

# Installation Guide



Installing / Licensing / Unlocking Kepware Products

➔ **License Registration & Unlock**  
online at [www.kepware.com/mykepware](http://www.kepware.com/mykepware)



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.

From plant floor to wellsite to windfarm, Kepware serves a wide range of customers in a variety of international vertical markets including Manufacturing,

Oil & Gas, Building Automation, Power Distribution, 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.

# Kepware Installation Guide

Thank you for choosing Kepware Technologies. Our focus on industrial automation software technology allows us to provide a growing range of products for every major industrial protocol. We develop communication drivers for automation controllers, I/O, and field devices. Today, Kepware provides over 155 communication protocols. Through the efforts of our direct sales, distribution, and embedded partners, Kepware is the leading provider of communications with annual shipments exceeding 100,000 units. For detailed product descriptions, please visit our website at [www.kepware.com](http://www.kepware.com).

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# Installing from the Kepware CD

Kepware product installation files may be accessed directly from a Kepware product CD or from the Kepware website.

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## 01. Install from the Kepware CD

Insert the “Kepware Product Installations & Information” CD into the CD drive. The CD should automatically run the installation; if it does not, browse to the CD drive using Windows Explorer and then double-click on **Setup.exe**.

## 02. Locate the Products Page

Click **Product Installations** to open the **Products** page.

## 03. Choose a Product

Select the desired product and then click **Install**.

## 04. Locate the Product’s Installation Instructions

Skip ahead in this booklet to the product of interest’s specific installation instructions. For more information, refer to the **Table of Contents**.

# Installing from the Kepware Website

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## 01. Install from the Kepware Website

Navigate your browser to [www.kepware.com](http://www.kepware.com). If you have already created a My Kepware account, select **My Kepware** to login. Otherwise, select **Sign Up** to enter registration information. Upon completion, an email will be sent to the email address that was provided. To verify your Kepware registration, click on the link provided.

## 02. Sign Into My Kepware

Enter your **Email Address** and **Password**. Then, click **Login**.

## 03. Choose a Product

Under **Product Downloads**, locate and select the product of interest.

## 04. Save the Installation File(s) to Your Computer

The **File Download Security Warning** dialog will be invoked. Click **Save** and then browse to the folder in which the installation file(s) will be saved. Click **Save** to proceed.

## 05. Locate the Product's Installation Instructions

Skip ahead in this booklet to the product of interest's specific installation instructions. For more information, refer to the **Table of Contents**.

## Installing ClientAce

ClientAce's .NET control and full .NET API lets you easily incorporate OPC client capabilities into Visual Basic .NET or C# applications.

*Note: Before installing ClientAce, users must install Microsoft's Visual Studio 2008 SP1, 2010, or 2012 (with the corresponding .NET 3.5 or 4.0 Framework). ClientAce will not install on Microsoft Visual Studio Express Editions. For more information on .NET requirements, refer to the ClientAce OPC .NET Toolkit help file.*

### 01. Installation Welcome

In the **Installation Welcome** screen, click **Next** to continue.

### 02. License Agreement

Read the License Agreement and then click "I accept the terms in the license agreement" to accept the terms and continue. If you do not accept the terms and wish to cancel the installation, click "I do not accept the terms in the license agreement."

### 03. Choose the Destination Folder

By default, ClientAce will be installed to the following location:

C:\Program Files\Kepware Technologies\

You may change the location at this time, or click **Next** to accept the default and continue.



## 04. Select Features

Expand **ClientAce**, **IDE Support**, and **Example Source Code** to select the desired features. Then, click **Next** to continue.

***Note:** The legacy products ClientAce 1.0, Visual Studio 2003, and Visual Studio 2005 will be displayed in the feature list if they are located on the machine; however, Kepware does not recommend installing them because they are no longer being updated or actively supported.*

## 05. Select the Program Folder

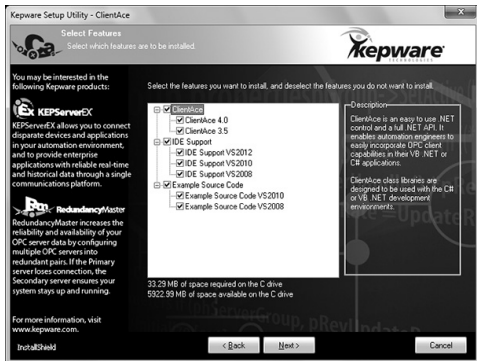
The installation creates a Start Menu directory named **Kepware Products** by default, as well as a **ClientAce** sub-directory. You may change the default directory at this time or click **Next** to accept the default and continue.

## 06. Complete the Installation

Click **Install** to start the installation. To modify selections, click **Back**.

## 07. Finish the Setup

Once the installation completes, click **Finish** to exit the setup. A “Readme.txt” document will be invoked. Read the document and then click **File | Exit** to close the window.



## Licensing and Unlocking

# ClientAce

The following process is required for licensing and unlocking ClientAce.

### 01. Invoke the 'License ClientAce' Option

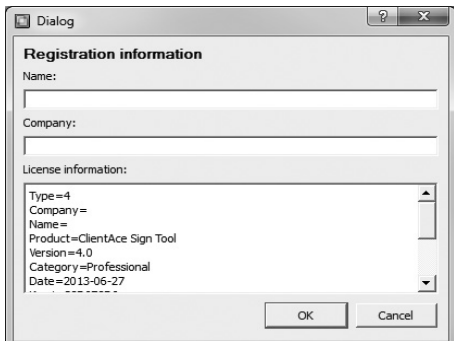
From the Windows desktop, click **Start | Programs | Kepware Products**. Then, click **ClientAce** and select **License ClientAce**.

### 02. Acquire the License

In the **ClientAce License** dialog, click **Acquire License**.

### 03. Enter Registration Information

In the **Registration Information** dialog, complete the **Name** and **Company** fields. The **License Information** field will be populated with the licensing information needed by Kepware Technologies. Once finished, click **OK** to continue.



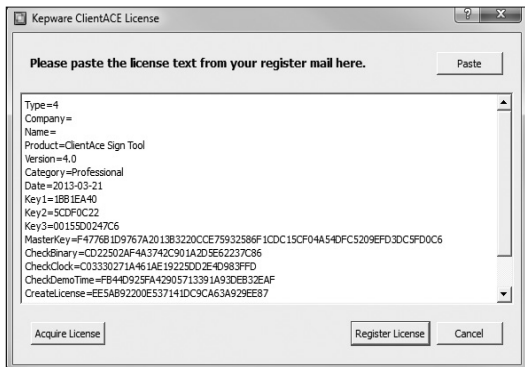


## 04. Email Kepware Technologies

An email message will be displayed from your email client application. To send the message to Kepware Technologies, click **Send**.

## 05. Post the Licensing Code Into the ClientAce Licensing Dialog

Kepware Technologies will reply and include the product's licensing code. Copy the code into the **Kepware ClientACE License** dialog. Then, click **Register License**.



## 06. Confirmation

ClientAce has been installed successfully, and can now be used to sign custom client applications.

## Installing KEPServerEX

KEPServerEX has the widest range of plug-in device drivers and components available for the industrial market, with reliable drivers that support over 155 communication protocols.

### 01. Start the Install

Double-click on the icon and select **Run** or **Open** to start the install. If an active content warning is displayed, click “Yes” to continue.

### 02. Installation Welcome

In the **Installation Welcome** dialog, click **Next** to continue.

### 03. License Agreement

Read the License Agreement and then click “I accept the terms in the License Agreement” to accept the terms and continue.

If you do not accept the terms and wish to cancel the installation, click **Cancel**.



#### 04. KEPServerEX V4.x Detected

Setup can detect when a legacy version of the server is installed. To keep and run both versions, select **Side by Side**. To remove the legacy server and direct all connections requests for it to the new server, select **Remove and Redirect**. Then, click **Next**.

#### 05. Choose the Destination Folder

By default, KEPServerEX will be installed into the following location:

C:\Program Files\Kepware\KEPServerEX 5\

You may change the location at this time, or click **Next** to accept the default and continue.

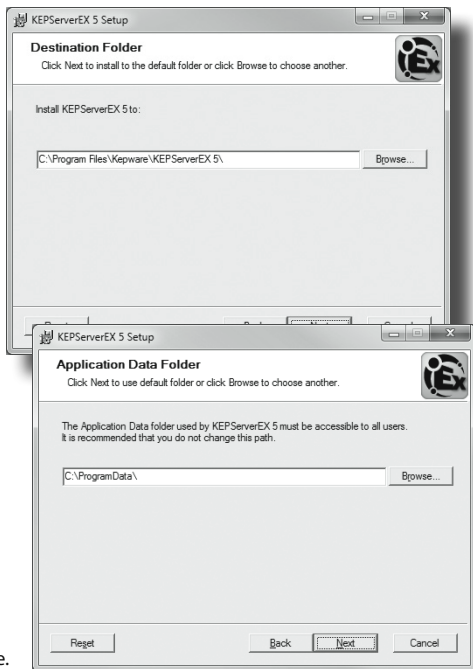
#### 06. Specify the Application Data Folder

The Application Data Folder must be accessible to all users. By default, it will be installed into the following location:

C:\ProgramData\

You may change the location at this time, or click **Next** to accept the default and continue.

**Note:** The user-specified path must be local to the PC.



## 07. Create a Shortcut

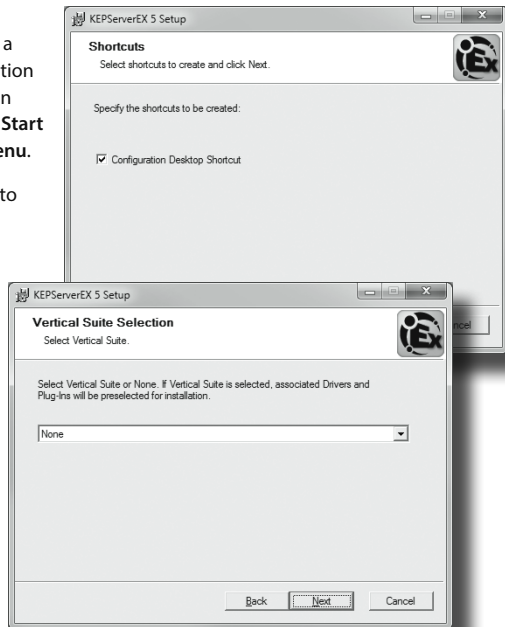
When checked, the installation will create a shortcut on the desktop for the Configuration Utility. When unchecked, the Configuration Utility will only be accessible through the **Start Menu** and the server's **Administration Menu**.

The default setting is checked. Click **Next** to accept the default and continue.

## 08. Select a Vertical Suite

Selecting a Vertical Suite is an optional convenience that pre-selects associated drivers and plug-ins for installation.

The default setting is **None**. Click **Next** to accept the default and continue.



## 09. Select Features

Expand the **Communication Drivers** tree in order to view and select drivers for installation. In the drop-down menu, select **Will be installed on local hard drive**. When a main component is selected, all of its sub-components will also be installed.

For **Custom Client Interfaces**, expand the **Native Client Interfaces** tree and select the desired interfaces.

For **Server-Level Components**, expand the **Plug-Ins** tree and select the desired components.

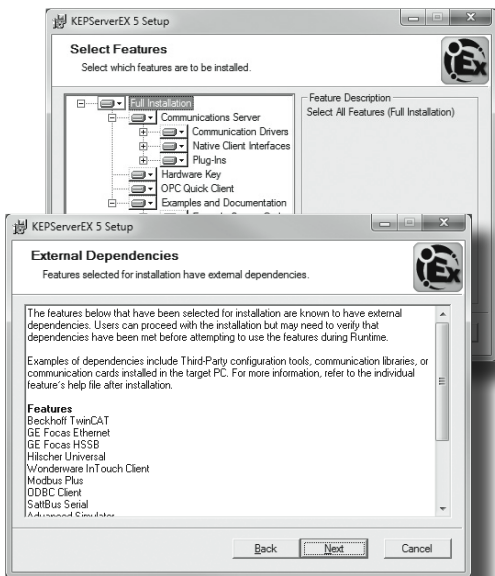
Once finished, click **Next**.

## 10. External Dependencies

Setup can detect when features that have been selected for installation have external dependencies. Although users can proceed with the installation, they should verify that the dependencies have been met before attempting to use the features during Runtime.

Click **Next** to continue.

**Note:** For more information, refer to the individual feature's help file.



## 11. Default Application Settings

Specify whether to enable Dynamic Tag addressing by default and whether to allow anonymous login for UA Client Sessions.

The default setting for both options is checked. Click **Next** to accept the default settings and continue.

*Note: These settings may be changed later.*

## 12. Install the Application

Click **Install** to start the installation. To modify selections, click **Back**.

## 13. Complete the Setup

Once the installation completes, click **Finish** to exit the setup. A “Readme.txt” document will be invoked. Read the document and then click **File | Exit** to close the window.



## Activating a Software License **KEPServerEX**

Once activated, a software license may be transferred to another machine.

*Note: Software licenses are recommended for users who require the use of Windows Remote Desktop.*

### 01. Open the License Utility

Select **Manage Software Licenses** and then click **Next**.

### 02. Select “Activate a Product.”

Click **Next** to continue.

### 03. Enter the Activation ID

In **Create an Activation Request File**, enter the **Activation ID**, which is assigned by Kepware along with the purchased product. Then, click **Save to File...**

### 04. Save the Request File

The License Utility will then display a file-browse dialog, allowing you to save the generated request file, “activation\_request.txt.” Save the file, making note of its location as it will be sent to Kepware in the next step.



## 05. Launch the License Management Tools

In an internet browser, navigate to [www.kepware.com/mykepware](http://www.kepware.com/mykepware). This will bring you to the **My Kepware Customer Self-Service Portal**. Returning users will be prompted to enter login information, whereas first-time users must create a **My Kepware Account** to continue.

## 06. Enter Registration and Activation Information

Once logged in, select **Product Registration and Activation** under the **License Management Tools** section. Enter the registration and activation information, and then browse for the Activation Request File that was previously saved. Upload the request file and then click **OK**.

## 07. Save the Activation Response File

You will receive an activation response file called “response.txt” from Kepware. Save this file to the Host Machine and then return to the **Manage Software License Activation** dialog in the License Utility.

## 08. Browse for the Activation Response File

Next, click **Browse**. Locate and select the downloaded activation response file. Then, click **Generate Activation Response File**. The document will then be processed.

*Note: If it is successful, the **View Page** will be displayed.*



## Transferring a Software License

# KEPServerEX

The Transfer Process allows users to either store the license in the License Management Tool or move the license from one machine to another.

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### 01. Open the License Utility

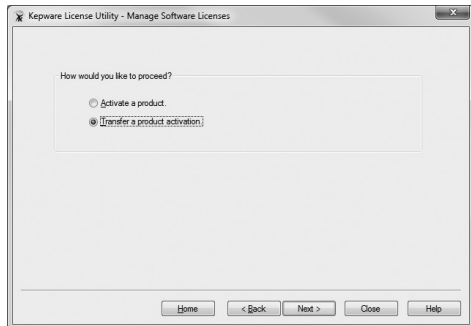
Select **Manage Software Licenses** and then click **Next**.

### 02. Select “Transfer a Product Activation.”

Click **Next** to continue.

### 03. Select the Activation to Transfer

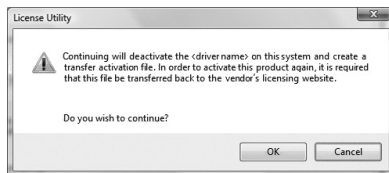
Under **Select an Activation to Transfer**, select the product activation that will be transferred. This will update the products located in the list box with the features contained within the software license.



## 04. Deactivate the License

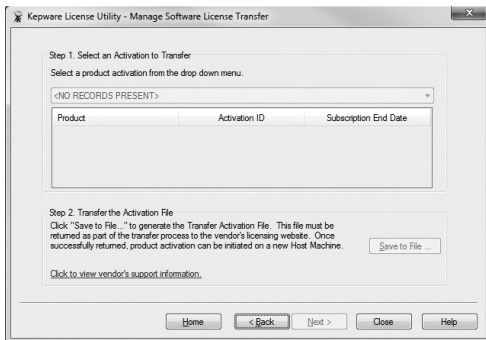
Click **Save to File...** to deactivate the license on the Host Machine. This means that the license rights will no longer be respected by the installed software. If the resulting transfer request file is not processed by the vendor's web-based license portal, users will be unable to use the license.

*Note: A warning message will be displayed whenever **Save to File...** is clicked. Although continuing with the transfer will deactivate the license on the Host Machine, it is still valid for activation on a new Host Machine once it has been returned to the vendor's licensing website.*



## 05. Save the Generated Request File

The License Utility will then display a file-browse dialog, allowing you to save the generated request file, "transfer\_request.txt." Make note of its location, as it will be sent to Kepware in the next step.



## 06. Launch License Management Tools

In an internet browser, navigate to [www.kepware.com/mykepware](http://www.kepware.com/mykepware). This will bring you to the **My Kepware Customer Self-Service Portal**.

***Important:** The transfer request file must be generated on the original Host Machine. An internet connection is required to complete the Transfer Process. If the Host Machine that the active license is being transferred from does not have internet access, users must copy the transfer request file to a computer that does in order to login to the web-based license portal (and upload the transfer request file).*

## 07. Upload the Request File

Once logged in, select **Activation Transfer Utility** under **License Management Tools** for the version of the product being used. Upload the request file and then click **OK**.

***Note:** The license is now stored in the online account.*

## 08. Activate the License on a Second Machine

Users may now activate the license on a second machine.

## Managing Hardware Key Certificates KEPServerEX

A Hardware Key Certificate is a digitally-signed file generated by Kepware that activates a list of products as long as the corresponding physical hardware key is attached to the Host Machine. Although hardware key certificates can be imported to many hosts, the hardware key can only be attached to one machine at a time.

*Note: If a hardware license is being used, the subscription associated with that product is bound to the hardware certificate. It is mobile when the document is imported/exported.*

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### 01. Open the License Utility

Select **Manage Hardware Key Certificates** and then click **Next**.

### 02. Register the Hardware Key Certificate File

- 1) Obtain the hardware key and corresponding hardware key certificate from Kepware, and then click **Import File...** under **Import a Hardware Key Certificate**.
- 2) Browse to the hardware key certificate file and then click **OK**. The file will have a unique name, such as "MyHrdKeyCert.lic."

*Note: The certificate is then processed by the License Utility. If it is successful, the **View Page** will be displayed.*

### 03. Use the Hardware Key Certificate File on Another Host Machine

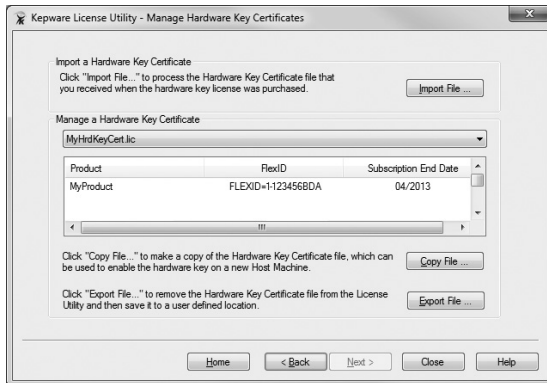
Before the hardware key may be used on another machine, a copy of the hardware key certificate file must be imported to the new Host Machine. If the license has already been imported but a copy is not accessible, follow the instructions below in order to get a copy from the License Utility.

*Note: Hardware key certificates do not need to be returned to Kepware in order to move a hardware key from one machine to another.*

1) To export the hardware key certificate file to a different machine, select it from the **License Modules** drop-down list. This will display the list of products available in the currently selected file.

2) Next, click **Copy File...** and then select where to save the hardware key certificate file. Users should backup this file in a safe and accessible location.

3) The hardware key certificate is now ready to be imported into a second machine.



### 04. Delete the Internal Copy of the Hardware Key Certificate File

If planning to use a different hardware key, users may find that removing the existing hardware key certificate helps to avoid confusion. To do so, select **Export File...** in the **Manage Hardware Key Certificates** dialog.

## Installing LinkMaster

LinkMaster has the capabilities of both server and client applications. It can access, collect, organize, and link data from other OPC servers and then offer that data to OPC/DDE clients.

### 01. Installation Welcome

In the Installation Welcome dialog box, click **Next** to continue.

### 02. License Agreement

Read the License Agreement and then click “I accept the terms of the license agreement” to accept the terms and continue. If you do not accept the terms and wish to cancel the installation, click “I do not accept the terms of the license agreement”.

### 03. LinkMaster V2.x Detected

Setup can detect when a legacy version of LinkMaster is installed. To remove the legacy product and continue installing LinkMaster V3.x, click **Next**.

### 04. Choose the Destination Folder

By default, LinkMaster will be installed into the following directory:

C:\Program Files\Kepware\LinkMaster 3

You may change the default directory at this point or click **Next** to accept the default and continue.



## 05. Select Features

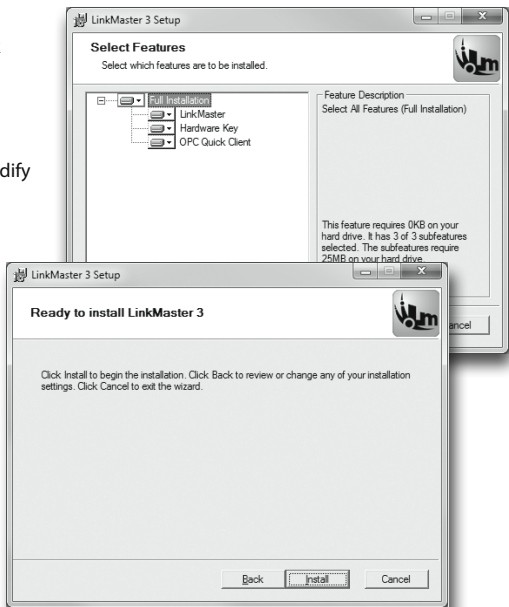
Select the desired features and then click **Next** to continue.

## 06. Review the Install Settings

Verify the selected install components and settings and then click **Install**. To modify previous selections, click **Back**.

## 07. Complete the Setup

Once the installation is complete, click **Finish** to complete the setup.



## Activating a Software License LinkMaster

Once activated, a software license may be transferred to another machine.

*Note: Software licenses are recommended for users who require the use of Windows Remote Desktop.*

### 01. Open the License Utility

Select **Manage Software Licenses** and then click **Next**.

### 02. Select “Activate a Product.”

Click **Next** to continue.

### 03. Enter the Activation ID

In **Create an Activation Request File**, enter the **Activation ID**, which is assigned by Kepware along with the purchased product. Then, click **Save to File**....

### 04. Save the Request File

The License Utility will then display a file-browse dialog, allowing you to save the generated request file, “activation\_request.txt.” Save the file, making note of its location as it will be sent to Kepware in the next step.





## 05. Launch the License Management Tools

In an internet browser, navigate to [www.kepware.com/mykepware](http://www.kepware.com/mykepware). This will bring you to the **My Kepware Customer Self-Service Portal**. Returning users will be prompted to enter login information, whereas first-time users must create a **My Kepware Account** to continue.

## 06. Enter Registration and Activation Information

Once logged in, select **Product Registration and Activation** under the **License Management Tools** section. Enter the registration and activation information, and then browse for the Activation Request File that was previously saved. Upload the request file and then click **OK**.

## 07. Save the Activation Response File

You will receive an activation response file called "response.txt" from Kepware. Save this file to the Host Machine and then return to the **Manage Software License Activation** dialog in the License Utility.

## 08. Browse for the Activation Response File

Next, click **Browse**. Locate and select the downloaded activation response file. Then, click **Generate Activation Response File**. The document will then be processed.

*Note: If it is successful, the **View Page** will be displayed.*

## Transferring a Software License

# LinkMaster

The Transfer Process allows users to either store the license in the License Management Tool or move the license from one machine to another.

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### 01. Open the License Utility

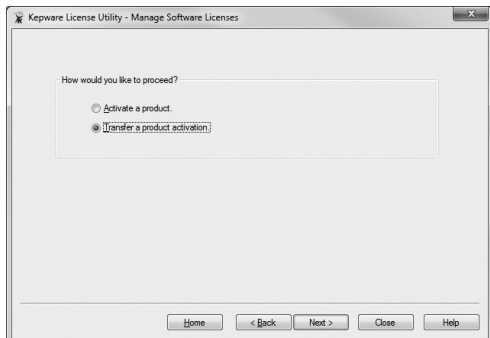
Select **Manage Software Licenses** and then click **Next**.

### 02. Select “Transfer a Product Activation.”

Click **Next** to continue.

### 03. Select the Activation to Transfer

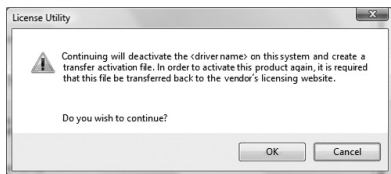
Under **Select an Activation to Transfer**, select the product activation that will be transferred. This will update the products located in the list box with the features contained within the product license.



## 04. Deactivate the License

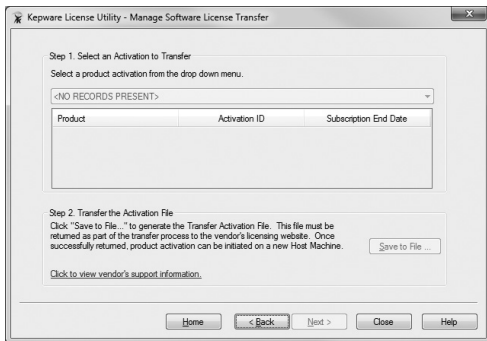
Click **Save to File...** to deactivate the license on the Host Machine. This means that the license rights will no longer be respected by the installed software. If the resulting transfer request file is not processed by the vendor's web-based license portal, users will be unable to use the license.

***Note:** A warning message will be displayed whenever **Save to File...** is clicked. Although continuing with the transfer will deactivate the license on the Host Machine, it is still valid for activation on a new Host Machine once it has been returned to the vendor's licensing website.*



## 05. Save the Generated Request File

The License Utility will then display a file-browse dialog, allowing you to save the generated request file, "transfer\_request.txt." Make note of its location, as it will be sent to Kepware in the next step.



## 06. Launch License Management Tools

In an internet browser, navigate to [www.kepware.com/mykepware](http://www.kepware.com/mykepware). This will bring you to the **My Kepware Customer Self-Service Portal**.

***Important:** The transfer request file must be generated on the original Host Machine. An internet connection is required to complete the Transfer Process. If the Host Machine that the active license is being transferred from does not have internet access, users must copy the transfer request file to a computer that does in order to login to the web-based license portal (and upload the transfer request file).*

## 07. Upload the Request File

Once logged in, select **Activation Transfer Utility** under **License Management Tools** for the version of the product being used. Upload the request file and then click **OK**.

***Note:** The license is now stored in the online account.*

## 08. Activate the License on a Second Machine

Users may now activate the license on a second machine.

## Managing Hardware Key Certificates

# LinkMaster

A Hardware Key Certificate is a digitally-signed file generated by Kepware that activates a list of products as long as the corresponding physical hardware key is attached to the Host Machine. Although hardware key certificates can be imported to many hosts, the hardware key can only be attached to one machine at a time.

*Note: If a hardware license is being used, the subscription associated with that product is bound to the hardware certificate. It is mobile when the document is imported/exported.*

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### 01. Open the License Utility

Select **Manage Hardware Key Certificates** and then click **Next**.

### 02. Register the Hardware Key Certificate File

- 1) Obtain the hardware key and corresponding hardware key certificate from Kepware, and then click **Import File...** under **Import a Hardware Key Certificate**.
- 2) Browse to the hardware key certificate file and then click **OK**. The file will have a unique name, such as "MyHrdKeyCert.lic."

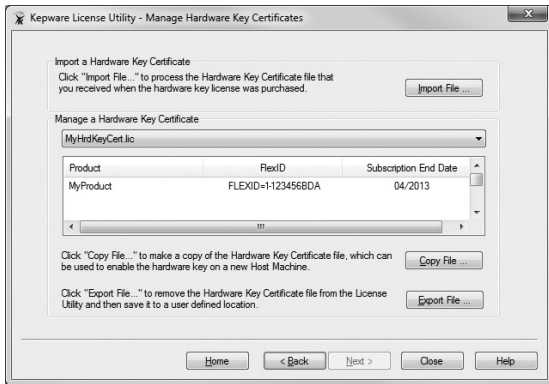
*Note: The certificate is then processed by the License Utility. If it is successful, the **View Page** will be displayed.*

### 03. Use the Hardware Key Certificate File on Another Host Machine

Before the hardware key may be used on another machine, a copy of the hardware key certificate file must be imported to the new Host Machine. If the license has already been imported but a copy is not accessible, follow the instructions below in order to get a copy from the License Utility.

*Note: Hardware key certificates do not need to be returned to Kepware in order to move a hardware key from one machine to another.*

- 1) To export the hardware key certificate file to a different machine, select it from the **License Modules** drop-down list. This will display the list of products available in the currently selected file.
- 2) Next, click **Copy File...** and then select where to save the hardware key certificate file. Users should backup this file in a safe and accessible location.
- 3) The hardware key certificate is now ready to be imported into a second machine.



### 04. Delete the Internal Copy of the Hardware Key Certificate File

If planning to use a different hardware key, users may find that removing the existing hardware key certificate helps to avoid confusion. To do so, select **Export File...** in the **Manage Hardware Key Certificates** dialog.

## Installing RedundancyMaster

RedundancyMaster increases industrial data's reliability and availability by allowing multiple OPC Servers to be configured into redundant pairs. These pairs will then appear as a single OPC Server to any OPC Client.

### 01. Installation Welcome

In the Installation Welcome dialog box, click **Next** to continue.

### 02. License Agreement

Read the License Agreement and then click "I accept the terms of the license agreement" to accept the terms and continue. If you do not accept the terms and wish to cancel the installation, click "I do not accept the terms of the license agreement".



### 03. RedundancyMaster V1.x Detected

Setup can detect when a legacy version of RedundancyMaster is installed. To remove the legacy product and continue installing RedundancyMaster V2.x, click **Next**.

### 04. Choose Destination Folder

By default, RedundancyMaster will be installed into the following directory:

C:\Program Files\Kepware\RedundancyMaster 2

You may change the default location at this time, or click **Next** to accept the default and continue.

## 05. Select Features

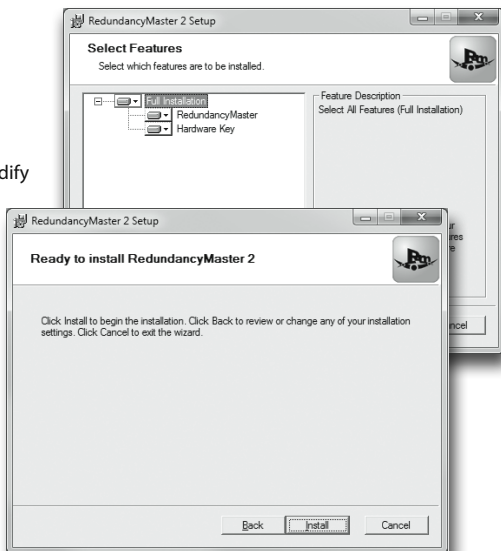
Select the desired features and then click **Next** to continue.

## 06. Review the Install Settings

Verify the selected install components and settings and then click **Install**. To modify previous selections, click **Back**.

## 07. Complete the Setup

Once the installation is complete, click **Finish** to exit the setup.





## Activating a Software License

# RedundancyMaster

Once activated, a software license may be transferred to another machine.

*Note: Software licenses are recommended for users who require the use of Windows Remote Desktop.*

### 01. Open the License Utility

Select **Manage Software Licenses** and then click **Next**.

### 02. Select “Activate a Product.”

Click **Next** to continue.

### 03. Enter the Activation ID

In **Create an Activation Request File**, enter the **Activation ID**, which is assigned by Kepware along with the purchased product. Then, click **Save to File**....

### 04. Save the Request File

The License Utility will then display a file-browse dialog, allowing you to save the generated request file, “activation\_request.txt.” Save the file, making note of its location as it will be sent to Kepware in the next step.



## 05. Launch the License Management Tools

In an internet browser, navigate to [www.kepware.com/mykepware](http://www.kepware.com/mykepware). This will bring you to the **My Kepware Customer Self-Service Portal**. Returning users will be prompted to enter login information, whereas first-time users must create a **My Kepware Account** to continue.

## 06. Enter Registration and Activation Information

Once logged in, select **Product Registration and Activation** under the **License Management Tools** section. Enter the registration and activation information, and then browse for the Activation Request File that was previously saved. Upload the request file and then click **OK**.

## 07. Save the Activation Response File

You will receive an activation response file called "response.txt" from Kepware. Save this file to the Host Machine and then return to the **Manage Software License Activation** dialog in the License Utility.

## 08. Browse for the Activation Response File

Next, click **Browse** and then select the downloaded activation response file. Then, click **Generate Activation Response File**. The document will then be processed.

*Note: If it is successful, the **View Page** will be displayed.*

## Transferring a Software License

# RedundancyMaster

The Transfer Process allows users to either store the license in the License Management Tool or move the license from one machine to another.

---

### 01. Open the License Utility

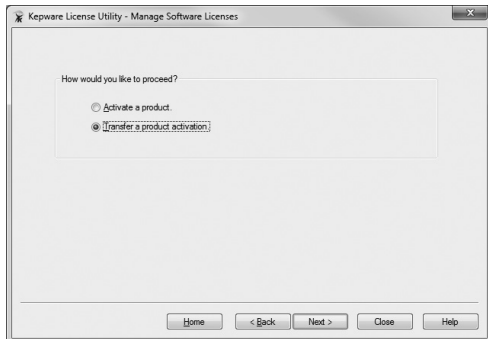
Select **Manage Software Licenses** and then click **Next**.

### 02. Select “Transfer a Product Activation.”

Click **Next** to continue.

### 03. Select the Activation to Transfer

Under **Select an Activation to Transfer**, select the product activation that will be transferred. This will update the products located in the list box with the features contained within the product license.



## 04. Deactivate the License

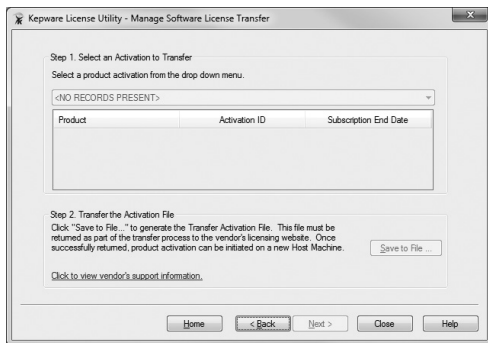
Click **Save to File...** to deactivate the license on the Host Machine. This means that the license rights will no longer be respected by the installed software. If the resulting transfer request file is not processed by the vendor's web-based license portal, users will be unable to use the license.

***Note:** A warning message will be displayed whenever **Save to File...** is clicked. Although continuing with the transfer will deactivate the license on the Host Machine, it is still valid for activation on a new Host Machine once it has been returned to the vendor's licensing website.*



## 05. Save the Generated Request File

The License Utility will then display a file-browse dialog, allowing you to save the generated request file, "transfer\_request.txt." Make note of its location, as it will be sent to Kepware in the next step.



## 06. Launch License Management Tools

In an internet browser, navigate to [www.kepware.com/mykepware](http://www.kepware.com/mykepware). This will bring you to the **My Kepware Customer Self-Service Portal**.

***Important:** The transfer request file must be generated on the original Host Machine. An internet connection is required to complete the Transfer Process. If the Host Machine that the active license is being transferred from does not have internet access, users must copy the transfer request file to a computer that does in order to login to the web-based license portal (and upload the transfer request file).*

## 07. Upload the Request File

Once logged in, select **Activation Transfer Utility** under **License Management Tools** for the version of the product being used. Upload the request file and then click **OK**.

***Note:** The license is now stored in the online account.*

## 08. Activate the License on a Second Machine

Users may now activate the license on a second machine.

## Managing Hardware Key Certificates

# RedundancyMaster

A Hardware Key Certificate is a digitally-signed file generated by Kepware that activates a list of products as long as the corresponding physical hardware key is attached to the Host Machine. Although hardware key certificates can be imported to many hosts, the hardware key can only be attached to one machine at a time.

*Note: If a hardware license is being used, the subscription associated with that product is bound to the hardware certificate. It is mobile when the document is imported/exported.*

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### 01. Open the License Utility

Select **Manage Hardware Key Certificates** and then click **Next**.

### 02. Register the Hardware Key Certificate File

- 1) Obtain the hardware key and corresponding hardware key certificate from Kepware, and then click **Import File...** under **Import a Hardware Key Certificate**.
- 2) Browse to the hardware key certificate file and then click **OK**. The file will have a unique name, such as "MyHrdKeyCert.lic."

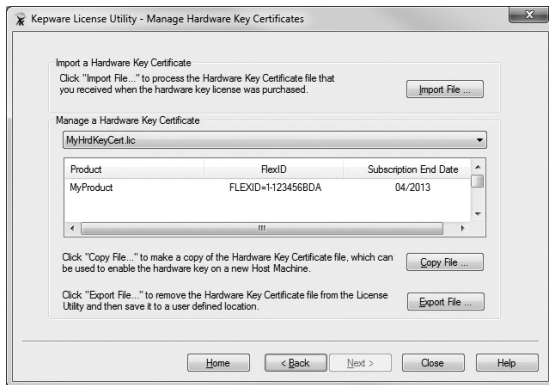
*Note: The certificate is then processed by the License Utility. If it is successful, the **View Page** will be displayed.*

### 03. Use the Hardware Key Certificate File on Another Host Machine

Before the hardware key may be used on another machine, a copy of the hardware key certificate file must be imported to the new Host Machine. If the license has already been imported but a copy is not accessible, follow the instructions below in order to get a copy from the License Utility.

*Note: Hardware key certificates do not need to be returned to Kepware in order to move a hardware key from one machine to another.*

- 1) To export the hardware key certificate file to a different machine, select it from the **License Modules** drop-down list. This will display the list of products available in the currently selected file.
- 2) Next, click **Copy File...** and then select where to save the hardware key certificate file. Users should backup this file in a safe and accessible location.
- 3) The hardware key certificate is now ready to be imported into a second machine.



### 04. Delete the Internal Copy of the Hardware Key Certificate File

If planning to use a different hardware key, users may find that removing the existing hardware key certificate helps to avoid confusion. To do so, select **Export File...** in the **Manage Hardware Key Certificates** dialog.

## Accessing

# Documentation & Third-Party Software

Users can access detailed product information through the product's Help Menu.

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## 01. Accessing the Help Menu

The **Help File Browser** can be accessed from the product's main menu. To do so, select **Help** from the main menu. Then, select **Server Help**, **Driver Help**, or **Plug-In Help**.

*Note: To search for specific product topics within the help file, select the **Search** tab and then enter a keyword.*

## 02. Driver Documentation

The driver help documentation provides information that is necessary to establishing communication with supported devices, as well as detailed descriptions of error codes and their possible causes and solutions. All driver help files include sections on device setup, data type descriptions, address descriptions, and error descriptions. To make connectivity easier, most drivers have been designed to use the factory defaults on start up.

## 03. Online Help Guides

For more information on products and on connecting third-party clients, refer to the **Keeware Support Resources** at [http://www.keeware.com/Support\\_Center/Support\\_Center.asp](http://www.keeware.com/Support_Center/Support_Center.asp). Then, locate the **Product Guides** section and select a link as desired.



# Support & Maintenance Program

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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 plug-ins and drivers.

## Features

Kepware's Support & Maintenance Program features:

- 1) Software updates and upgrades.
- 2) Technical support for an unlimited number of support requests provided either by Kepware's direct Technical Support team or via your local Preferred Kepware Partner.
- 3) Online Support Center access, which includes self-service tools, guides, and the Kepware Knowledge Base.

## Warranty

All Kepware software products come with a standard 90-day warranty that provides the same features as the Support & Maintenance Program. If Support & Maintenance is purchased, the 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.

*Note: For pricing information, contact Kepware Sales at 1 (207) 775-1660 x208.*

## Accessing Third-Party Connectivity Guides

Kepware's Client Connectivity Guides are also provided in the Installation CD.

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### 01. Connection Details

The Connectivity Guides contain information on how to connect to Kepware server products from third-party clients (such as Cimplicity, ePro, Genesis, iFix, Intouch, PI, RSView, and WinCC).

### 02. Accessing the Connectivity Guides

To access the Connectivity Guides, go to [www.kepware.com](http://www.kepware.com). Then, hover over **Support** and select **Support Center**. Locate the **Support Resources**, **Product Support**, and **Product Guides** sections and select a link as desired.

**Kepware Technologies**

# **End-User License Agreement**

The software accompanying this license agreement [described as the Software] is the property of Kepware, Inc. and is protected by United States and international copyright laws and international treaty provisions. No ownership rights are granted by this license agreement or by possession of the Software. The licensed Software must be treated like any other copyrighted material.

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## **01. License Grant**

You may use this software on the number of machines as licensed. For example, if you have a license to use the software on three machines, you may do so on three total Physical Machines and/or Virtual Machines (a software-based virtual server, computer, or processor) at any one time.

## **02. Archival Copy**

You may make one copy of the software for backup or archival purposes.

## **03. Source Code**

You may neither modify nor attempt to reverse engineer the software. You may not change or examine the source code of the software.

## **04. Virtual Machines**

You must purchase a separate license for each instance of a Virtual Machine on which the Software operates. If installing Software on the host operating system of a Physical Machine in a computer network with Virtual Machines, you must have a valid, fully paid license for the host operating system and each operating Virtual Machine.

## **05. License Transfer**

You may transfer the software to another computer using the utilities provided. The software must be used on a single computer at one time.

## **06. Distribution**

You may not give or distribute copies of the software or written materials associated with the software to others. You may not sub-license, sell, or lease the software to any person or business.

**Kepware Technologies**

# **End-User Return Policy & Limited Warranty**

Kepware does not guarantee that the Software will be error free, that it will satisfy planned applications, or that all defects in the Software can be corrected.

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## **01. Return Policy**

The original licensee of the software can return it within ninety (90) days of purchase. Please call Kepware for a Return Material Authorization Number.

## **02. Limited Warranty**

Kepware does not warrant that the Software will be error free, that it will satisfy your planned applications, or that all defects in the Software can be corrected. If Kepware provides information or assistance regarding the use of the Software or otherwise, Kepware is not assuming the role of engineering consultant. Kepware disclaims responsibility for any errors or omissions arising in connection with engineering in which its Software or such information or assistance is used.

The foregoing is the sole and exclusive warranty offered by Kepware. Kepware disclaims all other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, with regard to the licensed software and all accompanying materials. In no event shall Kepware be liable for incidental or consequential damages, including lost profit, lost savings, lost opportunities, or other incidental or consequential damages arising out of the use or inability to use the licensed software, even if Kepware has been advised of the possibility of such damages.

Kepware's entire liability shall be, at Kepware's option, either (a) return of the price paid for the Software (or component), or (b) repair or replacement of the Software (or component) that does not meet Kepware's Limited Warranty and which is returned to Kepware within the warranty period. This shall be the sole and exclusive obligation of Kepware and your sole and exclusive remedy with respect to any such failure. The Limited Warranty is void if failure of the Software (or component) has resulted from accident, abuse, or misapplication.



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