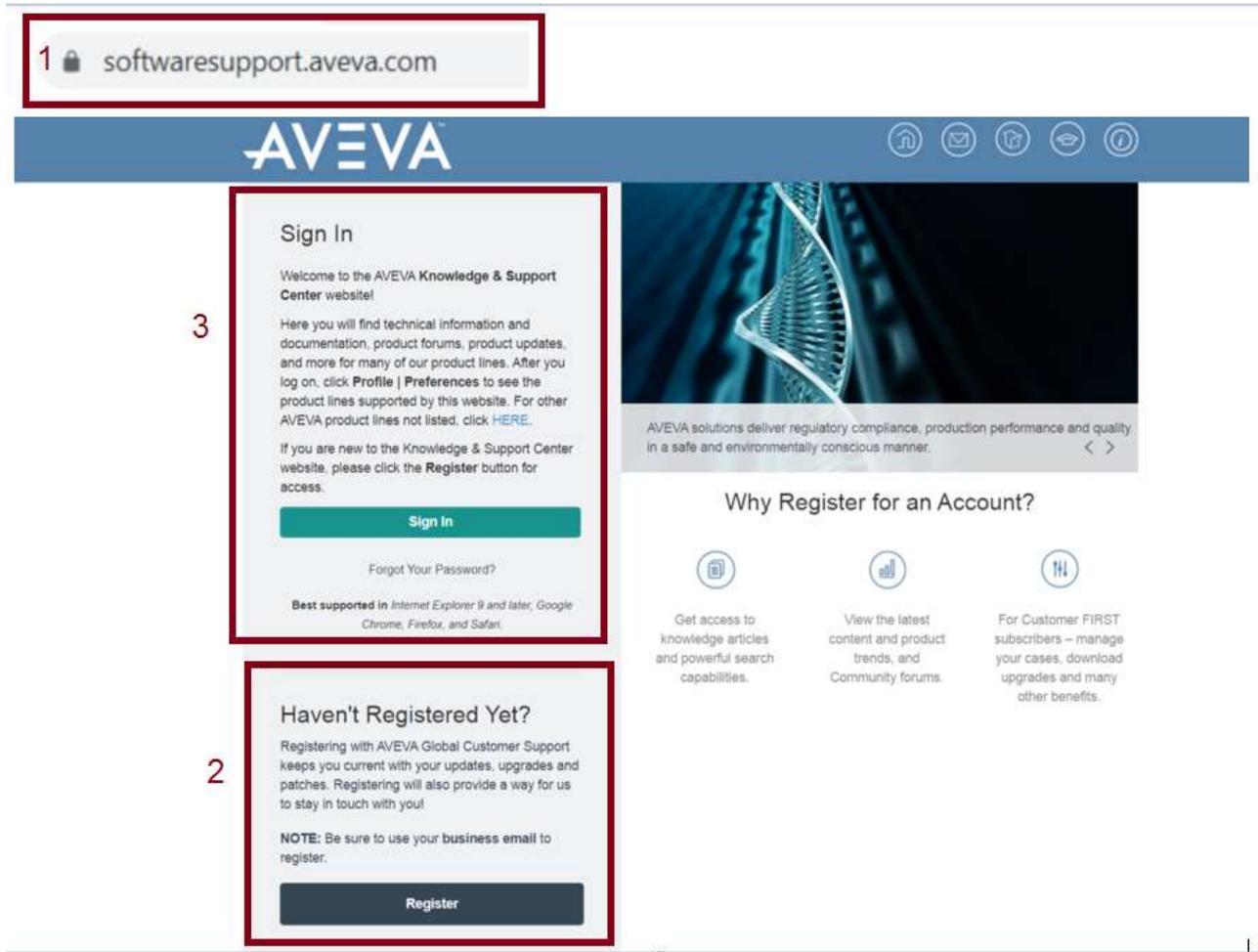


SUMMARY

This Tech Note is to assist with six of the many support navigation tools provided on the Aveva Global Customer Support (GCS) Knowledge and Support website. Supported browsers (Internet Explorer 9 or later, Google Chrome, Mozilla Firefox and Apple Safari)

SITUATION

1. Open your Internet browser and navigate to the Aveva website softwaresupportsp.aveva.com (1)
2. If you haven't registered yet on the Aveva website, select **Register** (2)
3. Once registered, **Sign In** (3)



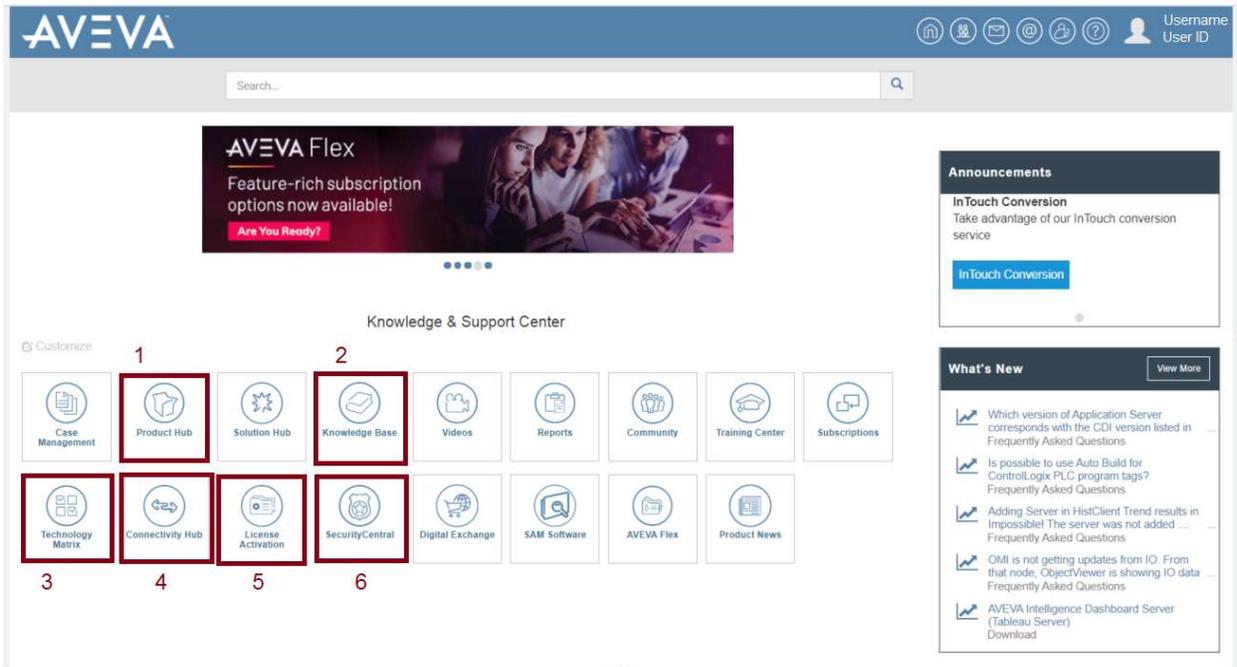
4. Once logged on to the Aveva site, you will be directed to the Knowledge and Support Center overview. In this TechTip we will cover 6 of the many engines provided.
 1. **Product Hub:** (Downloads of Wonderware/Aveva products, Partner products, patches, script functions and utilities)

425 Caredean Drive, Horsham, PA 19044

Tel: 877.900.4996

www.wonderwarenorth.com

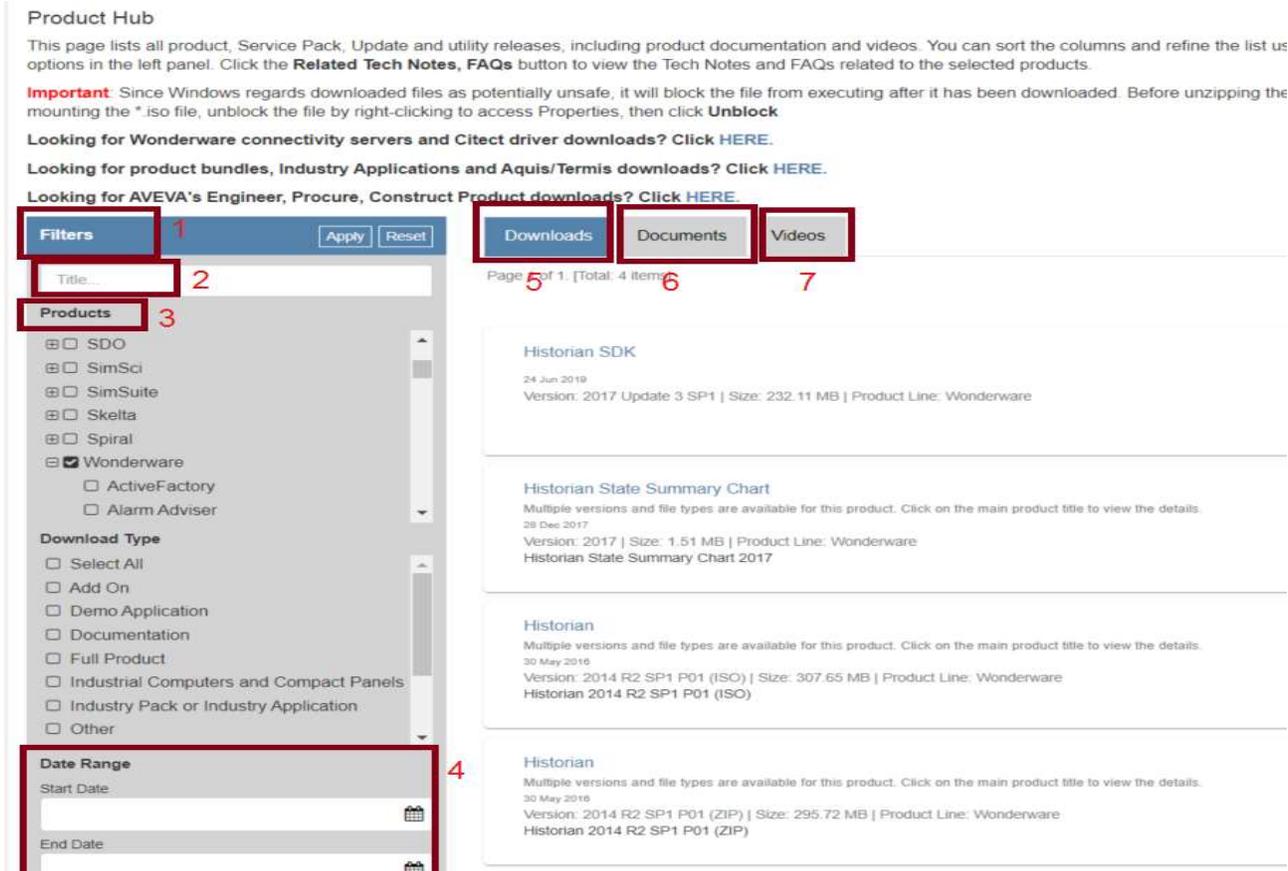
2. [Knowledge Base](#): (Tech Notes, Tech Alerts, FAQs and Notifications)
3. [Technology Matrix](#): (Used and to verify Aveva software is compatible with your requirements, “OS, firmware, etc”)
4. [Connectivity Hub](#): (Downloads and list of all the connectivity devices “OI, DAS Servers” that Wonderware has to offer)
5. [License Activation](#): (Activation of your Aveva license generated from the Aveva License Manager)
6. [Security Central](#): (Microsoft and Wonderware security bulletins)



Here are a few of the available features

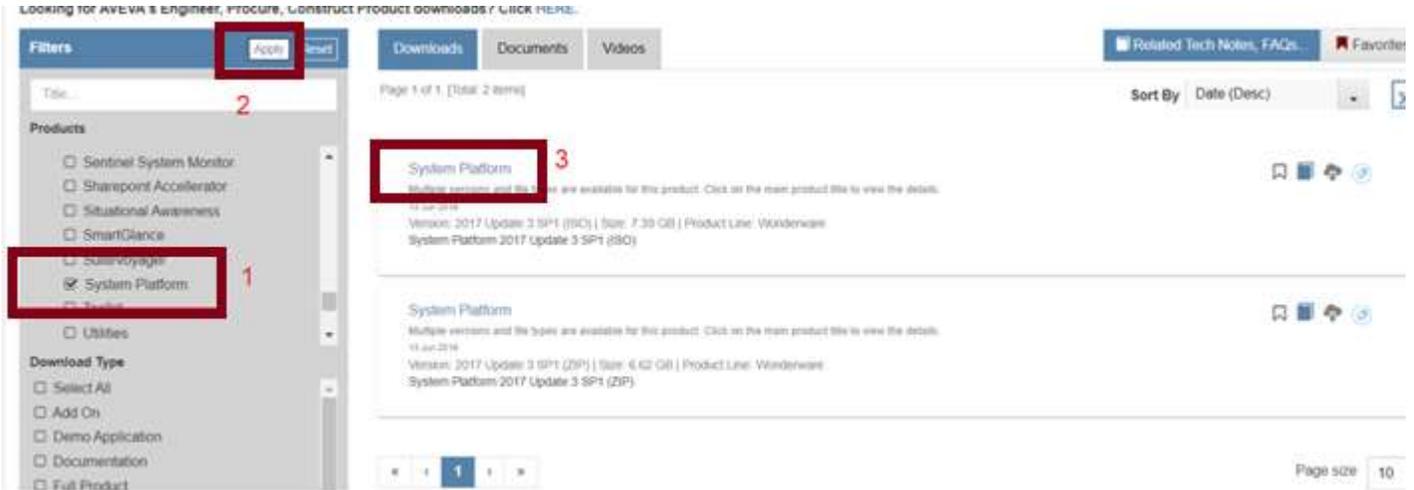
425 Caredean Drive, Horsham, PA 19044
Tel: 877.900.4996
www.wonderwarenorth.com

1. **Product Hub:** Includes, Aveva/Wonderware branded products, such as Application Server, Historian, Historian Client, InTouch, InTouch Edge and many more. Additionally, patches, script functions and utilities are available for download.
 - When selected, you are directed to the page, to display **Filters (1)** by the product selected. It allows you to sort each product by **Title (2)**, **Products (3)** or **Date Range (4)**. Each product selected will have a list of **Downloads (5)**, **Documents (6)** and **Videos (7)**

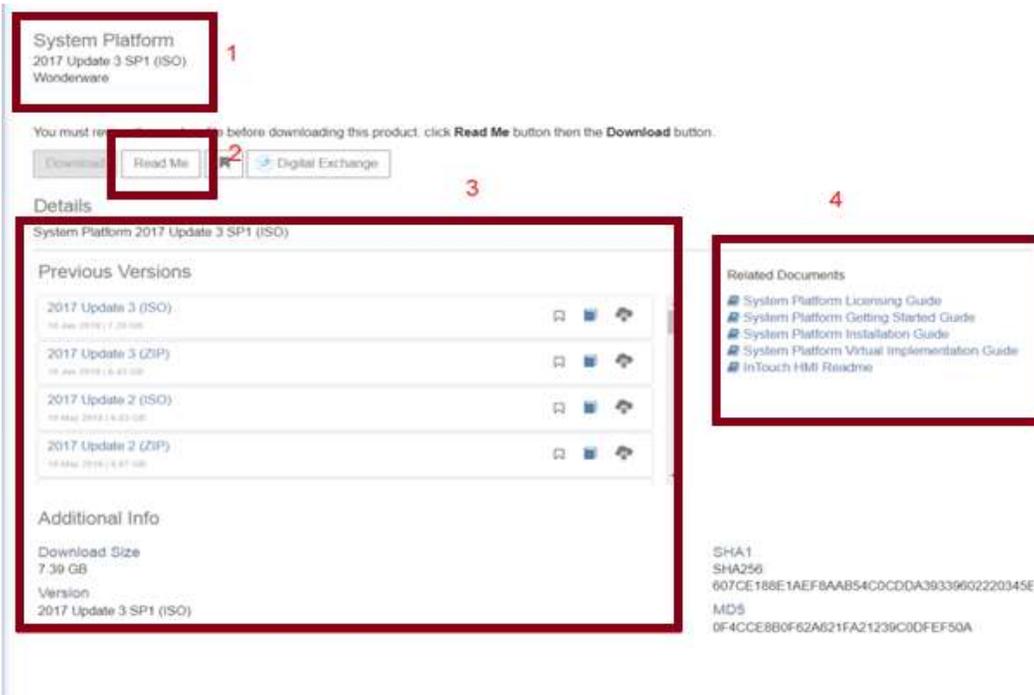


The screenshot shows the 'Product Hub' interface. On the left, there is a 'Filters' panel with sections for 'Products' and 'Download Type'. The 'Products' section is expanded to show a list of products including SDO, SimSci, SimSuite, Skelta, Spiral, Wonderware, ActiveFactory, and Alarm Adviser. The 'Download Type' section includes options like Select All, Add On, Demo Application, Documentation, Full Product, Industrial Computers and Compact Panels, Industry Pack or Industry Application, and Other. Below the filters is a 'Date Range' section with 'Start Date' and 'End Date' input fields. On the right, there are three tabs: 'Downloads', 'Documents', and 'Videos'. The 'Downloads' tab is active, showing a list of products with their respective versions, dates, and sizes. The list includes 'Historian SDK', 'Historian State Summary Chart', and 'Historian'. Red boxes and numbers 1 through 7 highlight specific elements: 1 points to the 'Filters' header, 2 to the 'Title...' search field, 3 to the 'Products' section, 4 to the 'Date Range' section, 5 to the 'Downloads' tab, 6 to the 'Documents' tab, and 7 to the 'Videos' tab.

- To download, select your **Products (1)**, from the list and click **Apply (2)**. In this example we have System Platform. If you are looking to download the latest version or even a previous version of Wonderware Product, select the “**blue highlighted product (3)**”. Most of the downloads are in ISO or ZIP files



- Once selected, the **Product** is available with the **latest version (1)** at the top left. In order to download any of the product versions, you click the **Read me (2)**. This step is required for most products. Close the readme, then click the download button to begin the process. **Note:** Some products require a manual approval step and will display a form that you must complete and submit before the download is available. If an older version is needed, there is a large number in the **Previous Version (3)**. There are also **Related Documents** available to download **(4)**
- **Important:** Since Windows regards downloaded files as potentially unsafe, it will block the file from executing after it has been downloaded. Before unzipping the *.zip or mounting the *.iso file, unblock the file by right-clicking to access Properties, then click **Unblock**.



System Platform
2017 Update 3 SP1 (ISO)
Wonderware

You must read the Read Me before downloading this product. click **Read Me** button then the **Download** button.

Download **Read Me** Digital Exchange

Details

System Platform 2017 Update 3 SP1 (ISO)

Previous Versions

2017 Update 3 (ISO)	16 Jun 2019 17:28:08	📄 📁 📀
2017 Update 3 (ZIP)	16 Jun 2019 16:43:08	📄 📁 📀
2017 Update 2 (ISO)	10 Mar 2019 14:23:08	📄 📁 📀
2017 Update 2 (ZIP)	10 Mar 2019 14:07:08	📄 📁 📀

Additional Info

Download Size
7.39 GB

Version
2017 Update 3 SP1 (ISO)

SHA1
SHA256
607CE188E1AEFBAAB54C0CDDA39339602220345E

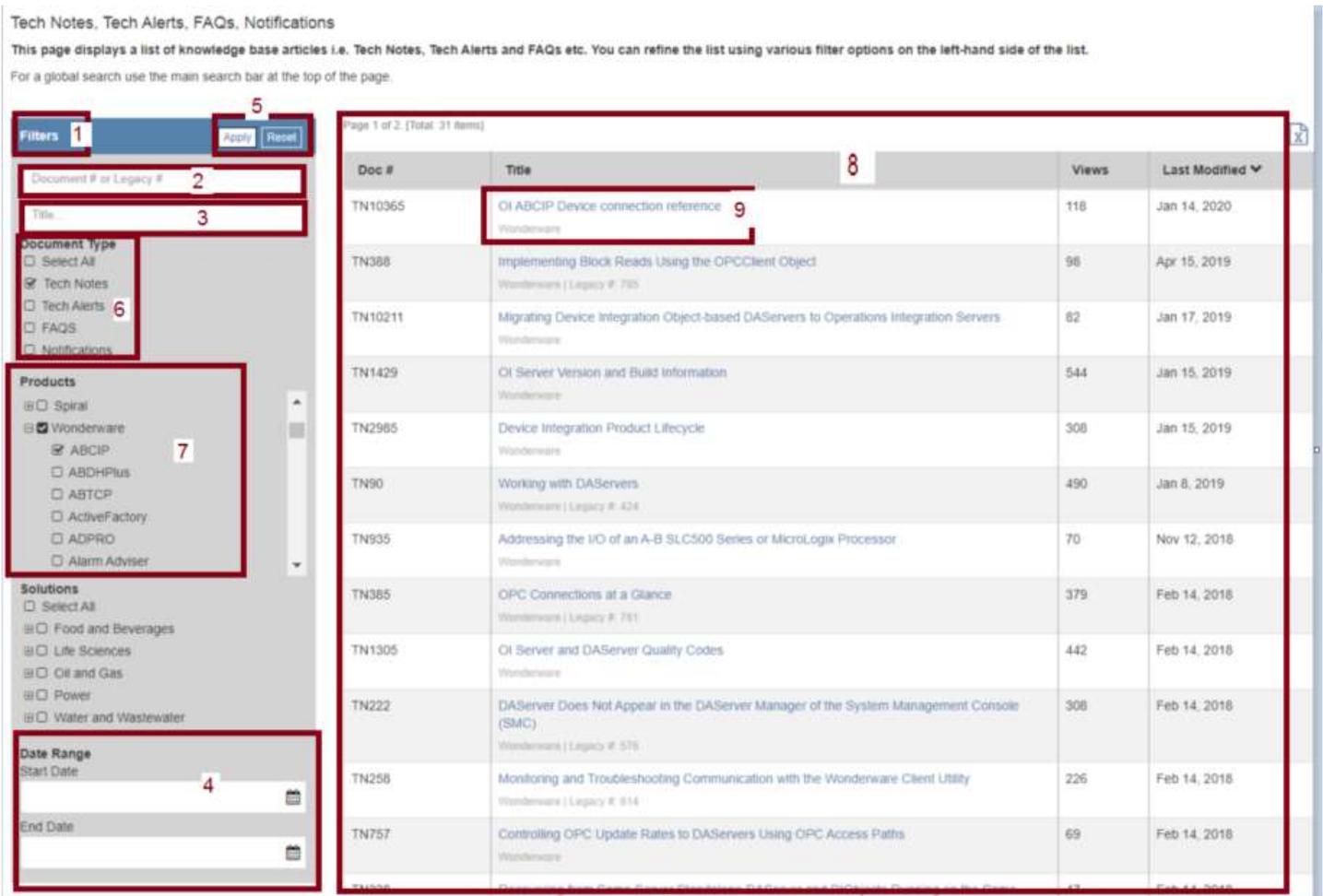
MD5
0F4CCE8B0F62A621FA21239C0DFEF50A

Related Documents

- System Platform Licensing Guide
- System Platform Getting Started Guide
- System Platform Installation Guide
- System Platform Virtual Implementation Guide
- InTouch HMI Readme

[Return to top](#)

- **Knowledge Base:** This page provides, Tech Notes, Tech Alerts, Notifications and FAQ's. When selected, you are directed to the page, where you see the default content in the **Filters (1)**
Document # or Legacy tech note # (2), sort each product by typing in the tech note number or other numbers the document contains.
Title (3) typing in the word or part of a word the document contains.
Date Range (4) Enter in the **Month, Year and Day** to this filter content by a span of time.
Reset / Apply (5) **Reset button**, restores to your default preferences as set up in Profile Management area.
Apply button, applies the Filter settings as set in the Filters configuration.
You can also filter by **Document Type (6)** and **Products (7)**.
Clicking **Apply** regenerates a new list with these options. The result of the filter will appear to the right in the **Document List (8)**.
After selecting the **desired document from the list (9)** this will allow you to view or save in PDF form.



Tech Notes, Tech Alerts, FAQs, Notifications

This page displays a list of knowledge base articles i.e. Tech Notes, Tech Alerts and FAQs etc. You can refine the list using various filter options on the left-hand side of the list.
For a global search use the main search bar at the top of the page.

Filters (1)

Document # or Legacy # (2)

Title (3)

Document Type (6)

Products (7)

Solutions

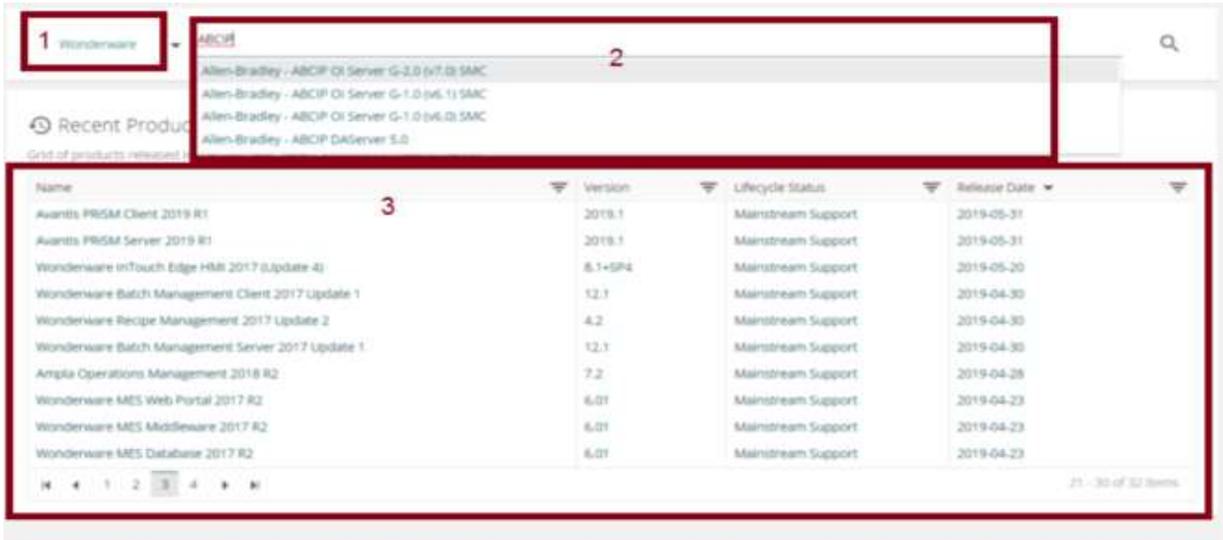
Date Range (4)

Page 1 of 2 (Total: 31 items)

Doc #	Title (8)	Views	Last Modified
TN10365	Oil ABCIP Device connection reference (9)	118	Jan 14, 2020
TN388	Implementing Block Reads Using the OPCClient Object	96	Apr 15, 2019
TN10211	Migrating Device Integration Object-based DAservers to Operations Integration Servers	82	Jan 17, 2019
TN1429	Oil Server Version and Build Information	544	Jan 15, 2019
TN2965	Device Integration Product Lifecycle	308	Jan 15, 2019
TN90	Working with DAservers	490	Jan 8, 2019
TN935	Addressing the I/O of an A-B SLC500 Series or MicroLogix Processor	70	Nov 12, 2018
TN385	OPC Connections at a Glance	379	Feb 14, 2018
TN1305	Oil Server and DAserver Quality Codes	442	Feb 14, 2018
TN222	DAserver Does Not Appear in the DAserver Manager of the System Management Console (SMC)	308	Feb 14, 2018
TN258	Monitoring and Troubleshooting Communication with the Wonderware Client Utility	226	Feb 14, 2018
TN757	Controlling OPC Update Rates to DAservers Using OPC Access Paths	69	Feb 14, 2018

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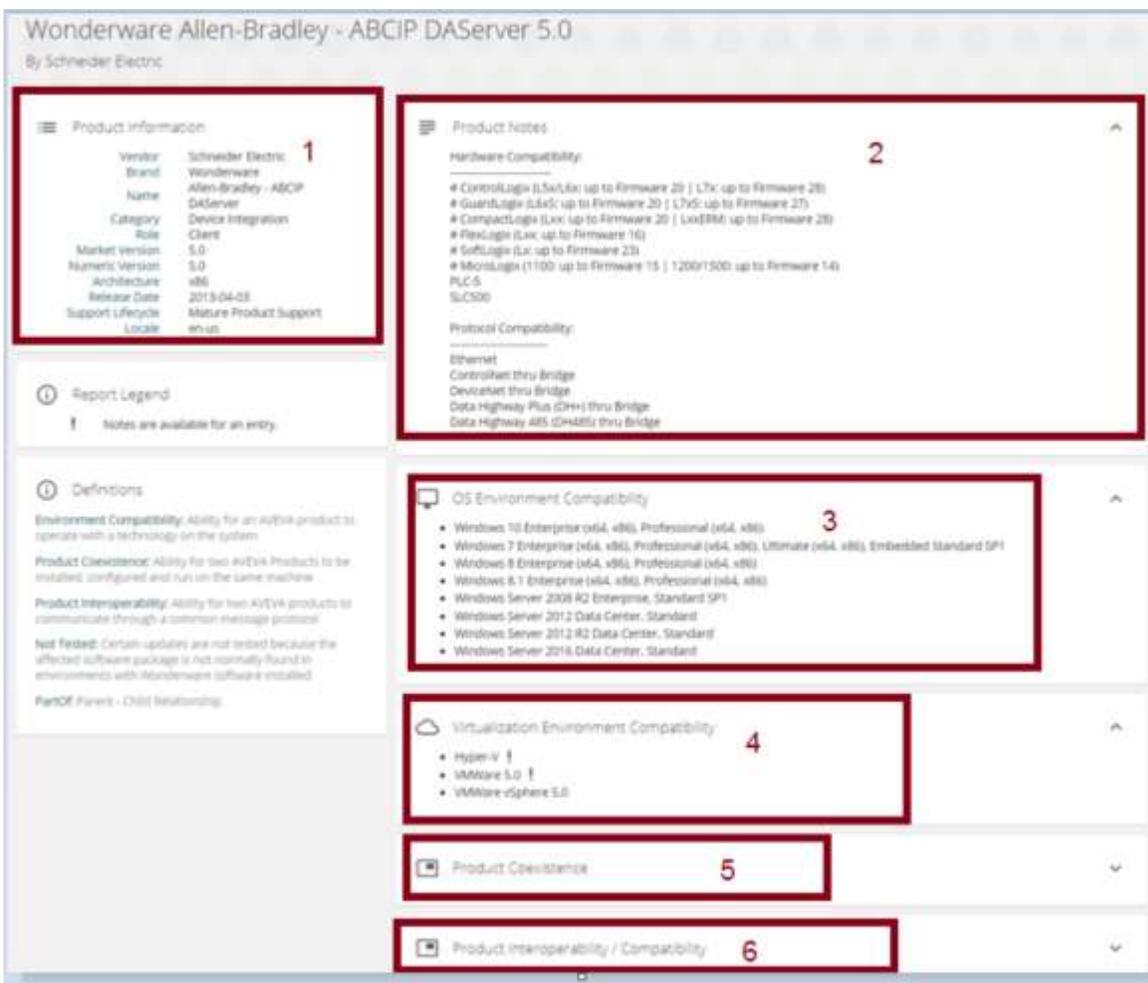
- **Technology Matrix:** Allows to you to browse for a particular Wonderware/Aveva product and verify that our software is compatible to your software requirements. Fine tune your search by **Brand (1) and Product Name (2)** also by selecting to **product individually (3)**



Name	Version	Lifecycle Status	Release Date
Avantis PRISM Client 2019 R1	2019.1	Mainstream Support	2019-05-31
Avantis PRISM Server 2019 R1	2019.1	Mainstream Support	2019-05-31
Wonderware InTouch Edge HMI 2017 (Update 4)	8.1+SP4	Mainstream Support	2019-05-20
Wonderware Batch Management Client 2017 Update 1	12.1	Mainstream Support	2019-04-30
Wonderware Recipe Management 2017 Update 2	4.2	Mainstream Support	2019-04-30
Wonderware Batch Management Server 2017 Update 1	12.1	Mainstream Support	2019-04-30
Ampla Operations Management 2018 R2	7.2	Mainstream Support	2019-04-28
Wonderware MES Web Portal 2017 R2	6.01	Mainstream Support	2019-04-23
Wonderware MES Middleware 2017 R2	6.01	Mainstream Support	2019-04-23
Wonderware MES Database 2017 R2	6.01	Mainstream Support	2019-04-23

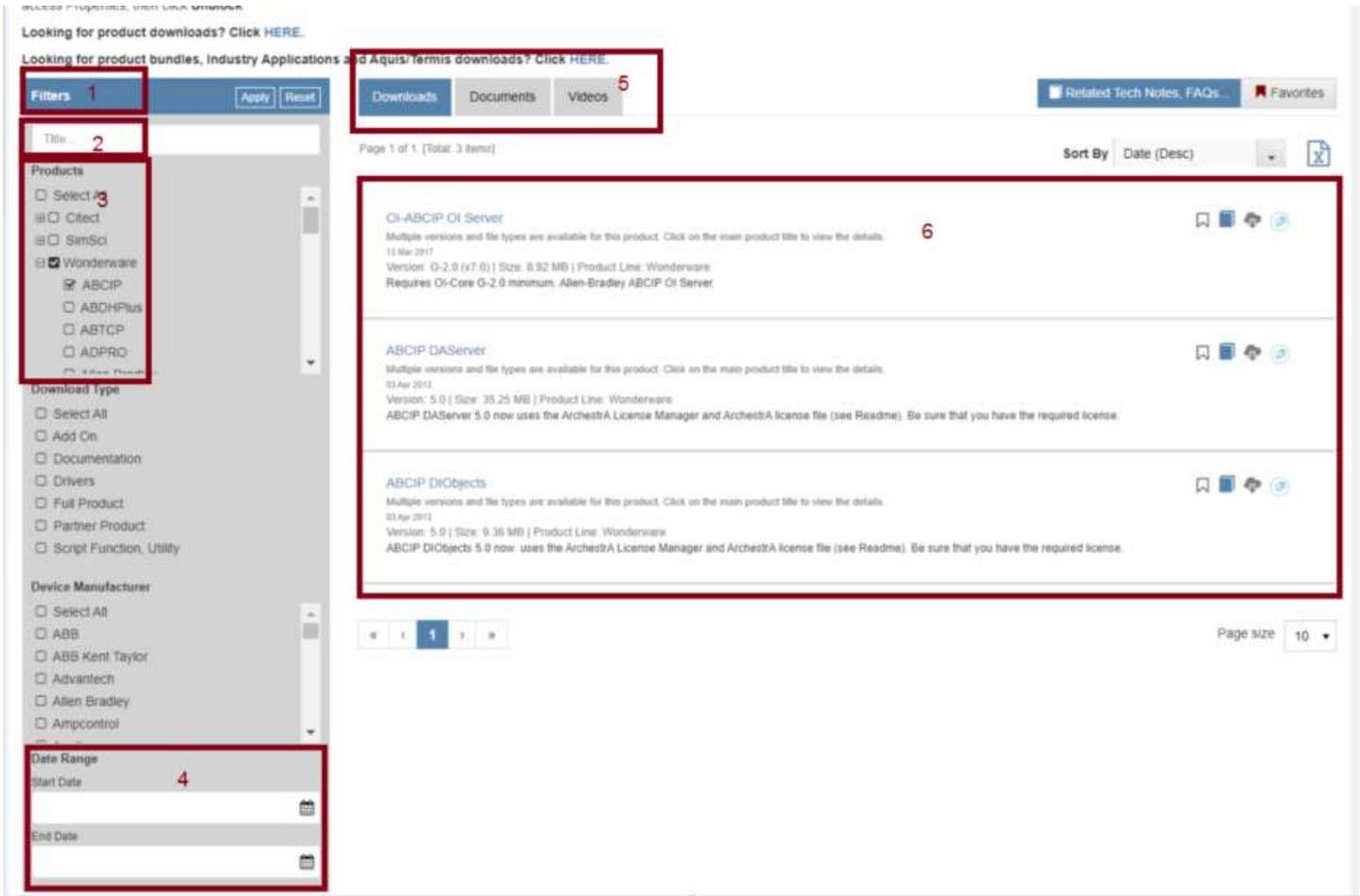
Here in this example we selected ABCIP DAServer 5.0. When selected, you are able to see the following

- **Product Information (1)** Information on the product selected
- **Hardware Compatibility (2)** if this driver supports your PLC firmware.
- **OS Compatibility (3)** Is your Operating System compatible with this device
- **Virtual Compatibility (4)** Compatibility with Virtual Environment
- **Product Coexistence (5)** Ability for Two Aveva/ Wonderware products to be installed and run on the same computer
- **Product Interoperability/Compatibility (6)** Ability for two Aveva/WONderware products to communicate through a common message protocol



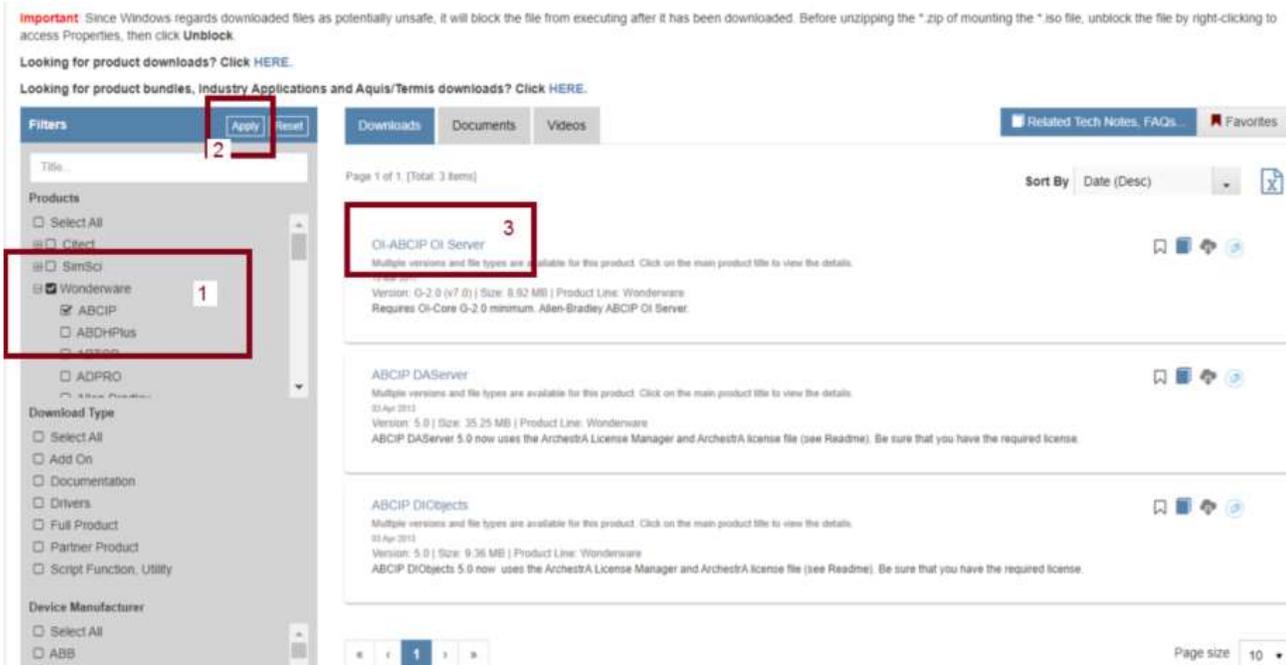
[Return to top](#)

- **Connectivity Hub:** This page lists all “OI, DA Servers” that Wonderware has to offer and other connectivity applications to be downloaded, including product documentation and videos.
- When selected, you are directed to the page, to display **Filters (1)** by the product selected. It allows you to sort each product by **Title (2)**, **Products (3)** or **Date Range (4)**. Each product selected will have a list of **Downloads, Documents, and Videos (5)**. Each product selected will have a **list of available items (6)** to be downloaded



The screenshot displays the Wonderware website's Connectivity Hub. On the left, there are several filter sections: 'Filters' (1), 'Title' (2), 'Products' (3) with a tree view including Wonderware, ABCIP, ABCIP Plus, ABTCP, and ADPRO; 'Download Type' with options like Select All, Add On, Documentation, Drivers, Full Product, Partner Product, and Script Function, Utility; and 'Device Manufacturer' (4) with options like Select All, ABB, ABB Kent Taylor, Advantech, Allen Bradley, and Ampcontrol. At the bottom left, there is a 'Date Range' section with 'Start Date' and 'End Date' fields (4). The main content area shows a list of products: 'OI-ABCIP OI Server' (6), 'ABCIP DAServer', and 'ABCIP DIObjects'. Each product entry includes a title, a brief description, a version number, and a size. The 'Downloads' tab (5) is selected, and the page is sorted by 'Date (Desc)'. The page number is 1 of 1, and the page size is set to 10.

- To download, select your **product (1)**, from the list and click **Apply (2)**. In this example we have selected OI-ABCIP OI Server. If you are looking to download the latest version or even a previous version of Wonderware Product, select the **“blue highlighted “Products (3)**. Most of the downloads are in ISO or ZIP files



Important Since Windows regards downloaded files as potentially unsafe, it will block the file from executing after it has been downloaded. Before unzipping the *.zip or mounting the *.iso file, unblock the file by right-clicking to access Properties, then click **Unblock**.

Looking for product downloads? [Click HERE](#).

Looking for product bundles, Industry Applications and Aquis/Termis downloads? [Click HERE](#).

Filters:

Downloads Documents Videos

Related Tech Notes, FAQs Favorites

Page 1 of 1 (Total: 3 items)

Sort By Date (Desc)

1 Wonderware ABCIP

2 Apply

3 OI-ABCIP OI Server

Multiple versions and file types are available for this product. Click on the main product title to view the details.

Version: O-2.0 (V7.0) | Size: 8.92 MB | Product Line: Wonderware
Requires OI-Core O-2.0 minimum. Allen-Bradley ABCIP OI Server.

ABCIP DAServer

Multiple versions and file types are available for this product. Click on the main product title to view the details.

03 Apr 2013
Version: 5.0 | Size: 35.25 MB | Product Line: Wonderware
ABCIP DAServer 5.0 now uses the ArchedrA License Manager and ArchedrA license file (see Readme). Be sure that you have the required license.

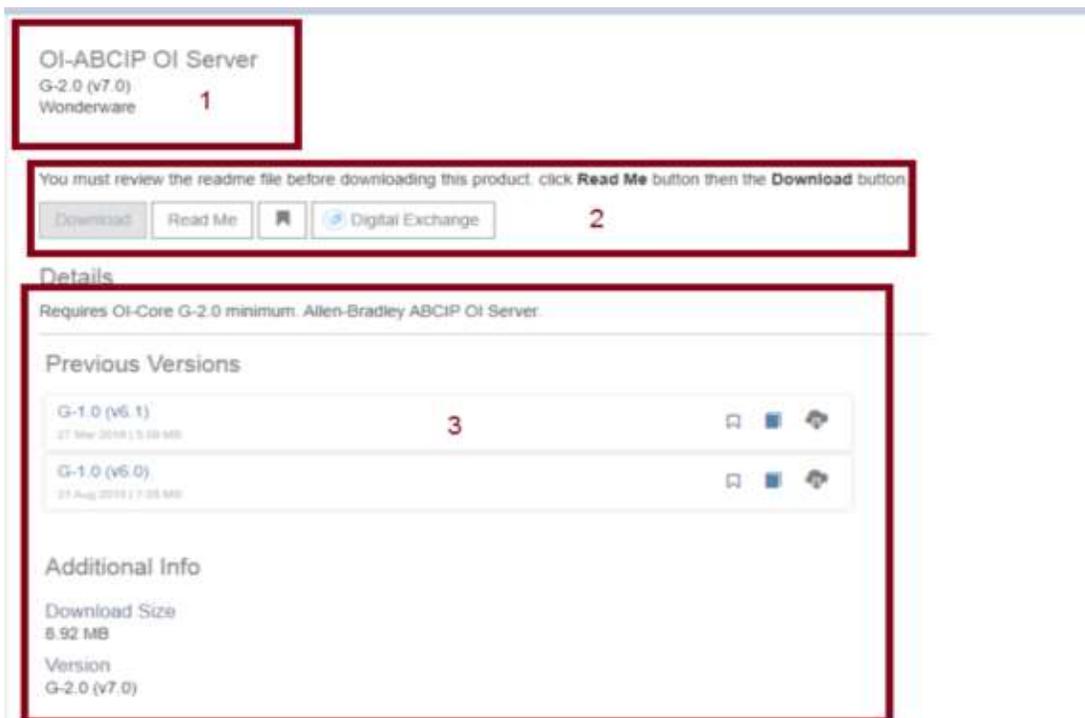
ABCIP DIObjects

Multiple versions and file types are available for this product. Click on the main product title to view the details.

03 Apr 2013
Version: 5.0 | Size: 9.36 MB | Product Line: Wonderware
ABCIP DIObjects 5.0 now uses the ArchedrA License Manager and ArchedrA license file (see Readme). Be sure that you have the required license.

Page size 10

- Once selected, the **Product** is available with the **latest version (1)** at the top left corner. In order to download any of the product versions, you need to review the **Read Me** then select the **Download (2)**. This step is required for most products. Close the **readme**, then click the **download** button to begin the process.
- If an older version is needed, select the product in **Previous Versions (3)**.
- **Important:** *Since Windows regards downloaded files as potentially unsafe, it will block the file from executing after it has been downloaded. Before unzipping the *.zip or mounting the *.iso file, unblock the file by right-clicking to access Properties, then click **Unblock**.*



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- **License Activation:** Allows you to activate your 2017 or newer Wonderware licenses. Select the product of which license you would like to activate. (This example we are selecting Wonderware)



- Next you **choose the send file (1)** that was generated from the Aveva License Manager.
- Type in the **“captcha” text (2)** you see in the image then press **Upload the file (3)**
- After uploading your file, you would transfer the “rec-sync” file back to the license manager



Welcome to the license activation page!

In order to activate your licenses browse to the file that was generated by the License Manager. This file should have the following format:

send-servername-datetimestamp.sync

After you choose the file, type the “captcha” text you see in the image and press the Upload File button. After a few seconds you should be prompted to save a file that is being generated. This file should have the following format:

recv-servername-datetimestamp.sync

Save the file and load it into the License Manager



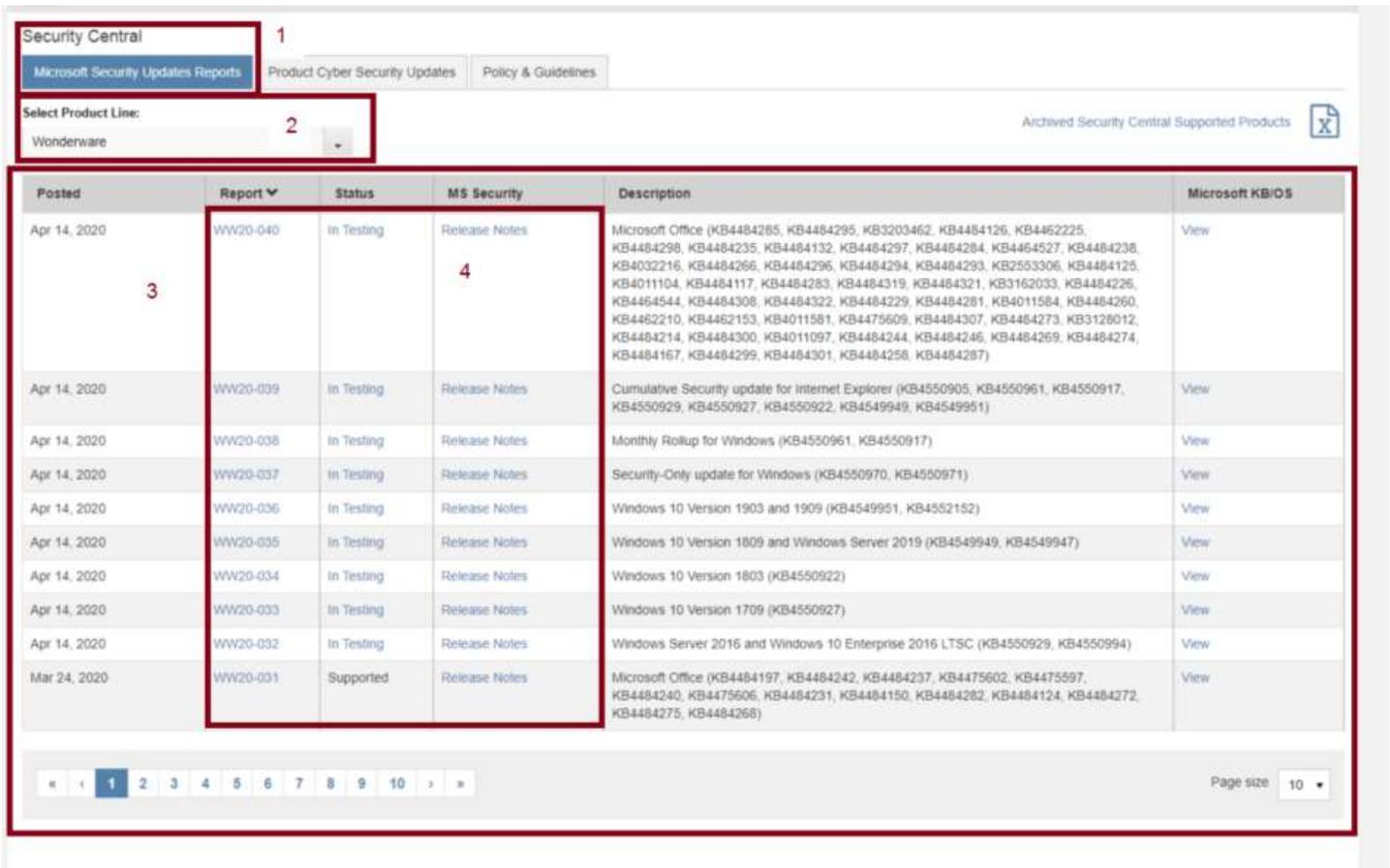
1 File to upload *
Choose file send-WWNSERVER2012R2-03232020150823.sync

2 Enter the Text You See in the Image *
hD82k

3 Upload File

[Return to top](#)

- **Security Central:** Wonderware posts Microsoft Security Updates on the second Tuesday of each month. Each update is listed on the Security Central page as **In Testing**. When testing against Wonderware products is completed, each Microsoft bulletin item is updated with Wonderware Test Results and status.
- After selecting **Security Central**, select **Updated Reports (1)**. **Product Line (2)**.
- The results appear in the **Report Section (3)**
- You can also select the **“Blue text” (4)** for more details on the Microsoft Updates, for Report, Status and Release notes



The screenshot shows the 'Security Central' page. At the top, there are navigation tabs: 'Microsoft Security Updates Reports' (highlighted with a red box and '1'), 'Product Cyber Security Updates', and 'Policy & Guidelines'. Below this is a 'Select Product Line:' dropdown menu with 'Wonderware' selected (highlighted with a red box and '2'). To the right, there is a link for 'Archived Security Central Supported Products' with a PDF icon.

The main content is a table with the following columns: 'Posted', 'Report', 'Status', 'MS Security', 'Description', and 'Microsoft KB/OS'. The first row is highlighted with a red box and '3'. The 'MS Security' column for this row contains a blue link 'Release Notes' (highlighted with a red box and '4').

Posted	Report	Status	MS Security	Description	Microsoft KB/OS
Apr 14, 2020	WW20-040	In Testing	Release Notes	Microsoft Office (KB4484285, KB4484295, KB3203462, KB4484126, KB4462225, KB4484298, KB4484235, KB4484132, KB4484297, KB4484284, KB4464527, KB4484238, KB4032216, KB4484266, KB4484296, KB4484294, KB4484293, KB2553306, KB4484125, KB4011104, KB4484117, KB4484283, KB4484319, KB4464321, KB3162033, KB4484225, KB4464544, KB4484308, KB4484322, KB4484229, KB4484281, KB4011584, KB4464260, KB4462210, KB4462153, KB4011581, KB4475609, KB4484307, KB4484273, KB3128012, KB4484214, KB4484300, KB4011097, KB4484244, KB4484246, KB4484269, KB4484274, KB4484167, KB4484299, KB4484301, KB4484258, KB4484287)	View
Apr 14, 2020	WW20-039	In Testing	Release Notes	Cumulative Security update for Internet Explorer (KB4550905, KB4550961, KB4550917, KB4550929, KB4550927, KB4550922, KB4549949, KB4549951)	View
Apr 14, 2020	WW20-038	In Testing	Release Notes	Monthly Rollup for Windows (KB4550961, KB4550917)	View
Apr 14, 2020	WW20-037	In Testing	Release Notes	Security-Only update for Windows (KB4550970, KB4550971)	View
Apr 14, 2020	WW20-036	In Testing	Release Notes	Windows 10 Version 1903 and 1909 (KB4549951, KB4552152)	View
Apr 14, 2020	WW20-035	In Testing	Release Notes	Windows 10 Version 1809 and Windows Server 2019 (KB4549949, KB4549947)	View
Apr 14, 2020	WW20-034	In Testing	Release Notes	Windows 10 Version 1803 (KB4550922)	View
Apr 14, 2020	WW20-033	In Testing	Release Notes	Windows 10 Version 1709 (KB4550927)	View
Apr 14, 2020	WW20-032	In Testing	Release Notes	Windows Server 2016 and Windows 10 Enterprise 2016 LTSC (KB4550929, KB4550994)	View
Mar 24, 2020	WW20-031	Supported	Release Notes	Microsoft Office (KB4484197, KB4484242, KB4484237, KB4475602, KB4475597, KB4484240, KB4475606, KB4484231, KB4484150, KB4484282, KB4484124, KB4484272, KB4484275, KB4484268)	View

At the bottom of the table, there is a pagination control showing page 1 of 10, and a 'Page size' dropdown set to 10.

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Notes:

1. If you have any problems, please contact us by email at support@wonderwarenorth.com or calling tech support at 1-877-900-4996