Security Upgrades

Acuity Brands is pleased to announce several upgrades to the ROAM® Lighting Management System designed to enhance system security and provide compliance with California's IoT Security law (SB-327). We have undertaken these security upgrades to address the increasingly challenging cyber-security landscape and implement advanced encryption standards across the ROAM solution. These enhancements include:

- Moving ROAM Concierge™ database and software services to the Microsoft® Azure cloud environment.
- Updating ROAM Concierge software, including user authentication enhancements and hardening of Application Programming Interfaces (APIs).
- Redesigning the ROAM gateway to upgrade the hardware, application security and encryption standards.

In order to take advantage of these upgrades, and to continue to receive support for their existing ROAM system, ROAM Concierge and ROAM Enterprise™ customers will be required to replace their current ROAM gateway(s) (ER700) with the more secure model (ER900). Because it is important for our customers to have the most secure ROAM system currently available, Acuity Brands will provide new ER900 gateways at no charge to active ROAM Concierge and Enterprise customers who own gateways that are still under warranty as of **July 31, 2020**. Customers who own ER700 gateways that are out of warranty can purchase ER900 gateway(s) for $1,000 each. ROAM Concierge and ROAM Enterprise customers will be receiving a notice about their upgrade options directly from Acuity Brands by the end of August 2020. To facilitate a smooth transition for your customers and installation of the ER900, please have replacement ROAM gateway orders in the system as soon as possible.

If **ROAM Concierge customers** do not replace all existing gateways with the ER900 model , they will be accepting all risks associated with the security issues this redesign is intended to protect against, will be ineligible to renew their current ROAM Concierge software service and **their current ER700 gateways will no longer be able to communicate with the ROAM portal after July 1, 2021**.

ROAM Enterprise customers will be required to replace their gateways by the same date and under the same pricing as outlined for Concierge customers above. Additionally, they must choose from one of the two software options below:

> **Option 1**: Migrate to ROAM Concierge to receive the latest database, software and user authentication updates. The migration must be coordinated with the gateway upgrade and a ROAM Concierge Service Agreement will be required. Sales and Field Services teams will be responsible for handling the migration activities.

> **Option 2:** If a customer chooses not to migrate to the cloud hosted ROAM Concierge service and wants to continue as a self-hosted ROAM Enterprise customer, additional engineering support and on-site field services work may be required to make the existing ROAM Enterprise system compatible with the new gateways. The cost to upgrade their system will be quoted on a case-by-case basis. Quotes for the engineering and field services activities should be coordinated with the Design Application Services (DAS) team. *This option simply enables the ER900 to work with existing systems but does not provide the application level security upgrades to ROAM Enterprise which were implemented on ROAM Concierge.*

If a **ROAM Enterprise customer** chooses not to act on option 1, they will be accepting all risks associated with the security issues this redesign is intended to protect against and will stop receiving support for their existing ROAM system.

ROAMview™ customers may, at their discretion, take advantage of the security improvements by purchasing an upgrade package. The upgrade package will include one ER900 gateway and a new server with updated software. The cost of the upgrade package will be the responsibility of the customer and will be priced at $3,000, with each additional gateway costing $1,000 and on-site support, if required, costing $1,500 per day. Notification to ROAMview customers regarding the security upgrades is expected to be handled by the Sales Representative/Agent. If the customer chooses to upgrade, Sales should enter a Request for Assistance (RFA) with the DAS team.

Frequently Asked Questions (FAQs)

What is ROAM®?

The ROAM® (Remote Operations and Asset Management) system is a wireless outdoor lighting management system that helps minimize maintenance costs, optimize energy use and provide an improved nighttime environment.

The ROAM® system works through a large mesh network of intelligent photocontrols that monitor outdoor lighting and communicates information needed to control their performance.

What ROAM® systems were available to the market?

ROAM® was available in three flavors from 2006 to 2020:

1. ROAM® Concierge: Centrally hosted and as of 2017 cloud hosted (Microsoft Azure and Google Maps) platform
2. ROAM® Enterprise: Customer / on-prem hosted offering with similar capabilities to ROAM Concierge
3. ROAMview: A lite on-prem standalone version of ROAM designed for small sites

ROAM® Enterprise sales were sunset in 2016, ROAMview in 2019 and in the summer of 2020, all new ROAM Concierge system sales will be sunset. Exceptions will only be made for system sales which are in the middle of a sale/spec cycle. Please contact Rohan Patil (ROAM Product manager) at Rohan.Patil@AcuityBrands.com for details on how to handle specific jobs.

What does this mean for existing ROAM Customers?

Acuity Brands recently undertook few large projects to upgrade ROAM Security as outlined below:

- **ROAM Gateway Upgrade (ER900)**

At the heart of the ROAM system, is the ROAM gateway which acts as a conduit between the ROAM nodes (mesh network) and the ROAM Network Operations Center (NOC) which ultimately interfaces with the ROAM portal (the user interface). A new upgraded ROAM gateway (ER900) is available as of July 2020 which meets current security and encryption standards for all ROAM systems (Concierge, Enterprise and ROAMview).

- **ROAM Network Operations Center (NOC) and Cloud upgrade for Concierge**

To enable end to end security upgrades for ROAM Concierge, updates were made to the NOC to enhance encryption standards and to the cloud to enhance user authentication and hardening of Application Programming Interfaces (APIs).

Due to upgrades to both the ROAM gateway and the NOC, this has certain implications depending on what type of ROAM system you currently have:

- **ROAM Concierge**

Since ROAM Concierge is hosted on the cloud, security enhancements to the NOC and portal are already live. The new ROAM gateway (ER900) will work concurrently with existing ROAM gateways (ER700). There will be a migration period of one year provided to customers to replace all their ER700 gateways with new ER900 gateways. After this migration period, connectivity of the ER700 to the ROAM Concierge NOC will be deprecated.

- **ROAM Enterprise**

You can choose to use your system as-is or migrate to Concierge replacing all your ER700 gateways with ER900 gateways. A current customer hosted ROAM Enterprise system will not work with an ER900. If you prefer to have an on-prem Enterprise system with upgraded security, a ROAM Enterprise NOC upgrade will be required at an additional cost.

- **ROAMview**

You can choose to use your system as-is or replace both the ROAMview server and existing ER700 gateway with an updated ROAMview package which includes a new ROAMview server and ER900 gateway. Onsite data migrations will be required at an additional cost.

Frequently Asked Questions (FAQs) - continued

ROAM nodes

Nothing has changed at the node level and you can keep buying currently available ROAM node series for the near future - REN DV, CM1 (Deco) and DCM (ROAMview Occ / dimming node) series nodes.

Will existing ROAM nodes work with the new ROAM Gateway (ER900)?

Yes, all existing ROAM nodes will work with the ROAM ER900 Gateway. However, please keep in mind, you cannot add an ER900 gateway to an existing ROAM Enterprise or ROAMview site without first updating the system to give it the ability to communicate securely with the new gateway as outlined in the options above.

Is the old-style ROAM Gateway (ER700) still available for purchase?

No, Acuity Brands stopped shipments of the old-styled ROAM Gateway (ER700) in Dec 2019. Only the ER900 enhanced security Gateway is available as of 2020.

If you are an existing ROAM Enterprise customer and need to order ROAM gateways for replacements or site expansion purposes, you could:

1. Migrate to ROAM Concierge
2. At additional cost, schedule an upgrade to the on-premise ROAM Enterprise NOC to enable ER900 connectivity (this does not provide application level security upgrades)

If you are an existing ROAMview customer and need to order ROAM gateways for replacements or site expansion purposes, you could:

1. Purchase a ROAMview upgrade package which includes a new ROAMview Server and one ER900.
2. If you have a ROAMview deployment with on-premise hardware/virtual machines, please contact Rohan.Patil@AcuityBrands.com to evaluate options on a case-by-case basis.