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July 2016

OpenEnterprise™ v3.2

Release FAQ

What's new in OpenEnterprise 3.2?

Here is an outline of the new features in OpenEnterprise v3.2

- AMS Device Manager Interface
- DeltaV RTU Connect
- ControlWave RTU Usability Enhancements
- Asset Modeling Enhancements
- Localization of Chinese and Russian Language Support (OE 3.2.2)

Current OE v3.1 Customers

Current OE v3.1 Customer that has a Silver or Gold support contract is entitled to OE v3.2 software free of charge. This does not include any System work, only the OE v3.2 software.

Is a new Iconics License Dongle required to use OE v3.2?

No, the current Iconics License Dongle will work with OE v3.2

Are there any changes to the OE v3 Demo Deal?

The OE v3 Demo Deal is staying in place with no changes to its price. If you bought OE v3.1 using the Demo Deal, you are able and encouraged to install and upgrade to OE v3.2 at no extra cost from a license for software point.

How do I add AMS software to my OE 3.2 Demo?

AMS Device Manager Demo system order is placed on wwcs.reliabilitysolutions@emerson.com with demo deal code AW7000D1ENSW at a cost of \$500. The demo system includes unlimited functionality for up to 500 tags and one year of Guardian support.

What is included in the AMS Demo (AW7000D1ENSW) License?

Please click the link [AMS General Licensing Policy](#) to view the AMS Ordering, Pricing, and Licensing Policy page.

What happens after Guardian support expires?

Starting August 1, 2016, Guardian Support for AMS Device Manager Sales Demo systems will need to be renewed on an annual basis using part number AW7040D1FS. The fee for Guardian Support for AMS Device Manager Sales Demo systems (\$500) will be waived if you complete the [AMS Device Manager Sales Certification Course](#) on Process University. Simply complete the course and email Tin.DelaCruz@Emerson.com to receive the support fee waiver.

Action Required: Complete the [AMS Device Manager Sales Certification Course](#) on Process University to receive free Guardian Support for your AMS Device Manager system.

What resources are available for AMS sales support?

There is AMS documentation on the Global Sales Portal and you can email AskPSS@emerson.com for any presales questions and support

Does the AMS Demo Guardian support provide new release upgrades?

With an active Guardian support on the AMS Demo, you can contact the GSC for technical assistance as well as free upgrade / downloads.

What is the new approach to OE Patches?

With the release of OE v3.2 there is a new approach to issuing patches to our customers. OpenEnterprise will be releasing Service Packs every 3 months to the Active Version of OE instead of individual patches.

What do you mean by Active Version of OE?

Once a new version of OE is released (OE v3.x) the current released 3.x version of OE will be moved to an Inactive state.

What does it mean when a version of OE moves to Inactive state?

Once a version of OE moves to Inactive state, it is removed from the price book and general support is discontinued. Once in Inactive state only critical Safety related issues will be address for a 12 month period starting from the month of Inactive status.

What is the current state of OE v2.8?

The current status of OE v2.8 is it in the Mature level of the lifecycle.

What does it mean when a version of OE moves to Mature state?

Once a version of OE moves to Mature state, it signals to both the sales channel and the customer that the product is approaching “End of Life”. A Mature version will stay on the price book to allow customer to complete expansion of existing systems during migration planning to the Active version of OpenEnterprise. Any support related tickets are only reviewed and considered only. Functional enhancements will not be made.

Where can I find more information over OpenEnterprise SCADA?

Please visit the Emerson [Global Sales Portal](#) →

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