TechConnect Support

PRODUCT FAMILY COVERAGE

Regardless of your business goals, TechConnect℠ can help you unlock the potential of your operation. Using the valuable tools packaged with every TechConnect contract and our team of trained experts, you have ability to reduce maintenance time and costs, and improve your overall equipment effectiveness.

FOR MORE INFORMATION

For TechConnect Support Direct Dial Numbers
go to: **http://literature.rockwellautomation.com/idc/groups/literature/documents/qr/gmsc-qr003_-en-p.pdf**

To Chat With Our Engineers
go to: **http://www.rockwellautomation.com/global/support/americas/us.page#tab3**

Standard Products

Support is provided for all products listed within a product family.
(e.g., Automation Control)

Automation Control

Programmable Controllers – Compact GuardLogix®, CompactLogix™, ControlLogix® (1756 Family), GuardLogix®, MicroLogix™, SLC™ 500, SmartGuard™ 600, SoftLogix™ 5800, Pico™ Controller and PicoSoft (1760 Controllers)

Operator Interface – DTAM™ 2707, Industrial Computer, InView™, PanelView 5500, PanelView Plus, MobileView™ (Only includes 2711T)

Distributed I/O – Block I/O™, Expansion I/O, Flex™ I/O, POINT I/O™ and Remote I/O

Networks – ControlNet, DeviceNet, DH+™, DH-485, EtherNet/IP, RSLinx® Lite, RSNetWorx™, 9300 (Cables and 9300-ENA), 1784 Cards (Excludes ISA or PCMCIA cards)

Networks Security & Infrastructure – Stratix® switches

Sensors & Switches – RFID

Related Software – RSEmulate™, RSLadder™, RSLogix™, Studio 5000®, FactoryTalk® View ME

Condition Monitoring – Integrated Machine Condition Monitoring (Including 1444)

Power Monitors – PowerMonitor™ 500, PowerMonitor 1000 and PowerMonitor 5000

Power Energy – RSPower™

Drives and Starters

2362Q 700 Common Bus, 2362S 700S Common Bus, ArmorStart®, PowerFlex® Series, including PowerFlex 755T

Medium Voltage Drives – 1500-1599

Medium Voltage Drives

857, 865, 1500-1599, 1900-1999, 7000A-RPDTD, 7000L-RPDTD, 7000L-R18TX, 7000A-RPTX, 7000L-RPTX, 7000A-RPTXI, 7000-RPTX, 7000-R18TX, 7000-RPTXI, 7760, 7761, 7762, 7703

Industrial Motion Control

Rack-Based Motion Products – ControlLogix Motion (1756-M02AE, M08SE, M16SE, M03SE, M02AE, M02AS, HYD02 and 1758M04SE)

Servo Drives and Motors – Integrated Drive Module (IDM), Kinetix® Drives (3, 300, 350, 2000, 5500, 5700, 6000, 6200, 6500 and 7000), Ultra™ 3000 (2098DSD) and Kinetix VP and MP-Series™ Motors (Rotary and linear motor families)

Programming Software – MotionView, RSLogix Motion Commands, UltraWARE

Component Class

Outside North America:

· Complimentary call-back support available with one business day response time 24x7

· Telephone or chat support available 8:00am to 5:00pm or 24x7 with support agreement

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A-B **Allen-Bradley** • **Rockwell Software**

Rockwell Automation

Component Class, cont.

In North America:

· Complimentary support available 8:00am to 5:00pm

· Support agreement required for 24x7 support

Computer & Operator Interface – PanelView Component and PanelView 800

Industrial Control Products[1]

Motor Control Center – IntelliCENTER® (Low Voltage MCC)

Programmable Controllers – Micro800® Control Systems

Safety, Sensors, Connection System Business Products

Software – Connected Component Workbench Software

Process Safety

Requires a Process Safety Support contract. No toolkit support.

AADvance®, OptiSIS®, Standard 9000 (Euro9000 and Euro FP) and Trusted®

ESAFE

Condition Monitoring – Condition Monitoring Software, Portable Data Collectors, Protection Modules (XM modules included) and Condition Monitoring Sensors

RAPID
RAPID Line Integration™

Advanced Software

Support is provided for each software package you select within a family (e.g., FactoryTalk View)

HMI/Communication

FactoryTalk Gateway, FactoryTalk View SE, FactoryTalk ViewPoint, RSLinx Classic (Single Node, OEM, Gateway), RSView® 32 Works and Runtimes

Information

FactoryTalk AssetCentre, FactoryTalk Historian, FactoryTalk PlantMetrics (formerly RSBizWare™ PlantMetrics™), FactoryTalk Transaction Manager (formerly RSSql™), FactoryTalk VantagePoint, FactoryTalk ViewPoint, RSMACC™ Server and FactoryTalk Analytics[2]

Application

RSJunctionBox™, RSLogix Frameworks and RSTrainer®

Process

eProcedure®, FactoryTalk Batch (formerly RSBizWare Batch), FOUNDATION Fieldbus[4], MaterialTrack, PlantPAx® and Profibus PA Fieldbus (1788 Line)[4]

Power Energy

FactoryTalk EnergyMetrix

Mobility

FactoryTalk TeamONE (Email support only)

Legacy Products

Support is provided for each software package you select within a family (e.g., FactoryTalk View). Legacy products will only be supported Monday through Friday 8:00am to 5:00pm.

Hardware

Programmable Controllers – FlexLogix™, GuardPLC™, PLC-5® and 1755

Operator Interface – PanelBuilder® 32, 2711 PanelView 1400, PanelView 1400E and 2711 PanelView Standard

Power Monitor – PowerMonitor 1400 Series (1400, 1403, 1405)

Motion Products – Ultra 5000 (2098IPD), Allen-Bradley® Servo Drives and Motors (1386, 1388, 1391, 1392, 1394, 1398, 1326, 1327, 8720MC, 8720SM)

Allen-Bradley Drives and Starters – 160, 1305 Configured Drive, 1305 Standard Drive, 1336 Classic AC Drive and Accessories, 1336 Dynamic Braking Units and Chopper Modules, 1336 FORCE™ (1336T), 1336 FORCE Series A, 1336 VT, 1336E, 1336F PLUS™ (A-C Frames), 1336F PLUS II Standard Drive, 1336 PLUS (D-G Frames), 1336R Regen, 1336S, 1336T, 1336Z Spider Drive, 1395 Digital DC and 1397 Digital DC, PowerFlex 700H, 2362F, 2362H, 2362L, 2362M, 2362N and FlexPak 3000

Reliance Electric Standard – DC (old line), FlexPak AC and GV3000/SE

Reliance Electric Standard Drives – SP600, DC1, DC2, DC3, FlexPak Plus – Single Phase, GV3000, GV6000, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MD 60, MD 65, MiniPak Plus – Single Phase, SP500 and VTAC 7 & 9

Application – Automation Desktop®

Networks – 1785-KE, 1761-NET-DNI, ISA Cards (1784 KT/KTX/KTC/KTS/KTCS/KTCX15/KT2/KTXD) and PCMCIA Cards (1784 PCC, PCD, PCID, PCIDS, PCM4, PCMC, PCMC1, PCMK, PCMKS)

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Process – FOUNDATION Fieldbus (1757 FFLD)

Rack-Based Motion Products – SLC™ Motion (1746-HSRV, 1746-HSTP)

Servo Drives and Motors – 1394, Ultra 100, Ultra 200 (1398DDM) and Ultra 1500

Software

Programming Software – GML™ Commander and Ultra Master

Related Software – Change Management & Network Health and RSGuardian™

Products Not Under Support

Support is not provided for each family below.

Automation Control

HMI/Communication – INTERCHANGE™

Programmable Controllers – RSCompanion, All DOS-Based Programming Software (AI Series, 6200, APS, MPS, PBase and PCD), Automate 15/30/40 and Pyramid Integrator™, Automax® PLC, PLC (1774/1778, 2, 3, 4, 5/250), Programming Terminals (1770T1, T2, T3, T4, 1784, T45, T47 and T50), SLC 100/150, SLC 500 I/O (HSRV, BTM, QS, QV), DataSite™, 2760-RB, RSLogix FrameWorks, 1771-DA, 1771-DMC, 1785-KA, 1785-KA3, 1785-VME, ControlNet 1.25 (Including 1794-ACN and 1771-ACN), 1756HP (Not including 1756HP-TIME), VAX/VMS, Proset, and RSPocketLogix

Operator Interface – Dataliner™ 2706, DTAM (Excludes 2707), PanelBuilder® 1200, 2711 PanelView 1200, MobileView 2727, 1784-T30 and RediPANEL™ (2705, 2706, 2707)

Networks – 6001-NET, IOLinx, AdaptaScan, 2755, DeviceNetManager™ (1787-MGR) and 1770 Family (KF2, KFC15 and KFCD)

Application – RSWire

Drives & Starters

Allen-Bradley Drives – 1302, 1313, 1318, 1330, 1331, 1332, 1333, 1334, 1335, 133T Series A, 1340, 1350, 1351, 1352 (Series A, B, C), 1352C, 1361, 1362, 1365, 1370AR/NR, 1370B, 1371, 1372, 1373, 1374, 1375, 1376, 1379, 1381, 1396, 161, 1615, 161S and 3400, 2364E NRU[3] and 2364F RGU[3]

Reliance Electric Standard – GP1000, GP1200, GP1500, GP2000, GV3000 (1-60 HP, 75-150HP and 200-400HP), LiquiFlo, SP100, SP120, SP200, VVI, VSM500, VTAC 3 & 5 and Webpack 3000

Reliance System Drives – AutoMate[3], AutoMax®[3] 4 Card Set, AutoMax Field Regulator[3], AutoMax Generic[3], AutoMax RRC Support[3], DCS5000[3], S3C[3], SA3000[3], SA3100[3], SA500[3], SB3000[3], SF3000[3]

Industrial Motion Control

Motion Products – 1771-QA/QB/QC, Electro-Craft Brand Products (IQ 2000, IQ 5000, IQMaster Software, Bru 200, Bru 500, BSA, Pro, Max430, Max 100) and PLC (IMC 120, 121, 123) and SLC (IMC 110) & ODS™ Software

CNC Products and Programming Software – Fast Track, 7100, 7300, 8200, 8400, 8600, All 9 Series Controllers (including 8500, 8520, 92XX and 9400), Bandit and Machine Pro

Advanced Software

ControlView™ Builder, AdvisorPC™, ControlView, RSView for Windows, RSTools, ControlView for Windows, DH+™ Driver, DH485 and WINtelligent™ Series (WINtelligent View, WINtelligent Linx)

Process

ProcessLogix™ and ProcessPak5™

Application

RSData™ and RSLinx C SDK

HMI/Communication

RSTrend

Information

FactoryTalk Integrator, FactoryTalk Portal and FactoryTalk Scheduler (formerly RSScheduler)

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[1] Includes all Industrial Control Products as well as network class overloads and SMC Flex. Including E300, E3, etc.

[2] Support for this product beings in late 2017.

[3] Supported by the Rockwell Automation Global Solutions unit - See **http://ab.rockwellautomation.com/**

[4] 1788 Lines are included with the exception of 1788-CN2FF. RSFieldBus™ Software is also under support.

TechConnect Support Options

Self-Assist Support	**WELCOME KIT** Essential support agreement information / Support authorization number / Local support telephone number / User guide	
	SOFTWARE MAINTENANCE I Software update downloads	
	ONLINE SUPPORT CENTER ACCESS Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email	
Product Support*	**REAL-TIME, PRODUCT-LEVEL PHONE SUPPORT** Standard product and programming software / Telephone and live chat support available in 20+ languages / Remote desktop troubleshooting	
	TRAINING ADVISOR An online assessment tool to help you determine the knowledge of your workforce and to build a tailored training plan	
	SOFTWARE MAINTENANCE II Software update media / Emergency software replacement	
	GENIUS WEBINARS Extend and apply knowledge gained via access to on-demand library of online technical seminars	
System Support*	**REAL-TIME, SYSTEM-LEVEL SUPPORT** Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution	
	ADVANCED ENGINEERING EXPERTISE Single point of contact from our experienced system-level engineers with proactive call follow up	
Application Support*	**REAL-TIME APPLICATION-LEVEL SUPPORT** Designated support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews	
	SURVEILLANCE AND ALARMING OPTIONS Device and / or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting	
	APPLICATION-LEVEL ADMINISTRATION OPTION Emergency backup / Performance tuning / Guaranteed field service call-out	

* Optional 24x7x365 upgrade
NOTE: You may select different TechConnect Support service levels for different areas of your plant or application. Please contact your local Rockwell Automation sales representative or distributor for details.

Rockwell Automation, Inc. (NYSE:ROK), the world's largest company dedicated to industrial automation, makes its customers more productive and the world more sustainable. Throughout the world, our flagship Allen-Bradley® and Rockwell Software® product brands are recognized for innovation and excellence.

Connect with us.

www.rockwellautomation.com

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