SUPPORT & MAINTENANCE PROGRAM

Kepware's Support & Maintenance Program is a comprehensive service plan for your Kepware software applications. The program was developed to enrich and lengthen the lifetime of your Kepware software. It combines software updates and upgrades with expert Technical Support services to help keep your critical automation projects performing at an optimum level. It also increases your personal operational efficiency by providing access to Kepware's industry-leading expertise. The Support & Maintenance Program is available for all of Kepware's products and applications, including KEPServerEX, ClientAce, LinkMaster, RedundancyMaster, and all advanced options and drivers.

Kepware's Support & Maintenance Program includes the following:

1. Software updates and upgrades
2. Technical support for an unlimited number of support requests provided by experienced Technical Support Engineers during Kepware's standard business hours (Monday through Friday, 8:00 AM to 5:00 PM Eastern Time)
3. Online Support Center access, which includes self-service tools, guides, and the Kepware Knowledge Base

SOFTWARE UPDATES AND UPGRADES

Ensuring the stability of your high-performance software and keeping it at current release levels enhances business continuity and operational efficiency. Kepware's Support & Maintenance Program provides you with access to the latest software features and functionality that will enable you to continuously improve performance.

Kepware's Support & Maintenance Program provides you with the latest:

- Proprietary client interface updates for HMI, SCADA, MES, and more
- Support for OPC client interface updates
- Support for device firmware updates
- Server operating system updates
- New drivers and advanced options added to bundled suites
- New driver enhancements and features
- New advanced option enhancements and features
- Bug fixes

Leverage Kepware's Support & Maintenance Program to maximize your software's performance and simplify the administrative burden around the planning and costs of software asset management. New software releases are available for download through the My Kepware online portal.

TECHNICAL SUPPORT

Kepware's Support & Maintenance Program provides you with access to a team of Technical Support experts who have extensive experience supporting communication and interoperability solutions for the Automation Industry. Support Engineers can provide assistance with installation, migration, configuration, upgrades, license management, troubleshooting, and more.

Access to Kepware's Technical Support team ensures that your Kepware software will be utilized to its fullest potential and supported by the professionals closest to its development. Your issues will be handled thoroughly, efficiently, and with the necessary urgency for maintaining your business-critical operations.

Technical Support is available by phone, email, and through the Online Support Center Monday through Friday from 8:00 AM to 5:00 PM Eastern Time.

ONLINE SUPPORT CENTER

Kepware's Online Support Center provides access to the information and tools necessary for successful self-service of Kepware software. Access is available 24 hours a day, 7 days a week. Online resources include—but are not limited to—the Knowledge Base, Support Ticket System, Software Updates and Upgrades, Product Guides and Manuals, Release Notes, and more.

ORDERING INFORMATION

The Support & Maintenance Program is available for purchase in one-year, two-year, three-year, or five-year terms.

All Kepware software products come with a standard 90-day warranty that provides the same features as the Support & Maintenance Program. The purchased Support & Maintenance Program period begins at the end of this 90-day warranty period, which effectively combines to make the first year of support a 15-month term.

The cost of the program depends on the value and quantity of Kepware software solutions purchased. For more information or to request a quote, please contact a Kepware representative or your local Kepware Partner. To view a detailed pricelist, click here.

SUPPORT REINSTATEMENT POLICY

When a support agreement or warranty has lapsed for a period of less than one year, Kepware requires a new Support & Maintenance Program purchase be backdated to the day following the end of the expired contract or warranty. In this instance, Kepware does not require any other relicensing or reinstatement fees.

When a support agreement or warranty has lapsed for a period of greater than one year, Kepware requires that the customer pay a support Reinstatement Fee in order to make that software eligible for support. With this payment, support can then be ordered on a go-forward basis. For administrative ease, Kepware has combined the Support Reinstatement Fee with one year of support for a single orderable Product ID and price. Please contact a Kepware representative or your local Kepware Partner for more information or to request a quote.

REQUIREMENTS

Supported Operating Systems

- ✓ Windows 8 and 10
- ✓ Windows 7 Professional/Enterprise/Ultimate
- ✓ Windows Server 2012 and 2012 R2
- ✓ Windows Server 2008 and 2008 R2
- ✓ Windows Vista Business/Enterprise/Ultimate
- ✓ Windows Server 2003 SP2
- ✓ Windows XP Professional SP2

Minimum PC Hardware Requirements

- ✓ 2.0 GHz Processor
- ✓ 1 GB installed RAM
- ✓ 180 MB available disk space
- ✓ Ethernet Card
- ✓ Super VGA (800x600) or Higher Resolution Video
- ✓ CD-ROM or DVD Drive

ABOUT KEPWARE

Kepware Technologies is a private software development company headquartered in Portland, Maine. Kepware provides a portfolio of software solutions to help businesses connect diverse automation devices and software applications and enable the Industrial Internet of Things. From plant floor to wellsite to windfarm, Kepware serves a wide range of customers in a variety of vertical markets including Manufacturing, Oil & Gas, Building Automation, Power & Utilities, and more. Established in 1995 and now distributed in more than 100 countries, Kepware's software solutions help thousands of businesses improve operations and decision making.

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