

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

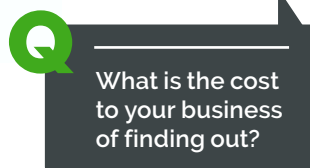
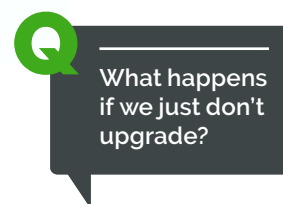
- Access to the new self-service license reactivation tool for quick reactivation
- Ability to reuse licenses lost to hardware failure or machine damage

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



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)