



# ThingWorx Kepware Server Install Guide

May 2024



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- For information about best security practices related to ThingWorx Kepware Server, see the Secure Deployment Guide on [www.ptc.com](http://www.ptc.com).

Kepware is a software development business of PTC Inc. located 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.

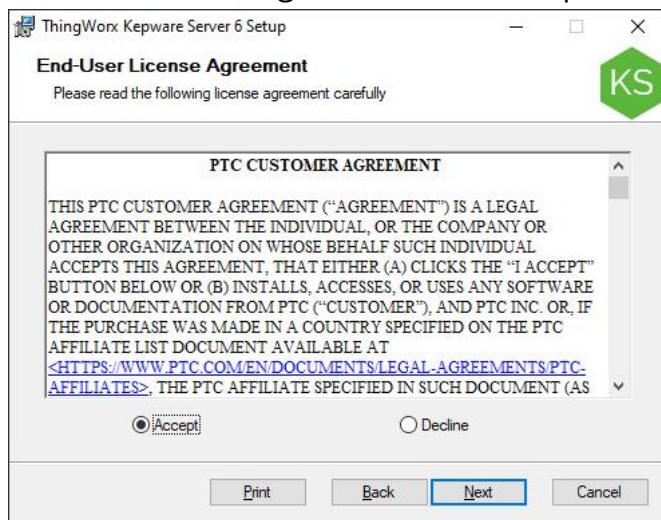
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This document is a guide for installing and licensing ThingWorx Kepware Server.

● Consult the [System Requirement](#) before attempting installation.

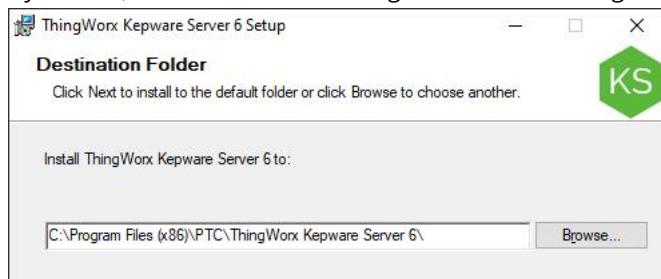
## 1. Installing ThingWorx Kepware Server

- 1 Launch the ThingWorx Kepware Server install wizard.
- 2 Select the preferred language.
- 3 Read the license agreement and accept the terms to continue.



- 4 In Destination Folder, accept or change the installation directory.

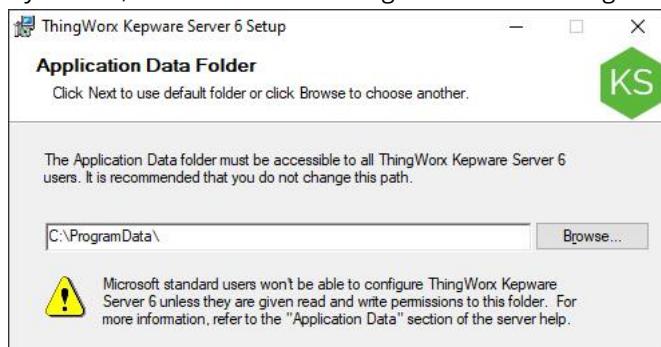
By default, it is installed in: C:\Program Files\PTC\ThingWorx Kepware Server\.



- 5 In Application Data Folder, accept or change the directory.

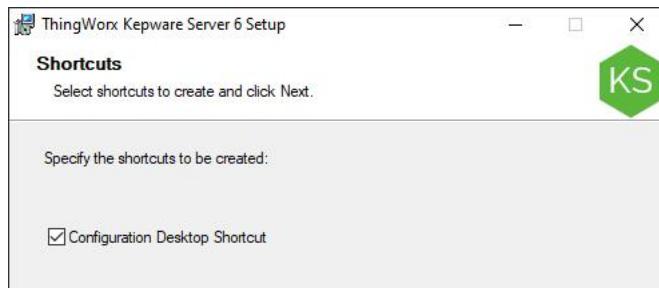
The Application Data folder contains project backup and supporting files. It must be accessible to authorized users and any user-specified path must be local to the PC.

By default, it is installed in: C:\ProgramData\PTC\ThingWorx Kepware Server\.



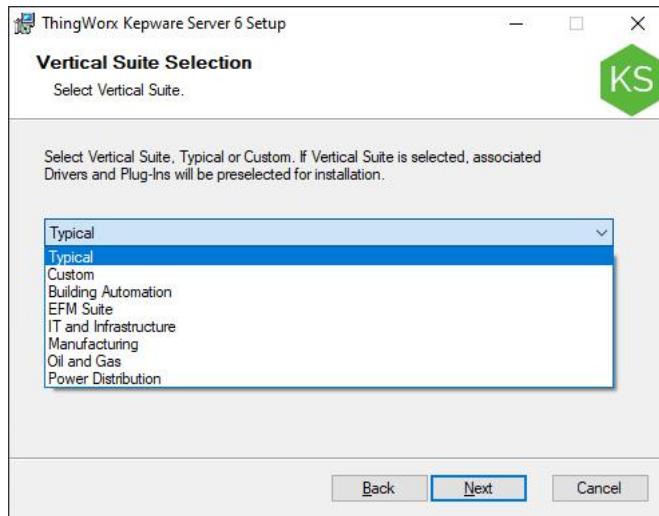
## 6 Select whether to create a shortcut on the desktop.

Without a shortcut, the Configuration is only accessible through the Start Menu and the server's Administration Menu.



## 7 Optional: Select a vertical suite to pre-select associated drivers and advanced plug-ins for installation.

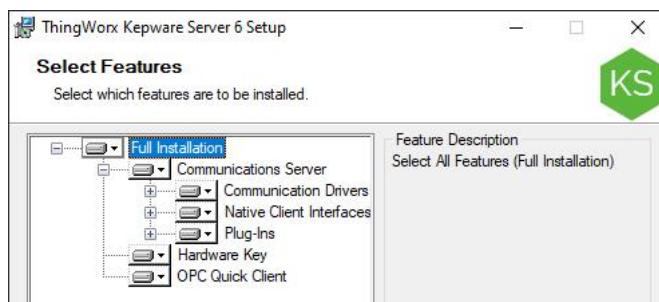
Select Typical to install all drivers and advanced plug-ins. Select Custom to specify the drivers and advanced plug-ins to install.



## 8 Select the drivers, advanced plug-ins, or interfaces to install.

When a main component is selected, all of its sub-components are also installed. To view and select specific components, expand the appropriate tree (Communication Drivers, Native Client Interfaces, and Plug-ins).

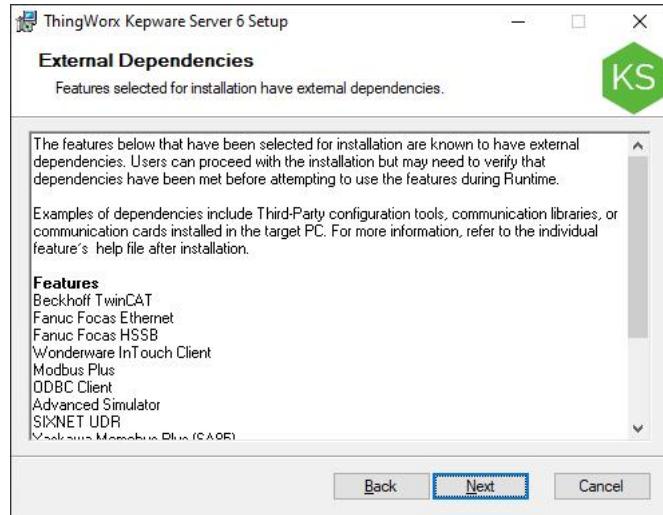
**Tip:** The OPC UA Gateway can be enabled under Plug-ins.



9 Verify that external dependencies are met before you proceed with the installation or attempt to use the features.

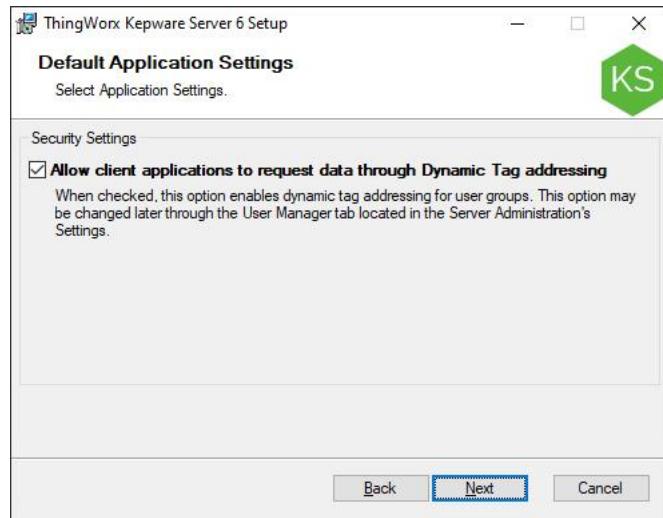
The install wizard can detect when selected features have external dependencies.

- For more information, refer to the documentation for each feature.



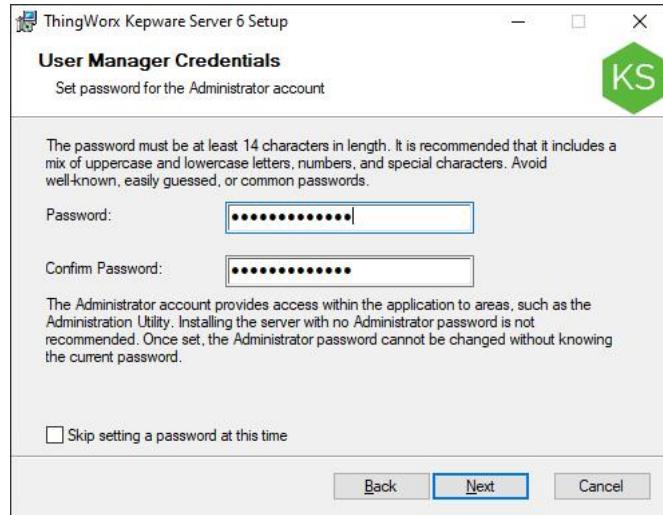
10 Specify whether to enable Dynamic Tag addressing by default and whether to allow anonymous login for UA client sessions.

These settings may be changed later, but have security implications, so use caution.



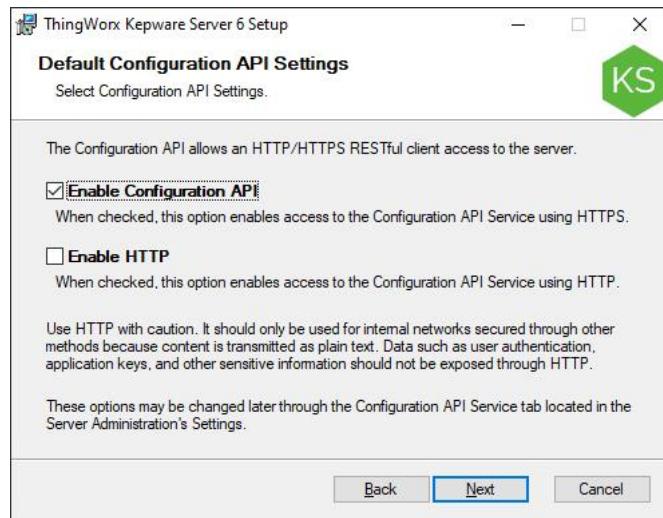
## 11 Set a unique strong password for the Administrator account (strongly suggested) or choose to skip setting a password at this time.

- 💡 The Administrator user account password cannot be reset, but additional users can be added to the Administrator user group. Best practices suggest each user with administrative access be assigned unique accounts and passwords to ensure audit integrity and continual access through staff changes.



## 12 Select the Configuration API features to enable.

- 💡 These settings have security impact. API access allows authorized users to execute commands for the application. HTTP access is less secure than HTTPS and should be enabled only for internal use if necessary.
- 💡 **Tip:** The Enable Configuration API option must be selected to utilize Kepware+ UA Gateway.



## 13 Finish the installation.

- 💡 **Tip:** Some installation options offer feedback in the Event Log; for example, the UA Gateway service logs a message for starting if the plug-in was installed successfully. Review the Event Log to verify success messages or remediate alerts or errors.

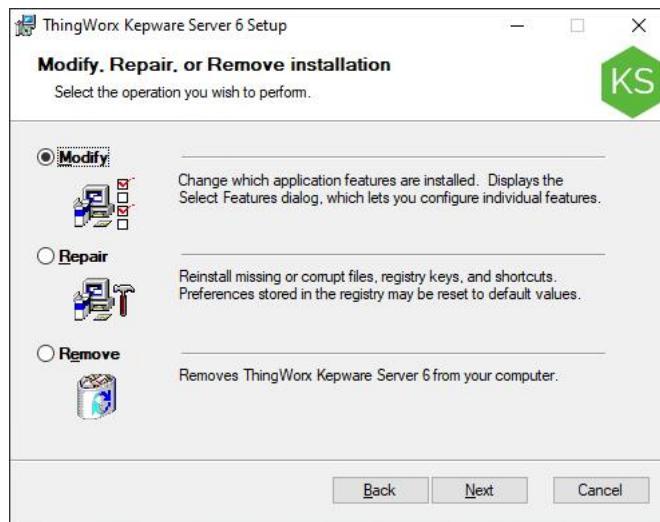
## 14 Configure Windows permissions for the Application Data Folder.

- For more information, see the Application Data Folder section of the server help.

## 15 Make changes AFTER installation (optional).

### • **Tips:**

- You can change the configuration or add features and drivers by running the installation again and choosing the **Modify** option (see support article [CS286418](#) – login required).
- If you have installed applications, utilities, or pre-requisites after initial installation, re-run the installation and choose the **Repair** option to register your changes with the installer and update the software configuration.



## 2. Licensing in Virtualized Environments

To ensure license bindings do not unexpectedly get broken when using ThingWorx Kepware products in virtualized environments, please review the following materials

- Support Article: <https://www.ptc.com/en/support/article/CS286615> (login required).

## 3. Licensing Resources

For detailed technical information and instructions on licensing ThingWorx Kepware Server, please see the License Utility product manual. This can be accessed several ways:

- Through the ThingWorx Kepware Server Configuration
  - Click **Help | Server Help**.
  - In the left-hand pane, locate and double-click **License Utility**.
- Through the License Utility

- Right-click the **ThingWorx Kepware Server** icon in the System Tray and select **License Utility**.
- Click **Help**.

**3** Through the Administration Menu

- Right-click the **ThingWorx Kepware Server** icon in the System Tray and select **Help**.
- In the left-hand pane, locate and double-click **License Utility**.

## 4. Changing the Language

You can change the language in user interface at any time following the install:

- 1 Right-click the ThingWorx Kepware Server icon located in the System Tray and select **Settings**.
- 2 Access the **Administration** tab and select the desired language from the **Product language selection** drop-down menu.

● **Notes:**

1. User-defined channel, device, and tag names do not change in the event of a language change.
2. Not all drivers, plug-ins, and features are localized. The server interface is what changes when you change the language selection.

## 5. Technical Support

Have questions? Our experienced Technical Support teams provide high priority phone, email, and web support to customers with an active Support & Maintenance Agreement. Please have product information and Activation IDs available. Sign in through your PTC eSupport account or MyKepware account for full access to Technical Support.