

Frequently Asked Questions

What is Kepware Server?

We've unified KEServerEX and ThingWorx Kepware Server into a single platform for Windows-based connectivity. This change simplifies standardization and gives customers greater access to premium features - all while eliminating confusion between products. It's important to note this is a breaking change. However we've integrated tooling for the migration to help mitigate risk and make the transition as smooth as possible. The result is one unified Windows platform that streamlines connectivity and sets the stage for future innovation.

Is Kepware Server a completely different product than KEServerEX and ThingWorx Kepware Server?

No. KEServerEX, ThingWorx Kepware Server, and Kepware Server share the same core architecture and code base, delivering consistent performance, reliability, and industrial-grade connectivity. Differences in capabilities depend on specific entitlements, but these do not affect the underlying code or operational behavior. From a validation and compliance perspective - especially in regulated environments - the Windows variants remain materially equivalent. This continuity simplifies validation and ensures stable system performance.

How do I upgrade to Kepware Server from KEServerEX / ThingWorx Kepware Server?

An in-depth upgrade guide is available [online](#).

If you encounter any difficulties, please [contact support](#).

What versions of KEServerEX / ThingWorx Kepware Server can I upgrade to Kepware Server from?

Upgrading to Kepware Server V7.0 is supported from KEServerEX / ThingWorx Kepware Server V6.17 and V6.18. To upgrade from a lower version of KEServerEX / ThingWorx Kepware Server, first upgrade to V6.17 or V6.18.

How do I upgrade from V5 to V7?

For versions earlier than V5.21, you must upgrade to V5.21 first. From V5.21, you can upgrade to V6.17 or V6.18, and then to V7.0.

Will my KEServerEX / ThingWorx Kepware Server licenses continue to work with Kepware Server?

Yes, Valid licenses for KEServerEX / ThingWorx Kepware Server will continue to work with Kepware Server.

**Will KEServerEX and ThingWorx Kepware Server continue to be released?**

KEServerEX and ThingWorx Kepware Server V6.18 will be the last release of each product. Starting with Kepware Server V7.0, Kepware Server will be the only product with new releases. Existing KEServerEX and ThingWorx Kepware Server versions will continue to be patched in accordance with the Supported Releases Policy. (For more information: [Product Lifecycle Definitions](#))

Will previous versions of KEServerEX and ThingWorx Kepware Server still be available for download?

Yes. Previous versions of KEServerEX and ThingWorx Kepware Server will remain available on MyKepware. Kepware Server will be added as a separate product.

Will previous versions of KEServerEX and ThingWorx Kepware Server still be supported?

KEServerEX and ThingWorx Kepware Server will continue to receive support in accordance with the Supported Releases Policy. (For more information: [Product Lifecycle Definitions](#))