

Installation Guide



Installing / Licensing / Unlocking Kepware Products

➔ License Registration & Unlock
online at <https://my.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 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.

Keeware Installation Guide

Thank you for choosing Keeware 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. Keeware 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.keeware.com>.

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Installing from the Kepware CD

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

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

01. Install from the Kepware Website

Navigate your browser to <https://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 **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 to save the installation file(s). Click **Save** to proceed.

05. Locate the Product's Installation Instructions

Skip ahead in this booklet to the product's specific installation instructions. For more information, refer to the [Table of Contents](#).

Installing ClientAce

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

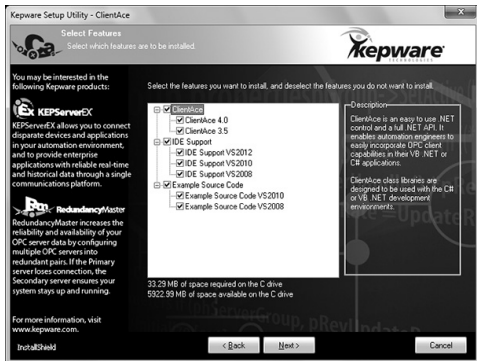
The installation creates a Start Menu directory named **Kepware Products** by default, as well as a **ClientAce** sub-directory. Accept or change the default directory, and then click **Next** to continue.

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

The following process is required for licensing and unlocking ClientAce.

01. Invoke the 'License ClientAce' Option

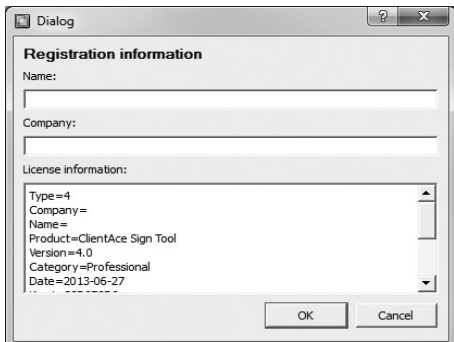
From the Windows desktop, click **Start | Programs | Kepware Products**. Then, click **ClientAce** and select **License ClientAce**.

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.

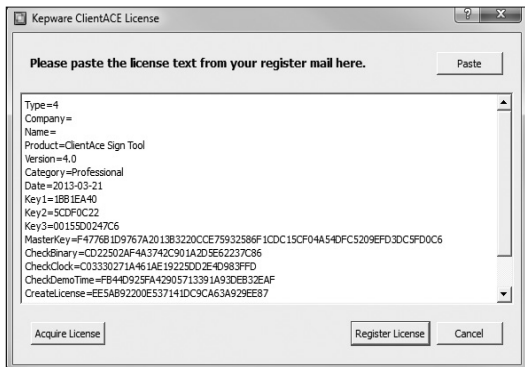


04. Email Kepware Technologies

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

05. 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**.



06. Confirmation

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

Installing KEPServerEX

KEPServerEX is the industry's leading communications 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.

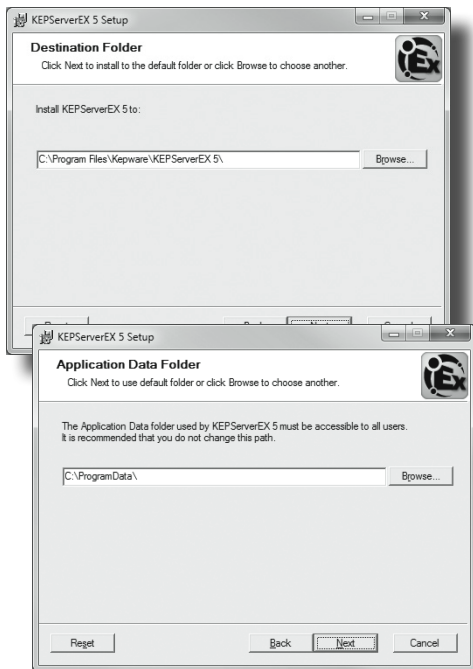
06. Specify the Application Data Folder

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

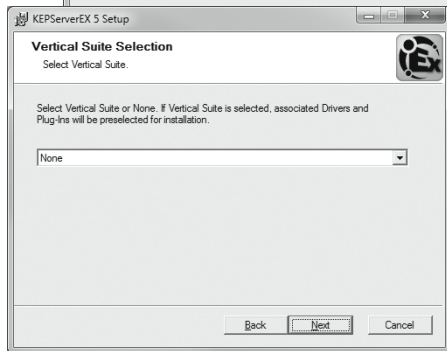
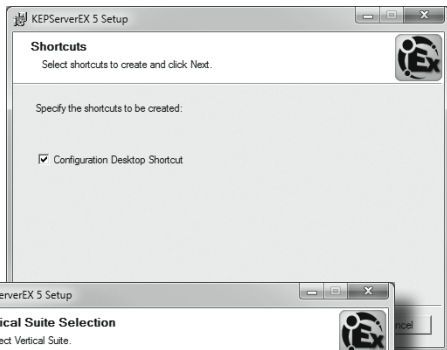
When checked, the installation will create a shortcut on the desktop for the KEPServerEX Configuration. When unchecked, the Configuration will only be accessible through the **Start Menu** and the server's **Administration Menu**.

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 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.

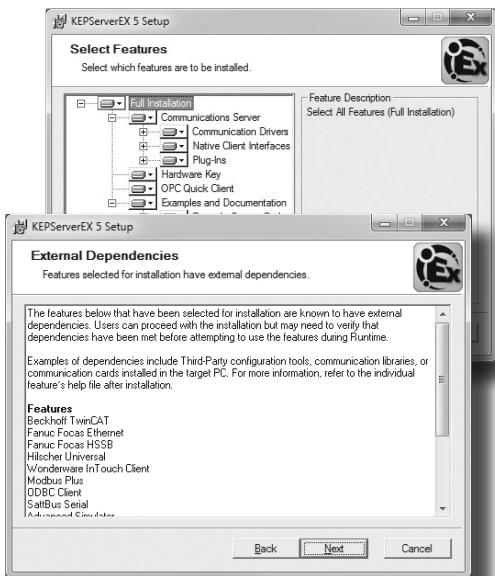
Once finished, click **Next**.

10. External Dependencies

Setup can detect when 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.

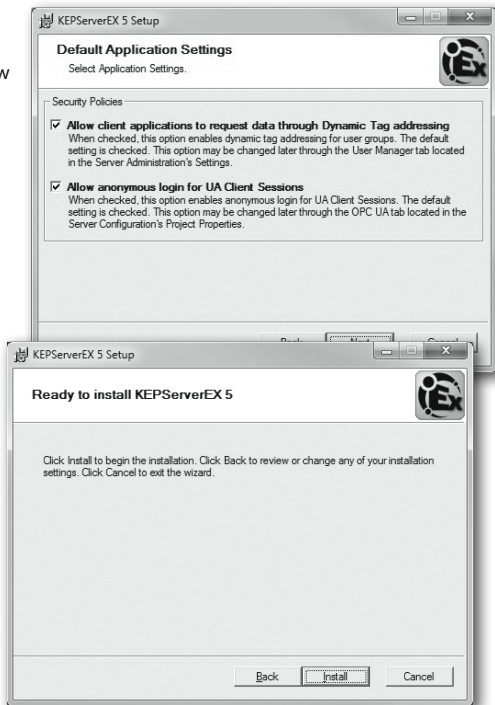
Note: These settings may be changed later.

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

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

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

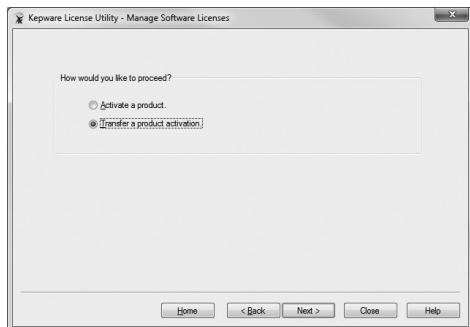
Right-click on the KEPServerEX icon located in the System Tray and then select **License Utility**. In the drop-down list, select **Manage Software Licenses** and then click **Next**.

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

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.*

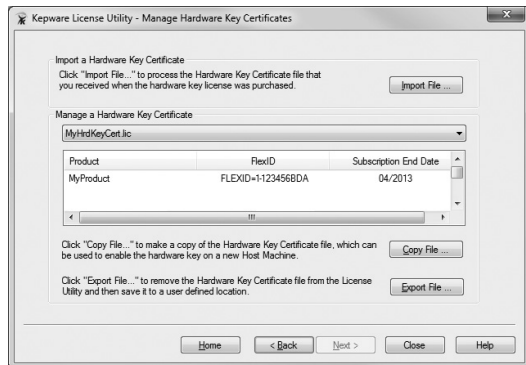
04. Use the Hardware Key Certificate File on Another Host Machine

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

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

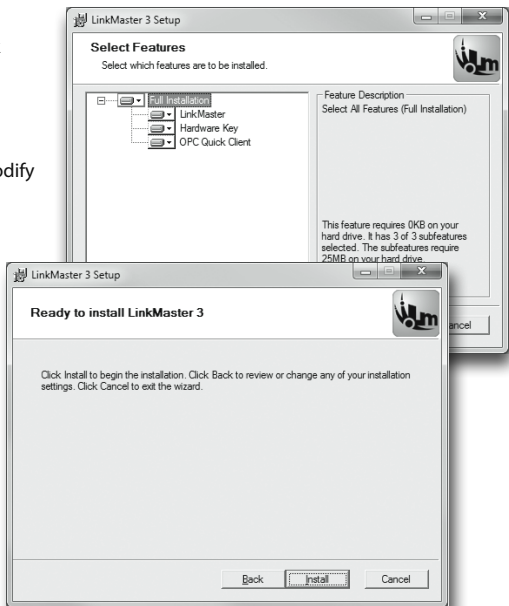
Select the desired features and then click **Next** to continue.

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

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

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

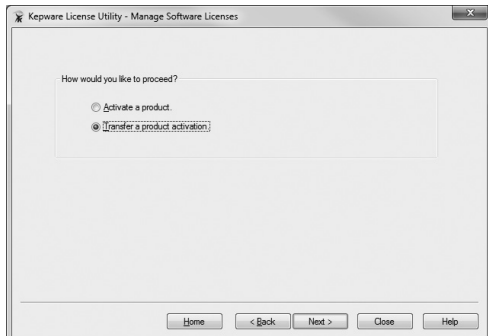
Open LinkMaster, and then click **Help | License Application**. In the drop-down list, select **Manage Software Licenses** and then click **Next**.

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

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.

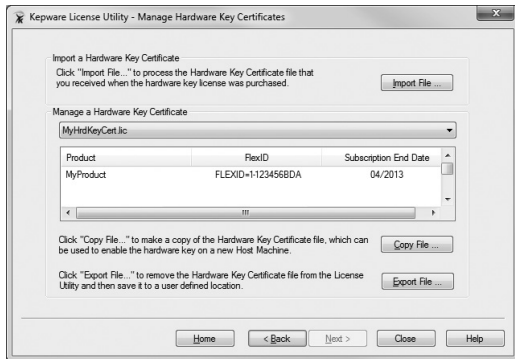
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Before the hardware key may be used on another machine, a copy of the hardware key certificate file must be imported to the new host machine. If the license has already been imported but a copy is not accessible, follow the instructions below in order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

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:

C:\Program Files\Kepware\RedundancyMaster 2

Accept or change the location, and then click **Next** to continue.

05. Select Features

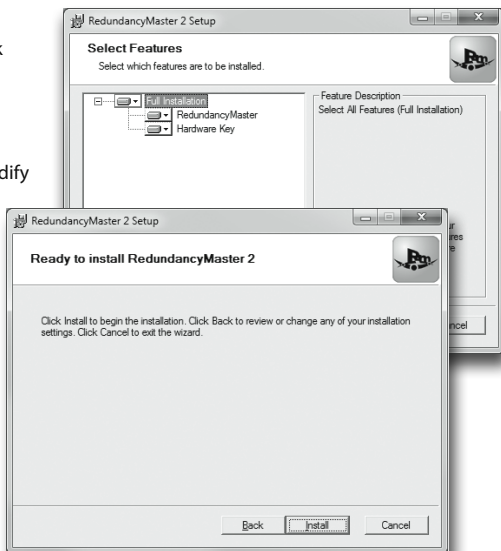
Select the desired features, and then click **Next** to continue.

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

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> 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

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

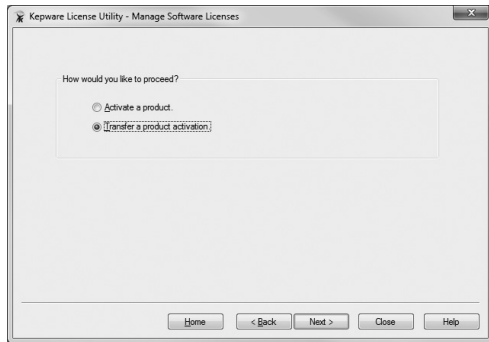
Open RedundancyMaster, and then click **Help | License Application**. In the drop-down list, select **Manage Software Licenses** and then click **Next**.

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.

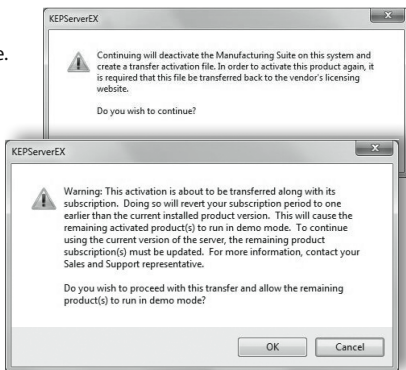
***Important:** Users whose activation has a Support and Maintenance subscription will receive an additional warning. Click **OK** to continue.*

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

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.*

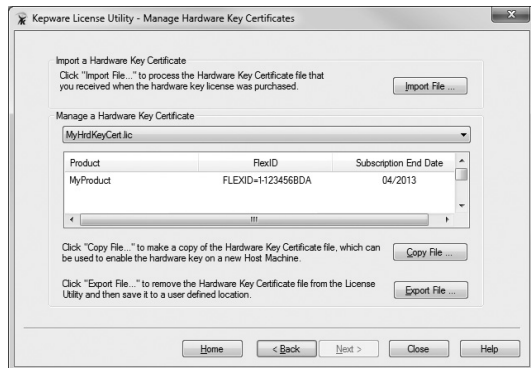
04. Use the Hardware Key Certificate File on Another Host Machine

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

Keeware has several resources available for additional information and troubleshooting.

- For product-specific information, refer to **Manuals** at <https://www.keeware.com/support/manuals>.
- For Connectivity Guides, Technical Notes, and other technical documents, refer to the **Resource Library** at <https://www.keeware.com/support/resource-library>.
- For videos about Keeware products and industry trends and technologies, refer to the **Video Collection** at <https://www.keeware.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 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 +1 888-KEPWARE x208.

Accessing Client Connectivity Guides

Kepware's client connectivity guides are also provided in the Installation CD.

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.

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.

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.

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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