



AVEVA™ Edge Management on AVEVA™ Connect

Service Description

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AVEVA Edge Management on AVEVA Connect

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Document and Purpose

This document describes the functional digital services of AVEVA Edge Management on AVEVA Connect, including its key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the AVEVA Connect service description which describes the common services available for all functional digital services on AVEVA Connect. Any additions or exceptions to the common services are described in this document.

This document is neither an agreement, nor is a supporting document to the Product Schedules that outline the service commitment available on *the AVEVA site* <https://www.aveva.com/en/legal/>.

Audience

The audience of this document are IT departments and business decision makers who are investigating whether to leverage AVEVA's software-as-a-service offerings.

About AVEVA Edge Management

The AVEVA Edge Management introduces a powerful framework for provisioning software and managing remote devices at the edge. AVEVA Edge Management is a part of the AVEVA Connect, the industrial cloud platform, where AVEVA software can be provisioned easily using flexible subscription models, and users can access devices at the edge of the network to quickly deploy applications or manage software remotely.

AVEVA Edge Management enables edge applications to be successfully incorporated into a variety of hybrid architectures including industrial internet of things (IIoT). The result is an edge application lifecycle that enables operational excellence and asset performance anywhere via the cloud.

Modules

Currently, the following modules of AVEVA Edge Management Services are available as a part of the AVEVA Edge Management:

- AVEVA Edge IoT View module (for Linux)
- AVEVA Edge SCADA (for Windows)
- AVEVA Enterprise Asset Management (for Linux)

The AVEVA Edge Management service has been tested with up to 1,000 devices in order to support a large number of devices as per your requirements.

Architecture

An edge device is a compact virtual machine that contains exactly what you need, and is composed of the following:

- Configurations: product-specific configurations the module will execute

- Modules: the AVEVA product executable or runtime that AVEVA provides
- Container OS: the components of the OS needed (Windows or Linux)
- Host OS: The host OS of the device (Windows or Linux)

Service Overview

The AVEVA Edge Management service is available on AVEVA Connect, where individual instances of modules of the service are licensed on a subscription model.

Service Limitations

The known limitation of the AVEVA Edge Management service is the AVEVA Connect folder limit of having a folder and a sub-folder. A folder can have any number of child folders underneath it, but it is currently restricted to just one level of child folders.

There is also a 2GB file upload size limit, for uploading application files to the module.

Regional Cloud Availability

AVEVA Edge Management is available from the following public cloud region:

- North America - West US

Hardware and Software Requirements

For latest and detailed information, see the documentation for AVEVA Edge Management.

Given below are some details.

Ports

AVEVA Edge Management facilitates the transfer of data between your edge devices and device twins. The recommended protocols below facilitate throughput and continuous connectivity.

In order to ensure that the AVEVA Edge Management service can communicate with your edge devices, you must open the following required outbound ports on your firewall depending on the protocol you wish to use. Ports marked as optional may improve connection speeds.

You do not need to open inbound ports.

Protocol	Outbound Port	Required/Optional
TCP	80	Required
HTTPS	443	Required
MTQQ	8883	Optional
MTQQ over WebSockets	443	Optional
AMQP	5671	Optional
AMQP over WebSockets	443	Optional (Required if port 5671 is not open)

Supported Edge Device Operating Systems

AVEVA Edge Management target devices must be running on any of the following supported operating systems.

NOTE: It is recommended that you see the AVEVA Edge Management *Help file* <https://edgemanagement.connect.aveva.com/help/#/index/10/11> for latest information on operating systems and supported versions, and also features that are not supported.

Supported Tier 1 Operating Systems

Operating System	AMD64 Architecture	ARM32v7 Architecture	ARM64 Architecture
Raspberry Pi OS Stretch (Raspberry Pi 3b+)		Y	
Ubuntu Server 18.04 LTS	Y		
Windows 10 IoT Core	Y		
Windows 10 IoT Enterprise	Y		
Windows Server 2019	Y		
Windows Server IoT 2019	Y		

Supported Tier 2 Operating Systems

Operating System	AMD64 Architecture	ARM32v7 Architecture	ARM64 Architecture
Raspberry Pi OS Buster		Y	
Ubuntu Server 20.04 LTS	Y	Y	Y
CentOS 7.5	Y		
Debian 9	Y	Y	Y
Debian 10	Y		Y

Minimum Bandwidth For Pairing

750 kbps. 1mbps or higher is recommended for optimal performance.

Security Standards and Compliance

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, the AVEVA Edge Management service undergoes application penetration testing (Dynamic Application Security Tests) on a yearly basis, using test categories from industry standards including the OWASP top ten.

For information on security features of AVEVA Connect, read the AVEVA Connect service description.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Edge Management follows the timelines given below.

- **Data Storage:** AVEVA Edge Management runs on the Microsoft SQL Azure database, and storage account.
- **Data Backup**
 - Full backups are completed **every week**, with differential backup available every **12 hours**.
 - The transaction log is available every **10 minutes**.
 - All backup data is retained for **7 days**. Backup on Saturdays is maintained for **4 weeks**.

Azure Data Storage Service Name	Data	Primary Server	Secondary Server
Storage Account	Logs, Module applications	West US	East US
SQL Server	Device and Templates configuration	West US	North Europe
IoT Hub	Edge device twin information	West US	East US

- **Disaster Recovery**

In case of a disaster, services and data are restored in an alternate environment leveraging the latest available backup.

Cloud Service	Recovery Point Objective (RPO)
AVEVA Edge Management	2 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Edge Management	24 hours

Service Level Commitment

AVEVA Cloud Services are governed by the Cloud Service Agreement available on the AVEVA Legal site *AVEVA Cloud Services Agreement* <https://www.aveva.com/en/legal/cloud-services/>.

The *Service Level Commitment for AVEVA Cloud Services* <https://www.aveva.com/en/legal/trust/servicelevel/> is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

Decommission of the Service

In the event of a customer wishing to decommission AVEVA Edge Management, AVEVA will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the service.

Data will be retained for **30 days** after receiving the deletion request to safeguard against accidental or wrongful deletion. After this period, the process of deleting data will be initiated.

Refer to AVEVA Software Legal Information and Policies on the *AVEVA Legal site* <https://www.aveva.com/en/legal/>.

Additional Services

AVEVA offers an extensive collection of Customer Success Accelerators, well-defined, outcome-based services that are designed to ensure you realize the maximum benefit from your investment in our software through all the lifecycle stages of your software application.

For more details, visit the *Customer Success Accelerators site* <https://www.aveva.com/en/support/customer-first/success-accelerators/>.