Rockwell Automation

Enterprise Toolkit & Support User Guide

Enterprise Toolkit Guide

- Welcome
- Overview

Enterprise Toolkit Contents

Activation FAQ

Telephone Support

Online Support

Software, Firmware and Other Updates

Support Options

International Numbers

Rockwell Automation

Welcome

Valued Rockwell Automation Customer,

Rockwell Automation recongizes the value your company provides in applying our technologies to implement customer solutions, and thank you for your support.

Your Toolkit contains:

- Activation Certificate containing the serial number and product key to activate the Toolkit. Detailed information is provided in the Welcome Email you receive when your order has been processed.
- Media can be purchased at time of toolkit order. Please note, the most recent updates may need to be downloaded from the support website at *http://www.rockwellautomation.com/en-us/support/product/product-downloads.html* or with Compatibility and Download webpage *https://compatibility.rockwellautomation.com/Pages/home.aspx*
- 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.

If the toolkit license your company purchased includes support, you will receive an e-mail containing your toolkit support entitlement information and credentials.

Sincerely,
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.
- Make sure you sign up on our Knowledgebase at *https://rockwellautomation.custhelp.com/* to receive proactive notification of product updates and tech notes.

Contents

1 **Rockwell Automation Enterprise Toolkit Contents**

2 **Activation FAQ**

3 **Telephone Support**

4 **Online Support**

5 **Software, Firmware and Other Updates**

6 **Support Options**

7 **International Numbers**

1 Enterprise Toolkit Contents

Enterprise Software Toolkit Bundle Contents – Named & Concurrent

**Denotes product serial number indicated on toolkit activation certificate is the parent serial number to download all activations*

Design & Configuration
Studio 5000® PRO 1ySub ESD S/W* (Includes Studio 5000 Architect)
PanelBuilder® 32
FactoryTalk® View Studio SE Ent 1ySub ESD S/W
RSLogix™ 5 Standard 1ySub ESD Software
RSLogix 500® Professional 1ySub ESD S/W
RSLogix 5000® PIDE Autotune
RSLogix® Emulate™ 5000 Processor Emulation
RSNetWorx™ for ControlNet
RSNetWorx™ for ControlNet, DeviceNet, and Ethernet/IP
RSNetWorx™ for DeviceNet
RSNetWorx™ MD for ControlNet
RSNetWorx™ MD for DeviceNet
RSNetWorx™ MD for EtherNet/IP
Arena Professional Trial/Demo (product will run in Demo Mode)
Studio 5000® Application Code Manager Lite
Asset Management
FactoryTalk® AssetCentre 1000 Addtl Assets
FactoryTalk® AssetCentre 4 Additional Agent Groups
FactoryTalk® AssetCentre Asset Inventory Agent
FactoryTalk® AssetCentre Disaster Recovery
FactoryTalk® AssetCentre Disaster Recovery Custom Device Plug-in
FactoryTalk® AssetCentre Disaster Recovery for Generic FTP
FactoryTalk® AssetCentre Disaster Recovery for Motoman Robot
FactoryTalk® AssetCentre Disaster Recovery for Remote Computers
FactoryTalk® AssetCentre Server
Peformance & Visibility
FactoryTalk® VantagePoint® 1 Named User Client
FactoryTalk® VantagePoint® 3rd-party Historian Connector
FactoryTalk® VantagePoint® 3rd-party Real-time Connector
FactoryTalk® VantagePoint® EMI Database Connector
FactoryTalk® VantagePoint® EMI Server (with user-supplied MSSQL)
ThinManager® Redundant 10 Pack
FactoryTalk® Metrics Authoring Client
FactoryTalk® Metrics Server 200 Workcell
Production Management
SequenceManager™ Event Console

Data Management
KEPServer Enterprise
Connected Components Workbench™ Developer Edition
RSFieldbus™ 1024 FB Base Configuration Software
FactoryTalk® Batch 60 Units
FactoryTalk® Batch View™
FactoryTalk® Linx Data Bridge
FactoryTalk® Linx Gateway Professional, which is a replacement for 9355-OPD0000ENE
FactoryTalk® Network Manager - Managed Switch License
FactoryTalk® View Machine Edition Station Runtime 500 Displays
FactoryTalk® View SE Client
FactoryTalk® View SE Station Unlimited Display
FactoryTalk® View Server Unlimited Display
FactoryTalk® ViewPoint
FactoryTalk® Historian Server Interface
FactoryTalk® Historian Site Edition - 10,000 tags
FactoryTalk® Historian Site Edition Advanced Server
FactoryTalk® Transaction Manager Pro 70K Tags
Emonitor® Machine Condition Monitoring Software (CMS), 9309-CMS00ENE, Note: Requires MS-SQL Database and MSSQL must be user supplied for toolkit (Enterprise, EDU Classroom)
FactoryTalk® View SE Unlimited Redundant Server
PlantPAx® - Virtual Image Templates for Process Automation System Server, Unlicensed
PlantPAx® - Virtual Image Templates for Process Automation Domain Controller, Unlicensed
PlantPAx® - Virtual Image Template for Engineering Workstation, Unlicensed
PlantPAx® - Virtual Image Template for Operator Workstation, Unlicensed
PlantPAx® - Virtual Image Templates for Application Server OWS and Application Server EWS, Unlicensed
PlantPAx® - Virtual Image Template for Asset Management Server, Unlicensed
PlantPAx® - Virtual Image Template for Batch Management Server, Unlicensed
PlantPAx® - Virtual Image Template for Historian Server, Unlicensed
PlantPAx® - Virtual Image Template for SQL Server, Unlicensed
PlantPAx® - Virtual Image Template for VantagePoint Server, Unlicensed
PlantPAx® - Installation ISO for an Operator Workstation, Unlicensed
PlantPAx® - Installation ISO for a Consolidated PASS including PASS, Historian, VantagePoint, Asset Management, OWS and EWS, Unlicensed
RSLinx® Classic Gateway

Legacy Toolkit: For customers who require access to RSVeiw32, Historian Classic, SoftLogix, Studio 5000 Legacy for v20.04 and below select the Legacy Toolkit "buy with" option when you shop for the Enterprise Toolkit. The Legacy Toolkit provides you with the appropriate activation certificate required to use the software highlighted above.

Note: All Toolkit software is subject to limitations as described in the license agreement.

2 Activation FAQ

Q What is Media?

A Media is an electronic image of all software that is available for additional purchase at time of Toolkit purchase. Media 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 media provided is property of Rockwell Automation and may not be resold, transferred, or used in a production or manufacturing capacity.

Q Who can use media?

A Media is restricted to use of the toolkit owner. External customer distribution is prohibited. Distribution to customers may result in program termination.

Q Is media included in the Toolkit?

A No. Media is optional and can be purchased when the Toolkit subscription is renewed at the end of each contract period.

Q Can I use media to update my customers?

A Media is 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:
https://rockwellautomation.custhelp.com/

Q What if a product revises between media releases?

A If you require software updates between media releases, you can download the latest release of the software online. Go to *https://www.rockwellautomation.com/en-us/support.html*

Q Will I be able to activate all products included in the media?

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 media 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 media if you purchase).
- 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 Please access Technical Support at *https://rockwellautomation.custhelp.com/* or by phone using the numbers provided on pages 9-10.

2 Activation FAQ *continued...*

Q Where can I find tutorials on FT Activation?

A You can access FAQs, tutorials, and view archived Q&As online at our Activations Support site *https://rockwellautomation.custhelp.com/*

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
- Ask questions, and much more!
- Subscribe for product/service emails

Q What is Lock to Email?

A Toolkit owner can control activation distribution to users by setting Lock to Email On. Set the Lock to Email for the Serial Number on the eCommerce Manage License Screen. Lock to Email requires the user to activate to an internet computer. The owner or administrator assigns users the explicit number of activations they will receive. The user will receive an email to activate. The user must use the "Activate Software" button to activate. Direct use of FactoryTalk Activation Manager. For dongle activations or deployment to a disconnected system, set Lock to Email OFF and use Serial Number and Product Key with FactoryTalk Activation Manager.

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.

Q Where can I find product manuals and release notes?

A The Rockwell Automation Technical Reference Library is included on media, and contains product manuals, technical notes, and Knowledgebase files for on-demand installation assistance.

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 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 at *https://activate.rockwellautomation.com*

3 Telephone Support

How to Contact

Immediately address issues with phone support. These specialists are ready when you need them. Please access Technical Support at *https://rockwellautomation.custhelp.com/* or by phone using the numbers provided on pages 9-10.

Once your contract is active, you will receive a designated authorization number that can be found within their Welcome Kit (wallet cards) and/or within their account profile on Knowledgebase.

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.

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.

Please allow 5-7 days for receipt. The registered participant site will be able to use the Toolkit serial number to obtain telephone support in the interim.

- 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.

*Phone Support is not available on Rockwell Automation observed holidays unless you have elected for 24x7x365 support. A list of these holidays for all regions can be found via the Knowledgebase in article #819086.

3 Telephone Support

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
- 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.

Make Calls

Use the designated telephone support number listed on your support entitlement e-mail and wallet cards, or refer to 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 in ormation.

Note: 24x7 Support is not currently available on certain products, such as FactoryTalk ProductionCentre, 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 or Authorized Distributor.

TechConnect Support Direct Dial Numbers

For customers with Active TechConnect℠ Support contracts

Call the Rockwell Automation U.S. Customer Support Center:

1.888.382.1583 (toll free) *or* **1.440.646.3434**

Monday through Friday from 8:00am to 6:00pm ET.

1. Select **Option 3** *Technical Support*
2. Select **Option 5** *More options*
3. Enter the **three digit code** from the tables below.

For online technical support:
rockwellautomation.com/knowledgebase

DIAL MENU	DIRECT
PACKAGED SOLUTIONS	
RAPID Line Integration™	007
PLANTPAX	
PlantPAx®	008
ACTIVATION	
Software Activations, Copy Protection, Software Download Issues	010
CONTROLLERS	
ControlLogix®, FlexLogix™, Safety Processor, Communications, Associated I/O and Instruction Set	100
CompactLogix™, Communications, Associated I/O and Instruction Set	101
PLC-2®, PLC-3® and PLC-5®, and PLC-5/250 Processor, Communications, I/O and Instruction Set	102
SLC™ 500, MicroLogix™ Processor, Communications, Associated I/O and Instruction Set	103
Pico™ Controller, Associated Software and Instruction Set	104
SoftLogix™ 5 and 5000, Associated Programming Software, I/O and Instruction Set	105
AutoMax®, AutoMate (for drives see Reliance Electric)	106
PowerMonitor™, RSPower™ (1414 Sensors, 1402 and 1407 Modules, 1411 Current Transformers)	107
RSTestStand™	108
ProcessLogix™	109
Micro800® Hardware	110
RSLogix 5000®, 500 & 5 installation and fatal errors	111
Connected Components Workbench™	112

DIAL MENU	DIRECT
VISUALIZATION	
FactoryTalk® View SE, RSView® SE, RSView® 32	200
ThinManager®	201
FactoryTalk® View ME, RSView® ME, PanelView™ Plus Graphic Terminals, Studio 5000 View Designer® and PanelView™ 5500	202
PanelView™ Classic, Standard, Enhanced Terminals and PanelBuilder™ Software	203
PanelView™ Component and PanelView™ 800	204
Message Displays	205
Industrial Computers and Monitors	206
NETLINX	
DeviceNet, ControlNet, EtherNet/IP and Associated RSNetWorx™ Software	300
RSLinx® Classic, RSLinx® Enterprise and FactoryTalk Gateway	301
1784 Communications Cards, Remote Access Dial in Modems, 9300-USBS	302
Stratix® Network Switches, 9300-ENA	303
1732 ArmorBlock® I/O, 1734 POINT I/O (not including safety modules)	304
MOTION	
ControlLogix Motion, Interface Cards and Associated Software	400
Kinetix® Servo Drives and Motors and Associated Software (includes Ultra 3000)	401
1394, S-Class, GML™ Commander	404
CNC™ Motion 8500, 8520, 9230, 9240, 9260, 9290 , 9440, 9 Series	405
IMC Motion (121, 123, 110, ODS Software), HSRV, HSTP	407
Allen-Bradley® Legacy Servo Drives (1326, 1387, 1388, 1391, 1392, 1398), 8720	408
Anorad® Linear Motors and iTrak® Support, MagneMotion®	410

3 Telephone Support *continued...*

DIAL MENU	DIRECT
DRIVES AND MEDIUM VOLTAGE PRODUCTS[1]	
Current Architecture-Class Drive Products - PowerFlex® 70, 700, 700S, 700L, 753, 755, 755TL/TR/TM and 755 On-Machine drives, power conditioning products, drive communications, DriveExecutive™, DriveExplorer™, Connected Components Workbench™ Software, MegaDySC® 1608M, MiniDySC® 1608N, SCR Bus Supply and ProDySC® 1608P	500
Compact AC Drive Products PowerFlex® 4M/4, 40/40P, 400 drives PowerFlex® 523/525/527 drives ArmorStart® Controllers (290, 291, 294, 280, 281, 284) ArmorConnect® Media (280-PWRM) Power Conditioning Products Connected Components Workbench™ Software	501
AC Legacy drives - PowerFlex® 700H, 700AFE, 160, 1305, 1336 (Classic), 1336E (IM/PACT®), 1336F (Plus II), 1336R (Regen), 1336S (Plus), 1336T (FORCE™ Technology), 1336Z	504
DC Legacy drives - 1395, 1397	510
PowerFlex® DC drives	511
Reliance Electric™ - LiquiFlo and Standard Drives	512
Medium Voltage - PowerFlex® 7000, PowerFlex® 6000 and 1557™ Drives, 1500 Contactors and Soft Starters, 857 and 865 Feeder/Motor Protection Relay, OneGear™ Controllers, 1591 Load Break Switches, PowerBrick™ Technology	513
DATA MANAGEMENT SOFTWARE	
FactoryTalk® AssetCentre, RSMACC™	600
RSBizWare™ (Historian™ Classic, PlantMetrics™, Scheduler™)	601
FactoryTalk® Historian SE	602
FactoryTalk® Transaction Manager, RSSql™	603
FactoryTalk® Batch, RSBatch™, eProcedure®, MaterialTrack™	604
Manufacturing Execution Systems (MES)	605
PMX - MES, CTM	606
FactoryTalk® VantagePoint®	607
FactoryTalk® Edge Gateway	610
INTEGRATED CONDITION MONITORING (ENTEK®)	
XM®, Enpac®, Datapac®, Enwatch®, Emonitor®, Enshare®, RSMACC Enterprise Online, Vibration Sensors, Dynamix™ Data Collectors, Accelerometers, Eddy Current Probes	700

(1) Real-time remote assistance with the Live View Support™ Tool available

DIAL MENU	DIRECT
PROCESS SAFETY	
ADDvance® Control System, Trusted® Control System, OptiSIS® Solution	750
LOW VOLTAGE INDUSTRIAL CONTROL COMPONENTS	
Contactors and Starters, Pushbuttons, Terminal Blocks, 700 Relays and Timers, Circuit Breakers, Disconnect Switches, 1497 Transformers, 4983 Surge Protection	800
Condition Sensing Switches (Bul. 836-840 Mechanical Pressure, Temperature and Float, 808 Speed, 803 Rotating Cam Switches)	801
Signaling Alarms, Beacons, Horns and Lights (Bul. 854, 855)	802
150-154 SMC™ Smart Motor Controllers and 156 Solid-State Contactors	804
Electronic Motor Protection (E1 and E3 Plus, E300, 825 Overload Relays, 193-DNENCAT, 2100-ENET EtherNet Comm Modules, 1608 Voltage Sag Monitors)	805
1606 and 1607 Power Supplies, 1609 Uninterruptible Power Supply, 1492 Printer/Plotter and IFM Modules	806
900TC Temperature Controllers, 931 Conditioners, 937 Intrinsic Safety Modules	807
Motor Protection Relays (Bul. 809-819, 1409) and Motor Winding Heaters (Bul. 1410)	808
Limit, Photoelectric and Proximity Switches, Connection Systems and Media	809
Safety Mats (Bul. 440, 442), Relays and Switches, Laser Scanners, Encoders (Bul. 842-847)	810
Advanced Sensing (54RF, 55RF, 56RF RFID Tags, MultiSight™ Sensors)	811
Hazardous Location Applications	812
CENTERLINE MOTOR CONTROL CENTERS	
CENTERLINE® Motor Control Centers Sales Support	900
CENTERLINE Motor Control Centers Hardware Post-Sales Technical Support	901
CENTERLINE Motor Control Centers Configuration Software (CIRCE™, CenterONE® or PowerControl Builder™)	902
CENTERLINE Motor Control Centers DeviceNet, EtherNet or IntelliCENTER® Software Support	903

4 Online Support

The Knowledgebase

The Rockwell Automation Support Center *https://rockwellautomation.custhelp.com* 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 *https://rockwellautomation.custhelp.com,* 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, provides you with access to over 70,000 technical notes, documents and solutions. In addition, you can submit questions and chat live with our Technical Support engineers in your local language.

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 posted to the Support Center under the Support Center Training menu or use the job aid posted in Knowledgebase Answer 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.*

Search Knowledgebase

For information about how to search the Knowledgebase, watch the video tutorial posted to the Support Center under the Support Center Training menu or use the job aid posted in Knowledgebase Answer 452148.

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 on how to use the forums, watch the video tutorial posted to the support center under the Support Center Training menu or use the job aid posted in the Knowledgebase Answer 452161.

Submit Questions

The Submit Questions feature lets you email you email a question on a specific product to a tech support engineer. For information about how to search the Knowledgebase, watch the video tutorial posted to the Support Center under the Support Center Training menu or use the job aid posted in Knowledgebase Answer 44451.

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

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).

4 Online Support *continued...*

Chat Live

Mobile friendly and available 8am-5pm local time, chat live with our engineers for expedited issue resolution. Visit the Knowledgebase to chat live with Tech Support engineers at *https://rockwellautomation.custhelp.com/app/chat/chat_launch*

For information about how to chat, watch the video tutorial posted to the Support Center under the Support Center Training Menu or use the job aid posted in Knowledgebase Answer 452163.

Organize Your Information

Find My TechConnect acts as your personal information library. For information about how to use this feature, watch the video tutorial available at *https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/35770/loc/en_US#__highlight*

5 Software, Firmware, and Other Updates

Obtaining Updates

The Toolkit Support contract enables you to download software updates via the Web for the products included in your Toolkit license. Please go to *https://rockwellautomation.custhelp.com/*

To download software or firmware updates, hot fixes or patches, navigate to *https://rockwellautomation.custhelp.com/* and select "Compatibility and Downloads" section from the left hand navigation.

For More Information

Visit *https://www.rockwellautomation.com/en-us/support.html* or refer to the following websites for additional information about Rockwell Automation products and programs:

Software Registration Transfer: *https://activate.rockwellautomation.com/*

Remote Support Programs: *www.rockwellautomation.com/services/onlinephone*

FactoryTalk® Activation Support

If you experience a hard disk failure or an activation related problem, you should contact Rockwell Automation Technical Support at *https://www.rockwellautomation.com/en-us/support.html* or by phone using the call in numbers listed on page 15. See this Guide for a list of international numbers by country and region, or use our Worldwide Locator online at *https://rockwellautomation.custhelp.com*

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*

6 Support Options

Receive unlimited access to Rockwell Automation technical support engineers for real-time phone and electronic support. With deep knowledge of our hardware and software 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.

System Support M-F, 8-5

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. System Support is available for both 8-5 and 24x7 support levels.

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.

System Support 365x24x7

For companies needing support after 5pm or over the weekend for special projects or start-ups across the region, this option extends your hours of coverage to include weekends and holidays.

Note: 24x7x365 support is not currently available on certain products, such as FactoryTalk ProductionCentre and KEPServer Enterprise. Toolkit Support does not include Legacy Support or Process Safety Support coverage. Participants may purchase a Legacy Support or Process Safety Support contract at a suggested discount through your local Rockwell Automation Distributor or Rockwell Automation sales office.

*Phone Support is not available on Rockwell Automation observed holidays unless you have elected for 24x7x365 support. A list of these holidays for all regions can be found via the Knowledgebase in article #819086.

7 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.

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 (Bolognia, Napoli, Roma, Torino)
Luxembourg	+32 (0)2 716 84 11
Magyarorszag	+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
Tanzania	+27 (0)860104373
United Arab Emirates	+971.4.321.1814
United Kingdom	+44.870.241.1802

Asia Pacific	**+613.9896.0575**
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

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, Honduras	0800.013.1215
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**

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