Kepware Technologies is a software development business of PTC Inc., 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.
Thank you for choosing Kepware Technologies. Our software solutions for the Industrial Automation Industry help bridge the communication gap between diverse hardware and software applications and enable informed decision-making from the shop floor to the top floor by providing consistent, reliable data across the enterprise. Kepware only delivers industrial-strength solutions that are designed, tested, and certified to meet the demands of industrial automation applications. For detailed product descriptions, please visit our website at https://www.kepware.com.

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**Kepware Installation Guide**

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Installing ClientAce V4

OPC-enable your .NET applications with ClientAce. Use its drag-and-drop interface to quickly and easily attach OPC items to any property or custom control built in Visual Studio.

Note: Before installing ClientAce, you must install Microsoft’s Visual Studio 2010 or higher along with the corresponding .NET 4.0 or 4.5 Framework. ClientAce will not install on Microsoft Visual Studio Express Editions. For more information on .NET requirements, refer to the ClientAce OPC Client Toolkit product manual.

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\

Accept or change the default location, and then click Next to 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. Accept or change the default directory, and then click Next to 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 V4

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 Kepware 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. Enter 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.

![Kepware ClientACE License dialog]

06. Confirmation
ClientACE has been installed sucessfully and can now be used to sign custom client applications.
Installing KEPServerEX V5

KEPServerEX is the industry’s leading connectivity platform that provides a single source of industrial automation data to all of your applications. The platform design allows you to connect, manage, monitor, and control diverse automation devices and software applications through one intuitive user interface.

01. Start the Install
   Double-click on the Administration 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. Click Next to 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 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\

Accept or change the location, and then click Next to 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\

Accept or change the location, and then click Next to 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 KEPServerEX Configuration. When unchecked, the Configuration will only be accessible through the Start Menu and the server’s Administration Menu.

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.

Select a suite or accept the default setting, and then click Next to continue.
09. Select Features
Expand the Communication Drivers tree to view and select drivers for installation. In the dropdown 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 selected features have external dependencies. Although you can proceed with the installation, you 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.

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
To close the window, click Finish. To read Kepware’s “readme.txt” document, select the Show Readme checkbox and then click Finish.
Activating a Software License
KEPServerEX V5

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

01. Open the License Utility
Right-click on the KEPServerEX icon located in the System Tray and select License Utility.
In the drop-down list, select Manage Software Licenses and then click Next.

02. Select How to Proceed
Select Activate a Product, and then click Next to continue.

03. Enter the Activation ID
In Create an Activation Request File, enter the Activation ID that was provided by Kepware with the purchased product. Then, click Save to File.

04. Save the Request File
The License Utility will generate a request file and then display a file-browse dialog. Save the request file, making note of its location as it will be sent to the My Kepware portal next.

*Note:* The default filename for the activation request file is “activation_request.txt”. You can rename the file to ease license management, which may be especially helpful when activating more than one product at one time.

05. Launch the License Management Tool
In an internet browser, navigate to https://my.kepware.com/mykepware and then enter login information. First-time users must create a My Kepware account to continue.
06. Activate Product License
Once logged in, select Product Registration and Activation and then click Activate Product License. Complete all required fields on the form.

07. Generate an Activation Response File
In Activation ID, enter the product’s Activation ID. In Activation Request File, click Choose File to browse to the activation request file that was previously saved. Once finished, click Generate Activation Response File.

08. Download the Activation Response File
After the activation request file has been processed successfully, a download link will be displayed at the top of the page. Click Download Activation Response File and then save the file to the host machine, making note of its location.

Note: The default filename for the activation response file is “response.txt.” You can rename the file to ease license management, which may be especially helpful when activating more than one product at one time.

09. Import the Activation Response File
Next, return to the License Utility. In Manage Software License Activation, locate Import the Activation Response File and then click Import File. Browse to the downloaded activation response file received from the My Kepware portal, and then click Open.

10. Complete the Activation
On successful activation, an Activation Complete screen will be displayed. Click Close to exit or Next to access the View Licenses page.

11. Restart the Runtime
Close the License Utility. Then, right-click on the KEPServerEX icon located in the System Tray and select Stop Runtime Service. Right-click on the KEPServerEX icon located in the System Tray and select Start Runtime Service.
Transferring a Software License
KEPServerEX V5
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
Right-click on the KEPServerEX icon located in the System Tray and then select License Utility. In the drop-down list, select Manage Software Licenses and then click Next.

02. Select How to Proceed
Select Transfer a Product Activation, and then Next to continue.

03. Select the Activation to Transfer
In Select an Activation to Transfer, use the drop-down menu to 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
Under Transfer the Activation File, click Save to File to deactivate the license on the machine. Doing so means that the license rights will no longer be respected by the installed software. If the resulting transfer request file is not processed in the My Kepware portal, you will be unable to use the license.

Selecting Save to File will invoke a warning message. Click OK to continue.

*Important:* Users whose activation has a Support and Maintenance subscription will receive an additional warning. Click OK to continue.

05. Save the Generated Request File
The License Utility will display a file-browse dialog. Save the request file, making note of its location as it will be sent to the My Kepware portal in the next step.

*Note:* The default filename for the transfer request file is “transfer_request.txt.” You can rename the file to ease license management, which may be especially helpful when transferring more than one product at one time.

*Important:* The transfer request file must be generated from the License Utility on the original host machine. An internet connection is required to complete the license transfer process. If the host machine that the active license is being transferred from does not have internet access, you must copy the transfer request file to a computer that does in order to log in to the My Kepware portal and upload the transfer request file.
06. Launch the License Management Tool
In an internet browser, navigate to the My Kepware portal at https://my.kepware.com/mykepware. Returning users will be prompted to enter login information, whereas first-time users must create a My Kepware account to continue.

*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, you 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, locate Product Licensing and Registration and then click Transfer License. To browse to the transfer request file previously saved, click Choose file. Once selected, click Open.

08. Process the Transfer Request
Next, click Process Transfer Request.

*Note:* At this point, the transfer request file will be processed and a message will be displayed that indicates the license has been successfully stored in the online account. At this point, the transferred product is now available for activation on another machine.

*Important:* For information on limitations on activation transfers, please refer to the License Utility product manual.
Managing Hardware Key Certificates
KEPServerEX V5

Hardware keys are used in conjunction with digitally-signed files generated by Kepware that contain a unique Hardware Key ID in addition to a list of activated products. Each hardware key certificate can be imported to many host machines, but the physical hardware key that is associated with the hardware key certificate can only be attached to one machine at a time. The physical hardware key is necessary in order to use the hardware key certificate. The hardware key certificate must be imported into the License Utility in order for the physical hardware key to be recognized by the application’s Runtime. For more information, refer to https://www.kepware.com/support/licensing.

01. Obtain the Hardware Key and Hardware Key Certificate from Kepware

02. Open the License Utility on the Host Machine
    In the drop-down list, select Manage Hardware Key Certificates and then click Next.

03. Register the Hardware Key Certificate File
    Locate Import a Hardware Key Certificate, and then click Import File. Browse to and select the hardware key certificate sent from Kepware, and then click Open. The file will have a unique name, such as “MyHrdKeyCert.lic.”

Note: On successful activation, the View Licenses page will be displayed, listing the licensing information for the activated products.
04. 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. You should backup this file in a safe and accessible location.

Note: At this point, the hardware key certificate is now ready to be imported into a second machine.

05. Delete the Internal Copy of the Hardware Key Certificate File

If planning to use a different hardware key, you may find that removing the existing hardware key certificate avoids confusion. To do so, select Export File in the Manage Hardware Key Certificates dialog.
Installing LinkMaster V3

LinkMaster provides a means of linking data between OPC servers, thus serving as a universal bridge for OPC systems. LinkMaster acts as both an OPC server and DDE server, allowing it to bridge legacy DDE systems and new OPC-enabled applications.

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

Accept or change the directory, and then click Next to 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 V3

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**
Open LinkMaster, and then click Help | License Application. In the drop-down list, select Manage Software Licenses and then click Next.

02. **Select How to Proceed**
Select Activate a Product, and then click Next to continue.

03. **Enter the Activation ID**
In Create an Activation Request File, enter the Activation ID that was provided by Kepware with the purchased product. Then, click Save to File.

04. **Save the Request File**
The License Utility will generate a request file and then display a file-browse dialog. Save the request file, making note of its location as it will be sent to the My Kepware portal next.

*Note: The default filename for the activation request file is “activation_request.txt”. You can rename the file to ease license management, which may be especially helpful when activating more than one product at one time.*

05. **Launch the License Management Tool**
In an internet browser, navigate to https://my.kepware.com/mykepware and then enter login information. First-time users must create a My Kepware account to continue.
06. Activate Product License
   Once logged in, select Product Registration and Activation and then click Activate Product License. Complete all required fields on the form.

07. Generate an Activation Response File
   In Activation ID, enter the product’s Activation ID. In Activation Request File, click Choose File to browse to the activation request file that was previously saved. Once finished, click Generate Activation Response File.

08. Download the Activation Response File
   After the activation request file has been processed successfully, a download link will be displayed at the top of the page. Click Download Activation Response File and then save the file to the host machine, making note of its location.

   *Note: The default filename for the activation response file is “response.txt.” You can rename the file to ease license management, which may be especially helpful when activating more than one product at one time.*

09. Import the Activation Response File
   Next, return to the License Utility. In Manage Software License Activation, locate Import the Activation Response File and then click Import File. Browse to the downloaded activation response file received from the My Kepware portal, and then click Open.

   *Note: Upon successful activation, the View Page will be displayed.*

10. Restart the Runtime
   Close the License Utility. Then, open LinkMaster and select File | Shutdown Runtime and Exit. Then, re-open LinkMaster.
Transferring a Software License

LinkMaster V3

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
   Open LinkMaster, and then click Help | License Application. In the drop-down list, select Manage Software Licenses and then click Next.

02. Select How to Proceed
   Select Transfer a Product Activation, and then click Next to continue.

03. Select the Activation to Transfer
   In Select an Activation to Transfer, use the drop-down menu to 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
Under Transfer the Activation File, click Save to File to deactivate the license on the machine. Doing so means that the license rights will no longer be respected by the installed software. If the resulting transfer request file is not processed in the My Kepware portal, you will be unable to use the license.

Selecting Save to File will invoke a warning message. Click OK to continue.

**Important:** Users whose activation has a Support and Maintenance subscription will receive an additional warning. Click OK to continue.

05. Save the Generated Request File
The License Utility will display a file-browse dialog. Save the request file, making note of its location as it will be sent to the My Kepware portal in the next step.

**Note:** The default filename for the transfer request file is “transfer_request.txt.” You can rename the file to ease license management, which may be especially helpful when transferring more than one product at one time.

**Important:** The transfer request file must be generated from the License Utility on the original host machine. An internet connection is required to complete the license transfer process. If the host machine that the active license is being transferred from does not have internet access, you must copy the transfer request file to a computer that does in order to log in to the My Kepware portal and upload the transfer request file.
06. Launch the License Management Tool
In an internet browser, navigate to the My Kepware portal at https://my.kepware.com/mykepware. Returning users will be prompted to enter login information, whereas first-time users must create a My Kepware account to continue.

*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, you 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, locate Product Licensing and Registration and then click Transfer License. To browse to the transfer request file previously saved, click Choose file. Once selected, click Open.

08. Process the Transfer Request
Next, click Process Transfer Request.

*Note:* At this point, the transfer request file will be processed and a message will be displayed that indicates the license has been successfully stored in the online account. At this point, the transferred product is now available for activation on another machine.

*Important:* For information on limitations on activation transfers, please refer to the License Utility product manual.
Managing Hardware Key Certificates
LinkMaster V3

Hardware keys are used in conjunction with digitally-signed files generated by Kepware that contain a unique Hardware Key ID in addition to a list of activated products. Each hardware key certificate can be imported to many host machines, but the physical hardware key that is associated with the hardware key certificate can only be attached to one machine at a time. The physical hardware key is necessary in order to use the hardware key certificate. The hardware key certificate must be imported into the License Utility in order for the physical hardware key to be recognized by the application’s Runtime. For more information, refer to [https://www.kepware.com/support/licensing](https://www.kepware.com/support/licensing).

**01. Obtain the Hardware Key and Hardware Key Certificate from Kepware**

**02. Open the License Utility on the Host Machine**
In the drop-down list, select **Manage Hardware Key Certificates** and then click **Next**.

**03. Register the Hardware Key Certificate File**
Locate **Import a Hardware Key Certificate**, and then click **Import File**. Browse to and select the hardware key certificate sent from Kepware, and then click **Open**. The file will have a unique name, such as “MyHrdKeyCert.lic.”

*Note:* On successful activation, the View Licenses page will be displayed that lists the licensing information for the activated products.
04. 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. You should backup this file in a safe and accessible location.

*Note:* At this point, the hardware key certificate is now ready to be imported into a second machine.

05. Delete the Internal Copy of the Hardware Key Certificate File
If planning to use a different hardware key, you may find that removing the existing hardware key certificate avoids confusion. To do so, select Export File in the Manage Hardware Key Certificates dialog.
Installing RedundancyMaster V2

RedundancyMaster increases the reliability and availability of your OPC data by allowing multiple OPC servers to be configured into redundant pairs. Each redundant pair seamlessly appears as a single OPC server to any OPC client application.

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. Click Next to 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:

\Program Files\Kepware\RedundancyMaster 2

Accept or change the location, and then click Next to 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 V2

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

01. Open the License Utility
    Open RedundancyMaster, and then click Help | License Application. In the drop-down list, select Manage Software Licenses and then click Next.

02. Select How to Proceed
    Select Activate a Product, and then click Next to continue.

03. Enter the Activation ID
    In Create an Activation Request File, enter the Activation ID that was provided by Kepware with the purchased product. Then, click Save to File.

04. Save the Request File
    The License Utility will generate a request file and then display a file-browse dialog. Save the request file, making note of its location as it will be sent to the My Kepware portal next.

    **Note:** The default filename for the activation request file is “activation_request.txt”. You can rename the file to ease license management, which may be especially helpful when activating more than one product at one time.

05. Launch the License Management Tool
    In an internet browser, navigate to [https://my.kepware.com/mykepware](https://my.kepware.com/mykepware) and then enter login information. First-time users must create a My Kepware account to continue.
06. Activate Product License
   Once logged in, select **Product Registration and Activation** and then click **Activate Product License**. Complete all required fields on the form.

07. Generate an Activation Response File
   In **Activation ID**, enter the product’s Activation ID. In **Activation Request File**, click **Choose File** to browse to the activation request file that was previously saved. Once finished, click **Generate Activation Response File**.

08. Download the Activation Response File
   After the activation request file has been processed successfully, a download link will be displayed at the top of the page. Click **Download Activation Response File** and then save the file to the host machine, making note of its location.

   *Note: The default filename for the activation response file is “response.txt.” You can rename the file to ease license management, which may be especially helpful when activating more than one product at one time.*

09. Import the Activation Response File
   Next, return to the License Utility. In **Manage Software License Activation**, locate **Import the Activation Response File** and then click **Import File**. Browse to the downloaded activation response file received from the My Kepware portal, and then click **Open**.

   *Note: Upon successful activation, the View Page will be displayed.*

10. Restart the Runtime
   Close the License Utility. Then, right-click on the RedundancyMaster icon located in the System Tray and select **Stop Runtime Service**. Once stopped, restart it by right-clicking on the RedundancyMaster icon located in the System Tray and selecting **Start Runtime Service**.
Transferring a Software License

RedundancyMaster V2

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
Open RedundancyMaster, and then click Help | License Application. In the drop-down list, select Manage Software Licenses and then click Next.

02. Select How to Proceed
Select Transfer a Product Activation, and then click Next to continue.

03. Select the Activation to Transfer
In Select an Activation to Transfer, use the drop-down menu to 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
Under **Transfer the Activation File**, click **Save to File** in order to deactivate the license on the machine. Doing so means that the license rights will no longer be respected by the installed software. If the resulting transfer request file is not processed in the My Kepware portal, you will be unable to use the license.

Selecting **Save to File** will invoke a warning message. Click **OK** to continue.

**Important:** Users whose activation has a Support and Maintenance subscription will receive an additional warning. Click **OK** to continue.

05. Save the Generated Request File
The License Utility will display a file-browse dialog. Save the request file, making note of its location as it will be sent to the My Kepware portal in the next step.

**Note:** The default filename for the transfer request file is “transfer_request.txt.” You can rename the file to ease license management, which may be especially helpful when transferring more than one product at one time.

**Important:** The transfer request file must be generated from the License Utility on the original host machine. An internet connection is required to complete the license transfer process. If the host machine that the active license is being transferred from does not have internet access, you must copy the transfer request file to a computer that does in order to log in to the My Kepware portal and upload the transfer request file.
06. Launch the License Management Tool

In an internet browser, navigate to the My Kepware portal at https://my.kepware.com/mykepware. Returning users will be prompted to enter login information, whereas first-time users must create a My Kepware account to continue.

*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, you 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, locate Product Licensing and Registration and then click Transfer License. To browse to the transfer request file previously saved, click Choose file. Once selected, click Open.

08. Process the Transfer Request

Next, click Process Transfer Request.

*Note*: At this point, the transfer request file will be processed and a message will be displayed that indicates the license has been successfully stored in the online account. At this point, the transferred product is now available for activation on another machine.

*Important*: For information on limitations on activation transfers, please refer to the License Utility product manual.
Managing Hardware Key Certificates

RedundancyMaster V2

Hardware keys are used in conjunction with digitally-signed files generated by Kepware that contain a unique Hardware Key ID in addition to a list of activated products. Each hardware key certificate can be imported to many host machines, but the physical hardware key that is associated with the hardware key certificate can only be attached to one machine at a time. The physical hardware key is necessary in order to use the hardware key certificate. The hardware key certificate must be imported into the License Utility in order for the physical hardware key to be recognized by the application’s Runtime. For more information, refer to https://www.kepware.com/support/licensing.

01. Obtain the Hardware Key and Hardware Key Certificate from Kepware

02. Open the License Utility on the Host Machine
   In the drop-down list, select Manage Hardware Key Certificates and then click Next.

03. Register the Hardware Key Certificate File
   Locate Import a Hardware Key Certificate, and then click Import File. Browse to and select the hardware key certificate sent from Kepware, and then click Open. The file will have a unique name, such as “MyHrdKeyCert.lic.”

Note: On successful activation, the View Licenses page will be displayed that lists the licensing information for the activated products.
04. 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. You should backup this file in a safe and accessible location.

Note: At this point, the hardware key certificate is now ready to be imported into a second machine.

05. Delete the Internal Copy of the Hardware Key Certificate File
If planning to use a different hardware key, you may find that removing the existing hardware key certificate avoids confusion. To do so, select Export File in the Manage Hardware Key Certificates dialog.
Accessing Product Documentation

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

01. Accessing the Help Menu

The Help File Browser can be accessed from the product’s main menu. To do so, click Help in the main menu and then select Server Help, Driver Help, or Plug-In Help.

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

02. Driver Product Manuals

Driver product manuals provide 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 product manuals 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 Resources

Kepware has several resources available for additional information and troubleshooting.

- For Connectivity Guides, Technical Notes, and other technical documents, refer to the Resource Library at [https://www.kepware.com/support/resource-library](https://www.kepware.com/support/resource-library).
- For videos about Kepware products and industry trends and technologies, refer to the Video Collection at [https://www.kepware.com/support/videos](https://www.kepware.com/support/videos).
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 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) Immediate license recovery in the event of machine failure or destruction.

Note: For pricing information, contact Kepware Sales at +1 888-KEPWARE x208.
01. Types of Connectivity Guides

Client Connectivity Guides provide guidance and training examples for connecting KEPServerEX Version 5 with commonly used client applications (such as AutomationDirect LookoutDirect, GE Cimplicity, Iconics Genesis32, and others).

Legacy Client Connectivity Guides provide guidance and training examples for connecting KEPServerEX Version 4 with commonly used client applications (such as CITECT, ClearControls ClearView, Intellution iFix, and others).

02. Accessing Client Connectivity Guides

To access the client connectivity guides, visit https://www.kepware.com/support/resource-library. Then, expand Client Connectivity Guides and Legacy Client Connectivity Guides and select a link as desired.