



**CSI 4500 to CSI 6500
Migration**

**FREQUENTLY ASKED
QUESTIONS**

For Customer Distribution

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Q1. What is the CSI 4500 Migration program?

The CSI 4500 Migration program is Emerson's approach to helping customers make a smoother transition from the CSI 4500 to a newer generation CSI 6500 system. The plan offers significantly discounted CSI 6500 pricing and an upgrade to the newest AMS Machinery Manager software (version 5.6). Emerson is interested in recovering the CSI 4500 hardware and will offer a premium trade-in price for units shipped to Knoxville.

Q2. Why is Emerson offering this CSI 4500 Migration program instead of just supplying new parts for my CSI 4500's?

Emerson is unable to source the components needed to continue full support of the CSI 4500.

Q3. Why does the hardware upgrade require an upgrade to the current AMS Machinery Manager software?

Emerson has implemented firmware updates to improve the CSI 6500 performance and the new AMS Machinery Manager software is required to drive this new firmware. AMS Machinery Manager software has many new features which will improve both the user experience and the analysis process.

Q4. What is the cost of getting my AMS Machinery Manager software updated?

Emerson will supply AMS Machinery Manager Version 5.6 software free of charge regardless of software support status. The installation of this software update will be required before any hardware is updated. Emerson project services can supply a quotation to perform the software upgrade.

Q5. Won't Emerson just do away with the CSI 6500 in a few years and create the same migration issue for my company again?

There are four stages to a product lifecycle: Current, Active, Supported and Retired. Emerson has taken the steps necessary to commit to 10 years' support for the CSI 6500 platform once it has moved from Current to Active status. The CSI 6500 is in Current status now with no date designated to move to Active status — this means the CSI 6500 will still be supported for many years to come.

Q6. Will I get any new capability with the migration?

Yes., There are many new analysis features in the AMS Machinery Manager software which should assist in analyzing your application problems. Also the CSI 6500 has been designed to work seamlessly with the Emerson protection monitoring portfolio which may be pertinent to your monitoring application.

Q7. What differences are there in the CSI 4500 and the CSI 6500?

The CSI 6500 is basically an updated hardware version of the CSI 4500. The CSI 6500 was developed with a different channel footprint than the CSI 4500 to better match with the Emerson protection portfolio for easy integration. This channel difference means Emerson will need to survey your site to determine the optimal migration strategy for your online monitoring channel mix. The CSI 6500 features improved firmware over the CSI 4500. In spite of these differences, both the CSI 4500 and the CSI 6500 can coexist on the same online monitoring system and provide the same superior functionality.

Q8. How will the CSI 4500 Migration program be implemented?

Emerson will send a technical representative to your site to determine your CSI 4500 upgrade requirements; such as the number of CSI 4500 racks and channel counts for analog sensors, tachometers and relays per CSI 4500 rack. Emerson will then work with you to put together a plan to manage the migration.

Q9. Do the CSI 4500 and CSI 6500 channel footprints match?

Most CSI 4500's have the following channel configurations:

- 16 analog channels, optional 16 tachometers, optional 16 relays, or
- 32 analog channels, optional 16 tachometers, optional 16 relays

Some of the more recent CSI 4500's, the CSI 4500MS, have the same channel footprint as the CSI 6500. The CSI 6500 has the following channel configurations:

- 12 analog channels, 2 tachometers, 2 relays, or
- 24 analog channels, 4 tachometers, 4 relays

Q10. What trade in value will I get for my CSI 4500's?

Emerson is offering a premium trade-in value to return your replaced CSI 4500 to Knoxville. Please contact your Emerson sales representative for details.

Q11. Will the new CSI 6500 system fit into the existing CSI 4500 wall mount cabinet?

The new CSI 6500 will most likely be supplied in a new stainless steel wall mount cabinet that can be furnished as a 12, 24, 36 or 48 channel unit. If the existing CSI 4500 is in a wall mount cabinet, it will be removed and a new CSI 6500 wall mount cabinet will be placed in the same location. Some CSI 4500's are mounted in 19 inch rack cabinets which can be repurposed to support the replacement CSI 6500 if there is sufficient room for the new racks. The CSI 4500 is an 8U tall rack; the CSI 6500 is a 6U tall rack, which means that the CSI 6500 takes up less vertical room in a 19 inch rack. The Emerson technician that surveys your installation will gather the information needed to determine the exact replacement format required.

Q12. My CSI 4500's are all front termination units. Will the CSI 6500 units I get also be front termination?

Emerson has CSI 6500's in both front and rear termination versions. The most likely replacement units will be rear termination. Emerson does not anticipate any issues with re-terminating the sensor cables to the updated systems regardless of whether front or rear termination is supplied.

Q13. Will I have to rebuild my databases for the migration?

The CSI 6500 will be able to use your existing databases. A minor amount of setup will be required, but no data will be lost or orphaned.

Q14. Will I have to change my online vibration system network setup?

Most likely some network addresses will have to be updated – for example a rack that used one IP address might now require two IP addresses, one for each CSI 6500 if two CSI 6500's are used to replace one CSI 4500.

Q15. Does this migration require that all CSI 4500s onsite be replaced at one time?

Both the CSI 4500 and the CSI 6500 can exist under the new version AMS Machinery Manager software v5.6. A CSI 4500-based system can be migrated one monitor at a time or any other increment. For very large systems it would make sense to migrate a few CSI 4500s at a time to minimize any gaps in monitoring.

Q16. What about the CSI 4500 support we have? What happens to that?

Existing CSI 4500 support agreements should be updated to CSI 6500 support when their renewal comes up. Customers with TECHSUP-45 will renew to CSI 6500 support when renewal comes up. The new installed CSI 6500s will have new warranties that cover any Emerson manufacturing issues in the first 18 months after shipment from Knoxville.

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