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Upgrading to KEPServerEX® Version 6

Since KEPServerEX Version 5 first released in 2009, industrial connectivity has evolved into a critical layer in the solution stack. With KEPServerEX Version 6, we've enhanced our flagship industrial connectivity platform's core server functionalities and user experience to meet the industry's evolving needs—making it truly enterprise-ready, IoT-friendly, and secure.

Please see below for a list of frequently asked questions about upgrading to Version 6.

Features and Pricing

Q.	Why should I upgrade?
A.	Upgrading to V6 ensures the stability of your software and enables you to meet today's productivity demands while preparing for tomorrow's evolving needs. New features and enhancements help to increase productivity, improve ease-of-use, and maximize software performance. This major release includes the following notable enhancements: • Programmatic change capabilities via the Configuration API • Localization for Japanese and German markets • Native development of OPC UA technology • Streamlined licensing • Improved User Interface (UI) • Robust security To learn how V6 can better prepare you for the Industrial Internet of Things and the next generation of manufacturing, please see Introducing KEPServerEX Version 6: Enterprise and IoT-Ready.

Q.	How much does it cost to upgrade?
A.	Customers that have a current Support & Maintenance Agreement can upgrade licensed products at no additional cost. Customers that do not have a current Support & Maintenance Agreement can contact Support Sales at supportsales@kepware.com to discuss upgrade pricing.

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Installation and Licensing

Q.	How do I upgrade an existing V5 license to V6?
A.	For step-by-step instructions on migrating existing V5 licenses to V6, please refer to the [KEPServerEX Version 6 Install Guide]().

Q.	Can I run V5 side-by-side on the same system as V6?
A.	No, the two versions cannot run side-by-side on the same system. V6 will remove V5 and redirect any connected applications to the V6 instance.

Q.	How long does the upgrade take to complete?
A.	The V6 installation should only take a few minutes. The license migration might take longer, depending on the method selected.

Q.	What is the new ProgID? Is there a ProgID redirect?
A.	The new ProgID is "Kepware.KEPServerEX.V6". ProgID redirect options are accessible through the Administration Settings. Please note that when V6 is installed on the same system as an existing V5 instance, a V5 ProgID redirect to V6 will be created automatically.

Q.	How do I migrate in a production environment without redundant servers, so there is no disruption to production?
A.	Install V6 on a non-production system and test connectivity to verify that everything is connecting and performing as expected. Once you are ready to fully migrate, choose a time when production is not running to ensure a smooth transition.

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Q.	In the case of a failed upgrade install on an existing machine, does the installer roll back all changes and continue to run V5 (or V4) as normal?
A.	No, it does not. If V6 fails to install, you will be left without a KEPServerEX instance (except for the information stored in the Application Data folder). This is because previous KEPServerEX versions are removed silently prior to V6 being installed. For safeguarding, save your project configuration locally before you upgrade. That way, you will be able to re-install V5 (or V4) and the previous configuration's application data should be available.

Q.	Are old KEPServerEX V4 and V5 project files (.OPFs) compatible with V6?
A.	Yes, V6 is compatible with project files from previous versions.

Q.	How do I migrate an existing project configuration?
A.	There are a two options for migration: 1. If installing V6 on the same machine as V5, first save a copy of the active project file (.OPF). Please note that this install process stops data collection while the installation is running and that KEPServerEX uses the new ProgID "Kepware.KEPServerEX.V6" upon completion. When the V6 install begins, it will detect the old V5, copy the project configuration information from the Application Data folder, uninstall the V5 components, and then install V6 components. Since the project configuration information is copied, the active project file (.OPF) running in V5 will be available once the V6 install is complete. 2. If installing V6 on a new host, copy the project file (.OPF) from the V5 host and move it to the V6 host. This project file is compatible with the newest version and may be opened in the V6 Configuration to update the Runtime. If you have custom definitions in your User Manager or Security Policies advanced plug-in, you will need to export these definitions from the Settings window in the V5 Administration and re-import them to the V6 Administration.

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Support

Q.	What operating systems does V6 support?	
A.	**V6 supports the following operating systems:**	**Runs in 32-bit compatibility mode**
	Windows 10 x64 (Pro and Enterprise Edition)	✔
	Windows 10 x86 (Pro and Enterprise Edition)	
	Windows 8.1 x64 (Windows 8, Pro, and Enterprise Edition)	✔
	Windows 8.1 x86 (Windows 8, Pro, and Enterprise Edition)	
	Windows 8 x64 (Windows 8, Pro, and Enterprise Edition)	✔
	Windows 8 x86 (Windows 8, Pro, and Enterprise Edition)	
	Windows 7 x64 (Professional, Ultimate, and Enterprise Edition)	✔
	Windows 7 x86 (Professional, Ultimate, and Enterprise Edition)	
	Windows Server 2012 x64 R2	✔
	Windows Server 2012 x64	✔
	Windows Server 2008 x64 R2	✔

V6 does not support the following operating systems that are supported in V5:

- Windows 2008
- Windows Vista
- Windows Server 2003
- Windows XP

Q.	What happens if I choose to stay on KEPServerEX V4 or V5 instead of upgrading?
A.	As of November 15, 2016, KEPServerEX V4 is no longer supported. You can continue running a V4 instance, but you will not receive technical support or software patches. KEPServerEX V5 will continue to be supported. Any new license purchased can be used for either V5 or V6. Please note that V5 and V6 cannot run side-by-side on the same machine.

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.

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