



opendiem

Frequently Asked Questions

Opendiem Changing the way Building Systems Connect.

Will Building Clouds support Plexus' Altitude and/or Pilot?

Opendiem is designed to be easily and affordably upgraded from Altitude V4.X and V3.X, thus ending the need to support or further develop these products. In the event of "special" circumstances, ie regulatory compliance reporting, Building Clouds may consider for fee support or bug fixes until an upgrade can be accommodated.

Just how much has the software changed? Do I have to be retrained to use Opendiem?

No retraining required for most users and integrators. Though Opendiem's look and feel has been refreshed, the majority of the menu structure, configuration windows, and data entry methods remain the same. Online help has been upgraded too so users can access step by step instructions for new features.

Is Opendiem compatible with Windows 7? What about Windows Server 2008?

Yes. Opendiem is compatible with both of Microsoft's current platforms (both 32 and 64 bit) and still retains its compatibility with Windows XP, and Windows Server 2003.

Will I lose my existing Altitude Database (.asn)? What about web screens (.asc) and graphics?

Your existing V3 and V4 database, screens, graphics, loggers, alarms, alerts, schedules, configuration files, etc will all be recognized and utilized by Opendiem. Due to Windows 7 and Windows Server 2008 compatibility some file folder locations may need to be "remapped". Follow the technical documentation on our website (TechNote01 and TechNote02) for step by step instructions.

How much does Opendiem Cost?

The purchase price depends upon the complexity (size) of the system, number of custom drivers, number of continuous connected users, etc.

The Base license configuration consists of: 2 connected user; 125 Tags; Designer; Alarm Manager; Alerts; Browser; Chronos; Standard Data Gateway; Data Logger; IIS Interface for WBC; Messenger; Data Reporter; Scheduler; Scrolling Charts; Standard Functions Data; CSV Read; DDE 50; LonWorks LNS; Echelon i.LON Driver; Weather Driver; Calculator; NetMon; OPC Client (with OPC XML-DA) and System Data. Contact your Opendiem Integrator for pricing and configuration options.

Is support for Opendiem free?

No, please contact your Opendiem Integrator or Building Clouds for support pricing information.

When and where are training classes held?

The Opendiem Suite is designed to be an intuitive, easy to use set of products. Self guided training documents are available for download from our website (www.opendiem.com/training_docs.html).

Formal training classes can be arranged through our sales department. We provide training at our corporate headquarters in California, at your office or site, or via the World Wide Web as "Webinars".

How do I get a copy of Opendiem to try?

Download the latest installer package and instructions from our website (follow the download link). We'll provide you a serial number, and a 10-day demonstration license at no cost. When you are ready to purchase, we'll send you a key to unlock and register your system.

Building Clouds, Opendiem, and their associated logos are trademarks of Building Clouds, LLC. Other product or service names mentioned herein are the trademarks of their respective holders.