Frequent Asked Questions (FAQ) about InduSoft Web Studio and AVEVA Edge

Transition from InduSoft Web Studio to AVEVA Edge

AVEVA
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1. Introduction

AVEVA Edge, formerly known as InduSoft Web Studio, follows the AVEVA brand strategy and alignment of our portfolio under the AVEVA brand. This not only marks the transition to the AVEVA brand but also introduces our customers to the broader AVEVA ecosystem and its benefits. This transition represents AVEVA's commitment to continue evolving this product under the AVEVA brand name.

This document answers Frequent Asked Questions (FAQs) about the transition from InduSoft Web Studio to AVEVA Edge.

2. Quick Facts

- The transition is mostly a brand name change, consistent with the alignment of our portfolio under the AVEVA brand for all AVEVA products.
- The current version of the product (Version 2020R2) is available under both brand names: InduSoft Web Studio 2020R2 and AVEVA Ege 2020R2.
- Customers can continue purchasing licenses for InduSoft Web Studio 2020R2 (v20.0) for the foreseeable future. These licenses are also compatible with older versions of InduSoft Web Studio.
- AVEVA Edge will continue evolving and supporting projects designed in existing versions of InduSoft Web Studio (v20.0 and older). Future versions of the product will be available only under the brand name AVEVA Edge. The next version (AVEVA Edge 2022) is planned to be released within Q4/CY2021.
- AVEVA Edge will be handled as a newer version of InduSoft Web Studio.
- Projects built with any version of InduSoft Web Studio are 100% compatible with AVEVA Edge 2020 (no conversion required). Projects built with AVEVA Edge are not compatible with InduSoft Web Studio.
- AVEVA Edge and InduSoft Web Studio are available at the same price for equivalent licenses, effective on April 5th, 2021. The part numbers for each brand will remain different, because a license for InduSoft Web Studio is not supported by AVEVA Edge, and vice versa.
- For the time being, InduSoft Web Studio and AVEVA Edge will have independent web interfaces to license the product. Eventually, they will be merged into a single interface.
- Customers can request a replacement of licenses for InduSoft Web Studio 2020R2 (v20.0) to AVEVA Edge 2020R2 (v20.0) at no charge.
- Customers can upgrade licenses for older versions of InduSoft Web Studio to newer versions of AVEVA Edge paying only the version upgrade fee. Customers with a license under a valid (not expired) maintenance program (AMSP for InduSoft Web Studio or CF for AVEVA Edge) are eligible to version upgrades at no additional cost.
- We understand that some customers may need development licenses both for InduSoft Web Studio and for AVEVA Edge, so they can maintain existing projects under the legacy brand name (InduSoft Web Studio) and new projects under the new brand name (AVEVA Edge). Therefore, for development licenses, we created the following accommodation:
- A customer that owns a development license (Development Only or Development + Runtime) for InduSoft Web Studio 2020 (v20.0) can request a new Development Only license AVEVA Edge 2020 (v20.0) at no additional charge. If the customer wants to receive the new license in an USB Hardkey, the customer must purchase the USB Hardkey for the new license (part number EDGEHK-01-N). The same Hardkey cannot hold a license for InduSoft Web Studio and AVEVA Edge simultaneously. The customer must provide proof that they own a license for InduSoft Web Studio 2020. In addition, only one of these two licenses must be used at any given time. If the customer intends to use both licenses simultaneously, the development license for AVEVA Edge must be purchased (not requested free of charge).

3. FAQ

3.1. What is the Transition from InduSoft Web Studio to AVEVA Edge?

The InduSoft organization is currently part of the AVEVA organization. Newer versions of InduSoft Web Studio will be available under the AVEVA Edge brand name, consistently with our brand strategy and alignment of our portfolio under the AVEVA brand. Therefore, the transition is mostly a brand name change. The product formerly known as InduSoft Web Studio will continue evolving and support projects designed in existing versions. However, newer versions of this product will be released under the brand name AVEVA Edge.

3.2. Why is InduSoft Web Studio transitioning to AVEVA Edge?

AVEVA is a global leader in industrial software, offering solutions for Monitoring and Control, Asset Performance Management, Intelligent Performance, and other segments. The product brand name transition from InduSoft Web Studio to AVEVA Edge marks the adoption of the AVEVA brand but also introduces our customers to the broader AVEVA ecosystem and its benefits. Even though AVEVA Edge can still be used as a stand-alone solution (HMI, SCADA, IIoT gateway), the integration with the AVEVA portfolio enables our customers to access a much broader and sophisticated set of solutions for their needs. The brand alignment is just one factor that will facilitate our customers realize the benefits from using AVEVA Edge as an integral part of the AVEVA portfolio.

3.3. What is the difference between AVEVA Edge and InduSoft Web Studio?

AVEVA Edge and InduSoft Web Studio are functionally identical. The only difference is the brand name of the software.

3.4. Can I continue purchasing InduSoft Web Studio?

Yes, you can continue to purchase InduSoft Web Studio. The current version of the product (v20.0) is available under both brand names: InduSoft Web Studio 2020R2 and AVEVA Ege 2020R2. Customers can continue purchasing licenses for InduSoft Web Studio 2020 (v20.0) for the foreseeable future. These licenses are also compatible with older versions of InduSoft Web Studio. AVEVA Edge will continue evolving and supporting projects designed in existing versions of InduSoft Web Studio (v20.0 and older). Future versions of the product will be available only under the brand name AVEVA Edge. The next version (v22.0) is planned to be released within Q4/CY2021 (AVEVA Edge 2022). To sum up, AVEVA Edge will be handled mostly as a newer version of InduSoft Web Studio.

3.5. Should I purchase new licenses for InduSoft Web Studio or AVEVA Edge?

We recommend customers purchase new licenses as AVEVA Edge, since this is the brand name available for future versions, including future enhancements, cyber-security implementations, and bug fixes. However, customers that need more time to migrate to a newer version of the product (regardless of the brand name change) can continue purchasing InduSoft Web Studio. When they are ready to migrate to a newer version (under the new brand name AVEVA Edge), the transition will be as smooth and simple as it has been to migrate to a newer version of InduSoft Web Studio because AVEVA Edge will be handled mostly as a newer version of InduSoft Web Studio. Projects built with any version of InduSoft Web Studio are 100% compatible with AVEVA Edge 2020 (no conversion required).

3.6. Is the price for InduSoft Web Studio and AVEVA Edge different?

AVEVA Edge and InduSoft Web Studio are available at the same price for equivalent licenses, effective on April 5th, 2021. The part numbers for each brand will remain different for each brand because a license for InduSoft Web Studio is not supported by AVEVA Edge, and vice versa.

3.7. Are projects created in InduSoft Web Studio compatible with AVEVA Edge?

Projects built with any version of InduSoft Web Studio are 100% compatible with AVEVA Edge 2020 (no conversion required). Projects built with AVEVA Edge are not compatible with InduSoft Web Studio. Again, think of AVEVA Edge as just a newer version of InduSoft Web Studio but with a different brand name.

3.8. Is my investment in InduSoft Web Studio protected?

Absolutely, yes. AVEVA Edge and InduSoft Web Studio are functionally identical. The only difference is the brand name of the software. Project built with any version of InduSoft Web Studio are 100% compatible with AVEVA Edge 2020 (no conversion required). AVEVA Edge will continue evolving and supporting projects designed in existing versions versions of InduSoft Web Studio (v20.0 and older). This not only marks the transition to the AVEVA brand but also introduces our customers to the broader AVEVA ecosystem and its benefits. Moreover, it is a strong indication of AVEVA's commitment to continue evolving this product under its own brand name.

3.9. How to upgrade from InduSoft Web Studio to AVEVA Edge

AVEVA Edge will be handled mostly as a newer version of InduSoft Web Studio. Therefore, customers that own existing licenses for any version of InduSoft Web Studio can purchase a version upgrade to replace and upgrade these licenses with a license for a newer version of AVEVA Edge. Please find below additional accommodations designed to facilitate even more the transition from InduSoft Web Studio to AVEVA Edge and make sure that your investment is protected:

- Customers can request a replacement of licenses for InduSoft Web Studio 2020R2 (v20.0) to AVEVA Edge 2020R2 (v20.0) at no charge.
- Customers can upgrade licenses for older versions of InduSoft Web Studio to newer versions of AVEVA Edge paying only the version upgrade fee. Customers with a license under a valid (not expired) maintenance program (AMSP for InduSoft Web Studio or CF for AVEVA Edge) are eligible to version upgrades at no additional cost.
- We understand that some customers may need development licenses both for InduSoft Web Studio and for AVEVA Edge, so they can maintain existing projects under the legacy brand name (InduSoft Web Studio) and new projects under the new brand name (AVEVA Edge). Therefore, a customer that owns a development license (Development Only or Development + Runtime) for InduSoft Web Studio 2020R2 (v20.0) can request a new Development Only license AVEVA Edge 2020R2 (v20.0) at no additional charge. If the customer wants to receive the new license in an USB Hardkey, the customer must purchase the USB Hardkey for the new license (part number EDGEHK-01-N). The same Hardkey cannot hold a license for InduSoft Web Studio and AVEVA Edge simultaneously. The customer must provide proof that they own a license for InduSoft Web Studio 2020. Moreover, only one of these two licenses must be used at any given time. If the customer intends to use both licenses simultaneously, the development license for AVEVA Edge must be purchased (not requested free of charge).

3.10. Can I re-use the same USB Hardkey for InduSoft Web Studio and AVEVA Edge?

The same USB Hardkey (dongle) supports licenses for InduSoft Web Studio or for AVEVA Edge, but not both brands at the same time within the same USB Hardkey. Therefore, it is technically possible to replace a license for InduSoft Web Studio with a license for AVEVA Edge in your USB Hardkey (dongle) remotely. In other words, you do no need to ship your existing USB Hardkey back to your software vendor. If you want to keep development licenses for InduSoft Web Studio and AVEVA Edge, you must have separate USB Hardkeys for each brand – i.e.: you must purchase any additional USB Hardkey required for your configuration. Moreover, when replacing InduSoft Web Studio licenses with newer versions of AVEVA Edge, you must purchase the version upgrade fee, unless the respective license is under a valid (not expired) maintenance program.

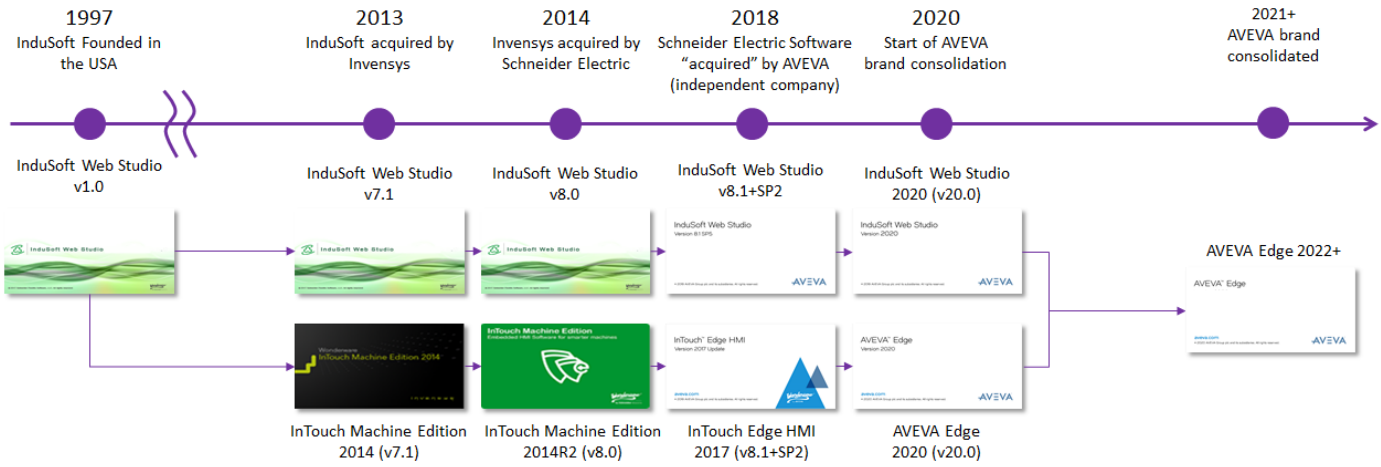
3.11. How will Technical Support be provided?

AVEVA will continue providing technical support for customers using InduSoft Web Studio and AVEVA Edge. Please refer to the document "Global Customer Support Guide for AVEVA Edge (formerly InduSoft Web Studio)" for detailed information about this topic. In the meantime, please find main facts below:

- Under the InduSoft brand, the technical support plan was called "Annual Software Maintenance Program" (ASMP). AVEVA's GCS program is called "Customer FIRST" (CF).
- Customers can register for the AVEVA CF Basic level, free of charge, through the AVEVA Knowledge & Support Center website, currently available at *https://softwaresupport.aveva.com/*. The AVEVA CF Basic level will be available until March 31st, 2022.
- Customers that had purchased a Standard ASMP for their InduSoft Web Studio licenses will automatically be enrolled in the AVEVA CF Premium program, which includes access to Emergency-only 24x7 technical support (not included in the original InduSoft Standard ASMP). Upon expiration of the current agreement, customers can renew the agreement under the standard AVEVA CF Premium program (for the applicable fee).
- There are different methods for contacting our technical support team:
    - Knowledge and Support Center to access Support Case Status: *https://softwaresupport.aveva.com/*
    - Live chat from the AVEVA Edge page *https://www.aveva.com/en/products/edge/* (just click on the chatbot icon)
    - Email: *edge.support@aveva.com*
    - Phone:
        - Business hours: (+1) 512-349-0334
        - Emergency-only 24/7: (+1) 949-639-8500 (available for CF Premium or higher only)

3.12. Are there previous versions of AVEVA Edge?

AVEVA Edge has been available under different brand names, such as InTouch Machine Edition and InTouch Edge HMI, as illustrated in the following picture. However, future versions of InduSoft Web Studio and AVEVA Edge will be consolidated into a single product brand name of AVEVA Edge.



3.13. Does AVEVA have a program for System Integrators?

Yes. InduSoft Certified System Integrators will automatically become part of the AVEVA Partner Network SI Program for AVEVA Edge. Moreover, when the current certification expires, they can renew under the standard AVEVA program, which provides multiple levels, including Registered, Certified, and Endorsed.

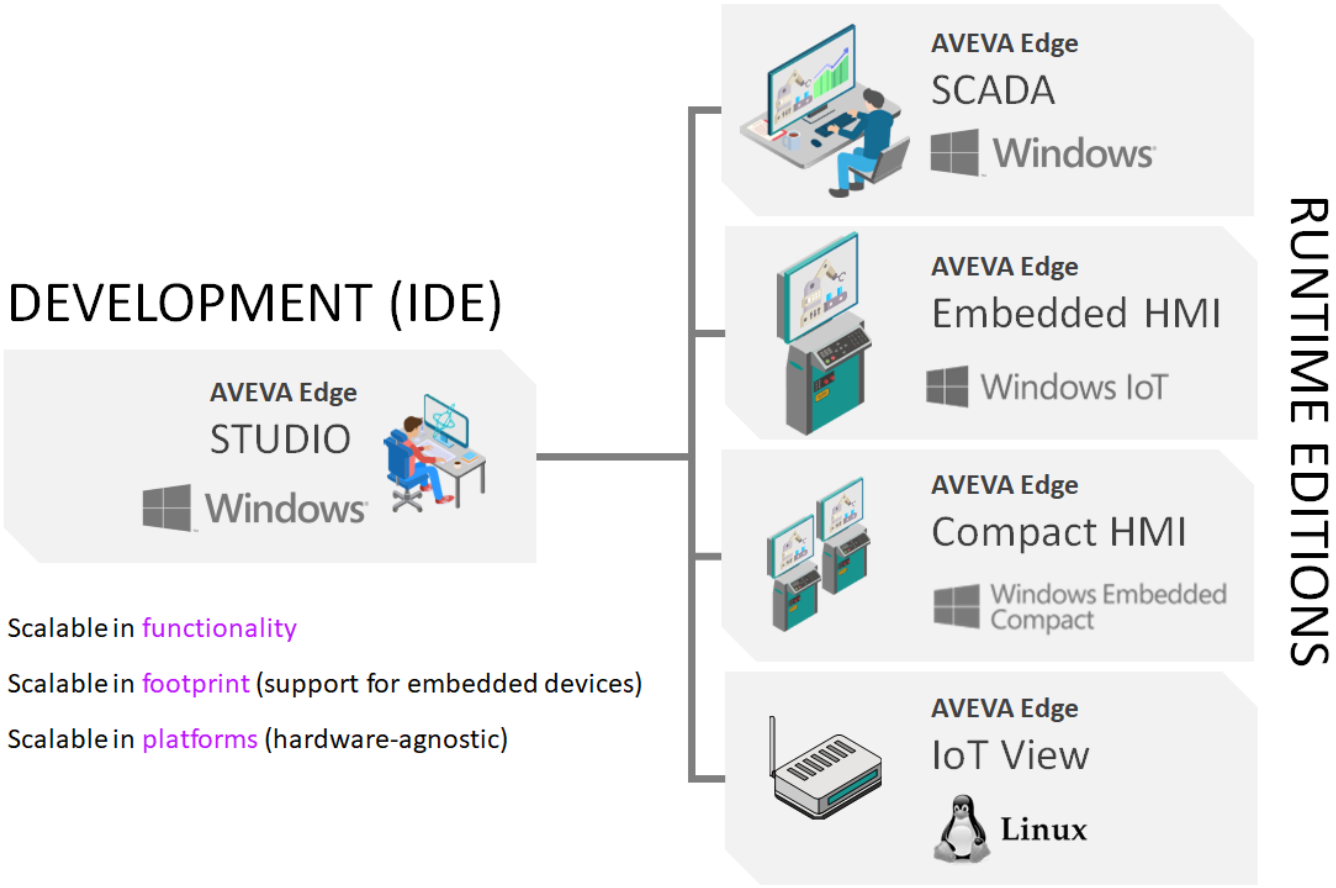
Furthermore, AVEVA System Integrators are entitled to purchase development licenses (and technical support) in consignment, renewable every year. Consult your software vendor for more details on this program.

3.14. What other AVEVA software products might be of interest to me?

AVEVA offers a broad complement of software products in the areas of Engineering, Operations and Performance. It also has a broad offering in Cloud Services (AVEVA Connect) such as AVEVA Insight. The HMI/SCADA offering, of which AVEVA Edge is a part of, falls in the Monitoring and Controls group, part of the Operations portfolio which also includes Digital Lean Management (DLM) and Manufacturing Execution System (MES) software. The Performance portfolio includes Asset Performance management software products including AVEA Predictive Analytics on premise and AVEVA Insight, a powerful tool for monitoring equipment operation in one or more locations with integrated analytics. Please contact your AVEVA software vendor or contact us at *partners@aveva.com* for more information.

3.15. Does InduSoft Web Studio and AVEVA Edge offer the same runtime editions?

Yes. AVEVA Edge and InduSoft Web Studio are functionally identical. The only difference is the brand name of the software. Therefore, they offer the same runtime editions as illustrated in the following picture:



3.16. Are InduSoft Web Studio and AVEVA Edge tag count configurations the same?

AVEVA Edge, previously sold as InTouch Machine Edition and InTouch Edge, used a different tag count size configuration (license tag count sizes) compared to InduSoft Web Studio. To facilitate an easier transition from InduSoft Web Studio to AVEVA Edge, starting with AVEVA Edge 2020 (version 20.0), the license tag count sizes of AVEVA Edge 2020 were changed to match the license tag count sizes of InduSoft Web Studio. The Exhibit A shows the equivalent part numbers from previous versions of InduSoft Web Studio to AVEVA Edge 2020.

4. Exhibit A: Equivalent part numbers from previous versions of InduSoft Web Studio to AVEVA Edge 2020

The following tables illustrate the part numbers for AVEVA Edge (Edge Part Numbers) and for InduSoft Web Studio (IWS Part Numbers) for New Licenses, Version Upgrades, and Version Upgrades under CF (Customer FIRST maintenance program).

Notice that in most cases, there is an equivalent part number for AVEVA Edge and InduSoft Web Studio. The exception is the license for 10 milion tags, which when upgrading into AVEVA Edge results into the UNLIMITED license bundle, which includes support not only to 10 million tags, but also 1000 Thin Clients. Physical constraints such as processing power, memory available and network bandwidth will impose practical limits before the license limits are reached. Furthermore, EDGEDR-11-N-20 is available for the primary server while EDGEDR-12-N-20 is available for the secondary server in a hot/stand-by redundant configuration. Additional Thin Clients, if any, do not affect the version upgrade price.

AVEVA Edge STUDIO (DEV)							
License Settings		**New Licenses**		**Version Upgrades**		**Version Upgrades under CF**	
Tags	**Thin Clients**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**
1.5K	1	EDGED-01-N-20	IND-15520-DEV	EDGED-01-U-20	IND-15520DEV-UPG	EDGED-01-C-20	IND-15520-DEV-C
4K	1	EDGED-04-N-20	IND-40520-DEV	EDGED-04-U-20	IND-40520DEV-UPG	EDGED-04-C-20	IND-40520-DEV-C
16K	1	EDGED-16-N-20	IND-16520-DEV	EDGED-16-U-20	IND-16520DEV-UPG	EDGED-16-C-20	IND-16520-DEV-C
32K	1	EDGED-32-N-20	IND-32520-DEV	EDGED-32-U-20	IND-32520DEV-UPG	EDGED-32-C-20	IND-32520-DEV-C
64K	1	EDGED-64-N-20	IND-64520-DEV	EDGED-64-U-20	IND-64520DEV-UPG	EDGED-64-C-20	IND-64520-DEV-C
512K	1	EDGED-51-N-20	IND-UNL00-DEV	EDGED-51-U-20	IND-UNL00DEV-UPG	EDGED-51-C-20	IND-UNL00-DEV-C
10M	1000	EDGED-11-N-20		EDGED-11-U-20		EDGED-11-C-20	
10M	1		IND-UNL01-DEV		IND-UNL01DEV-UPG		IND-UNL01-DEV-C

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AVEVA Edge STUDIO (DEV) + SCADA (RT)							
License Settings		**New Licenses**		**Version Upgrades**		**Version Upgrades under CF**	
Tags	**Thin Clients**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**
1.5K	1	EDGEDR-01-N-20	IND-15520-NT	EDGEDR-01-U-20	IND-15520-NT-UPG	EDGEDR-01-C-20	IND-15520-NT-C
4K	1	EDGEDR-04-N-20	IND-40520-NT	EDGEDR-04-U-20	IND-40520-NT-UPG	EDGEDR-04-C-20	IND-40520-NT-C
16K	1	EDGEDR-16-N-20	IND-16520-NT	EDGEDR-16-U-20	IND-16520-NT-UPG	EDGEDR-16-C-20	IND-16520-NT-C
32K	1	EDGEDR-32-N-20	IND-32520-NT	EDGEDR-32-U-20	IND-32520-NT-UPG	EDGEDR-32-C-20	IND-32520-NT-C
64K	1	EDGEDR-64-N-20	IND-64520-NT	EDGEDR-64-U-20	IND-64520-NT-UPG	EDGEDR-64-C-20	IND-64520-NT-C
512K	1	EDGEDR-51-N-20	IND-UNL00-NT	EDGEDR-51-U-20	IND-UNL00-NT-UPG	EDGEDR-51-C-20	IND-UNL00-NT-C
10M	1000	EDGEDR-11-N-20		EDGEDR-11-U-20		EDGEDR-11-C-20	
10M	1000	EDGEDR-12-N-20		EDGEDR-12-U-20		EDGEDR-12-C-20	
10M	1		IND-UNL01-NT		IND-UNL01-NT-UPG		IND-UNL01-NT-C

AVEVA Edge SCADA (RT)							
License Settings		**New Licenses**		**Version Upgrades**		**Version Upgrades under CF**	
Tags	**Thin Clients**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**
150	1	EDGER-15-N-20	IND-15002NT-RT	EDGER-15-U-20	IND-15002NRT-UPG	EDGER-15-C-20	IND-15002NT-RT-C
300	1	EDGER-30-N-20	IND-320NT-RT	EDGER-30-U-20	IND-320NRT-UPG	EDGER-30-C-20	IND-320NT-RT-C
1.5K	1	EDGER-01-N-20	IND-920NT-RT	EDGER-01-U-20	IND-920NRT-UPG	EDGER-01-C-20	IND-920NT-RT-C
4K	1	EDGER-04-N-20	IND-40520-RT	EDGER-04-U-20	IND-405RT-UPG	EDGER-04-C-20	IND-40520-RT-C
16K	1	EDGER-16-N-20	IND-16520-RT	EDGER-16-U-20	IND-165RT-UPG	EDGER-16-C-20	IND-16520-RT-C
32K	1	EDGER-32-N-20	IND-32520-RT	EDGER-32-U-20	IND-325RT-UPG	EDGER-32-C-20	IND-32520-RT-C
64K	1	EDGER-64-N-20	IND-64520-RT	EDGER-64-U-20	IND-645RT-UPG	EDGER-64-C-20	IND-64520-RT-C
512K	1	EDGER-51-N-20	IND-UNL00-RT	EDGER-51-U-20	IND-UNLRT-UPG	EDGER-51-C-20	IND-UNL00-RT-C
10M	1		IND-UNL01-RT		IND-UNL1-RT-UPG		IND-UNL01-RT-C

AVEVA Edge Embedded HMI (RT)							
License Settings		**New Licenses**		**Version Upgrades**		**Version Upgrades under CF**	
Tags	**Thin Clients**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**
150	1	EDGEEH-15-N-20	IND-15201-RT	EDGEEH-15-U-20	IND-15201-RT-UPG	EDGEEH-15-C-20	IND-15201-RT-C
300	1	EDGEEH-30-N-20	IND-03521-RT	EDGEEH-30-U-20	IND-03521-RT-UPG	EDGEEH-30-C-20	IND-03521-RT-C
1.5K	1	EDGEEH-01-N-20	IND-15521-RT	EDGEEH-01-U-20	IND-15521-RT-UPG	EDGEEH-01-C-20	IND-15521-RT-C
4K	1	EDGEEH-04-N-20	IND-40521-RT	EDGEEH-04-U-20	IND-40521-RT-UPG	EDGEEH-04-C-20	IND-40521-RT-C

AVEVA Edge Compact HMI (RT)							
License Settings		**New Licenses**		**Version Upgrades**		**Version Upgrades under CF**	
Tags	**Thin Clients**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**
150	1	EDGECH-15-N-20	IND-15002CE-RT	EDGECH-15-U-20	IND-15002CRT-UPG	EDGECH-15-C-20	IND-15002CE-RT-C
300	1	EDGECH-30-N-20	IND-03522-RT	EDGECH-30-U-20	IND-03522CRT-UPG	EDGECH-30-C-20	IND-03522-RT-C
1.5K	1	EDGECH-01-N-20	IND-920CE-RT	EDGECH-01-U-20	IND-920CRT-UPG	EDGECH-01-C-20	IND-920CE-RT-C
4K	1	EDGECH-04-N-20	IND-42503-RT	EDGECH-04-U-20	IND-425RT-UPG	EDGECH-04-C-20	IND-42503-RT-C

AVEVA Edge IoT View (RT)							
License Settings		**New Licenses**		**Version Upgrades**		**Version Upgrades under CF**	
Tags	**Thin Clients**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**	**Edge Part Number**	**IWS Part Number**
150	1	EDGEIV-15-N-20	IND-150-IOTRT	EDGEIV-15-U-20	IND-150IOTRT-UPG	EDGEIV-15-C-20	IND-150-IOTRT-C
300	1	EDGEIV-30-N-20	IND-300-IOTRT	EDGEIV-30-U-20	IND-300IOTRT-UPG	EDGEIV-30-C-20	IND-300-IOTRT-C
1.5K	1	EDGEIV-01-N-20	IND-1500-IOTRT	EDGEIV-01-U-20	IND-1500IORT-UPG	EDGEIV-01-C-20	IND-1500-IOTRT-C
4K	1	EDGEIV-04-N-20	IND-4000-IOTRT	EDGEIV-04-U-20	IND-4000IOTR-UPG	EDGEIV-04-C-20	IND-4000-IOTRT-C

The following tables illustrate the part numbers for AVEVA Edge (Edge Part Numbers) and for InduSoft Web Studio (IWS Part Numbers) for Thin Clients and miscellaneous components:

AVEVA Edge Additional Thin Client Sessions		
Description	**Edge Part Number**	**IWS Part Number**
1 (one) additional Thin Client for STUDIO (DEV) AND SCADA (RT)	EDGETC-02-N	IND-TC
1 (one) additional Thin Client for EMBEDDED HMI (RT), COMPACT HMI (RT) OR IoT VIEW (RT)	EDGETC-01-N	IND-TCE

AVEVA Edge Miscellaneous and Add-ons		
Description	**Edge Part Number**	**IWS Part Number**
Import Wizards (PanelView, PanelMate, FactoryTalk)	EDGEIW-01-N	IND-IMP-WIZ
USB Hardkey - for use with add editions, except IoT View (RT)	EDGEHK-01-N	IND-CEHK
Small Factory Form USB Hardkey - for use with add editions, except IoT View (RT)	EDGEHK-02-N	IND-WB-C
USB Hardkey including 16GB storage memory - for use with add editions, except IoT View (RT)	EDGEHK-03-N	IND-WB-ME2G
License Server	EDGELS-01-N	IND-LIC-SERVER
USB Hardkey - for use with add editions, except IoT View (RT) - LEGACY		IND-USB-HK
Driver Toolkit (API)	EDGEDT-01-N	IND-DTK-NT
Tags Database Toolkit (API)	EDGETT-01-N	IND-TDB-NT
Screen XML Toolkit (API)	EDGEXT-01-N	IND-SCR-XML