Support & Maintenance Program

Kepware's Support & Maintenance Program is a comprehensive service plan developed to lengthen the lifetime value and improve the feature richness of your Kepware applications. Benefits for licenses actively covered by a support & maintenance contract include:

Software and Security Upgrades

- Active directory support to control user read/write access to the configuraiton/data/etc. (subscription only)
- Implementation of the most updated versions of Open SSL to close security holes such as:
  - ✓ Denial of service
  - ✓ Loss of confidentiality
  - ✓ Loss of integrity
- Product updates for ongoing operating system releases, PLC model and firmware enhancements, and bug fixes

License Recovery

- Access to the new self-service license reactivation tool for quick reactivation
- Ability to reuse licenses lost to hardware failure or machine damage

Technical Support

- Ability to open an unlimited number of technical support cases
- Includes remote troubleshooting and project help
- Allows access to internal advanced engineering teams

Running the current server version is also an important step in accessing new and upcoming product features including:

- Kepware+
- UA Gateway
- Premium Licensing Model
- New drivers and functionality

Q What happens if we just don't upgrade?

Q What is the cost to your business of finding out?
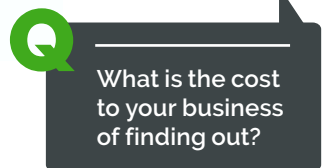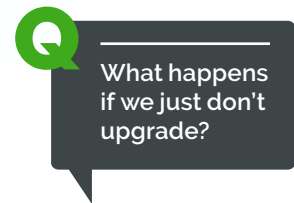
How do Upgrades Reduce the Threat Landscape?

Regular Library & Integration Updates
(Protocol enhancements. 3rd party integration & Operating System Validation)

Adherence to Coordinated Vulnerability Disclosure Program
(Upgrade eligibility for supported versions impacted by maintenance)

Security-focused enhancements
(Admin-controlled features, Security Policy integration for industry standards like OPC UA)

Supported Version Eligibility
(Patching & Maintenance exclusive to Versions within published Support Policy window)

Support Sales
+1 888-KEPWARE ×2308
supportsales@kepware.com
www.ptc.com/en/customer-success/renewals