can still be ordered separately.**

Bundle Part Number (Obsolete)	Description		Item Number
SYSMAC-STUDIO-1USER	Sysmac Studio 1usr DVD+Licns	Replaced by ->	SYSMAC-SE201L
SYSMAC-STUDIO-3USER	Sysmac Studio 3usr DVD+Licns	Replaced by ->	SYSMAC-SE203L
SYSMAC-STUDIO-10USER	Sysmac Studio 10usr DVD+Licns	Replaced by ->	SYSMAC-SE210L
SYSMAC-STUDIO-30USER	Sysmac Studio 30usr DVD+Licns	Replaced by ->	SYSMAC-SE230L
SYSMAC-STUDIO-50USER	Sysmac Studio 50usr DVD+Licns	Replaced by ->	SYSMAC-SE250L
SYSMAC-STUDIO-SITE	Sysmac Studio Site DVD+Licns	Replaced by ->	SYSMAC-SE2XXL
SYSMAC-STUDIO-Vision	Sysmac Studio Vision Licns+DVD	Replaced by ->	SYSMAC-VE001L
SYSMAC-STUDIO-EIPCPLR	SYSMAC EIP COUPLER LIC & DVD	Replaced by ->	SYSMAC-NE001L

b. DISCONTINUATION of CXONE-JR-LITE-V4-UP:

Part Number (Obsolete)	Description		Item Number
CXONE-JR-LITE-V4-UP	Upgrade to CXONE from CX-One Lite or CX-Programmer(Jr.)	Replaced by ->	CXONE-AL01D-V4-UP

VI. FREQUENTLY ASKED QUESTIONS:

Item #	Question	Answer
1	What license keys can be ordered using new process?	See part numbers listed in the next section
2	Where can I view the license key?	Only using JDE portal - See Pictures shown in Section III
3	How can I return Licenses?	The License parts are Non-Returnable and Non-Refundable in ALL situations – See Section IV
4	What if I make a mistake in the ordering?	There are no refunds or credits. The License parts are Non-Returnable in ALL situations. <i>You do have an option to cancel the order same day if cancelled via phone to customer care within normal Omron business hours.</i>
5	Are the parts in the stock rotation program?	No, the license parts are not part of any stocking program and are Non-Returnable in ALL situations
6	How does an end customer get the license?	No physical shipments will take place when ordering the license parts. JD Edwards portal (Section III) will be used to make the license numbers available to the Channel Partner/Sales. <i>The Channel Partner will be responsible for sending license to end customer.</i>
7	I don't know how to use the JD Edwards portal. Who do I call?	Call or Email Customer Care at Omron
8	My customer lost his license and did not register. Can I look up the license number?	The license key will be available in the portal along with the order that you originally placed. You can use this to provide the key to your customer. <i>We highly recommend the customer register the license key asap as they cannot perform ANY updates without registration and this also gives them the option to look up license.</i>
9	Can I return the Sysmac Starter Kits with this new process?	The starter kits will also be non-returnable starting with this new process. The license associated with an SSK* kit will be made available via the JDE portal.
10	I ordered multiple licenses in the same PO, how will the licenses be delivered.	The license numbers will be shown individually as separate line items on the JDE portal.
11	Is there a way that Omron can make changes to the information on the JDE portal to show customer name or other notes for tracking?	NO. There is no way to provide additional notes on the JDE portal.

VII. PART NUMBERS THAT WILL FOLLOW THE NEW PROCESS:

a. Sysmac Studio Part numbers

LICENSE P/N	DESCRIPTION	NOTES
SYSMAC-SE201L	Sysmac Studio Standard Edition 1user License ONLY	Can be used with all NJ/NX CPUs
SYSMAC-SE203L	Sysmac Studio Standard Edition 3user License ONLY	
SYSMAC-SE210L	Sysmac Studio Standard Edition 10user License ONLY	
SYSMAC-SE230L	Sysmac Studio Standard Edition 30user License ONLY	
SYSMAC-SE250L	Sysmac Studio Standard Edition 50user License ONLY	
SYSMAC-SE2XXL	Sysmac Studio Standard Edition Site License ONLY	
SYSMAC-VE001L	Sysmac Studio Vision Edition 1user License ONLY	For configuring Vision Sensors only, like the FQM or FH, within Sysmac Studio.
SYSMAC-ME001L	Sysmac Studio Measurement Edition 1user License ONLY	For configuring Measurement Sensors only, such as the ZW, within Sysmac Studio.
SYSMAC-NE001L	Sysmac Studio Standalone Edition 1user License ONLY	For configuring NX Safety (NX-SL3X) and NX I/O only as a stand-alone node within Sysmac Studio. This license can be used only with an EIP Coupler to configure the NX I/O units
SYSMAC-DE001L	Sysmac Studio Drive Edition 1user License ONLY	License for configuring 1S and G5 Servo drives within Sysmac Studio.
SYSMAC-LE201L	Sysmac Studio Lite Edition 1user License ONLY	Lite edition licenses can only be used with NX1P, NX102 and NJ1 CPUs
SYSMAC-LE203L	Sysmac Studio Lite Edition 3user License ONLY	
SYSMAC-LE210L	Sysmac Studio Lite Edition 10user License ONLY	
SYSMAC-LU501L	Sysmac Studio Upgrade to Standard from Lite 1user License ONLY	
SYSMAC-LU503L	Sysmac Studio Upgrade to Standard from Lite 3user License ONLY	Upgrade licenses are applicable only for current Lite license users
SYSMAC-LU510L	Sysmac Studio Upgrade to Standard from Lite 10user License ONLY	
SYSMAC-TA401L	Sysmac Studio Team Edition 1user License ONLY	
SYSMAC-TA403L	Sysmac Studio Team Edition 3user License ONLY	Team editions are Add On parts to standard edition licenses. These are to be used if customer needs project version control of Sysmac Studio projects.
SYSMAC-TA410L	Sysmac Studio Team Edition 10user License ONLY	
SYSMAC-TA430L	Sysmac Studio Team Edition 30user License ONLY	
SYSMAC-TA450L	Sysmac Studio Team Edition 50user License ONLY	
SYSMAC-TA4XXL	Sysmac Studio Team Edition Site License ONLY	
SYSMAC-FE001L	Sysmac Studio NX-CSG (CIP Safety Gateway) 1user License ONLY	For configuring NX-SL5/NX-CSG CIP Safety CPUs for standalone use

b. SYSMAC STARTER KIT Packages affected by new process: With the new process, license P/N in the kits below will be physically removed and will now be made available via the JD Edwards portal. There are no changes to the low price of the kits but the kits will be non-returnable and non-refundable with new process.

STARTER KIT P/N	DESCRIPTION	LICENSE P/N IN KIT
SSK-7311	SysmacStartKit7"HMI NJ301-1100	SYSMAC-SE201L (SYSMAC STUDIO 1 USER LICENSE – STANDARD EDITION)
SSK-7312	SysmacStartKit7"HMI NJ301-1200	
SSK-7513	SysmacStartKit7"HMI NJ501-1300	
SSK-9311	SysmacStartKit9"HMI NJ301-1100	

SSK-9312	SysmacStartKit9"HMI NJ301-1200		
SSK-9513	SysmacStartKit12"HMI NJ501-1300		
SSK-12311	SysmacStartKit12"HMI NJ301-1100		
SSK-12312	SysmacStartKit12"HMI NJ301-1200		
SSK-12513	SysmacStartKit12"HMI NJ501-1300		
SSK-15311	SysmacStartKit15"HMI NJ301-1100		
SSK-15312	SysmacStartKit15"HMI NJ301-1200		
SSK-15513	SysmacStartKit15"HMI NJ501-1300		
SSK12110	SysmacStartKit12"HMI NJ101-1000		
SSK12190	SysmacStartKit12"HMI NJ101-9000		
SSK15110	SysmacStartKit15"HMI NJ101-1000		
SSK15190	SysmacStartKit15"HMI NJ101-9000		
SSK7110	SysmacStartKit7"HMI NJ101-1000		
SSK7190	SysmacStartKit7"HMI NJ101-9000		
SSK9110	SysmacStartKit9"HMI NJ101-1000		
SSK9190	SysmacStartKit9"HMI NJ101-9000		
SSK-75132	SysmacStartKit7"HMI NJ501-1320		
SSK-121902	SysmacStartKit12"HMI NJ101-9020		
SSK-151902	SysmacStartKit15"HMI NJ101-9020		
SSK-71902	SysmacStartKit7"HMI NJ101-9020		
SSK-91902	SysmacStartKit9"HMI NJ101-9020		
SSK-71102	SysmacStartKit7"HMI NJ101-1020		
SSK-91102	SysmacStartKit9"HMI NJ101-1020		
SSK-121102	SysmacStartKit12"HMI NJ101-1020		
SSK-151102	SysmacStartKit15"HMI NJ101-1020		
SSK-155132	SysmacStartKit15"HMI NJ501-1320		
SSK-95132	SysmacStartKit 9"HMI NJ501-1320		
SSK-125132	SysmacStartKit 12"HMI NJ501-1320		
SSK12X1100	SysStartKit Studio Lite 12"HMI NX102-1000		SYSMAC-LE201L(SYSMAC STUDIO 1 USER LICENSE - LITE EDITION)
SSK12X1102	SysStartKit Studio Lite 12"HMI NX102-1020		
SSK12X1110	SysStartKit Studio Lite 12"HMI NX102-1100		
SSK12X1112	SysStartKit Studio Lite 12"HMI NX102-1120		
SSK12X1120	SysStartKit Studio Lite 12"HMI NX102-1200		
SSK12X1122	SysStartKit Studio Lite 12"HMI NX102-1220		
SSK12X1900	SysStartKit Studio Lite 12"HMI NX102-9000		
SSK12X1902	SysStartKit Studio Lite 12"HMI NX102-9020		
SSK15X1100	SysStartKit Studio Lite 15"HMI NX102-1000		
SSK15X1102	SysStartKit Studio Lite 15"HMI NX102-1020		
SSK15X1110	SysStartKit Studio Lite 15"HMI NX102-1100		
SSK15X1112	SysStartKit Studio Lite 15"HMI NX102-1120		
SSK15X1120	SysStartKit Studio Lite 15"HMI NX102-1200		
SSK15X1122	SysStartKit Studio Lite 15"HMI NX102-1220		
SSK15X1900	SysStartKit Studio Lite 15"HMI NX102-9000		
SSK15X1902	SysStartKit Studio Lite 15"HMI NX102-9020		

SSK7X1100	SysStartKit Studio Lite 7"HMI NX102-1000
SSK7X1102	SysStartKit Studio Lite 7"HMI NX102-1020
SSK7X1110	SysStartKit Studio Lite 7"HMI NX102-1100
SSK7X1112	SysStartKit Studio Lite 7"HMI NX102-1120
SSK7X1120	SysStartKit Studio Lite 7"HMI NX102-1200
SSK7X1122	SysStartKit Studio Lite 7"HMI NX102-1220
SSK7X1900	SysStartKit Studio Lite 7"HMI NX102-9000
SSK7X1902	SysStartKit Studio Lite 7"HMI NX102-9020
SSK9X1100	SysStartKit Studio Lite 9"HMI NX102-1000
SSK9X1102	SysStartKit Studio Lite 9"HMI NX102-1020
SSK9X1110	SysStartKit Studio Lite 9"HMI NX102-1100
SSK9X1112	SysStartKit Studio Lite 9"HMI NX102-1120
SSK9X1120	SysStartKit Studio Lite 9"HMI NX102-1200
SSK9X1122	SysStartKit Studio Lite 9"HMI NX102-1220
SSK9X1900	SysStartKit Studio Lite 9"HMI NX102-9000
SSK9X1902	SysStartKit Studio Lite 9"HMI NX102-9020

c. CX-One Part numbers that will be part of the new process

LICENSE P/N	DESCRIPTION	NOTES
CXONE-AL01D-V4	CX-One V4 1-User License Only	For use with C-series CPUs such as CP, CJ and CS. Upgrade licenses are only for customers using older versions of CX-One such as CX-One V2 or V3.
CXONE-AL01D-V4-UP	CX-One V4 Upgrade 1-User License Only	
CXONE-AL03D-V4	CX-One V4 3-User License Only	
CXONE-AL03D-V4-UP	CX-One V4 Upgrade 3-User License Only	
CXONE-AL10D-V4	CX-One V4 10-User License Only	
CXONE-AL10D-V4-UP	CX-One V4 Upgrade 10-User License Only	
CXONE-AL30D-V4	CX-One V4 30-User License Only	
CXONE-AL30D-V4-UP	CX-One V4 Upgrade 30-User License Only	
CXONE-AL50D-V4	CX-One V4 50-User License Only	
CXONE-AL50D-V4-UP	CX-One V4 Upgrade 50-User License Only	
CXONE-ALXXD-V4	CX-One V4 Site License Only	
CXONE-ALXXD-V4-UP	CX-One V4 Upgrade Site License Only	
CXONE-LT01D-V4	CP1 SW w/NW, HMI - License Only	
CXONE-LT01D-V4-UP	CP1 Upgrade SW w/NW,HMI – License Only	