

# Rockwell Automation Commercial Programs

## Enterprise Toolkit & Support User Guide

This guide is for active participants of the Commercial Toolkit Programs and may not be distributed to non-authorized users.



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**Rockwell**  
**Automation**

# Welcome

## To the Rockwell Automation Global Commercial Programs

### Dear Partner,

Rockwell Automation is pleased to have you participate in the Program. We recognize the value your company provides in applying our technologies to implement customer solutions, and thank you for your support and continued participation in this Program.

For more detailed information on the Program, please visit the Commercial Toolkit Programs section of our extranet site located at [www.software.rockwell.com/extranet/programs/index.cfm](http://www.software.rockwell.com/extranet/programs/index.cfm). This site requires a login and password. If you have not already done so, please register for an extranet account to enable access. Your password and login will be returned to you within 2 business days. We recommend that you regularly visit this site to learn the latest Program and product details. In many cases we will only be distributing information via e-mail or posting it on the extranet.

#### **Your Toolkit contains:**

- *Activation Certificate containing the serial number and product key to activate the software included in your Toolkit license (enclosed in a red envelope).*
- *Revs media set containing installation software for the products included in the Toolkit license (see Contents, this guide). Please note, the most recent updates may need to be downloaded from the support website at <http://www.rockwellautomation.com/support>.*
- *Enterprise Toolkit & Support User Guide including Contact information, Toolkit Contents, FAQ, Instructions for using the Rockwell Automation Support Center, Knowledgebase, contacting Technical Support, and other important information designed to help you make the most of your program benefits and toolkit license.*
- *Technical Reference Library (on Revs): The Technical Reference Library includes a comprehensive, electronic library of Rockwell Automation manuals and Knowledgebase articles to help you install, configure, and operate automation technologies.*

For product release notes and system requirements, please see the Rockwell Automation Internet at <http://www.rockwellautomation.com/rockwellsoftware>.

If the toolkit license your company purchased includes Support, you will receive an e-mail containing your toolkit support entitlement information and credentials via PDF attachment following the toolkit order shipment. The PDF is formatted to print directly onto Avery Stock Number 5371 so you can print cards to carry with you and/or distribute electronically to your engineers who use the Toolkit software. The eWallet Cards PDF will also be posted under Find My Stuff in your Knowledgebase Profile. Please allow 10-14 days for receipt. ***The registered participant site will be able to use the Toolkit serial number to obtain support in the interim.*** You may reach the Channel Development Team via e-mail at [rschannel@ra.rockwell.com](mailto:rschannel@ra.rockwell.com) or by phone at (0) 01.414.382.8360.

Sincerely,

Channel Development Team  
Rockwell Automation

# Overview

Use the instructions provided in this User Guide to obtain efficient service and maximize the benefits of your Toolkit license. Providing your authorization number for support and serial number(s) for product updates will expedite service delivery. Support information specific to the Program and license purchased (support level, serial number(s), authorization number(s), etc.) can be verified online on the Partner (RS) Extranet at <http://www.software.rockwell.com/extranet/programs/spqinfo>. Make sure you sign up on our Knowledgebase (<http://www.rockwellautomation.com/knowledgebase/>) to receive proactive notification of product updates and tech notes! See page 17 for additional Knowledgebase information.

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# 1 Enterprise Toolkit Contents

DESIGN & CONFIGURATION	Product	Catalog Number	Activation Key Name
	*Arena Professional Trial/Demo (product will run in Demo Mode)	9502ARPEENE	Demonstration Only*
	<sup>1</sup> RSLadder 5	9324RL5LDRENE	RSLD532.OCX
	<sup>1</sup> RSLadder 500	9324RL0LDRENE	RSLAD32.OCX
	RSLinx Classic Gateway	9355WABGWENE	RSLINX.GW
	RSLinx Enterprise	9355RSLETENE	RSLE10.RUN
	RSLinx Lite Communications Drivers	N/A	n/a - On Revs or Online
	RSLogix 5 Professional Edition	9324RL5700NXENE	RSLogx5P.EXE
	RSLogix 500 Professional Edition	9324RL0700ENE	RS500P.EXE
	Studio 5000 Logix Designer (formerly known as RSLogix 5000) Professional Edition	9324RLD700NXENE	RS5K _700.EXE
	RSLogix 5000 PIDE Autotune	9323ATUNEENE	RS5KTUNE.EXE
	RSLogix 5000 APC Config with one Controller License	9324RLDAPCENE	rs5k_apc.exe
	Studio 5000 GuardLogix Safety Editor	9324RLDGLXE	RS5K _GLX.EXE
	Studio 5000 Multi-Language Pack Option (FBD,SFC,ST)	9324RLDMLPE	RS5K _MLP.EXE
	Studio 5000 PhaseManager	9324RLDPME	RS5K _EPH.EXE
	RSLogix Architect	9326LGXARCHENE	RSARCH.EXE
	RSLogix Emulate 5000™ Processor Emulation	9310WED200ENE	WED32.EXE
	RSLogix Emulate 500™ SLC 500 Processor Emulation	9310WE0200E	WE032.EXE
	RSLogix Emulate 5™ PLC-5 Processor Emulation	9310WE5200E	WE532.EXE
	RSLogix Micro Developer	9324RLM0800ENE	RSMICROD.EXE
	RSNetWorx for ControlNet	9357CNETL3	RSNTWCN3.EXE
	RSNetWorx for DeviceNet	9357DNETL3	RSNTWDN3.EXE
	RSNetWorx for EtherNet/IP	9357ENETL3	RSNTWEN3.EXE
	RSNetWorx MD for ControlNet	9357CNETMDAD3E	RSNTWMC3.EXE
	RSNetWorx MD for DeviceNet	9357DNETMDAD3E	RSNTWMD3.EXE
	RSNetWorx MD for EtherNet/IP	9357ENETMDAD3E	RSNTWME3.EXE
	RSFieldbus 1024 FB Base Configuration Software	9308RSFB1024ENE	RSFBUS.1024, RSFOPC.1024
	SoftLogix 5860	1789L60	SftLgx58.60
	A-B Panel Builder for STD PV's; E PV's	2711ND3; 2711eND1	n/a - On Revs or Online
	UltraWARE	2098UWCPRG	n/a - On Revs or Online
	DriveTools SP - includes DriveExecutive & DriveObserver	93034DTS01ENE	n/a - On Revs or Online
	<sup>2</sup> DriveExplorer	93064EXP02ENE	n/a - On Revs or Online
	InView Messaging Software	2706PSW1	n/a - On Revs or Online
	PicoSoft Pro	1760PICOSOFTPRO	n/a - On Revs or Online
	IntelliCENTER Software	2101AINTLCNTR	n/a - On Revs or Online
	Connected Components Workbench	9328CCWDEVEENE	ccw.exe

\*Activation for Arena Professional Edition is available to participating OEMs and System Integrators that have a demonstrated competency with Arena. If you would like to learn more about developing competency in Arena, please contact Jon Santavy, jsantavy@ra.rockwell.com, +1-724-741-4056. Please note, activation for Arena Professional Edition is not available to Corporate Engineering Program participants as end user license(s) are required.

<sup>1</sup> Not FactoryTalk Activation compatible at this time, Legacy (EVRSI) activation only, by request only

<sup>2</sup> Connected Component Workbench (v1.02 and higher) is replacing DriveExplorer as the preferred configuration tool for PowerFlex drives. DriveExplorer will be discontinued and no further updates will occur after that time. When discontinued, it will be posted as freeware on the LV Drives Web Updates site (<http://www.ab.com/support/abdrives/webupdate/software.html>). DriveExplorer will still be needed for use with legacy SCANport products (1305, 1336, etc.) since Connected Component Workbench only supports PowerFlex (and newer) drives.

**Note:** All Toolkit software is the property of Rockwell Automation and may not be resold, transferred, or used in a production or manufacturing capacity. For product release notes and system requirements, please see our web site at <http://www.rockwellautomation.com/rockwellsoftware/>.

# Enterprise Toolkit Contents Continued

	Product	Catalog Number	Activation Key Name
PRODUCTION MANAGEMENT	FactoryTalk Batch 60 Units - includes Material Track	9358FTB060ENE	BCHBDL60.EXE, UNIT01.EXE MTRACK.EXE
	FactoryTalk Historian Classic for Batch	9358BHIST02ENE	BHIST2.EXE, Hist300.exe, Histhauth.EXE
	FactoryTalk Scheduler Pro	9358SCHENE	RSSCHDAU.EXE, RSSCHCTP.EXE
	FactoryTalk Scheduler Viewer	9358SCHVWENE	RSSCHDVW.EXE
DATA MANAGEMENT	FactoryTalk Gateway Distributed 70000 w/RSLinx Enterprise	93550PD2500LENE	RSOPCD.70000
	FactoryTalk Historian ActiveView Client	9518HAVENF	Aview.1
	FactoryTalk Historian Classic Server 70K	9358HSTS2500	Hist70k.exe, Histhauth.exe
	FactoryTalk Historian Site Edition Server – 2,500 RA Data Points	9518HSERA2K5	FHLD.2500, VPHstBdl.ext
	FactoryTalk Historian SE Server – 500 3rd-Party Data Points	9518HSE3RD500	PTY3.500, VPHstBdl.ext
	FactoryTalk Historian ProcessBook Authoring Client	9518HPBENF	N/A
	FactoryTalk Historian DataLink Excel Reporting Tool	9518HDLENF	N/A
	FactoryTalk Historian BatchView Add-in	9518HBAVENF	N/A
	FactoryTalk Historian SQC ProcessBook Add-in	9518HSAENF	N/A
	FT Historian Site Edition - 5,000 tags	9518HSE5K	FHSE.5000
	FactoryTalk Historian Site Edition Advanced Server	9518HSEADV	FHSE.Advanced
	FT Historian Server Interface	9518HINSE2SE	FHSE.H2H
	FactoryTalk Transaction Manager COM+Connector	9356SQLCOMPLS	RSSQLPRO.MTS
	FactoryTalk Transaction Manager Pro 70K Tags	9356PRO2500	RSSQLPRO.70K
	FactoryTalk Transaction Manager Standard 5K Tags	9356STD2350	RSSQLSTD.05K
ASSET MANAGEMENT	Emonitor (Enshare) Enterprise Unlimited	9309-ENSH000ENF	emonensh.emt, emonptul.emt, CMMSGWAY.EMT, emonr1st.emt, emonanys.emt, emontweb.emt, plantlnk.emt, emonchdb.emt, Emwebblul.emt
	FactoryTalk AssetCentre Server	9515ASTSRVRENE	AC.SERVER
	FactoryTalk AssetCentre 1000 Addtl Assets	9515ASTCAP1000E	AC.TLK1000
	FactoryTalk AssetCentre Disaster Recovery	9515ASTDRROKENE	AC.DRROK
	FactoryTalk AssetCentre Process Device Configuration	9515ASTPRDCFENE	AC.CFGINSTR
	FactoryTalk AssetCentre Disaster Recovery for ABB Robot	9515ASTDRABBENE	AC.DRABBR
	FactoryTalk AssetCentre Disaster Recovery for Remote Computers	9515ASTDRRCENE	AC.DRRRC
	FactoryTalk AssetCentre Disaster Recovery for Siemens S7	9515ASTDRSMNS7	AC.DRSMNS7
	FactoryTalk AssetCentre Disaster Recovery for Siemens S5	9515ASTDRSMNS5	AC.DRSMNS5
	FactoryTalk AssetCentre Disaster Recovery for Generic FTP	9515ASTDRFTP	AC.DRFTP
	FactoryTalk AssetCentre Disaster Recovery for Fanuc Robot	9515ASTDRFNCENE	AC.DRFANUCR
	FactoryTalk AssetCentre Disaster Recovery for Motoman Robot	9515ASTDRMTNENE	AC.DRMOTOMR
	FTEM Manager (FT EnergyMetrix Manager)	9307FTEMMENE	FTEM.MGR
	OPC Connectivity for FTEM	9307FTEMOPC	FTEMOPC.OPT
	Real Time option for FTEM	9307FTEMRT	FTEMRT.OPT
	Charts Plus for FTEM	9307FTEMCHT	FTEMCHT.OPT
	Reports Plus for FTEM	9307FTEMRPT	FTEMRPT.OPT
	10 meter bundle for FTEM	9307FTEM10	FTEM10.MTR
	RSPower32 Works	9307RSP32WENE	RSP32WKS.EXE

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PERFORMANCE & VISIBILITY	Product	Catalog Number	Activation Key Name
	FactoryTalk Metrics Server 200 Workcell	9358PLTM2600ENE	Pltm200.exe, PltmAuth.exe
	FT Metrics/FT Historian Classic Single-User Runtime Client License	9358BIZ1COPENE	RSBWRTSU.EXE
	FactoryTalk VantagePoint EMI Server (with user-supplied MSSQL) - includes FT VantagePoint Dashboard Builder	9521VPSEVERENE	VPDEMISRV.sys, VPNmUser.lmt, VPFctTtk.con, VPInSql.hst, VPOSIP1.hst, VPProf.hst, VPOpcHda.hst, VPOpcDa.rt, VPDdb.con, VPMsSql.db, VPOledb.db, VPOracle.db, VPCalc.con, VPInc.con, VPTags.con, VPStore.pgn, VPFlash.pgn, VPRReport.pgn, VPTblldr.cln, VPSqlclr.cln, VPStore.inf, VPCalc.inf, VPTags.inf, VPLimit.db, VPOdbc.db
	FactoryTalk VantagePoint 1 Named User Client	9521VPNL01ENE	VPNmUser.lmt
	FactoryTalk VantagePoint 3rd-Party Historian Connector	9521VPHSCENE	VPLimit.hst
	FactoryTalk VantagePoint 3rd-party Real-time Connector	9521VPRTCENE	VPLimit.rt
	FactoryTalk VantagePoint EMI Database Connector	9521VPEMDBCENE	FTVPEEDBConnector, VPLimit.db, VPMsSql.db, VPOledb.db, VPOracle.db, VPOdbc.db, VPDdb.con
	FactoryTalk VantagePoint EMI SharePoint Web Parts	9521VPSHRPNTENE	n/a - On Revs or Online
	FTVantagePoint Energy Add-on for FTVantagePoint	9521VPNRGADD	n/a - on Revs or Online
	FactoryTalk View Machine Edition Station Runtime 500 Displays	9701VWVR500AENE	RSVME.500
	FactoryTalk View SE Client	9701VWSCWAENE	RSVSECLI.RW
	FactoryTalk View SE Station Unlimited Display	9701VWVB000AENE	RSVSE.MAX
	FactoryTalk View Server Unlimited Display	9701VWSS000AENE	RSVSESrv.MAX
	FactoryTalk View Studio for FactoryTalk View Enterprise	9701VWSTENE	RSV.STUDIO
	FactoryTalk View Studio for Machine Edition	9701VWSTMENE	RSVME.STUDIO
	FactoryTalk ViewPoint	9522VWP50RENE	FTVWPCLI.RO
	1KEPServer Enterprise	9301OPCSRVEENE	KEPSERVER.EXE
	RSView32 Active Display Dedicated Client	9305RSVADDCENE	RSVRADS.GCS
	RSView32 Active Display Floating Client	9305RSVADFCENE	RSVRADS.CLI
	RSView32 Active Display Floating View Client	9305RSVADFCENE	RSVRADS.ROC
	RSView32 Active Display Server	9305RSVADSENE	RSVRADS.SVR
	RSView32 Messenger Pro™	9301MSGRPROENE	RSVMSGR.PRO
	RSView32 WebServer™	9301RSVWSENE	RSVHTML.SRV
	RSView32 Works 100K	93012SE2500	RSVIEW.D70K

<sup>1</sup> We're sorry, 24x7 Support is not currently available for this product

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# Enterprise Toolkit Contents Continued

	Product	Catalog Number	Activation Key Name
PRODUCTIVITY TOOLS & RESOURCES	Power & Energy Management Tools (PEMS Accelerator Toolkit)	IASIMP-SP014-EN-C	n/a - On Revs or Online
	Transim • Web-based engineering tool for drive simulations for reflective wave and harmonic applications	N/A	n/a - On Revs or Online
	Connected Components Building Blocks; CC Accelerator Toolkit	CC-QR001x-MU-C	n/a - On Revs or Online
	Dynamix Surveillance Accelerator Toolkit	IASIMP-SP010	n/a - On Revs or Online
	Drives and Motion Accelerator Toolkit	IASIMP-SP017A-EN-C	n/a - On Revs or Online
	Water Wastewater Accelerator Toolkit	IASIMP-SP012A-EN	n/a - On Revs or Online
	EtherNet/IP Capacity Tool	N/A	n/a - On Revs or Online
	Integrated Architecture Top 50 Design Points	N/A	n/a - On Revs or Online
	Safety Accelerator Toolkit	SAFETY-CL002	n/a - On Revs or Online
	Product Selection Toolbox: CenterONE, Current Program Updater, MCS Star, Rail Builder, Proposal Works, eCADWorks & eCADWorks Clipboard, Integrated Architecture Builder, Motion Analyzer & Motion Selector	PST-SG001E-EN-V	n/a - On Revs or Online
COMPUTER-BASED TRAINING PRODUCTS	<sup>1</sup> RSTrainer for RSLink Software	9393RSTLINX	RST2KLN.CBT
	<sup>1</sup> RSTrainer for ControlLogix Fundamentals	9393RSTCLX	RST2KCLX.CBT
	<sup>1</sup> RSTrainer for RSLogix 5000 — Project Configuration	9393RSTLX5KPRJ	RST5KPRE.CBT
	<sup>1</sup> RSTrainer for RSLogix 5000 Software — Offline Programming	9393RSTLX5KOFF	RST5KOF.CBT
	<sup>1</sup> RSTrainer for RSLogix 5000 Software — Online Monitoring	9393RSTLX5KON	RST5KONE.CBT
	<sup>1</sup> RSTrainer for RSLogix 5000 Software — Motion	9393RSTLX5KMOT	RSTL5KMO.CBT
	<sup>1</sup> RSTrainer for Hydraulics	9393RSTHYD	RST2KHYP.CBT
	<sup>1</sup> RSTrainer for RSLogix 5 Software	9393RSTLX5	RST2K5.CBT
	<sup>1</sup> RSTrainer for FactoryTalk View ME - Applications & Displays	9393RSTVMEPT1	RSTVME1A.CBT
	<sup>1</sup> RSTrainer for FTView Machine Edition - Drawing Objects	9393RSTVMEPT2	RSTVME2A.CBT
	<sup>1</sup> RSTrainer for FactoryTalk View ME - Interactive Objects	9393RSTVMEPT3	RSTVME3A.CBT
	<sup>1</sup> RSTrainer for SLC 500 — Hardware Fundamentals	9393RSTSLCHENE	SLCHE.CBT
	<sup>1</sup> RSTrainer for SLC 500 — Programming Fundamentals	9393RSTSLCPENE	SLCPE.CBT
	<sup>1</sup> RSTrainer for RSLogix 500 Software — Offline Programming	9393RST5000FENE	RST5000F.CBT
	<sup>1</sup> RSTrainer for RSLogix 500 Software — Online Monitoring	9393RST5000NENE	RST5000N.CBT
	<sup>1</sup> RSTrainer for RSLogix 500 Software — Documenting & Searching	9393RST500DSENE	RST500DS.CBT
	<sup>1</sup> RSTrainer for EtherNet/IP - Communications & Diagnostics	9393RSTENET2ENE	ENET2ENE.CBT
	<sup>1</sup> RSTrainer for EtherNet/IP - Hardware and IP Addressing	9393RSTENET1ENE	ENET1ENE.CBT
	<sup>1</sup> SPANISH: RSTrainer for RSLogix 500 - Offline Programming	9393RST5000FESE	RST5000F.CBT
	<sup>1</sup> RSTrainer Enterprise Edition for Student Manager	9393RSTSMGRENF	RST2KMGR.CBT
PROCESS SAFETY (SSTRIPLX)	<sup>1</sup> Modular Programming for Machine Applications	9393MODPROG	MODPROG.CBT
	<sup>2</sup> AADvance Workbench Soft key 1 Contr	T9082D	N/A
	<sup>2</sup> AADvance Workbench USB key 1 Contr	T9082U	N/A

<sup>1</sup> The RSTrainer Products contained in your Toolkit do not support borrowability at this time (RSTrainer activations cannot be checked out or run disconnected from the server on which the .LIC file resides).

<sup>2</sup> Note: Software tools available by exception to participants meeting competency requirements. System Support support-level purchase required on the Enterprise Toolkit. Please contact your regional program manager.

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# 2 Commercial Programs FAQ

**Q What is the objective of the Commercial Toolkit Programs?**

**A** The purpose of the Programs is to help Rockwell Automation systems integrator and machine builder customers to increase their profitability, effectiveness, and competitive edge by providing economical access to the tools they need to integrate Rockwell Automation products and technology and develop integration solutions for their customers.

**Q Where do I find Program details?**

**A** For Program information, please log-on to the Partner (RS) Extranet at [www.software.rockwell.com/extranet](http://www.software.rockwell.com/extranet) and access the Channel Programs page from the left-side navigation pane. If you do not already have an account, sign up for a login ID and password. On the extranet you will find information on the Programs, tools to help you with our products, your Partner Summary Report, Newsletter Archives, and other details on our products and services that are only available to Program Participants. If you haven't had a chance to browse the extranet, please take a moment to do so, as extranet access is one of the benefits provided to you with Program participation.

**Q Can a customer buy multiple Toolkits?**

**A** Yes, based on sales history and program type: Eligible participants can license the Toolkit with 1-, 3-, 5-, 10-, 15-, 20-, 25-, 30-, 35-, 40-, 45-, 50-, 75-, or 100-install increments or multiples of those. As the install count increases the cost per install decreases.

**Q What about software that a Program participant already owns?**

**A** Program Participants that have existing software purchased outside the Toolkit offering can obtain a TechConnect contract. Furthermore, existing software can be brought into support and resold to their customers. For more information go to [www.rockwellautomation.com/support](http://www.rockwellautomation.com/support).

**Q Can I trade in existing software to get a discount on the Toolkit offering?**

**A** No, however existing software purchased at list price may be resold to end customers to offset Program costs.

**Q Do I need additional TechConnect contracts for GML, PLC2 or PLC3 software if the Toolkit license my company purchased includes support?**

**A** Yes. Toolkit Support does not include Legacy Support. Participants may purchase a Legacy Support contract through your local Rockwell Automation sales office or Authorized Distributor.

**Q Can a company buy one Toolkit with 8-5 Phone Support and another Toolkit with 24x7 Phone Support?**

**A** No, all participants will need to purchase all Toolkits/installs with matching support levels. Please see the Program Guide for more information.

**Q Will a participant be able to upgrade a standard Support option to 24x7, and/or System Support at a later time?**

**A** Yes. Please contact your local Distributor or Rockwell Automation sales office for pricing and availability.



# 3 Revs and Activation FAQ

## **Q** What is Revs?

**A** Revs is a media set that contains the most recent Rockwell Automation software product revisions. Revs media is provided for software product installation and update purposes, only to active participants of the Rockwell Automation commercial toolkit programs and authorized channel partners.

- Revs is provided for your internal development use only, and external customer distribution is prohibited. Distribution to customers may result in program termination.
- You will have activations to the products that are included in the license type purchased by your company (see your Contents document).

**Please Note:** The software provided on Revs is the property of Rockwell Automation and may not be resold, transferred, or used in a production or manufacturing capacity.

## **Q** Who can use Revs?

**A** Revs is restricted to use by active participants of the Rockwell Automation commercial toolkit programs and authorized channel partners only. External customer distribution is prohibited. Distribution to customers may result in program termination.

## **Q** When is Revs released?

**A** Revs is currently released once annually in conjunction with the Rockwell Automation fiscal year.

## **Q** Can I use Revs to update my customers?

**A** No, that would violate the license agreement. Revs is provided to authorized channel partners for internal development use only and is not intended for end customer use. Distribution to customers may result in program termination.

## **Q** Where can I find product release notes and system requirements?

**A** In the Help File of each product, or please see our website at <http://www.rockwellautomation.com/rockwellsoftware/>.

## **Q** What if a product revises between Revs releases?

**A** If you require software updates between Revs releases, you can download the latest release of the software online.

- Go to: <http://www.rockwellautomation.com/support/> and select Software Downloads / Software Downloads by Serial Number
- Logon and enter your active license serial number and registered company name
- Select the software product to download
- Click on the Download button

## **Q** Will I be able to activate all products contained in Revs?

**A** No. Which products you can activate depends on the contents of your license. Some products have third-party licensing restrictions prohibiting inclusion in internal development licenses. However, these products may be included on Revs for update and demo purposes.

## **Q** What do I need to activate my software electronically?

**A** To activate your software electronically you will need:

- A computer with an Internet connection and web browser (or email, telephone, or fax capability).
- FactoryTalk Activation Manager software (the FactoryTalk Activation Manager software application is included on your Revs media).
- The software serial number and product key (printed on the Activation Certificate document, enclosed in a red envelope included with the software media).

## **Q** Who do I call if I need activation support?

**A** If you experience a hard disk failure or an activation related problem, please contact Rockwell Automation Technical Support at [www.rockwellautomation.com/knowledgebase](http://www.rockwellautomation.com/knowledgebase) or by phone at 440-646-3434. For local contact information, please see page 22, or use our online **Worldwide Locator**.

# Revs and Activation FAQ

For more information about FactoryTalk Activation, visit our Activations Support site at <https://rockwellautomation.custhelp.com/app/support/activations>.

## **Q** Where can I find Tutorials on FT Activation?

**A** You can find FactoryTalk Activation instructions and other tools and resources on your Revs media.

You can also access FAQs, tutorials, and view archived Q&As online at our Activations Support site, <https://rockwellautomation.custhelp.com/app/support/activations>, and the Rockwell Automation Knowledgebase at [www.rockwellautomation.com/knowledgebase](http://www.rockwellautomation.com/knowledgebase).

## **Q** What if I need help installing a product?

**A** Start with the **Rockwell Automation Knowledgebase** for 24/7 technical information and assistance:

- View technical/application notes
- Obtain software patches
- Subscribe for product/service email notifications
- Ask questions, and much more!

Or contact our Support Center at 440-646-3434. For local contact information, please see page 22 or use our online **Worldwide Locator**.

## **Q** Where can I find product manuals and release notes?

**A** The Rockwell Automation Technical Reference Library is included on the Revs media, and contains product manuals, technical notes, and Knowledgebase files for on-demand installation assistance. You can also visit our website at [www.rockwellautomation.com/rockwellsoftware/](http://www.rockwellautomation.com/rockwellsoftware/).

## **Q** What is the minimum version of the FactoryTalk Activation Tool I need to use with my Toolkit?

**A** We encourage participants to use the latest version of FactoryTalk Activation Manager. The latest version of FactoryTalk Activation Manager

is on your Revs media, or can be downloaded from our website at <https://activate.rockwellautomation.com/>.

## **Q** How is the Toolkit license activated?

**A** The Toolkit license uses FactoryTalk Activation.

FactoryTalk Activation is part of the Rockwell Automation FactoryTalk Services Platform. It allows FactoryTalk enabled products to be activated via files generated by Rockwell Automation over the Internet. It eliminates the dependency on physical media to initiate activation. As a result, software activations can be delivered, distributed, stored, backed-up and moved electronically.

Activation files can be created with the FactoryTalk Activation Manager software or retrieved online from the Rockwell Automation licensing site at <https://activate.rockwellautomation.com/> and hosted to your local server, machine, or a USB dongle.

For help with activation, click *Help* in the upper right corner of the FactoryTalk Activation Manager, or visit our Activations Support site at <https://rockwellautomation.custhelp.com/app/support/activations>.

## **Q** Does the Toolkit use concurrent activations?

**A** Yes. Toolkits use concurrent activation. A concurrent activation locks the software activation to an Activation Server Computer. The Activation Server manages a pool of activations and shares them with client computers over a network connection.

## **Q** Will my Toolkit have one serial number with FactoryTalk Activation?

**A** Yes. You will have one serial number per Toolkit catalog number ordered. A Toolkit license serial number includes individual activation keys for the software products contained in the bundle. Your Toolkit license may include multiple installs under the same serial number depending on the number of installs purchased.

# Revs and Activation FAQ

**Q Can FTView Studio be borrowed in the Toolkit?**

**A** Yes. The Toolkit license is concurrent so most bundled components in the Toolkit license can be borrowed.

**Q Do I need to remove my old Toolkit Activations before I install the new ones?**

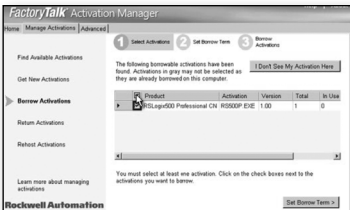
**A** Yes, removing your expiring/expired toolkit .LIC file is recommended to reduce confusion when setting up your server or administering your activations. If you don't remove the old .LIC file, the old keys will display in the same list as your new keys. Removing the old .LIC file will make viewing & administering your new keys simpler in the FactoryTalk Activation Manager.

**RENEWAL NOTE:** If your Toolkit license is a renewal (even when you get a new serial number), do not activate your new license until your expiring license goes into grace period otherwise you might shorten your license term since Toolkit licenses are 12-month service contracts.

**Q How do I borrow multiple activations?**

**A** Activation files can be borrowed individually or as a group. If you want to borrow only activations that you specify, you can select the rows in the chart on the *Select Activations* tab that correspond to the software product for which you want to borrow an activation, and then click the *Set Borrow Term* button.

To borrow all the activations listed in the chart on the *Select Activations* tab, click the check box next to the *Product* column header. If an activation listed in the chart does not support borrowing it displays as "n/a."



**Q What is the maximum borrow time for my activation(s)?**

**A** Maximum borrow time for an activation is the expiration date. The FactoryTalk Activation Manager *Borrow Activations* dialog uses the expiration date of the activation as the maximum borrow time by default.

When borrowing multiple activations at the same time the maximum borrow time will be the earliest expiration date found in the group of activations you are borrowing.

The Borrow Activation page will display the Maximum time activations can be borrowed field using a Calendar, Days, and Hours format.



**Q If I host my activations to a dongle is there anything special I need to know?**

**A** The FactoryTalk Activation Manager monitors USB dongle insertion and will trigger an Activation Server reread when a dongle is inserted. On reboot, the FactoryTalk Activation Manager will automatically reread the server after a pause to allow the Operating System to start required services.

Note: It is still possible for a Grace Period to be started while the Operating System starts these services. A Grace Period started in this manner will automatically resolve quickly and does not require user interaction.

FactoryTalk Activation Manager v3.40 and later fully supports a plug-and-play dongle (cat #9509-USB-DONG2) with storage capacity, automatically detects the connected plug-and-play dongle, and gives you the option of

# Revs and Activation FAQ

downloading activation files to it. Once it's set up, it can be used on any computer that also has FactoryTalk Activation Manager (v3.40 or later) installed.

**Q** I received an "invalid serial number" prompt while installing the RSLogix products included in my Toolkit license. What should I do?

**A** Some products may require you to enter a serial number during the installation process, but may not accept your Toolkit serial number because the software product prefix is pre-loaded.

If you receive an "invalid serial number" error during installation, please enter the product prefix followed by the last six digits of your Toolkit license serial number to complete the installation process.

For a complete listing of products and prefixes see the Installation Note – Commercial Development Programs PDF on your Revs media, or visit the [Revs](#) page on our [Extranet](#) site.

**Q** Is it possible to open two instances of Studio 5000 Logix Designer (RSLogix 5000), for example, one in v18 and another in v19, using a single FactoryTalk Toolkit activation?

**A** Yes. Any two instances of different Studio 5000 (RSLogix 5000) versions opened on a single computer will require only one activation as long as both versions in use support FactoryTalk Activation.

**Q** When I rehost my Toolkit license do I have to rehost each software activation individually, or is there a way to rehost all the activations at once?

**A** Each Toolkit license purchased has a unique serial number, and you may have multiple installs depending on the number of installs you purchased (1-install = 1 set of all products included in the toolkit license bundle).

Rehosting activations is a means of associating an activation file with a different host ID. Rehosting an activation file deactivates and

deletes the activation file on the computer that is hosting it.

The number of installs tied to the host ID for that activation file determines how many installs are available to be rehosted.

**Q** I purchased two 25-install Toolkits and one 10-install Toolkit, so I have three serial numbers with a total of 60 installs. How should I manage the installs using the FactoryTalk Activation Manager?

**A** If you are currently licensing multiple toolkit serial numbers and want to use a centralized activation server, we encourage Software Librarians to consolidate all of your toolkit installs to a single serial number to make managing your activations easier. This will greatly reduce the complexity of the Options file since you would only manage a single serial number instead of multiple serial numbers.

Active participants may request consolidation of multiple active Toolkit serial numbers by contacting the Channel Development Team by email to [rschannel@ra.rockwell.com](mailto:rschannel@ra.rockwell.com).

**Q** Is FactoryTalk Activation use supported using a Virtual Private Network (VPN)?

**A** Yes. Use of FactoryTalk Activation has been verified over a VPN. However, Rockwell Software has NOT qualified any specific VPN products. The VPN on its own shouldn't be a problem if it has reasonable bandwidth and is configured correctly; it should act as a transparent pipe into the network.

**Important:** Ports 27000-27009 need to be accessible. There shouldn't be problems with a VPN itself, but there may be issues with a firewall implemented as part of the VPN connection that disables these ports. Contact your IT help desk if you are having problems getting this to work.

**Q** Are there products that are excluded from the Toolkit?

**A** Yes. Some products, such as RSTestStand and MSSQL, have third-party license restrictions and/or royalty agreements that prohibit us from

# Revs and Activation FAQ

including them in the toolkit license. Products introduced mid-year may not be included.

To determine whether a product is included in the toolkit license, please see the Toolkit Contents listing included in your User Guide, or on your Revs media.

**Q When I click on “Refresh”, the refresh time to display my Toolkit Activations takes about 10-15 minutes. Is there any way to speed up this process?**

**A** Slow refresh rates can be the result of bad configurations or network issues. Even five minutes is longer than expected on a good setup with a good network connection. Expected refresh times of 30-40 seconds are required to refresh a list of 150 activations.

**Q Can I order additional Revs media?**

**A** Yes. If you register additional sites for support under your program enrollment, you can now purchase additional Revs media for those sites. The Revs Adder is available for purchase through your local distributor.

North America, EMEA, Asia Pacific:  
Catalog 9398C-RSREVSADDER

Latin America:  
Catalog 9398-RSREVSADDER

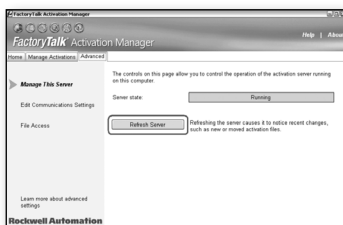
Please contact your local Rockwell Automation **sales office** or authorized **distributor** for local pricing and availability.

**Q When do I need to use “Refresh?”**

**A** Refreshing the server causes it to notice recent changes such as new or moved activation files.

FactoryTalk Activation Manager should automatically detect dongle insertion and cause the server to re-read activation files. FactoryTalk Activation Manager also detects changes to the activation files or their configured paths and issues “re-reads” in those cases.

While the Refresh button can be used to check for any changes while the activation server continues to run, it is there as a precaution, and, in general, its use should not be required.



**KB TechNote 51962 - RSTrainer installed from Revs crashes without error message.**

This is a known conflict between some RSTrainer exe files and the toolkit activation. The following RSTrainers are affected by this issue:

- RSTrainer for RSLogix 5000 – Project Configuration
- RSTrainer for RSLogix 5000 – Motion
- RSTrainer for RSLogix 5000 – Offline Programming
- RSTrainer for RSLogix 5000 – Online Monitoring

Your Revs media contains the fix for this issue; see Computer-Based Training\RSLgx5000\Fix Procedures on your Revs media.

## 4 Telephone Support



### Make Calls

Please contact Rockwell Automation Technical Support by phone at 440-646-3434 in the Americas, or see a list of international numbers by country and region on page 22, this guide. For local contact information, you can also use our Worldwide Locator available online at [www.rockwellautomation.com/locations](http://www.rockwellautomation.com/locations).

Please use your designated Authorization Number (and phone number if you purchased System Support) when calling for support. These numbers can only be used for support issues regarding products included in the Toolkit Program support offering.

Standard phone support hours are 8 am to 5 pm Monday through Friday in the time zone of the primary participant location unless a 24x7x365 support level was purchased.\*

If the Toolkit license your company purchased includes Support, you will receive an e-mail containing your toolkit support entitlement information and credentials via PDF attachment following the toolkit order shipment. The PDF is formatted to print directly onto Avery Stock Number 5371, so you can print cards to carry with you and/or distribute electronically to your engineers who use the Toolkit software.

The eWallet Cards PDF will also be posted under Find My Stuff in your Knowledgebase Profile. Please allow 10–14 days for receipt. The registered participant site will be able to use the Toolkit serial number to obtain telephone support in the interim.

- You may also verify your Support Authorization Number, Toolkit serial number, and registered participating site information online by accessing your Partner Summary Report on our extranet site at [www.software.rockwell.com/extranet/programs/spqinfo](http://www.software.rockwell.com/extranet/programs/spqinfo).
- \* Phone Support is not available on the following Rockwell Automation recognized holidays unless you have purchased a 24x7x365 support option:
  - North America: New Year's Eve, New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day (and day after), Christmas Eve, Christmas Day
  - Latin America: New Year's Eve, New Year's Day, Christmas Eve, Christmas Day
  - All other regions: Contact your local Rockwell Automation sales office

# Telephone Support Continued

## Maximize the Value of Your Call

When you call for support, we will ask you for the following information which you will want to have available:

- TechConnect Support agreement authorization number.  
You can find this on your eWallet Cards, or access your Partner Summary Report on the RS Extranet at [www.software.rockwell.com/extranet/programs/spqinfo](http://www.software.rockwell.com/extranet/programs/spqinfo). If you cannot locate this number, we will ask you for your name and company site location.

- Product name(s), description and series/revision/version number
- System configuration and components, e.g., operating system, etc.
- Sequence of events prompting your call
- Complete error message if applicable

In addition, you should communicate to the telephone support specialist who answers your call the urgency of your situation so that we can respond appropriately. Use the following as a guide:

- If you want to ask questions and/or need support regarding issues that have minimal or no immediate impact on your operation or business, you should categorize the urgency as MEDIUM. In normal situations, you agree that it is acceptable if your issue is not resolved on an initial call.
- If you want to ask questions and/or need support regarding issues that have a direct impact on your operation or business, you should categorize the urgency as HIGH. In high urgency situations, your system or process should remain operational but at less than full capability. In these situations, you require immediate or same day resolution if possible.

- If your system or process is down and you require an immediate response, you should communicate this status to the telephone support specialist directly and classify it as VERY HIGH. In these situations, we leverage additional technical support and engineering resources to resolve your issue quickly. We expect you to implement technical support recommendations and to be available for immediate follow-up. If this does not occur, we may downgrade the urgency of your situation.

## Make Calls

Use the designated telephone support number listed on your support entitlement e-mail and wallet cards, or see page 22 of this guide for a list of International Numbers. You can use this number only to request support on product included in the Toolkit TechConnect support offering. In general, standard telephone support hours are from 8:00 am to 5:00 pm Monday through Friday in the time zone of the participating location listed on your support entitlement e-mail, unless you purchased a 24x7x365 support option. Standard telephone support hours may vary according to your region. Refer to your support entitlement email for specific information.

Note: 24x7 Support is not currently available on certain products, such as FTProductionCentre, certain Safety products and KEPServer Enterprise. Toolkit Support does not include Legacy Support. Participants may purchase a Legacy Support contract through your local Rockwell Automation sales office or Authorized Distributor.

# Telephone Support continued

**Direct Dial Menu** To reduce call tree navigation, enter the three-digit direct dial code from the tables below when you call for support. Your call will be routed directly to the appropriate product support specialist.

DIRECT DIAL MENU	Direct Dial Code
<b>Activation</b>	
Software activations, Copy protection	010
<b>Controllers</b>	
ControlLogix, FlexLogix, RSLogix 5000, Safety Processor, Communications, Associated I/O and Instruction Set	100
CompactLogix, RSLogix 5000, Communications, Associated I/O and Instruction Set	101
PLC-2, 3, & 5, and 5/250 Processor, Communications & Associated Programming Software, I/O & Instruction Set	102
SLC 500, MicroLogix Processor, Communications & Associated Programming Software, I/O & Instruction Set	103
Pico Controller, Associated Software and Instruction Set	104
SoftLogix 5 & 5800, RSLogix 5000 Emulate, Communications, Programming Software, I/O and Instruction Set	105
Automax, Automate, Shark	106
Power Monitor, RSPower	107
RSTestStand	108
Process Logix	109
Micro800	110
<b>Visualization</b>	
FactoryTalk View SE, RSView SE	200
RSView 32	201
FactoryTalk View ME, RSView ME, PanelView Plus and PanelView Plus CE	202
PanelView Classic, Standard, Enhanced Terminals and PanelBuilder Software	203
PanelView Component	204
Message Displays	205
Industrial Computers and Monitors	206
<b>NetLinx</b>	
DeviceNet, ControlNet, Ethernet Associated RSNetwork Software	300
RSLink Classic, RSLink Enterprise and FactoryTalk Gateway	301
Communications Cards, 1784-PCMK, PCD, PCC, PKTX, KT, KTX	302
Rockwell Automation Network Switches (Managed and Unmanaged)	303
Remote Access Dial-in Modems	304
<b>Motion</b>	
ControlLogix Motion, Interface Cards and Associated Software	400
Kinetix and Ultra Servo Drives and Motors and Associated Software (includes Ultra 3000, 100, 200)	401
Ultra Servo Drives with DeviceNet	402
Ultra 5000	403
1394, S-Class, GML Commander	404
CNC Motion 7100, 7300, 8200, 8400, 8600, Bandit, 9 Ser./PC9	405
Electrocraft Servo Drives and Motors	406
IMC Motion(121, 123, 110, ODS Software), HSRV, HSTP	407
AB Legacy Servo Drives (1387, 1388, 1391, 1392), 8720	408
1398 PDM Ultra Plus, IQ2000 / 5000 with GML Ultra and IQ Master Software	409
Anorad Linear Motors	410

DIRECT DIAL MENU	Direct Dial Code
<b>Drives and Motors</b>	
PowerFlex 70/700 - PF70, PF70EC, PF700VC	500
PowerFlex 4/40 - PF4, PF4M, PF40, PF40P, PF400	501
PowerFlex 755	502
Comm Networks - Drives with any communication module except the Cnet or any PF700S drive	503
AC Legacy -1302, 1326, 1329I, 1330, 1331, 1332, 1333, 1334, 1335, 1336(Classic), 1340, 1341, 1350, 1351, 1352, 161, 3400	504
AC Vector - 1336T (Force), 1336E (Impact)	505
Plus/Plus II - 1336S (Plus), 1336F (Plus II)	506
160/1305	507
700S	508
ControlNet - Drives with Cnet except the 700S	509
Application - Presales calls	510
DC Drives - 1395, 1397 and PFDC	511
Reliance	512
Medium Voltage	513
Motor Products	514
<b>Data Management Software</b>	
Factory Talk Asset Center, RSMacc	600
RSBizware (Historian Classic, PlantMetrics, Scheduler)	601
Factory Talk Historian SE	602
Factory Talk Transaction Manager, RSSQL	603
Factory Talk Batch, RSBatch, eProcedure, Material Track, Campaign Manager	604
Factory Talk Production Centre	605
PMX	606
FactoryTalk VantagePoint	607
Pavilion	608
<b>Integrated Condition Monitoring (Entek)</b>	
XM, Enpac, Datapak Enwatch, Emonitor, Enshare, RSMACC Enterprise Online, 6600, Sensors	700
<b>Industrial Control Components</b>	
NEMA and IEC Motor Control Products (Contactors, Overload Relays, Starters, Pushbuttons, Terminal Blocks, Disconnect Switches, Transformers, Circuit Breakers, Control Relays and Timers)	800
Condition Sensing Switches (Pressure, Temperature, Float, Rotating Cam, and Speed Sensing)	801
Signaling Devices	802
Distributed Starters (Armorstart)	803
Solid-State Soft Starters (SMC's)	804
Electronic Motor Protection (E1 Plus and E3 Overload relays, 825-M and 825-P Motor Management Systems)	805
Power Supplies	806
Temperature Controllers (Bul. 900TC)	807
Machine Alert Products (Bul. 809, 810, 813, 817, 819, 1409, and 1410)	808
Sensors and Connection Systems	809
Safety	810
<b>Centerline Motor Control Centers</b>	
Centerline Motor Control Centers Sales Support	900
Centerline MCC HW Post-Sales Tech Support	901
Centerline Motor Control Centers Configuration Software (CIRCE or CenterOne)	902
Centerline Motor Control Centers DeviceNet or IntelliCENTER Software Support	903



# 5 Online Support

## Introducing the Knowledgebase

The **Rockwell Automation Support Center** (<http://rockwellautomation.custhelp.com/app/home>) is your online resource for technical information, support and assistance. Increase your productivity by finding solutions to technical questions more quickly – saving both time and money.

Maintained by the same engineers who provide your TechConnect Support, the Support Center houses the **Knowledgebase** (<http://rockwellautomation.custhelp.com/app/answers/list>), an online database that we update with the hardware and software solutions from actual support service tickets. The Knowledgebase, included with all TechConnect support agreements, is available in English, as well as:

German

<http://rockwellautomation-de.custhelp.com/>

French

<http://rockwellautomation-fr.custhelp.com/>

Spanish

<http://rockwellautomation-es.custhelp.com/>

Italian

<http://rockwellautomation-it.custhelp.com/>

Portuguese

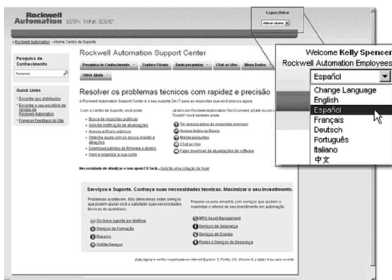
<http://rockwellautomation-pt2.custhelp.com/>

Chinese

<http://rockwellautomation-cn.custhelp.com/>

providing you with access to nearly 40,000 technical notes, documents and solutions in your preferred language. In addition, you can submit questions and chat live with our Technical Support engineers in your local language.

To change the website's default language, select your preferred language from a drop-down menu on the Home page.



For additional information about the Support Center, visit our web site at <http://www.rockwellautomation.com/rockwellautomation/support/overview>. page.

## Create an Account

To begin using your TechConnect Support contract, you need to create an account. For information about how to create an account, watch the video tutorial available at [http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/455504](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/455504) or use the job aid posted in Knowledgebase answer ID 452148 ([http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/452148/kw/452148](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/452148/kw/452148)).

**IMPORTANT NOTE:** Use your email address as your user name and anything you want as a password.

Enter your support authorization number into your account profile to gain full access to all Knowledgebase documents and features. You can locate your support authorization number on your e-Wallet Cards, or by accessing your Partner Summary Report located on the Partner (RS) Extranet at: [www.software.rockwell.com/extranet/programs/spqinfo](http://www.software.rockwell.com/extranet/programs/spqinfo).

## Search Knowledgebase

For information about how to search the Knowledgebase, watch the video tutorial available at [http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/454550](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/454550) or use the job aid posted in Knowledgebase answer ID 504336 ([https://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/504336](https://rockwellautomation.custhelp.com/app/answers/detail/a_id/504336)).

## Explore Forums

Our forum community offers peer-to-peer support on a wide range of topics. You can search for an answer, offer a solution, or start your own forum discussion. For information about how to use the forums, watch the video tutorial available at [http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/455505](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/455505) or use the job aid posted in Knowledgebase answer ID 452161 ([http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/452161/kw/452161](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/452161/kw/452161)).

## Submit Questions

The Submit Questions feature lets you email a question on a specific product to a tech support engineer. For information about how to search the Knowledgebase, see [https://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/504336](https://rockwellautomation.custhelp.com/app/answers/detail/a_id/504336) or use the job aid posted in Knowledgebase answer ID 44451 ([http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/44451/kw/submit questions](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/44451/kw/submit%20questions)).

Your question is assigned a service ticket number. Our targeted email response time for TechConnect customers is 24 business hours.

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**IMPORTANT NOTE:** The 'Submit a Question' feature is only available when you have entered your TechConnect Support authorization number into your account profile as described in the 'Create an Account' section.

*If you need immediate assistance, do not submit an online support request. Instead, call the telephone number listed on your e-Wallet Cards (you must have purchased a toolkit with one of our available phone support options to qualify for phone support).*

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## Chat Live

Chat Live offers real-time support from our technical support engineers. Live chats are ideal for resolving issues wherever you have Internet access. Following a chat, you can print, email or save it and reference it later using the Find My Stuff (<http://rockwellautomation.custhelp.com/app/account/overview>) tab.

For information about how to chat, watch the video tutorial available at [http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/455506](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/455506) or use the job aid posted in Knowledgebase answer ID 452163 ([http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/452163/kw/chat live](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/452163/kw/chat%20live)).

## Organize Your Stuff

Find My Stuff acts as your personal information library. For information about how to use this feature, watch the video tutorial available at [http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/455634](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/455634) or use the job aid posted in Knowledgebase answer ID 452166 ([http://rockwellautomation.custhelp.com/app/answers/detail/a\\_id/452166/kw/452166](http://rockwellautomation.custhelp.com/app/answers/detail/a_id/452166/kw/452166)).

# 6 Software, Firmware, and Other Updates

## Obtaining Updates

Your Toolkit license contains the most recent Revs release. Revs is updated once annually in conjunction with the Rockwell Automation fiscal year. However, if you need updates between Revs releases, your Toolkit Support contract enables you to download software updates via the Web for the products included in your Toolkit license (see page 4 and page 21).

Your Toolkit serial number and Company Name are required to download update files. You can verify your registered serial number and Company name online by accessing your Partner Summary Report on the Partner (RS) Extranet at <http://www.software.rockwell.com/extranet/programs/spqinfo>.

To download software or firmware updates, hot fixes or patches, navigate to <http://www.rockwellautomation.com/knowledgebase/> and select **Download software, firmware or other updates** from the left-hand navigation.

## IMPORTANT

To download updates, you must have Internet Explorer 5.5 or higher with 128 bit encryption/cipher strength and a high-speed connection.

Average download speed is five minutes outside of peak hours, 11:00 am to 3:00 pm ET. Some updates are available as zip files and require the WinZip application.

## For More Information

Visit <http://www.rockwellautomation.com/support> or refer to the following websites for additional information about Rockwell Automation products and programs:

Step Forward Upgrade Programs:

[www.ab.com/stepforward/](http://www.ab.com/stepforward/)

Software Registration Transfer:

<https://activate.rockwellautomation.com/>

Remote Support Programs:

[www.rockwellautomation.com/services/onlinephone](http://www.rockwellautomation.com/services/onlinephone)

Partner (RS) Extranet:

[www.software.rockwell.com/extranet/programs](http://www.software.rockwell.com/extranet/programs)

## FactoryTalk® Activation Support

If you experience a hard disk failure or an activation related problem, you should contact Rockwell Automation Technical Support at <http://www.rockwellautomation.com/support>, or by phone at 440-646-3434. See this Guide for a list of international numbers by country and region, or use our Worldwide Locator online at <http://www.rockwellautomation.com/locations>.

Get Activation Support without picking up the phone! Online activation support, including Live Chat, Reference and FAQ documents, and Activation Forum is available on the Rockwell Automation Knowledgebase. Go to <https://rockwellautomation.custhelp.com/app/support/activations>.

You can also find Instructions, demos, FAQs, and more information on FactoryTalk Activation on your Revs media.

# 7 Technical Reference Library

The Technical Reference Library includes a comprehensive, portable electronic library of Rockwell Automation publications and documentation to help you install, configure, and operate automation technologies.

The collection consists of two components:

- Technical publications and manuals in .pdf format
- The Knowledgebase, a collection of technical notes, Frequently Asked Questions, sample programming code, known product anomalies and workarounds, application notes, general documentation, error codes, links to hot fixes and other support-related information

The Technical Reference Library is included on your Revs media. To purchase additional copies of the Technical Reference Library on DVD, contact your local Rockwell Automation distributor or sales office (catalog # 9392-TRCDSENE).

## Features of the Library Include:

- Auto-run utility
- Stand-alone or network installation options
- User-friendly, browser-based interface
- Complete search capabilities, including product group/family, key word or Tech Note ID, Knowledgebase only
- Multiple print options
- Hyperlinks to the Knowledgebase, manuals, tech notes and other publications
- Automatic installation of Internet Explorer (if not already installed)
- Copy and paste capability
- Multiple language versions

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# 8 Adding Sites

Support for the Toolkit suite of products is available for the registered participating location. Support can be extended to additional sites by registering those locations for Multi-Site Toolkit Support. Note: Support hours of coverage is determined by the time zone of the primary participant site location. Multi-Site Support for locations across multiple time zones requires the purchase of a 24x7 Toolkit Support Option. Please use the same company name when registering additional locations.

To register additional sites for support, complete the Multi-Site Toolkit Support Request Form available online from your Partner Summary Report on the Partner (RS) Extranet at <http://www.software.rockwell.com/extranet/programs/spqinfo>.

- Registered locations can be verified online by accessing your Partner Summary Report on the Partner (RS) Extranet at [www.software.rockwell.com/extranet/programs/spqinfo](http://www.software.rockwell.com/extranet/programs/spqinfo).

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**IMPORTANT NOTE:** *The primary participant site is responsible for administering the Toolkit(s) and will be the only site to receive Toolkit registration and Program benefits such as discounts, Revs updates, etc.*

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# 9 Supported Products

## Toolkit Support

If the toolkit license your company purchased includes support, your support agreement entitles the registered participant site to receive technical support that covers the product families defined within the Toolkit, and associated hardware\*.

## \*TechConnect

For a list of supported products, see the Toolkit Contents on page 4 of this guide or visit: <http://www.rockwellautomation.com/rockwellautomation/services/online-phone/techconnect.page?#/tab4>.

# 10 Upgrade Options

## TechConnect Service Levels

If you purchased the Toolkit license with one of our available support options your license includes Support\* for the registered participant site. If you would like to upgrade your Support service level (e.g., Product Support to System Support, or 8 am-5 pm to 24x7), please contact your local Rockwell Automation authorized distributor or Rockwell Automation sales office. Support upgrade is available for an additional charge.

## Technical Phone Support

Real-time assistance for installing, configuring, troubleshooting and diagnosing problems; basic programming instruction and best-practice recommendations. Standard phone support hours are 8:00 am to 5:00 pm Monday-Friday (in time zone of the primary participating location) for TechConnect Support. Extended coverage (24x7x365) is available for an additional charge.

## Product Support

Receive unlimited access to Rockwell Automation technical support engineers for real-time phone and electronic support. With deep knowledge of our hardware, software and legacy products, and remote desktop technology, our engineers can help you install, configure and maintain equipment and software, obtain software updates, diagnose and fix operating problems and perform basic programming tasks. 24x7x365 upgrade option extends coverage thru after-hours, weekends and holidays.

## System Support

With system support, your calls are routed to a specialized group of technical support engineers who are trained to support your overall Rockwell Automation control system. You receive a dedicated, single point of contact who will own the ticket from start to finish and follow up to ensure your issue has been resolved. In addition, you gain access to a monthly series of Webinars to stay up-to-date on new products and offerings. 24x7x365 upgrade option extends coverage thru after-hours, weekends and holidays.

## 24x7x365 Support

If the Toolkit support option you purchased includes 24x7x365 coverage, you can access technical support through the designated phone number provided in your Toolkit Support entitlement email, 24 hours a day, 365 days a year (for eligible products). Some escalation procedures may be different during non-business hours (5 pm - 8 am in time zone of the location covered on your support agreement).

For additional information on the specific features of your Toolkit support option, see the applicable program guide on our extranet site at [www.software.rockwell.com/extranet/programs/programs.cfm](http://www.software.rockwell.com/extranet/programs/programs.cfm).

\* Phone Support is not available on the following Rockwell Automation recognized holidays unless a 24x7x365 support level was purchased:

- North America: New Year's Eve, New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day (and day after), Christmas Eve, Christmas Day
- Latin America: New Year's Eve, New Year's Day, Christmas Eve, Christmas Day

# 11 International Numbers

This User Guide is designed for global use. For local language information or support you may call the Customer Support number for your country. If your country is not included in the following list, please call the number listed for your region.

## Region/Country Telephone Number

<b>Asia Pacific</b>	<b>+613.9896.0575</b>
Australia	1.800.809.929
China	1.080.0610.0327
India	+91.11.216.9085
Japan	00.44.2261.2142
Korea	0030.833.0004
Malaysia	1800.80.4851
New Zealand	0800.27.27.25
Singapore	800.186.1028
Taiwan	0080.133.3332
Thailand	001.800.3314.0008
Viet Nam	+66.2.936.1500

## Europe, Middle East & Africa

EMEA	+32.2.663.0600
Austria	+43.732.38.909.99
Bahrain	+971.4.321.1814
Belgium	+32.2.716.84.11
Czech Republic	+420.221.084.002
Denmark	+45.70.110.109
Finland	+46(0) 771 219219
France	+33.825.30.31 32
Germany	+49.2104.960.630
Greece	+39 0230 249 577
	+39 0230 249 578
Iceland	+45 43 46 6006
Ireland	+44.870.241.1802
Israel	+39 0230 249 577
	+39 0230 249 578
Italy	199.119.900 (Brescia, Milano, Padova)
	199.119.922 (Bologna, Napoli, Roma, Torino)
Luxembourg	+32 (0)2 716 84 11

## Europe, Middle East & Africa (continued)

Magyarország (Hungary)	+43 (0) 732 38909 99
Mauritius	+27 (0)860104373
Netherlands	+31.297.543.543
Nigeria	+27 (0)860104373
Norway	+45 43 46 6006
Poland	+48 (22) 459 66 07
Portugal	+34 (0)93 295 90 00
Romania	+420 (0)284 015 911
Russia	+7 495 956 04 65
Slovakia	+421.2.4058.1700
South Africa	+27.11.654.9700
Spain	+34.0902.309330
Sweden	+46.0771.219.219
Switzerland	+41.62.889.7777
	0844.84.84.11 (Deutschland)
	0844.84.84.12 (Français)
	0844.84.84.13 (Italiano)
	0844.84.84.14 (English)
Tanzania	+27 (0)860104373
United Arab Emirates	+971.4.321.1814
United Kingdom	+44.870.241.1802

## Latin America +440.646.3434

Argentina	800.666.0320
Brazil	+55.11.3618.8800
Bolivia	+54.11.5554.4000
Caribbean	+1.787.706.3940
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica,	0800.013.1215
Honduras	
Mexico	001.888.365.8677
Nicaragua,	+506.262.5495
Panama	001.800.203.3475
Paraguay	+54.11.5554.4000
Peru	0800.535.36
Uruguay	+54.11.5554.4000
Venezuela	800.1.00.3062

## USA & Canada +440.646.3434



## Premium Education. Proven Results.

Rockwell Software offers RSTechED, an annual training event that helps you learn more about the latest Rockwell Automation products and technology solutions. Attendees exchange best practices, and gain an in-depth understanding of how Rockwell Automation Integrated Architecture™ is information-enabling companies across the globe.

As a program participant, you are invited and encouraged to attend RSTechED, and your company may be eligible to receive a half, whole, or multiple paid seats for the event (eligibility is based on program type, toolkit license, and number of installs purchased). \*Please refer to your Program Guide for seat eligibility information, or access your Partner Summary Report on our extranet site at [www.software.rockwell.com/extranet/programs/spqinfo](http://www.software.rockwell.com/extranet/programs/spqinfo) to verify seat eligibility.

RSTechED is a training event for end-users, systems integrators, distributors, Encompass partners, OEMs, and Rockwell Automation sales personnel. Each year, attendees gather from around the globe to learn how their peers tackle day-to-day challenges.

The goal of RSTechED is to provide each attendee the opportunity to explore Rockwell Software solutions from beginner level overviews to in-depth, advanced hands-on labs, all while networking with industry peers.

This event brings together diverse positions within organizations such as IT, plant, operations and maintenance managers, all hailing from companies of different sizes and market niches across the globe.

Join the interactive atmosphere that features unedited debate and noncommercial dialogue on the most current and compelling plant-floor issues.

Hear how the latest Rockwell Automation offerings can help your business and your customers operate with unparalleled efficiency. Questions answered by experts. Listen to presentations given by Rockwell Automation leaders, as well as customers and industry experts within a relaxed, informal atmosphere.

Attend lab sessions for valuable hands-on product demonstrations. Interact with Rockwell Automation partners and end-users to actively identify and develop best practices. Review FactoryTalk implementations and discover new approaches to solving application challenges. Participate in commercial and technical discussions, and customer application stories.

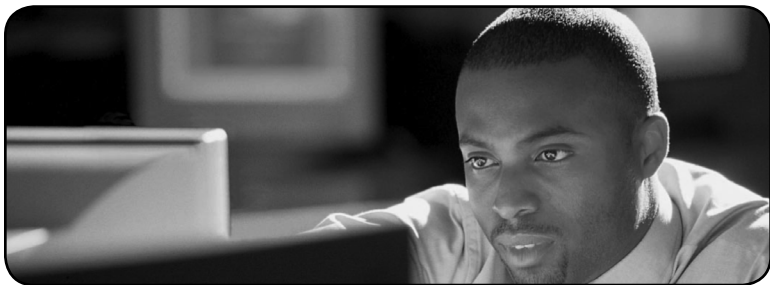
For more information on RSTechED, visit our website at [www.rsteched.com](http://www.rsteched.com).

\* Note: Free-of-charge seats are non-refundable, non-transferable, and non-assignable.

- Credit will not be given for full or partial RSTechED seats if Toolkit license is purchased after RSTechED registration has closed.
- RSTechED seats must be used by the next available event. Any unused full or partial seats will be forfeit after event registration has closed.

You may purchase additional seats for this event at the published event price through the online RSTechED registration portal at [www.rsteched.com](http://www.rsteched.com) during event registration.

# 13 Knowledge Network



## Online Learning Series for Partners

Travel budget cut? Need more information on Rockwell Automation software products, productivity tools, and partner resources? Stay informed from the comfort of your own desk!

The Knowledge Network is an online learning series designed to help keep you up to date on the latest products, technologies, and productivity tools throughout the year.

This series is intended to improve competency and transfer knowledge to our PartnerNetwork™, Authorized Distributors, and Rockwell Automation sales. All webcasts are delivered via WebEx and tele-conference, and most are one hour in length.

Each session also includes an interactive Q&A period to help you maximize your learning experience. Visit our Extranet site to view or download a schedule of upcoming sessions, including session logon & tele-conference information, available only to channel partners.

Go to [www.software.rockwell.com/extranet/know](http://www.software.rockwell.com/extranet/know)

## On-Demand Archive

Miss the live presentation? Spend time between projects increasing your technical proficiency by taking advantage of the Knowledge Network On-Demand Archive.

All session presentations are recorded and archived on our Extranet site for convenient, on-demand viewing or download at a later date.

Encourage your development engineers to make the most of valuable down-time by learning about the latest products, tools, and technologies from Rockwell Automation that can help you increase your profitability, effectiveness, and competitive edge.

To browse the On-Demand Archive, go to <http://campaign.rockwellautomation.com/knowledgenetworkarchive>.

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[www.rockwellautomation.com](http://www.rockwellautomation.com)

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