Support & Maintenance Program

Kepware's Support & Maintenance Program is a comprehensive service plan developed to enrich and lengthen the lifetime of your Kepware software applications. 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 plug-ins and drivers.

The Support & Maintenance Program includes:

- Software updates and upgrades

- Technical support for an unlimited number of support requests

- Immediate license recovery in the event of machine failure or destruction

KEPServerEX Version 4 and earlier are not eligible for support.

Support Benefit	Without Program	With Program
Technical Support		
Technical Support assistance		✔
Remote troubleshooting		✔
Access to Kepware's online support center, including self-service tools, guides, My Kepware, and the Kepware Knowledge Base	✔	✔
Access to Kepware's advanced Engineering and R&D teams, in addition to other support experts		✔
Software Updates and Upgrades		
Software patches and fixes		✔
Software updates and upgrades		✔
License Administration		
License transfers	✔	✔
License recovery support		✔

Software Updates and Upgrades

Ensuring the stability of your software and keeping it up-to-date enhances business continuity and operational efficiency.

Kepware's Support & Maintenance Program provides you access to the latest software features and functionality, enabling you to avoid unnecessary support delays and continuously improve performance.

- Product updates for ongoing desktop and server operating system releases
- Defect fixes and performance improvements
- Enhancements to drivers and advanced plug-ins
- Model enhancements for device and PLC firmware updates
- New drivers and advanced plug-ins added to bundled suites
- Updates to OPC client interfaces
- Maintenance updates to proprietary client interfaces for HMI, SCADA, MES, and more

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.

Technical Support

Kepware's Support & Maintenance Program provides you with access to a team of Technical Support Engineers who have extensive experience supporting communication and interoperability solutions for the Automation Industry.

⬡ ptc

Technical Support can provide assistance with installation, migration, configuration, upgrades, license management, troubleshooting, and more.

Access to Kepware Technical Support ensures that your software will be 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.

License Recovery Support

Kepware's Support & Maintenance Program provides immediate assistance with license recovery if the machine running Kepware fails or is irrevocably damaged. Please note that for failures occurring outside of standard business hours, you can utilize the emergency license provided with your original Software Activation ID to avoid software downtime. For more information on emergency licenses, refer to
www.kepware.com/support/licensing/.

Ordering Information

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

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.

Contact Information

- Technical Support
  +1 888-KEPWARE x211
  technical.support@kepware.com

- Support Sales
  +1 888-KEPWARE x308
  supportsales@kepware.com

- Training
  +1 888-KEPWARE x155
  training@kepware.com

⬡ ptc