

FactoryTalk Security System Configuration Guide

Version 6.50.00



Important User Information

Read this document and the documents listed in the additional resources section about installation, configuration, and operation of this equipment before you install, configure, operate, or maintain this product. Users are required to familiarize themselves with installation and wiring instructions in addition to requirements of all applicable codes, laws, and standards.

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Throughout this manual, when necessary, we use notes to make you aware of safety considerations.



WARNING: Identifies information about practices or circumstances that can cause an explosion in a hazardous environment, which may lead to personal injury or death, property damage, or economic loss.



ATTENTION: Identifies information about practices or circumstances that can lead to personal injury or death, property damage, or economic loss. Attentions help you identify a hazard, avoid a hazard, and recognize the consequence.

IMPORTANT: Identifies information that is critical for successful application and understanding of the product.

These labels may also be on or inside the equipment to provide specific precautions.



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ARC FLASH HAZARD: Labels may be on or inside the equipment, for example, a motor control center, to alert people to potential Arc Flash. Arc Flash will cause severe injury or death. Wear proper Personal Protective Equipment (PPE). Follow ALL Regulatory requirements for safe work practices and for Personal Protective Equipment (PPE).

The following icon may appear in the text of this document.



Tip: Identifies information that is useful and can help to make a process easier to do or easier to understand.

Rockwell Automation recognizes that some of the terms that are currently used in our industry and in this publication are not in alignment with the movement toward inclusive language in technology. We are proactively collaborating with industry peers to find alternatives to such terms and making changes to our products and content. Please excuse the use of such terms in our content while we implement these changes.

Contents

About FactoryTalk systems.....	13
FactoryTalk systems.....	13
FactoryTalk Directory types.....	14
Accounts and groups.....	15
Account types.....	16
Applications and areas.....	17
Security in a FactoryTalk system.....	18
Example: Two directories on one computer.....	19
Getting started with FactoryTalk Security.....	21
FactoryTalk Security.....	21
Security on a local directory.....	22
Security on a network directory.....	22
How security authenticates user accounts.....	23
Things you can secure.....	23
Best practices.....	24
Audit trails and regulatory compliance.....	25
Configure a computer to be the FactoryTalk Directory network server.....	27
Configure a network directory client computer.....	28
Check the network directory server performance in system operation.....	28
FactoryTalk Directory Server Location Utility.....	30
Change the directory server computer via the command line.....	30
Manage users.....	31
Manage users.....	31
Add a FactoryTalk user account.....	31
Add a Windows-linked user account.....	32
Add group memberships to a user account.....	33
Remove group memberships from a user account.....	34
Delete a user account.....	34
Manage user groups.....	37
Manage user groups.....	37
Add a FactoryTalk user group.....	37
Add a Windows-linked user group.....	38
Add an Azure AD user group.....	40
Configure Azure Active Directory.....	40

Azure AD Group Properties.....	42
Edit or view user group properties.....	42
Delete a user group.....	43
Add accounts to a FactoryTalk user group.....	43
Remove accounts from a FactoryTalk user group.....	44
Manage computers.....	45
Manage computers.....	45
Add a computer.....	45
Delete a computer.....	46
Edit or view computer properties.....	46
Manage authentication services.....	49
Add an Azure AD site.....	49
Add an OpenID Connect site.....	50
Historical Usage.....	53
Configure feature security for Historical Usage.....	53
Users tab.....	54
Items on the Users tab.....	54
Meanings of the column headings on the Users tab.....	54
Disable a user account with Historical Usage.....	55
Enable a user account with Historical Usage.....	55
Delete a user account with Historical Usage.....	55
Computers tab.....	55
Items on the Computers tab.....	56
Meanings of the column headings on the Computers tab.....	56
Delete a computer with Historical Usage.....	56
Filter records in Historical Usage.....	56
Meanings of the filter conditions in Historical Usage.....	57
Sort records in Historical Usage.....	57
Add and remove user-computer pairs.....	59
Add and remove user-computer pairs.....	59
Add a user-computer pair.....	59
Remove a user-computer pair.....	60
Edit or view user account properties.....	60
Add and remove action groups.....	63
Add and remove action groups.....	63
Add an action group.....	63

Delete an action group.....	63
Add an action to an action group.....	64
Remove an action from an action group.....	64
Set system policies.....	67
Authorize an application to access the FactoryTalk Directory.....	67
FactoryTalk Service Application Authorization.....	68
FactoryTalk Service Application Authorization settings.....	68
Publisher Certificate Information.....	71
Digitally signed FactoryTalk products.....	71
Forward FactoryTalk Diagnostics to a Syslog collector.....	72
Syslog Destination Setup settings.....	72
Authorize a service to use FactoryTalk Badge Logon.....	74
FactoryTalk Badge Authorization.....	75
FactoryTalk Badge Authorization settings.....	75
Assign user rights to make system policy changes.....	76
User rights assignment policies.....	76
User Rights Assignment Policy Properties.....	77
Configure Securable Action.....	77
Select a user or group.....	78
Change the default communications protocol.....	78
Default communications protocol settings.....	79
Live Data Policy Properties.....	79
Authorize the third-party connection to the FactoryTalk-enabled product.....	80
FactoryTalk Web Token Authorization settings.....	80
Configure SMTP policy.....	81
SMTP Policy Properties.....	82
Set network health monitoring policies.....	83
Health Monitoring Policy Properties.....	83
Set audit policies.....	85
Audit policies.....	86
Audit Policy Properties.....	87
Monitor security-related events.....	88
Example: Audit messages.....	89
Set system security policies.....	89
Modify Account Policy Settings.....	90
Modify Badge login policies.....	91

Modify Computer Policy Settings.....	91
Modify Directory Protection Policy Settings.....	92
Configure a FactoryTalk Directory using a DNS alias name.....	93
Switch a computer hosting the FactoryTalk Directory server.....	94
Assign a client computer to a new FactoryTalk Directory server.....	95
Modify Encryption Settings.....	95
Modify System Communication Settings.....	95
Modify Password Policy Settings.....	96
Modify Service Token.....	98
Enable single sign-on.....	98
Disable single sign-on.....	98
Modify Web Authentication Settings.....	99
Modify Web Authentication/Authorization Server.....	99
FactoryTalk Reverse Proxy.....	100
Use FactoryTalk Reverse Proxy.....	100
Configure a site binding.....	100
Account Policy Settings.....	101
Badge Policy Settings.....	103
Computer Policy Settings.....	104
Directory Protection Policy Settings.....	106
Cache expiration policies.....	107
DNS Alias Name.....	108
Encryption Settings.....	108
Password Policy Settings.....	109
Service Token.....	111
Single Sign-On Policy Settings.....	112
When to disable single sign-on.....	112
FactoryTalk System Communication Settings.....	112
Web Authentication Settings.....	114
Web Authentication/Authorization Server.....	114
Navigate the Policy Properties windows.....	115
Export policies to XML.....	115
Export policies via the command line.....	116
User account and password status in exported policies.....	117
Set product-specific policies.....	121
Secure features of a single product.....	121

Secure multiple product features.....	122
Feature Security for Product Policies.....	122
Feature Security Policies.....	123
Differences between securable actions and product policies.....	124
Manage logical names.....	125
Configure a permission set.....	125
Logical names.....	126
Add a logical name.....	128
Delete a logical name.....	128
Add a device to a logical name.....	128
Remove a device from a logical name.....	129
Assign a control device to a logical name.....	129
Add a logical name to an area or application.....	130
Delete a logical name from an area or application.....	130
New Logical Name.....	131
Logical Name Properties.....	131
Device Properties.....	132
Resource grouping.....	135
Resource groupings.....	135
Group hardware resources in an application or area.....	135
Move a resource between areas.....	136
Remove a device from a resource grouping.....	137
Resources Editor.....	137
Select Resources.....	138
Disaster Recovery.....	139
Back up a FactoryTalk system.....	139
Back up a FactoryTalk Directory.....	139
Back up a System folder.....	142
Back up an application.....	143
Back up a Security Authority identifier.....	145
Backup FactoryTalk Linx configuration.....	146
Back up FactoryTalk Linx Gateway configuration.....	148
Backup.....	149
Backup and restore options.....	151
Modify Security Authority Identifier.....	152
Restore a FactoryTalk system.....	153

Restore a FactoryTalk Directory.....	153
Restore a System folder.....	155
Restore an application.....	156
Restore a Security Authority identifier.....	159
Restore FactoryTalk Linx configuration.....	159
Restore FactoryTalk Linx Gateway configuration.....	161
Verify security settings after restoring a FactoryTalk system.....	162
Update computer accounts in the network directory.....	162
Recreate a Windows-linked user account.....	162
Update Windows-linked user groups.....	163
Update security settings for Networks and Devices.....	163
Update security settings for the FactoryTalk Linx OPC UA Connector.....	164
Restore database connections.....	164
Restore an earlier system after upgrading FactoryTalk platform software.....	164
Generate a Security Authority identifier.....	166
Restore.....	166
Restore (FactoryTalk Directory).....	167
Restore (System folder).....	168
Restore (Application).....	169
Restore (Security Authority Identifier).....	171
Restore Backup File.....	172
Use commands to back up and restore.....	172
FactoryTalk Directory Configuration Wizard.....	174
Select a FactoryTalk Directory to configure.....	175
Configure FactoryTalk Network Directory.....	175
Network directory and the FactoryTalk Directory Configuration Wizard.....	176
Configure FactoryTalk Local Directory.....	176
Local directory and the FactoryTalk Directory Configuration Wizard.....	177
Product support for network and local directories.....	178
Enter an administrator user name and password.....	179
Reset an expired password.....	179
Change Password (local).....	179
Change Password (network).....	180
Summary.....	181
Default passwords.....	182
Configure the FactoryTalk Directory via the command line.....	182

Secure resources.....	183
Secure resources.....	183
Permissions.....	183
Breaking the chain of inheritance.....	185
Order of precedence.....	186
Actions.....	187
Set FactoryTalk Directory permissions.....	191
Set application permissions.....	192
Set area permissions.....	193
Set System folder permissions.....	194
Set action group permissions.....	195
Set database permissions.....	196
Set logical name permissions.....	197
Allow a resource to inherit permissions.....	198
Prevent a resource from inheriting permissions.....	198
View effective permissions.....	199
Effective permission icons.....	200
Install FactoryTalk Services Platform.....	203
FactoryTalk Services Platform installation.....	203
System requirements.....	205
Step 1: Launch the Setup wizard and select what to install.....	208
Step 2: Configure the communication protocol.....	209
Step 3: Read and accept license agreements.....	209
Step 4: Start the installation.....	209
Step 5: Finish the installation.....	210
Switch the communication protocol to HTTPS.....	210
Modify FactoryTalk Services Platform.....	210
Switch the communication protocol to HTTP.....	211
Unattended install.....	211
FactoryTalk Directory Server Services.....	215
FactoryTalk Reverse Proxy.....	216
Use FactoryTalk Reverse Proxy.....	216
Configure a site binding.....	217
Use a CA certificate.....	217
Use a self-signed certificate.....	218
Configure a certificate for the HTTPS site binding.....	218

FactoryTalk Web Authentication Server.....	219
Modify Web Authentication Settings.....	219
Web Authentication Settings.....	219
Modify Web Authentication/Authorization Server.....	219
Web Authentication/Authorization Server.....	220
FactoryTalk Web Event Server.....	221
Modify System Communication Settings.....	221
FactoryTalk System Communication Settings.....	222
FactoryTalk System Status Portal.....	224
Troubleshooting FactoryTalk Directory Server Services.....	224
Cannot connect to FactoryTalk Web Authentication Server.....	225
Troubleshooting FactoryTalk Web Event Server connection issues.....	227
Upgrade FactoryTalk Services Platform.....	229
Upgrade FactoryTalk Services Platform.....	229
Product Updates and Patches.....	230
Identify the installed FactoryTalk Services Platform version.....	230
FactoryTalk Web Services.....	231
Install FactoryTalk Web Services.....	231
Add an HTTPS site binding for FactoryTalk Web Services.....	231
Client computers cannot connect to FactoryTalk Web Services.....	232
User cannot sign in to FactoryTalk Web Services.....	233

Preface

Summary of changes

This manual includes new and updated information. Use these reference tables to locate changed information.

Grammatical and editorial style changes are not included in this summary.

Global changes

None in this release.

New or enhanced features

This table contains a list of topics changed in this version, the reason for the change, and a link to the topic that contains the changed information.

Topic Name	Reason
Forward FactoryTalk Diagnostics to a Syslog collector on page 72	Enable syslog to store FactoryTalk Diagnostics messages from FactoryTalk-enabled applications, such as FactoryTalk View Site Edition or Studio 5000 Logix Designer to the Syslog collector.
FactoryTalk Web Token Authorization on page 80	Authorize the third-party connection to the FactoryTalk-enabled product.
Configure SMTP policy on page 81	Configure the SMTP policy to use an SMTP server for sending email notifications from FactoryTalk-enabled software.
Account synchronization interval on page 90	Set the interval for synchronizing windows-linked account information with Windows AD.
FactoryTalk Services Platform Installation on page 203	Introduce the components of FactoryTalk Services Platform.

About this publication

This *Quick Start Guide* provides you with information on using FactoryTalk Services Platform with FactoryTalk Security.

Before using this guide, review the FactoryTalk Services Platform Release Notes for information about required software, hardware, and anomalies.

After using this guide, you will be more familiar with how FactoryTalk Services Platform uses:

- FactoryTalk Directory types
- User accounts
- Computer accounts
- Local and network security options
- Authentication methods
- Password management
- Security policies

Additional resources

For more information on system security download the [System Security Design Guidelines Reference Manual](#) (publication SECURE-RM001) and [FactoryTalk Security Application Technique](#) (publication SECURE-AT002) from the [Rockwell Automation Literature Library](#).

For more information on the products and components discussed in this guide, the following manuals and Help files are available with the software:

- FactoryTalk® Help – Go to **Rockwell Software > FactoryTalk Tools > FactoryTalk Help**
- FactoryTalk View Installation Guide or FactoryTalk View Help – Go to **Rockwell Software > FactoryTalk View > User Documentation** and then select the appropriate Help or User Guide
- FactoryTalk® Linx Help – Go to **Rockwell Software > FactoryTalk Linx > FactoryTalk Linx Online Reference**
- RSLinx® Classic Help – Go to **Rockwell Software > RSLinx > RSLinx Classic Online Reference**
- Studio 5000 Logix Designer® application Help – In Logix Designer, select **Help > Contents**
- FactoryTalk Batch Administrator's Guide – Go to **Rockwell Software > FactoryTalk Batch Suite > FactoryTalk Batch > Online Books > FactoryTalk Batch > Batch Administrator's Guide**

- FactoryTalk® Transaction Manager Help
- FactoryTalk® AssetCentre Help

The [Rockwell Automation® Literature Library](#) also has related Getting Results Guides that can be viewed online or downloaded:

- *FactoryTalk Linx Getting Results Guide*
- *RSLinx Classic Getting Results Guide*
- *FactoryTalk Batch Getting Results Guide*
- *FactoryTalk Policy Manager Getting Results Guide*

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The software included in this product contains copyrighted software that is licensed under one or more open source licenses.

You can view a full list of all open source software used in this product and their corresponding licenses by opening the TXT file located in your product's OPENSOURCE folder on your hard drive. This file is divided into these sections:

- **Components**
Includes the name of the open source component, its version number, and the type of license.
- **Copyright Text**
Includes the name of the open source component, its version number, and the copyright declaration.
- **Licenses**
Includes the name of the license, the list of open source components citing the license, and the terms of the license.

The default location of this file is:

C:\Program Files (x86)\Common Files\Rockwell\Help\FactoryTalk Services Platform\Release Notes\OPENSOURCE*<product name>*_oss.licenses.txt

You may obtain Corresponding Source code for open source packages included in this product from their respective project web site(s). Alternatively, you may obtain complete Corresponding Source code by contacting Rockwell Automation via the **Contact** form on the Rockwell Automation website: <http://www.rockwellautomation.com/global/about-us/contact/contact.page>. Please include "Open Source" as part of the request text.

Commercial Software Licenses

The following table lists the commercially licensed software components in FactoryTalk Services Platform, FactoryTalk Alarms and Events, FactoryTalk Linx OPC UA Connector, and FactoryTalk Linx.

Product	Component	Copyright
FactoryTalk Services Platform	Stingray 2022.1	Copyright 2022, Rogue Wave Software, Inc.
	BCGControlBar Pro for MFC 33.2	Copyright 1998 - 2021 BCGSoft CO Ltd.
FactoryTalk Alarms and Events	Stingray 2022.1	Copyright 2022, Rogue Wave Software, Inc.
	BCGControlBar Pro for MFC 33.2	Copyright 1998 - 2021 BCGSoft CO Ltd.
FactoryTalk Linx OPC UA Connector	Softing OPC UA C++ Client SDK for Windows V6.40.0	Copyright 2011-2024 Softing Industrial Automation BmbH
FactoryTalk System Status Portal	highcharts 10.3.3	Copyright (c) 2009-2013 Torstein Hønsi
FactoryTalk Linx	There are no commercially licensed software components in FactoryTalk Linx.	

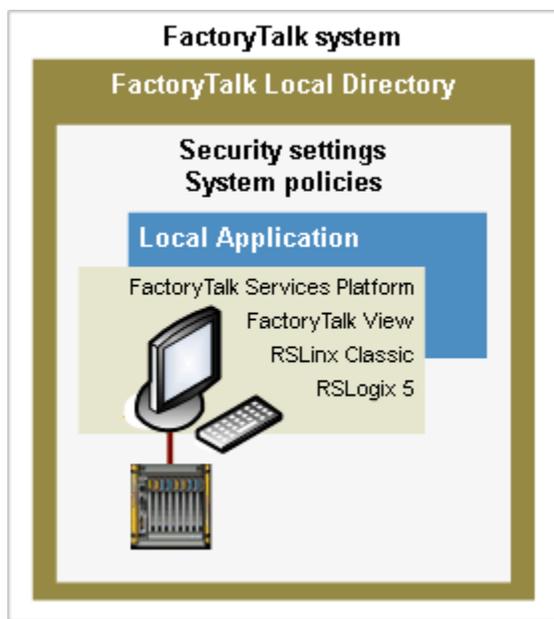
For the latest information about other third-party free software licenses, see the Custom Release Notes Application Notes section on the [Product Compatibility and Download Center](#).

About FactoryTalk systems

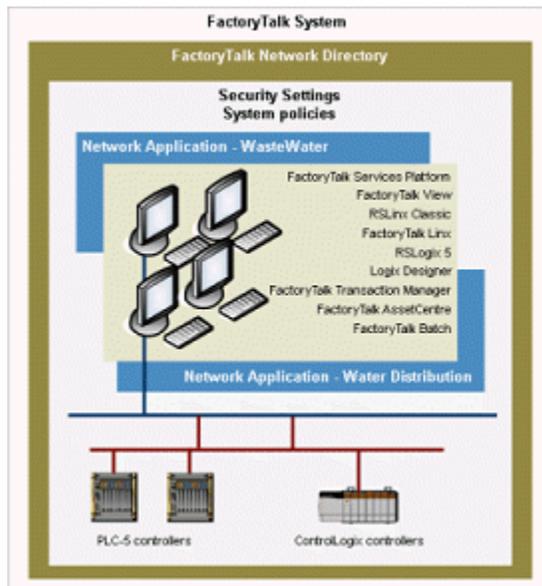
FactoryTalk systems

A FactoryTalk® system is composed of software products, services, and hardware devices participating together and sharing [FactoryTalk Directory on page 14](#) and FactoryTalk services.

For example, a FactoryTalk system may be as simple as FactoryTalk® Services Platform, FactoryTalk View, RSLinx® Classic, and RSLogix™ 5 all installed on the same computer, communicating with a single programmable logic controller, and all participating in the same local application held in a local directory.



A FactoryTalk system may be much more complex, with software products and hardware devices participating in multiple network applications distributed across a network, all sharing network directory.



A single computer can host a [local directory](#) and a [network directory](#) on [page 19](#). The [two directories](#) on [page 14](#) are separate and do not share any information. When using both directories, the single computer participates in two separate FactoryTalk systems.

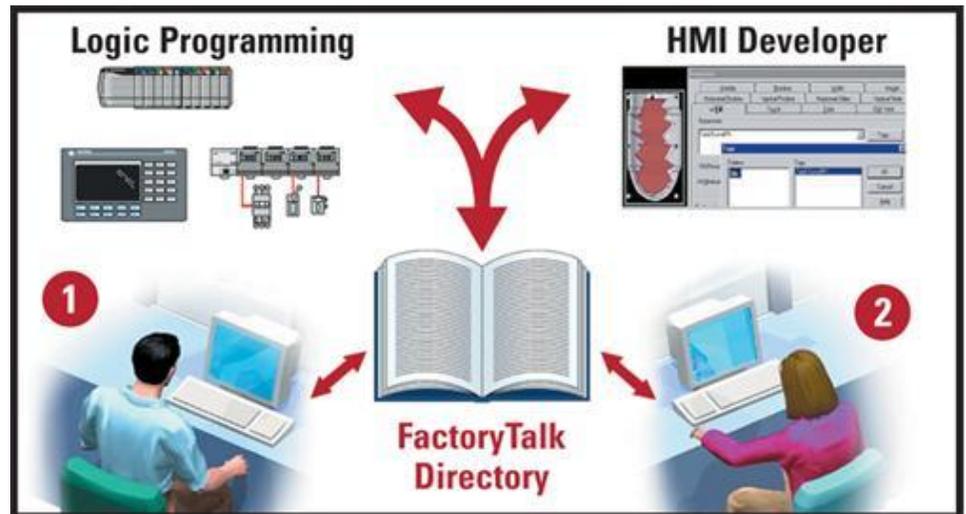
In the network directory example above, the directory hosts two network applications: Waste Water and Water Distribution. All of the [areas](#) on [page 17](#), data servers, HMI servers, device servers, and alarm and event servers organized within each application are specific to that application. None of the application-specific information is shared with any other application in the directory. However, all information and settings organized within the System folder, such as [security settings](#) on [page 18](#), system policies, product policies, and [user accounts](#) on [page 15](#) apply to all applications held in the directory.

For example, modifying security settings in the Waste Water application does not affect the Water Distribution application. However, you must change a security policy to apply the change to both the Waste Water application and the Water Distribution application. The security policy settings also apply to any other new applications created in this same network directory.

FactoryTalk Directory types

The FactoryTalk Directory is the centerpiece of the FactoryTalk Services Platform. FactoryTalk Directory provides a central lookup service for all products participating in an application. Rather than a traditional system design with multiple, duplicated databases or a central, replicated database, FactoryTalk Directory references tags and other system elements from multiple data sources - and makes the information available to clients through a lookup service.

Tags are stored in their original environments, such as logic controllers. Graphic displays are stored in the HMI servers where they are created. This information is available, without duplication, to any FactoryTalk product participating in an application.



For example, at workstation 1, a logic programmer programs PLC tags using Studio 5000 Logix Designer® and saves the project. At workstation 2, an engineer using FactoryTalk View SE has immediate access to the tags created in the PLC program, without creating an HMI tag database. Tags are available for immediate use anywhere within the application, even before the logic program is downloaded to the controller. As the logic program is edited, most tag information is updated, and new tags are available immediately across the system.

With RSLogix 5000® controllers, tags reside within the hardware itself. With Allen-Bradley® PLC-5® and SLC™ 500 devices, and with third-party controllers, tags reside within data servers, such as RSLinx Classic and FactoryTalk® Linx. Tags are not held within a common database, nor are they duplicated in multiple databases. Instead, the FactoryTalk Directory references tags from their source locations and passes the information on to the software products that need it, such as FactoryTalk View SE and FactoryTalk Transaction Manager.

A single computer can host two types of directories

The FactoryTalk Services Platform installs and configures two completely separate and independent [directories on page 19](#): a local directory and a network directory. Each directory can hold multiple applications.

- In a **local directory**, all project information and security settings are on a single computer, and the FactoryTalk system cannot be shared across a network or from the network directory on the same computer. Products such as FactoryTalk View SE (Local) and FactoryTalk View ME use the local directory.
- A **network directory** organizes project information and security settings from multiple FactoryTalk products across multiple [computers on page 28](#) on a network. Products such as FactoryTalk View SE and FactoryTalk Transaction Manager use the network directory.

Determining the appropriate directory depends upon the software products and whether the environment is stand-alone or networked.

Accounts and groups

Create accounts for users, computers, and groups of users and computers to define who can perform actions, and from where.

Security settings for accounts are stored in the FactoryTalk Directory and are separate for FactoryTalk network and local directories. As much as possible, secure resources by defining security permissions for the group accounts. Add user and computer accounts to the groups, and all individual accounts in the groups have the security settings of those groups.

User accounts and user group accounts

Accounts for users and user groups can link to accounts in a Windows® domain or workgroup or be separate from those in Windows.

If the FactoryTalk system security needs are the same as the Windows security needs, using Windows-linked user or group accounts provides a convenient way to add large numbers of existing Windows user or group accounts to the FactoryTalk system. Account properties – for example, whether users can change passwords – are inherited directly from the Windows accounts and update automatically when changed in Windows. Separate account administration is not required.

FactoryTalk user accounts or user group accounts provide secure access to the FactoryTalk system independently of the level of access users have in Windows. If the security needs of the FactoryTalk system are different from those of the Windows network, FactoryTalk Directory user accounts provide the benefits and convenience of centralized administration, without needing a Windows domain. FactoryTalk user group accounts also retain their security settings if the FactoryTalk Directory moves to a new domain.

Computer and computer group accounts

Sometimes restricting access to resources based on a user's physical location is necessary. Some critical operations require line-of-sight security, to ensure that computers are located within view of the equipment they are controlling. For example, a system designer might determine that a piece of equipment is operated from one specific operator workstation or group of workstations physically located within a clear view of the machine.

Computer accounts and computer group accounts are not linked to Windows. Accounts for computers that do not yet exist in Windows can be created in a local FactoryTalk Directory. However, the name of a computer account must match the Windows computer name for the security settings associated with the computer to take effect. Because a FactoryTalk local directory runs on a single computer, add computer accounts only to a FactoryTalk local directory.

Account status

By default, user accounts and group accounts have active status, which means that the account can be used to access resources. Other possible account statuses are:

- Disabled, prevents the user from accessing the account temporarily.
- Locked, the wrong password was entered more than a certain number of times.
- Deleted, prevents the user from accessing the account permanently.
- Unknown, information about the account could not be obtained from the network.

Account types

FactoryTalk supports these account types:

- FactoryTalk user accounts that are separate from Windows accounts.
- Windows-linked user accounts that are linked to existing user accounts in a Windows domain or workgroup.
- Windows-linked user groups that determine access for all of the Windows accounts in the group.
- Azure AD user groups that determine access for Azure AD user accounts in the group.

When to use FactoryTalk user accounts

- For the convenience and benefits of centralized security administration across the entire distributed system, without reliance on a Windows domain. This is often necessary when your organization's IT department controls administration of Windows users and does not allow you to modify accounts in Windows.
- For central [user authentication on page 23](#) when using Windows workgroups in a FactoryTalk network directory. For all FactoryTalk products, the FactoryTalk Directory is the central authority for user authentication, allowing you administer user accounts centrally, rather than locally on each computer. You can use Windows-linked accounts with Windows workgroups in a local directory.
- When the security needs of the Windows network are different from the security needs of the control network. For example:
 - When all operators share the same Windows account to gain access to the computer.
 - When the computer is always logged on under a particular Windows account, FactoryTalk accounts allow different operators to gain different levels of access to the control system, independently of their access to Windows.
 - When the computer automatically logs on to the Windows network after restarting (for example, after a power failure), so that it can run control programs automatically. FactoryTalk accounts allow operators to log on and off the control system independently of Windows.

When to use Windows-linked user accounts

- When the security needs of the Windows network are the same as the security needs of the control system.
For example:
 - When the control system is located in its own domain, perhaps separately from business systems, user accounts and passwords can be shared between Windows and FactoryTalk software programs.
 - When operators can log on and off computers with their own Windows accounts, the software programs they use start automatically.

When to use Windows-linked user group accounts

If you expect the need to move Windows accounts from one domain to another, use Windows-linked [user group on page 37](#) accounts. Windows-linked user group accounts, and the user accounts they contain, can be moved from one domain to another while keeping security permissions for the group accounts intact. Individual Windows-linked user accounts must be deleted and then re-created in the new domain, causing all security permissions for the user accounts to be lost.

Always have at least one Windows-linked user account that is a member of the FactoryTalk Administrators group. Specify different permissions for some users in the Windows-linked group, add Windows-linked user accounts for those users. This prevents an inadvertent lock out of the FactoryTalk system. If the Windows-linked administrator account is locked out, for example, because the user exceeds the maximum number of logon tries, the Windows domain administrator can reset the account. Alternatively, the user can wait until Windows automatically resets and frees the locked-out account. When this happens depends on the account lockout duration policy in Windows. For details, see Windows Help.

Rules for using FactoryTalk accounts and Windows-linked accounts

- FactoryTalk user accounts cannot be members of Windows-linked user groups.
- The Windows-linked user group and individual Windows-linked user accounts can be members of FactoryTalk user groups. This allows you to use FactoryTalk user groups when setting permissions.
- A FactoryTalk user account or Windows-linked user account can be a member of more than one FactoryTalk user group.

NOTE: If an action is set to **Deny** for the user in any one group, then the **Deny** takes precedence over any **Allow** setting in a different group of which the user is a member.

When to use Azure AD

You can configure an Azure AD application within FactoryTalk Security allowing the system to receive Azure AD information.

Applications and areas

In a FactoryTalk Directory, elements such as data servers, alarm and event servers, device servers, HMI servers, and project information are organized into *applications*. A [FactoryTalk Directory on page 14](#) holds any number of applications, stores information about each application, and makes that information available to FactoryTalk products and services.

A FactoryTalk network directory can manage any number of separate network applications. Likewise, a FactoryTalk local directory can manager any number of separate local applications. When developing a [FactoryTalk system on page 13](#), log on to either a network directory or a local directory, create an application, add device servers, data servers, and optional alarm and event servers.

Areas organize and subdivide applications in a network directory into logical or physical divisions. For example, separate areas might correspond with separate manufacturing lines in one facility, separate plants in different geographical locations, or different manufacturing processes.

HMI Servers are added and configured using FactoryTalk View Studio, but their status can be viewed in FactoryTalk Administration Console. The root of an application in a network directory can contain only one HMI server. Create a separate area for each HMI server added to an application. Areas cannot be created within a local application.

Security in a FactoryTalk system

FactoryTalk Security is intended to improve the security of an automation system by limiting access to users with a legitimate need. Security in FactoryTalk is accomplished through authentication and authorization. Security services are managed separately in the FactoryTalk local directory and the FactoryTalk network directory.

Authentication

FactoryTalk authenticates the user's identities to access a FactoryTalk system against a defined set of user accounts held in the FactoryTalk Directory. FactoryTalk verifies a user's identity and that a request for service actually originates with that user.

Authorization

FactoryTalk authorizes user requests to access resources in a FactoryTalk system against a set of defined access permissions held in the FactoryTalk Directory.

Securing resources

FactoryTalk Security addresses both authentication and authorization concerns by helping define the answer to this question:

"Who can carry out what actions upon which secured resources from which locations?"

- *Who*—refers to users and groups of users. Different users need different access rights.
- *Actions*—refers to the operations to perform on a resource, such as read, write, update, download, create, delete, edit, insert, and so on.
- *Secured resources*—refers to the objects for which actions are secured. Each FactoryTalk product defines its own set of resources. For example, some products might allow configuring security on resources in an area, while others might allow configuring security for logic controllers and other devices.
- *Locations*—refers to the location of the authorized computers. For example, allowing values to be downloaded to a controller only from workstations that are located within a clear line of sight to the plant floor machinery to adhere to safety requirements.

The principle of inheritance determines how access [permissions on page 183](#) are set. For example, when assigning security to an area in an application, all of the items in the area inherit the security settings of the area. Override this behavior by setting up security for one or more of the individual objects inside the area as well.

When a user attempts to log on to a [FactoryTalk system on page 13](#), FactoryTalk Security verifies the user's identity. If the user is authenticated, FactoryTalk Security continues to check the user's level of access to the system, to authorize the actions the user performs on secured resources.

System-wide policies dictate some security settings. For example, setting up a policy that requires users to change their passwords once every 90 days.

Know more about the tips when setting up the FactoryTalk system to achieve efficient management of user authentication and authorization from [Best practices on page 24](#).

Example: Two directories on one computer

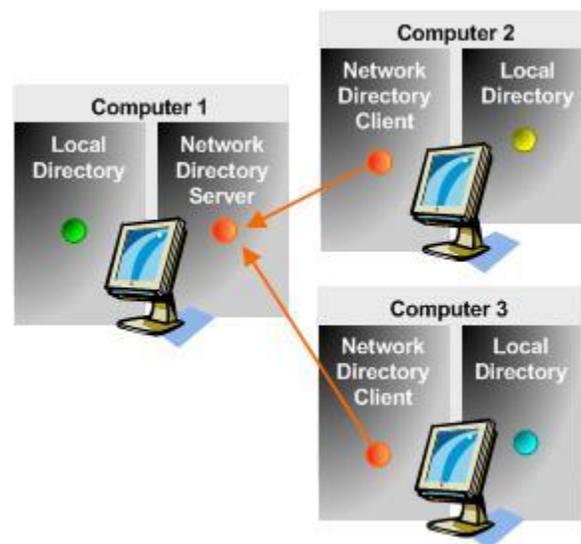
Different software products have different requirements for the [FactoryTalk Directory on page 14](#). Both directories are installed and configured as part of installing the FactoryTalk Services Platform. The directory needed depends upon which software products are used and whether working in a stand-alone or a networked environment.

For example, if using FactoryTalk View SE or FactoryTalk Transaction Manager, use the network directory to create and manage network applications. If using FactoryTalk View ME, use the local directory to create and manage local applications. Other products, such as RSLogix 5, RSLogix 500, and FactoryTalk Linx, allow using either directory.

Even though a local directory and a network directory reside on the same computer, all of their project information and security settings remain completely separate and cannot be shared, including:

- User accounts, passwords, security permissions
- System-wide policy settings, including security and audit policies
- Project information, such as [applications, areas on page 17](#), and their contents

The graphic below shows three computers. Each computer has both a local directory and a network directory configured. Each directory holds objects, which represent project information, such as applications, references to data servers, and security settings, including user accounts. In each local directory, access to these project objects is only by software products installed on that same local computer. The network directory, however, can share references to its objects across a network.



For example, suppose each colored icon above represents the project information and security settings that are part of a [FactoryTalk system on page 13](#). The local directories on each computer hold completely separate sets

of information (represented by the green, blue, and yellow icons). In the network directory case, all client computers that point to the same network directory server computer share the same set of information across the network (represented by the orange icons).

Run FactoryTalk Administration Console on Computer 3, log on to the network directory, and create a user account named "Terry" with the password "OpenSesame." The change is actually made in the network directory server, held on Computer 1, and immediately reflected on each network directory client computer. "Terry" can now log on to the network directory from any of the three computers.

Now create a user account named "Terry" with the password "OpenSesame" in each Local Directory on every computer. Even though the user name and password are the same, each user account is a separate object in each local directory.

When changing the password in the local directory on Computer 1, the change does not affect the user account held in the network directory server on the same computer, nor does it affect the user accounts held in the local directories on computers 2 and 3.

Getting started with FactoryTalk Security

This chapter introduces you to key parts of FactoryTalk Security, including:

- FactoryTalk Administration Console
- Action groups
- Policies
- Computers and groups
- Networks and devices
- Users and groups
- Single sign-on
- Tightening security

FactoryTalk Security

FactoryTalk Security improves the security of your automation system by limiting access to those with a legitimate need. FactoryTalk Security authenticates the identities of users, and authorizes user requests to access a FactoryTalk system against a set of defined user accounts and access permissions held in the FactoryTalk local directory or FactoryTalk local directory.

Integrated security services for your FactoryTalk system

FactoryTalk Security provides security services integrated into both the [FactoryTalk local directory on page 22](#) and the [FactoryTalk network directory on page 22](#). In a local directory, all project elements are located on a single computer, and the FactoryTalk Administration Console system cannot be shared across a network. A network directory organizes information about project elements from multiple FactoryTalk products across multiple computers on a network. Even though a local directory and a network directory are always present on the same computer, all of their project elements remain completely separate and cannot be shared.

Authentication and authorization

Using FactoryTalk Security with Rockwell Automation software for an integrated, cross-product solution to two universal security concerns: authentication and authorization.

- **Authenticate**—verify a user's identity and verify that a request for service actually originates with that user.
- **Authorize**—verify a user's request to access a software resource against defined access permissions.

FactoryTalk Security addresses both authentication and authorization concerns and defines the answer to the question:

"Who can carry out what actions upon which secured resources from where?"

- *Who*—refers to users and groups of users. Different users need different access rights.
- *What actions*—refers to the actions that can be performed on a resource, such as read, write, update, download, create, delete, edit, insert, and so on.
- *Which secured resources*—refers to the objects for which actions are secured. Each FactoryTalk product defines its own set of resources. For example, some products might allow security configuration on resources in an area, while others might allow security configuration for logic controllers and other devices.

- *Where*—allows security to differ based on machine location. It is sometimes important to restrict certain actions to specific workstations. For example, for safety reasons, it might be necessary to allow downloading values to a controller only from workstations that are located within a clear line of sight to the plant floor machinery that are affected by the downloads.

The principle of inheritance determines how access [permissions on page 183](#) are set. For example, assigning security to an area in an application, all of the items in the area inherit the security settings of the area. Override this behavior by setting up security for one or more of the individual objects inside the area.

At runtime, when a user attempts to log on to a FactoryTalk system, FactoryTalk Security verifies the user's identity. If the user is authenticated, FactoryTalk Security continues to check the user's level of access to the system, in order to authorize the actions that the user performs on secured resources.

System-wide policies dictate some security settings. For example, you can set up a policy that requires users to change their passwords once every 90 days.

Security on a local directory

By default, security is open in the FactoryTalk local directory. All users who have successfully logged on to Windows have full access to the local directory.

Because the network directory and local directory are separate, secure them separately. Some Rockwell Automation software products require the FactoryTalk network directory, others require the FactoryTalk local directory, and some require both directories to be configured.

Manage on a local directory:

- User accounts, passwords, and security permissions
- System-wide policy settings, including security and audit policies
- Product information, such as applications, areas, and their contents

To tighten security on a stand-alone system, perform these tasks:

- [Delete the Windows-linked group on page 43](#) named **Authenticated Users**. This prevents all users who have successfully logged on to Windows from automatically having access to the FactoryTalk local directory.
- Remove security settings that allow all users to have full access to the FactoryTalk local directory.
- Modify security policies to secure the system.

Security on a network directory

By default, security is open in the FactoryTalk network directory. This means that all users who are logged on to Windows with a user account that is a member of the local Windows Administrators group on any computer connected to the network directory have full access to the directory.

Because the network directory and local directory are separate, secure them separately. Some Rockwell Automation software products require the FactoryTalk network directory, others require the FactoryTalk local directory, and some require configuring both directories.

Beginning with FactoryTalk Services Platform version 6.40.00, there is a **Secure** installation option that performs the best practices to secure a FactoryTalk Directory.

If you select the **Standard** installation option, following these key steps to tighten security in a distributed system on a network include:

- Create one or more [FactoryTalk user accounts on page 31](#) or [Windows-linked user accounts on page 32](#), then add those accounts to the **FactoryTalk Administrators** group. This retains administrative access to the FactoryTalk Directory after removing the Windows Administrators group in the next step.
- [Remove the Windows-linked group on page 43](#) named **Authenticated Users**. This prevents all user accounts on any local computer connected to the network directory from automatically having access to the network directory.
- Remove the security settings that allow all users full access to the FactoryTalk network directory.
- Modify security policies to secure the system.

How security authenticates user accounts

When a user attempts an action that is secured, security authenticates user names and passwords in this order:

1. Against the list of FactoryTalk [user accounts on page 16](#). If a match is found, the user is allowed to proceed.
2. Against the list of Windows-linked user accounts. If a match is found, the user is allowed to proceed.
3. Against the list of accounts in a Windows-linked user group. If a match is found for the user name and password in a Windows-linked user group, the user is allowed to proceed, even if no Windows-linked user account is present for that user.

To prevent some users in a Windows-linked group from having access to the FactoryTalk system, create Windows-linked accounts for those users, and then set [permissions on page 183](#) to deny access to those user accounts.

Things you can secure

Use **Allow** or **Deny** permissions to secure access to resources in the system. Resources include:

- The FactoryTalk network directory or local directory
- The System folder and its contents
- Applications
- Areas
- Servers
- Control networks
- Hardware devices

Security for resources is always tied to users, actions, and computers

Security for resources is always tied to users or groups of users, the [actions on page 187](#) they are performing, for example, read or write, and the computers, or groups of computers where they are working.

This helps ensure that only authorized personnel can perform actions on the equipment and resources in the system from appropriate locations, for example, computers located within line of sight of equipment.

In a local FactoryTalk directory, a user can perform actions only from the local computer.

Set permissions to restrict actions to users, user groups, computers, or computer groups

For each resource (such as an application or an area within it), actions (such as writing values) can be restricted to particular users or user groups.

Group actions together and assign security permissions to all actions in the group. For example, assign permissions to an area so that only operators working on computers located within the line of sight of heavy machinery can write values to the programmable controllers in that area.

Suppose that:

- The area is named "Punch Presses"
- The operators belong to a user group named "Operators"
- The computers within line of sight of the machinery belong to a computer group named "Heavy Machinery"

First, clear **Allow** for **All Users and All Computers** in the Punch Presses area. Next, select **Allow** for the user group Operators and the computer group Heavy Machinery.

When setting permissions, the **Deny** permissions are implied unless the **Allow** permissions are specified explicitly. Clearing **Allow** ensures that all users are denied write access, except those explicitly allowed access.

Using the Security item

Right-click an item in the **Explorer** and select **Security**, to set up which users or user groups on which computers may access the selected resource.

IMPORTANT: Right-clicking the **System** folder, **Users and Computers** folder, **Users** folder, or the **Computers** folder, and specifying security permissions sets security on that actual folder. It does not limit users' access to the system.

To limit access to resources in the FactoryTalk system, right-click the resource to secure, select **Security**, and specify security permissions for the user and computer accounts allowed to access the resource.

Security settings are separate in the network and local directory

Security settings are completely separate in the network directory and local directory. Changes made to the security settings in the network directory do not affect the local directory and vice versa. If using both a network directory and a local directory, set up security in each directory separately.

Security settings apply to all FactoryTalk products

Security settings configured for resources apply to all FactoryTalk products in the system. For example, when denying a user **Read** access to an area from a particular computer, that user cannot see that area in any FactoryTalk product while working from that computer.

Best practices

Use these tips when setting up the FactoryTalk system to achieve efficient management of user authentication and authorization.

Administrator accounts

- Always have more than one [user account on page 16](#) that is a member of the FactoryTalk Administrators group. If the password to one administrator account is lost, use a second administrator account to reset the password to the first one. A lost password to a user account is not recoverable. A second administrator account prevents being locked out of the FactoryTalk system if the first administrator password is lost.
- Always have at least one Windows-linked user account that is a member of the FactoryTalk Administrators group. If the Windows-linked administrator account is locked out, for example because the user exceeds the maximum number of logon tries, the Windows domain administrator can reset the account. Alternatively, the user can wait until Windows automatically resets and frees the locked-out account. The wait time depends on the Account lockout duration policy in Windows.

Windows-linked accounts

FactoryTalk does not cache credentials for Windows-linked users or groups. By default, however, the Windows operating system caches the Windows security token for each unique user's ten most recent valid logons. For more information on cached security credentials, see [Microsoft.com](#). This cached verifier allows Windows-linked user accounts to be authenticated even when the domain controller is not connected or able to provide authentication. Windows is responsible for encrypting this cached verifier. However, this caching does not apply to Windows-linked groups. Neither the FactoryTalk Directory system nor the Windows operating system caches Windows domain group information; there is no way for the FactoryTalk system to determine what domain accounts are members of a Windows-linked group when disconnected from the domain. If you want to use groups in the FactoryTalk system and you expect to be disconnected from the domain, it is suggested that you use FactoryTalk user groups that contain Windows-linked users.

Permissions

- Assign permissions to groups rather than to users.
- Assign permissions to user accounts only by exception. Maintaining user accounts directly is inefficient.
- Wherever possible, remove **Allow** permissions instead of assigning explicit **Deny** permissions. The order of precedence of explicit permissions over inherited permissions makes administration simpler, and **Deny** permissions take precedence over **Allow** permissions.
- Use **Deny** permissions to:
 - Exclude a subset of a group that has **Allow** permissions
 - Exclude one special permission when full control to a user or group is already granted

Audit trails and regulatory compliance

To achieve compliance in regulated industries, the plant might be required to keep records that answer these questions:

- Who performed a particular operation on a specific resource?
- Where did the operation occur?
- When did the operation occur?
- Who approved the operation?

To answer these questions:

- Ensure that all users are uniquely identifiable in the system
- Keep a record of deleted users

- Log information about user and system activity to diagnostic log files
- Set up audit trails of successful or unsuccessful attempts at modifying system values

Ensure that all users are uniquely identifiable in the system

When choosing user names, ensure that they are unique.

- A user should have the same user name on every computer. This is mostly for convenience, both for the user and for the administrator.
- A particular user name should always refer to the same person. A system in which the same user name refers to more than one person is never really secure.

Develop a scheme for identifying users uniquely. Keep in mind that user names are visible, and should not contain any private information, for example, social security numbers. User names are also typed frequently, and should be relatively easy to remember.

If the system is required to comply with governmental regulations, multiple names for the same user may be necessary. This may occur if a user leaves the company and their user account is deleted, then the user is rehired.

Keep a record of deleted users

To ensure that all user accounts remain unique, keep track of deleted accounts. This might also be an audit requirement, such as tracking a user's actions throughout the system, even after the user's account was deleted.

To ensure that only unique user accounts are created, enable the security policy **Keep record of deleted accounts**. To avoid a trial-and-error process of creating unique user accounts, make deleted accounts visible in lists of users by enabling the security policy **Show deleted accounts in user list**.

Log information about user and system activity to diagnostic log files

Logging information consists of two steps:

1. Choose the information to log and then send the information to FactoryTalk Diagnostics. For example, enable audit logging to record what changes were made to security policies or other objects, who made the changes, and when they were made. If the **Audit configuration and control system changes** policy is not enabled, FactoryTalk Diagnostics does not receive any [audit messages on page 89](#), and cannot store the audit messages in log files.
2. Configure FactoryTalk Diagnostics to store the information in log files. For example, configure FactoryTalk Diagnostics to store audit information for Operators in local log files. If this step is not completed, FactoryTalk Diagnostics receives the chosen information sent to it, but does not capture this information to store in log files.

To configure FactoryTalk Diagnostics routing and logging options, select **FactoryTalk Diagnostics Setup** from the **Tools** menu on each computer where the FactoryTalk Administration Console or FactoryTalk View is installed. To view diagnostic messages, from the **Tools** menu, select **FactoryTalk Diagnostics > Viewer**.

Set up audit trails of successful or unsuccessful attempts at modifying system values

The most common type of auditing activity is recording failures. This helps trace failures, and isolate and correct their causes.

In some industries it is also common, or mandated by law, that certain types of successful user activity is audited. For example, when making pharmaceutical drugs, any changes or adjustments in recipes must be recorded. Recording this activity allows any problems that might occur to be traced to a specific batch of the product.

Auditing object access success or failure is controlled by system-wide audit policies. Enable these policies if the plant requires them. Audit information is sent to FactoryTalk Diagnostics. Use the FactoryTalk Diagnostics Viewer to monitor security-related events.

Configure a computer to be the FactoryTalk Directory network server

FactoryTalk Services Platform configures a network directory and a local directory on every computer where it is installed.

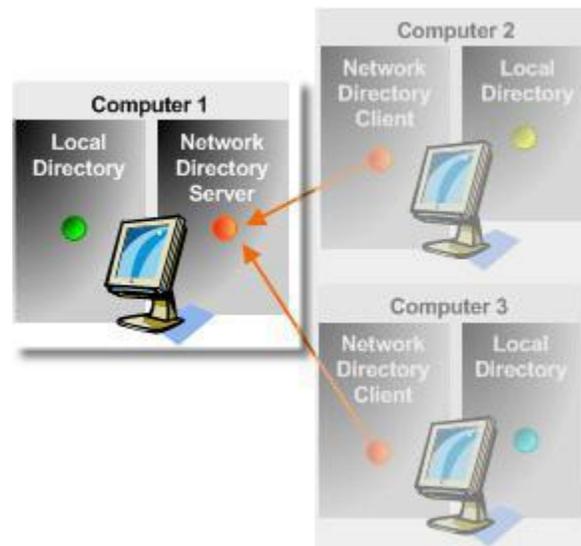
Use a network directory to organize project information and security settings from multiple FactoryTalk products across multiple computers on a network. After installing and activating FactoryTalk software, specify one of the computers on the network as the network directory server. All computers on the network to share FactoryTalk network directory services and resources.

IMPORTANT: When using Socket.IO, the system cannot function with more than 10 clients if the FactoryTalk Directory network server is installed on a Windows desktop operating system. We recommend that you install the FactoryTalk Directory network server on the Windows Server operating system.

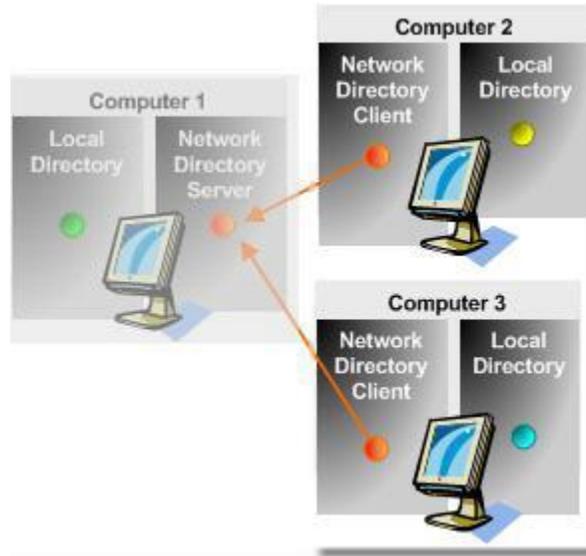
Products such as FactoryTalk View SE and FactoryTalk Transaction Manager use the network directory.

Example: Network directory

Computer 1 serves as the network directory server.



Client computers on page 28 (Computer 2 and Computer 3) are configured to point to Computer 1 as the network directory server computer.



Configure a network directory client computer

After specifying one of the computers on the network as the network directory server, use the **Specify FactoryTalk Directory Location** utility to point each computer in the network to the FactoryTalk Directory network directory server.

To configure a network directory client computer

1. On each participating network directory client computer, go to **Rockwell Software > FactoryTalk Administration Console > Tools > FactoryTalk Directory Server Options**.
2. In **FactoryTalk Directory Server Location Utility**, select **Browse**.
3. In **FactoryTalk Directory Server Configuration**, select **Remote computer**, then specify the name of the computer to use as the network directory server and select **OK**.

NOTE: Beginning with FactoryTalk Services Platform version 6.30.00, you can [configure the computer by the DNS Alias name on page 93](#).

4. When prompted, log on to the network directory.
If single sign-on is enabled on the computer when the location of the network directory server changes, the single sign-on session ends. Log on to the new network directory server. The user name and password entered become the new single sign-on credentials for all participating FactoryTalk products on the computer.

Check the network directory server performance in system operation

When using a network directory server, it is necessary for the computers hosting the FactoryTalk Directory Client services can connect to the network directory server. The system uses a local cache to ensure good system performance. The local cache is automatically updated, and the client computer can connect to the network directory server.

When a connection to the FactoryTalk network directory server is lost, the system sends an error message to FactoryTalk Diagnostics. Likewise, when the connection is restored, the system sends an information message to FactoryTalk Diagnostics. Run the FactoryTalk Diagnostics Viewer to check FactoryTalk Diagnostics for connection and error messages.

When opening a network application, for example, Studio 5000 Logix Designer, a connection to the network directory server is not available, and the system performs authentication and authorization using the information held in the local cache. While disconnected, FactoryTalk Administration Console operates in read-only mode and does not allow most commands and operations.

To check the network directory server connection status using the system tray applet icon

The system’s network directory server connection status is shown in the FactoryTalk Directory which is in the Microsoft Windows system tray.

Status	Description
	FactoryTalk Services Platform client services, located on this computer, are connected to and communicating with the configured network-scope FactoryTalk Directory server.
	The FactoryTalk Services Platform client services are transferring cache files to the local computer. The FactoryTalk Services Platform client services are using information from the old local FactoryTalk Directory cache file.
	The computer is disconnected from the network-scope FactoryTalk Directory server. The FactoryTalk Services Platform client services are using information from the local FactoryTalk Directory cache file.
	The FactoryTalk Directory local cache file has expired. Important: The current authorizations will be not valid until a user authenticates or the computer is restarted.
	The FactoryTalk Directory local cache will expire after the configured period.

To check the network directory server connection status using the system tray Login or Logout tool

- Select **FactoryTalk Directory** in the system tray, or select **Log On to FactoryTalk** from the **Start** menu. In the **Log On to FactoryTalk** dialog box, the status of the active server shows. Either:
 - **(connected)** – FactoryTalk Services Platform client services, located on this computer, are connected to and communicating with the configured network-scope FactoryTalk Directory server.
 - **(read-only)** – The computer is disconnected from the network-scope FactoryTalk Directory server. The FactoryTalk Services Platform client services are using information from the local FactoryTalk Directory cache file.
 - **(unknown)** – The connection status is temporarily unknown because the system is starting up, waiting to determine which server is active, or is unable to determine the current state.

To check network directory server connection status from the FactoryTalk Directory Server Location Utility

1. In FactoryTalk Administration Console select **Tools > FactoryTalk Directory Server Options**.
2. If a **User Account Control** prompt appears, select **Yes**.
3. In the **FactoryTalk Directory Server Location Utility**, next to **Computer hosting directory server**, the status of the active server shows. Either:
 - **(connected)** – FactoryTalk Services Platform client services, located on this computer, are connected to and communicating with the configured network-scope FactoryTalk Directory server.
 - **(read-only)** – The computer is disconnected from the network-scope FactoryTalk Directory server. The FactoryTalk Services Platform client services are using information from the local FactoryTalk Directory cache file.
 - **(unknown)** – The connection status is temporarily unknown because the system is starting up, waiting to determine which server is active, or is unable to determine the current state.

FactoryTalk Directory Server Location Utility

How do I open the FactoryTalk Directory Server Location Utility?

Either:

- Go to **Rockwell Software > Specify FactoryTalk Directory Location**.
- From the **FactoryTalk Administration Console**, select **Tools > FactoryTalk Directory Server Options**.

Use the **FactoryTalk Directory Server Location Utility** to:

- Specify the computer that is hosting the network directory server
- [Point each computer on the network to the network directory server computer on page 28](#)

Change the directory server computer via the command line

When changing the directory server computer via the command line, use the following syntax:

```
"FTSetDirSvr.exe -sso servername"
```

Parameters	Description
-sso	Required. Uses single sign-on for authentication.
servername	Required. Specifies the name of the computer that hosts the FactoryTalk Directory server.

Examples

```
C:\Program Files (x86)\Common Files\Rockwell\FTSetDirSvr.exe -sso WIN-0D8FSUPRIU3
```

Manage users

Manage users

Use FactoryTalk Administration Console to add and delete FactoryTalk Directory and [Windows-linked user on page 32](#) accounts. User accounts exist only in the FactoryTalk Directory where the account was created.

IMPORTANT: Managing users requires explicit permissions. To verify permissions, in FactoryTalk Administration Console **Explorer**, expand **System**, then right-click **Users and Groups** and select **Security**. Confirm the permissions listed in the prerequisites for the task are present with the logged in user account.

Management of FactoryTalk user accounts includes:

- Adding and deleting a user account
- View users' [historical usage on page 53](#) of the FactoryTalk system
- [Adding group memberships to the user account on page 33](#)
- Editing the user's name and description
- Associating an email address with the user's account
- Setting user password options
- Changing the user account password
- Enabling, disabling, or unlocking the user account
- Resetting the account password

Use Windows administrative tools to edit Windows-linked user accounts.

Add a FactoryTalk user account

To create a user account that is separate from a user's [Windows account on page 32](#), add a FactoryTalk Directory account. FactoryTalk Directory accounts are managed by the FactoryTalk Administrator and specify the account's identity, account policy, and group membership independent of the Windows account settings.

Prerequisites

Obtain these permissions for the **Users** folder in the **Explorer** window:

- Common > Create Children
- Common > List Children
- Common > Read

To add a user account

1. In **Explorer**, expand **System > Users**.
2. Right-click the **Users** folder, point to **New**, and then select **User**.
3. In **New FactoryTalk User**, type a short name for the user in **User Name**, and the full name of the user in **Full name**.
4. (optional) In **Description**, record information about the user, such as the user's position or phone number.

5. (optional) In **E-mail**, add a single e-mail address. Some FactoryTalk products may send messages to this e-mail address.
6. In **Login method** select how the user logs on to FactoryTalk.
 - **Password**. The user types the user name and password to logon.
 - **Badge only**. The user taps the badge on the card reader to logon.
 - **Password and Badge**. The user taps the badge on the card reader and types the username and password to logon.
 Badge logon is not supported on remote clients connecting via Remote Desktop Services. To log on using an RFID badge, connect an rf IDEAS card reader to the computer hosting the FactoryTalk Services Platform.
7. If a password method was selected, in **Password**, type a password for the user account. **Password Policy Settings** in **Security Policy Properties** determine the requirements for a valid password.



Tip: The maximum password length is 64 characters. However, the dialog box only displays 35 characters. Characters not shown are still included in the password.

8. In **Confirm**, type the same password entered in the previous step.
9. (optional) If a password method was selected for login, select the user's password validity settings:
 - **User must change password at next logon**
 - Select to force the user to change the account password at next system log on.
 - Clear to allow the user to keep the same password.
 - **User cannot change password**
 - Select to prevent the user from changing the account password.
 - Clear to allow the user to change the account password.
 - **Password never expires**
 - Select to allow the user to continue using the same password indefinitely.
 - Clear to require that the user change the account password at intervals specified by the security policy **Password Policy Settings**.
10. In **Badge ID** type the identification number of the badge assigned to the user account. Select **Scan** and then tap the badge on the card reader to obtain the **Badge ID** value from the badge.
11. Select **OK** to add the user to the FactoryTalk Directory.

Add a Windows-linked user account

Add a Windows-linked user account when the security needs of the Windows network are the same as the security needs of the FactoryTalk system. When accessing FactoryTalk resources using a Windows-linked account, the FactoryTalk Directory relies on Windows to determine whether the user's name and password are valid, and whether the account is enabled or locked out. Adding Windows-linked user accounts to FactoryTalk Security user groups allows the FactoryTalk Directory to determine a Windows-linked user's level of access to the FactoryTalk system independently of the user's level of access to a Windows domain.

Add user accounts to the FactoryTalk network directory or local directory from the list of users or groups in a Windows domain or workgroup. If the computer is disconnected from the Windows domain, reconnect to the domain before adding Windows-linked user accounts. Any users who previously logged on to the Windows domain from that computer can log on to FactoryTalk using their Windows-linked user account while the computer is disconnected from the Windows domain.

Prerequisites

Adding a Windows-linked user account requires these permissions:

- Common > Create Children
- Common > List Children
- Common > Read

To add a Windows-linked user account

1. In FactoryTalk Administration Console **Explorer**, expand **System > Users**.
2. Right-click the **Users** folder, point to **New** and select **Windows-Linked User**.
3. In **New Windows-Linked User**, select **Add**.
4. In **Select Users**, select the Windows user accounts to link to the FactoryTalk system.
 - If known, type the names of the user accounts to add in the text box. For domain accounts, use the format DOMAIN\username, for workgroup accounts, use the format COMPUTERTNAME\username. To validate the user names, select **Check Names**. Correct any errors and select **OK**.
 - To search for user names, or to select multiple users, select **Advanced**. In **Select Users**, select **Locations**, select the domain or workgroup from which to select users, and select **OK**. Alternatively, use the **Common Queries** settings to search by name. Select **Find Now**. In the list of users, select the user accounts to add and select **OK**.
5. When finished selecting Windows user accounts in **Select Users**, select **OK**.
6. In **New Windows-Linked User**, review the list of users.
 - To remove any users added unintentionally, select the users and select **Remove**.
 - To add more users, repeat steps 3, 4, and 5.
7. Select **OK**.

Add group memberships to a user account

To quickly change the [permissions on page 183](#) for a user account to those of an existing FactoryTalk user group, assign the user account to the [user group on page 37](#). New group memberships take effect only when the user logs off FactoryTalk and then logs on again.

Prerequisites

Changing the group memberships of a user account requires these permissions:

- Common > List Children
- Common > Read
- Common > Write

To add group memberships to a user account

1. In FactoryTalk Administration Console **Explorer**, expand **System > Users**, right-click the user account, and select **Properties**.
2. On the **Group Membership** tab, select **Add**.
3. In **Select User Group**, select the groups to which the user account belongs, and then select **OK**.
4. In **User Properties**, select **OK**.

Remove group memberships from a user account

When a user account belongs to a user group, the user account automatically inherits all [permissions on page 183](#) assigned to the group, unless permissions are specifically denied for the user account.

Delete a group from **Group Membership User Properties** to remove the link between the permissions of the user account and the permissions assigned to that user group.

Changes to group memberships take effect only when the user logs off FactoryTalk and then logs on again.

To remove group memberships from a user account

1. In FactoryTalk Administration Console **Explorer**, expand **System > Users**, right-click the user account containing the group memberships to change, and select **Properties**.
2. Select the **Group Membership** tab.
3. In the list of groups, select the groups and select **Remove**.
4. In **User Properties**, select **OK**.

Delete a user account

Delete a user account to permanently remove the account from the FactoryTalk Directory. To prevent inadvertently locking an account out of the FactoryTalk Directory, do not delete the last user account that is a member of the Administrators group.

To delete a user account from both a network directory and a local directory, delete the account from one directory, log off that directory, log on to the second directory, and then delete the account in the second directory.

To temporarily prevent a user from logging on to FactoryTalk, disable the FactoryTalk user account.

Prerequisites

Deleting a user account that is a member of a user group requires these permissions:

- Common > Delete
- Common > List Children
- Common > Read
- Common > Write

Deleting a user account that is not a member of a user group requires these permissions:

- Common > Delete
- Common > List Children
- Common > Read

To delete a user account

- In FactoryTalk Administration Console **Explorer**, expand **System > Users**, right-click the user account, and then select **Delete**.

You can also use [Historical Usage on page 53](#) to [delete on page 55](#) a user account.



Tip: You can only create an account using the name of a deleted account if the security policy **Keep record of deleted accounts** is disabled. You must still recreate the security settings of the user accounts.

Manage user groups

Manage user groups

Use FactoryTalk Administration Console to add and delete FactoryTalk, Windows-linked, and Azure AD user group accounts. Add both FactoryTalk and Windows-linked user accounts to FactoryTalk user group accounts. Windows-linked user groups, and the user accounts they contain, can move from one domain to another while keeping security permissions for the group accounts intact.

FactoryTalk Services Platform includes these built-in user groups:

Group Name	Description
Administrators	Add user accounts to the Administrators user group to grant those user accounts full control of areas, applications, users, and groups in the FactoryTalk Directory. These permissions are defined by default.
Engineers	No users or permissions are defined by default in FactoryTalk Services Platform. Other software may use this group to establish permission sets.
Maintenance	No users or permissions are defined by default in FactoryTalk Services Platform. Other software may use this group to establish permission sets.

Key points about user groups:

- User group accounts exist only in the FactoryTalk Directory in which created.
- FactoryTalk user accounts cannot be members of Windows-linked user groups.
- The Windows-linked user group and individual Windows-linked user accounts can be members of FactoryTalk user groups. This allows use of FactoryTalk user groups when setting permissions.
- A FactoryTalk user account or Windows-linked user account can be a member of more than one FactoryTalk user group and cannot be a member of Azure AD user group.
- Azure AD user group can be a member of more than one FactoryTalk user group. Azure AD user group cannot be members of Windows-linked user groups.

IMPORTANT:

- Managing user groups requires explicit permissions. To verify permissions, in FactoryTalk Administration Console **Explorer**, expand **System**, then right-click **Users and Groups** and select **Security**. Confirm the permissions listed in the prerequisites for the task are present with the logged in user account.
 - If an action is set to **Deny** for the user in any one group, then the **Deny** takes precedence over any **Allow** setting in a different group of which the user is a member.
-

Add a FactoryTalk user group

Create a new FactoryTalk user group to administer security permissions for specified users as a group. Change the memberships of a user account to quickly change the resources a user can access.

A FactoryTalk user group can contain:

- FactoryTalk user accounts
- Windows-linked user accounts
- FactoryTalk user group accounts

Use **New User Group** to add a FactoryTalk user group account to the FactoryTalk Directory that is separate from a Windows user group account. Then specify the group account's identity (for example, the name of the group) and the user accounts that are members of the group. [Delete a user group on page 43](#) when a particular group account is no longer needed to manage a group of users.

Prerequisites

Adding a FactoryTalk user group requires these permissions:

- Common > Create Children
- Common > List Children
- Common > Read

To add a user group account

1. In FactoryTalk Administration Console **Explorer**, expand **System > User Groups**.
2. Right-click the **User Groups** folder, point to **New**, and select **User Group**.
3. Type a name for the group in the **Name** box.
4. (optional) Enter any notes about the group in the **Description** box.
5. (optional) In the **E-mail** box, type only one email address or group address to associate with this group account.
6. Select **Add** to add user accounts to the group. In **Select User or Group**, select to select the users or groups to add to the new user group account. Under **Filter Users**, choose from the following:
 - **Show groups only**
 - **Show users only**
 - **Show all**
 - **Create New**
7. Select **OK** to add the selected user or group to the **Members List** in **New User Group**.
8. Select **OK** when finished creating the user group.

Add a Windows-linked user group

To move Windows accounts from one domain to another, create Windows-linked user group accounts instead of individual Windows-linked user accounts. Windows-linked user group accounts, and the user accounts they contain, can move from one domain to another while keeping security permissions for the group accounts intact.

Add user groups from a Windows domain or workgroup to the FactoryTalk system to allow the user accounts in the group to access the FactoryTalk system. To modify the properties of a Windows-linked user group, (for example the group's name, or which user accounts are group members), modify these properties in Windows.

When adding a Windows-linked user group account, all user accounts in the Windows user group have access to the FactoryTalk system. To prevent some users in a Windows-linked group from accessing the FactoryTalk system, [create Windows-linked user accounts on page 32](#) for those users, and set permissions to deny access to those user accounts.

Prerequisites

1. Connect the computer to the Windows domain containing the user groups to add to the FactoryTalk Directory.
2. Obtain these permissions in the **User Groups** folder in FactoryTalk Administration Console **Explorer**:
 - Common > Create Children
 - Common > List Children
 - Common > Read

To add a Windows-linked user group account

1. In FactoryTalk Administration Console **Explorer**, expand **System > User Groups**.
2. Right-click the **User Groups** folder, point to **New**, and select **Windows-Linked User Group**.
3. In **New Windows-Linked User Group**, select **Add**.
4. In **Select Groups**, select the Windows groups, and select **OK**.
 - If known, type the names of the user group accounts in the text box. For domain accounts, use the format *DOMAIN\groupname*, for workgroup accounts use the format *COMPUTERNAME\groupname*. To validate the names, select **Check Names**. Correct any errors, and then select **OK**.
 - To search for group by name or description, or to select multiple groups, select **Advanced**.
 - a. In **Select Groups**, select **Locations** and select the domain or workgroup from which to select groups.
 - b. Under **Common Queries**, complete the information with which to search the directory:
 - Name: Choose whether to search for a name that starts with the specified values or is an exact match to the specified value and then type the search string.
 - Description: Choose whether to search for a description that starts with the specified values or is an exact match to the specified value and then type the search string
 - Disabled accounts: Select to include disabled accounts when searching.
 - Non expiring password: Select to include accounts that have passwords that never expire when searching.
 - Days since last logon: Specify to look for accounts based on how long it has been since the account successfully logged on/
 - c. Select **Find Now**.
 - d. In the list of groups, select the group accounts to add, and select **OK** to close **Advanced Select Groups**.
 - e. The groups selected are listed under **Enter the object name to select**. Select **Check Names** to verify the names and then select **OK** to close **Select Groups**.
5. In **New Windows-Linked User Group**, review the list of groups.
 - To remove any groups added unintentionally, select the groups, and select **Remove**.
 - To add more groups, repeat steps 3 and 4.
6. Select **OK**.



Tip: Use a password for all Windows accounts in a Windows-linked group, otherwise intermittent security failures or an inability to log on may occur. To follow good security practice, do not use blank passwords with accounts. To avoid using a password for Windows-linked accounts, on the local computer disable the Windows local security policy **Accounts: Limit local account use of blank passwords to console logon only**.

Add an Azure AD user group

Add user groups from Azure AD to the FactoryTalk system to allow user accounts in the group to access the FactoryTalk system. FactoryTalk Services Platform version 6.40.00 supports Azure AD authentication by retrieving information from Azure groups. Security permissions are set at the group level.

Prerequisites

Obtain these permissions in the User Groups folder in FactoryTalk Administration Console Explorer:

- Common > Create Children
- Common > List Children
- Common > Read

To add an Azure AD user group

1. In FactoryTalk Administration Console **Explorer**, expand **System > Users and Groups > User Groups**.
2. Right-click the **User Groups** folder, point to **New**, and then select **New Azure AD User Group**.
3. In **New Azure AD User Group**, select **Add**.
4. In **Select Groups**, select the configured Azure AD site, and then select **Search**.
5. In **Microsoft Sign in**, enter your account and password.
6. In **Stay signed in to all your apps**, select **No, sign in to this app only** to limit Windows to remembering your account and access only the configured Azure App. Select **OK** to allow Windows remember your account and automatically sign you in to all your applications and websites on this device.
7. Under **Select User Groups want to**, select user groups, and then select **OK**.



Tip: An error appears if the server doesn't retrieve the user group information successfully. You can specify the Web authentication timeout and Web authentication retry count. The default timeout value is 100 seconds and the default retry count is 3.

8. In **New Azure AD User Group**, review the list of groups.
 - To remove any groups added unintentionally, select the groups, and select **Remove**.
 - To add more groups, repeat step 3 to step 7.
9. Select **OK**.

Configure Azure Active Directory

Beginning with FactoryTalk Services Platform version 6.40.00, FactoryTalk Security supports Azure Active Directory (Azure AD) authentication. Azure AD provides flexible and secure authentication in different security deployment schemes including those requiring multi-factor authentication (MFA). Once Azure AD has been configured in the Microsoft Azure portal Azure AD user groups can be used within the FactoryTalk Security system.

Prerequisite

- Add users to an Azure group

To configure Azure Active Directory

1. Sign in to the Azure portal at <https://portal.azure.com>.
2. Register an application.
 - a. On the Azure portal menu or the Home page, select **Azure Active Directory**.

IMPORTANT: Azure Active Directory is now Microsoft Entra ID.

- b. Under **Manage**, select **App registrations**, and then select **New registration**.
 - c. On **Register an application**, only enter a display name for your application. Select **Accounts in this organizational directory only (<Tenant name> only - Single tenant)**, which is the only application type that FactoryTalk Services Platform supports. Don't set the Redirect URI at this time. You will configure it in **step 5**.
 - d. Select **Register**. The app registration's **Overview** pane appears, which displays your **Application (client) ID** and **Directory (tenant) ID**.
3. Add permission to use Microsoft Graph notifications.
 - a. In the left pane, select **API permissions**, and then select **Add a permission**.
 - b. Under **Microsoft APIs**, select **Microsoft Graph**, and then select **Delegated permissions**.
 - c. In the **Select permissions** search box, enter the word **group**, and then expand **Group**.
 - d. Select **Group.Read.All**, and then select **Add permissions**. The selected permission appears under **Configured permissions**.
4. Select **Yes** to complete the grant.
5. Add a redirect URI. A redirect URI (reply URL) is the location where Azure AD will send the authentication code to the application. For the FactoryTalk Services Platform Azure AD authentication to work, do one of the following:

Redirect URIs for mobile and desktop applications

- Add a Redirect URI automatically:
 - a. In the left pane, select **Quickstart > Mobile and desktop application > Windows desktop**. The **Acquire a token and call Microsoft Graph API from a desktop application** pane appears.
 - b. Select **Make this change for me**, and then select **Make updates**.
- Add a Redirect URI manually:
 - a. Select your application and select **Add a Redirect URI**.
 - b. Add **`https://login.microsoftonline.com/common/oauth2/nativeclient`** and **`ms-appx-web://microsoft.aad.brokerplugin/{client_id}`**.
 - c. Select **Save**.

Redirect URIs for Web

- a. In the left pane, under **Manage**, select **Authentication**.
- b. Under **Platform configurations**, select **Add a platform**, and then select **Web**.

- c. Under **Redirect URIs**,
 - If HTTPS is enabled, enter **https://<FactoryTalk Directory computer name>:<Reverse Proxy port>/FTSecurity/api/v1/aad/redirect**.
 - If HTTP is enabled, enter **http://localhost:<FactoryTalk Web Authentication port>/FTSecurity/api/v1/aad/redirect**. For example, http://localhost:80/FTSecurity/api/v1/aad/redirect.

NOTE: Redirect URIs for Web is required for web authentication from FactoryTalk-enabled products' web client to work properly, such as FactoryTalk AssetCentre version 13.00 or later web client.

Azure AD Group Properties

How do I open Azure AD Group Properties

1. In the **Explorer** window, expand the FactoryTalk network or local directory tree, and then expand the **System** folder until the user group account you want to modify is visible.
2. Right-click the user group account, and then click **Properties**.

These properties are viewable.

Setting	Description
Name	Displays the name of the user group.
Description	Displays the information about the user group.

Edit or view user group properties

Modify the properties of a [FactoryTalk user group on page 37](#) account that is not linked to a [Windows user group on page 38](#) account. View the properties of a Windows-linked user group account. The name of a user group cannot change.

Group memberships added to a user group account take effect only when the user logs off FactoryTalk and then logs on again.

Prerequisites

Editing or viewing user group properties requires these permissions:

- Common > List Children
- Common > Read
- Common > Write

To edit or view user group properties

1. In FactoryTalk Administration Console **Explorer**, expand **System > User Groups**, right-click the user group account, and select **Properties**.
2. (optional) In the **Description** box, type a description of the user group. For example, record information about where the group is located, what part of the system is relevant to the group, or contact information for the leader of the group.

3. (optional) In the **E-mail** box, type only one email address or group address (for example, **cjenkins@yourcompany.com**, or **maintenance@yourcompany.com**), to associate with this account. Ensure that the address you typed is a valid address, and that you typed the address correctly. Some FactoryTalk-enabled products can send messages or notifications to an email address. For details, see the documentation supplied with your FactoryTalk-enabled product.
4. (optional) To add accounts to the group, select **Add**. In **Select User or Group**, select the users or user groups to add to the group, and select **OK**.
5. (optional) To remove user accounts, select the users or user groups to remove from the group, and select **Remove**.
6. Select **OK**.

Delete a user group

Delete a user group when a particular group account is no longer needed to [manage a group of users on page 37](#). Before deleting the user group, view the properties of the user group account.

To help prevent inadvertent lock out of the FactoryTalk Directory, the Administrators group cannot be deleted.

Prerequisites

Deleting a user group account that has no members requires these permissions:

- Common > Delete
- Common > List Children
- Common > Read

Deleting a user group account that has members requires these permissions:

- Common > Delete
- Common > List Children
- Common > Read
- Common > Write

To delete a user group

- In FactoryTalk Administration Console **Explorer**, expand **System > User Groups**, right-click the user group account, and then select **Delete**.

Add accounts to a FactoryTalk user group

Any time after [creating a FactoryTalk user group on page 37](#), add or [remove the user accounts on page 44](#) that belong to the group. Members of a Windows-linked user group cannot be added or removed. However, individual Windows-linked user accounts can be added to FactoryTalk user groups.



Tip: Alternatively, change the groups to which a user belongs. Use **Group Membership User Properties** to add or remove user groups from a FactoryTalk or Windows-linked user account.

To add accounts to a FactoryTalk user group

1. In FactoryTalk Administration Console **Explorer**, expand **System > User Groups**, right-click the user group account, and select **Properties**.
2. Select **Add**.
3. In **Select User or Group**, select each user or user group to add to the user group account. Use the options under **Filters** to show only users, only user groups, or all accounts. Select **OK** when finished.

Remove accounts from a FactoryTalk user group

After [creating a FactoryTalk user group on page 37](#), members can be added on [page 43](#) or removed at any time. However, after a [Windows-linked user group on page 38](#) is added to the FactoryTalk Directory, its members cannot be deleted or removed.



Tip: Alternatively, change the groups to which a user belongs. Use **Group Membership User Properties** to add or remove groups from either a FactoryTalk or Windows-linked user account.

To remove accounts from a FactoryTalk user group

1. In FactoryTalk Administration Console **Explorer**, expand **System > User Groups**, right-click the user group account, and select **Remove**.
2. In **Select User or Group**, select each user or user group to remove from the user group account. Use the options under **Filters** to show only users, only user groups, or all account.
3. Select **OK** when finished.

Manage computers

Manage computers

Use FactoryTalk Administration Console to manage the computer accounts in a FactoryTalk network directory. The FactoryTalk local directory does not make use of computer accounts because all activity on the directory is restricted to the local computer.

NOTE: Starting from version 6.31.00, FactoryTalk Services Platform provides Historical Usage to manage computers in the FactoryTalk system.

Tasks related to managing computers:

- View computers' [historical usage on page 53](#) of the FactoryTalk system
- [Add a computer on page 45](#)
- [Delete a computer on page 46](#)
- Add group memberships
- Remove group memberships
- Change the name of a client computer
- Change the name of a server computer
- Set the override directory cache policies
- Override the enable syslog system policy

IMPORTANT: Managing computers requires explicit permissions. To verify permissions, in FactoryTalk Administration Console **Explorer**, expand **System**, then right-click **Computers and Groups** and select **Security**. Confirm the permissions listed in the prerequisites for the task are present with the logged in user account.

Add a computer

To allow a computer to access the FactoryTalk system, add a computer to a FactoryTalk network directory. After adding the computer account, specify security settings for the computer that allow or deny access to parts of the FactoryTalk system or add the computer to a group account, and then specify security settings for the group.

IMPORTANT: Even if the security policy **Require computer accounts for all client machines** is disabled, you must still create computer accounts for any computers hosting servers – for example, Terminal Servers, Rockwell Automation Device Servers (FactoryTalk Linx), OPC data servers, Tag Alarm and Event Servers, or HMI servers.

Prerequisites

Adding computer accounts requires these permissions:

- Common > Create Children
- Common > List Children
- Common > Read

To add a computer account

1. In FactoryTalk Administration Console **Explorer**, expand **System > Computers and Groups**, right-click **Computers**, and then select **New Computer**.
2. In **New Computer**, in **Computer name**, type the name of the computer, or select **Browse (...)** and then choose a computer name.
3. (optional) In **Description**, type descriptive information about the computer (Example, Operator workstation for South Building production line 1, for maintenance contact *maintenance@yourcompany.com*).
4. Select **OK**.

Delete a computer

Delete a computer from the FactoryTalk network directory to remove its access to the FactoryTalk system.

Prerequisites

Deleting a computer account that is not a member of a computer group requires these permissions:

- Common > Delete
- Common > List Children
- Common > Read

Deleting a computer account that is a member of a computer group requires these permissions:

- Common > Delete
- Common > List Children
- Common > Read
- Common > Write

To delete a computer

- In FactoryTalk Administration Console **Explorer**, expand **System > Computers and Groups > Computers**, right-click the computer account, and then select **Delete**.

You can also use [Historical Usage on page 53](#) to [delete on page 56](#) a computer.

Edit or view computer properties

Modify the name of a computer, its description, and the computer groups to which it belongs in **General Computer Properties**.

Prerequisites

Editing or viewing computer properties requires these permissions:

- Common > List Children
- Common > Read
- Common > Write

To edit or view computer properties

1. In FactoryTalk Administration Console **Explorer**, expand **System > Computers and Groups > Computers**, right-click the computer account, and select **Properties**.
2. Edit these settings in the following tabs:
 - **General**
 - **Computer**. Enter the new Windows computer name for the computer, or select **Browse (...)** to browse for the computer.
 - **Description**. Enter or edit a description of the computer, or other data about the computer account, such as contact information.
 - **Add**. Select to add this computer to one or more computer groups.
 - **Remove**. Select to remove this computer from a group.
 - **Directory Cache**
 - Select **Override Directory Cache Expiration Policy** to set the cache expiration policy for the computer. Enter a number (0-9999) to specify the hours that the cache files remain available while the computer is disconnected from the FactoryTalk network directory server. The default value is 0, so that cache files never expire.
 - Select **Override Directory Cache Warning Policy** to set the cache warning policy for the computer. Enter a number (0-9999) to display a warning message on the computer the specified number of hours before the cache files expire.
 - **Diagnostics**
 - Enable or disable syslog forwarding for the computer. If a computer group has the syslog policy disabled, the syslog policy of computers in the computer group will be disabled and cannot be modified. If a computer group has the syslog policy enabled, you can modify the syslog policy of computers in the computer group as needed.
3. Select **OK** to apply the edits to the computer.

Manage authentication services

Use FactoryTalk Administration Console to manage authentication services. FactoryTalk Services Platform version 6.40 adds support for Azure AD and OpenID Connect Identity Provider authentication services. Both provide multiple ways to verify a user's identity and verify that a request for service originates with that user. Multiple factors, such as biometrics or ID cards, can be used in this authentication process. FactoryTalk Services Platform supports single sign-on. When enabled, the single sign-on capability allows a user to log on once, per FactoryTalk directory, on a given computer, to use a FactoryTalk-enabled application such as Studio 5000 Logix Designer. Single sign-on can be initiated in two ways. One way is through the computer log-on process that users normally execute to use a computer. The second way is to use the **Log On to FactoryTalk** system tray applet. The authentication service in use impacts how the single sign-on capability operates. The table below shows how the authentication services support single sign-on.

Authentication Service	Impact on Single Sign-on
Password	For Windows-linked and FactoryTalk users, single sign-on is fully supported. The addition of Azure AD and OpenID Connect authentication services has no impact on this existing functionality.
Azure AD	Support for single sign-on with Azure AD depends on how the user is authenticating. Windows log on , if the Azure AD user has previously logged on to the computer, which creates a Microsoft-linked user, there is limited support for single sign-on. When using Windows Log on, it is not possible for FactoryTalk Services Platform to determine the Azure AD user's Azure AD group membership. This prevents FactoryTalk Services Platform from assessing security Access Control Lists that use Azure AD groups for this user. If the Azure AD user had not previously logged on to the computer, FactoryTalk Services Platform single sign-on cannot function. Log On to FactoryTalk system tray, the Azure AD user logging on using this method is fully supported. Azure AD user membership in both Azure AD groups and domain groups can be determined and all security Access Control Lists can be assessed.
OpenID Connect	FactoryTalk Services Platform 6.40 supports an <i>on-premises</i> OpenID Connect Identity Provider that provides identity management and multi-factor authentication to a Microsoft Active Directory. Single sign-on is fully supported when using this authentication service.

Add an Azure AD site

FactoryTalk Security can reference more than one Azure AD application for user authentication to support a variety of architectures. Use the **FactoryTalk Administration Console** to configure an Azure AD application within FactoryTalk Security allowing the system to receive Azure AD information. If you want to use the web applications and Azure AD authentication, you must provide a client secret from the Azure AD App Registration when configuring the Azure AD Authenticate Site in FactoryTalk Administration Console

To add an Azure AD site

1. From the **Start** menu, select **Programs > Rockwell Software > FactoryTalk Administration Console**.
2. Under **Authentication Services**, right-click **Azure AD Sites**, and then select **New Azure AD Site**.

3. In the **New Azure AD** dialog, enter the following:
 - **Name:** A name for the Azure AD site.
 - **Description:** A description of the Azure AD site.
 - **Application(client) ID:** The unique ID assigned to your application by Azure AD when the application is registered.
 - **Directory(tenant) ID:** The unique identifier of the Azure AD instance.
 - **Application(client) Secret:** The hidden secret string created when adding the Azure AD site. The application uses it to prove its identity when requesting a token. It is required when using Web Authentication Settings.



Tip: To obtain the Application(client) ID, Directory(tenant) ID, and Application(client) Secret, do the following:

- a. Sign in to the Azure portal at <https://portal.azure.com>.
- b. On the Azure portal menu or the home page, select **Azure Active Directory > App registrations**.
Azure Active Directory is now Microsoft Entra ID.
- c. From **App registrations**, select your application.
- d. On the app registration's **Overview** page, select the **Copy to clipboard** icon to copy the Application(client) ID and the Directory(tenant) ID needed.
- e. In the left pane, under **Manage**, select **Certificates & secrets**, select **Client secrets**, and then select the **Copied** icon in the **Value** column to copy the Application(client) Secret needed.

4. Select **OK**.

Add an OpenID Connect site

FactoryTalk Security can reference an on-premise OpenID Connect (OIDC) Identity Provider (IDP) used in conjunction with a on-premise Microsoft Active Directory for user authentication to support a variety of authentication mechanisms. Use **FactoryTalk Administration Console** to configure and bind an OIDC application within FactoryTalk Security to receive information from an OIDC IDP. Through the OIDC IDP the FactoryTalk Security authentication experience can be augmented to use any multi-factor authentication type supported by the OIDC IDP, such as fingerprint scanning.

To add an OpenID Connect site

1. From the **Start** menu, select **Programs > Rockwell Software > FactoryTalk Administration Console**.
2. Under **Authentication Services**, right-click **OIDC Site**, select **New**, and then select **New On-Prem OIDC Site**.
3. In the **New On-Prem OIDC Site** dialog, enter the following:

- **Name:** A name for the OIDC site.
- **Description:** A description of the OIDC site
- **Client Information**

The following Client information is provided by the OpenID Connect Identity Provider (OIDC IDP). Before creating an OpenID Connect site, you must have an OpenID Connect Server. Refer to the [OIDC IDP instructions](#) to gather this information.

- **Client ID:** The unique client identifier issued for the client, which is registered at the OIDC server.
- **Client Secret:** The client secret issued for the client, which is registered at the OIDC server.

Tip: Client Secret is hidden. To change Client Secret for the existing OIDC site, right-click the OIDC site added, select Properties, and then select the Delete button next to Client Secret.

- Scope: The scope of the access request. You can adjust this value according to your OIDC server settings so that FactoryTalk Security can receive user information. Use a comma to separate the values for each scope. Openid is pre-defined. The default values are the minimum scope.
- Domain: The Windows domain which your OIDC server is on, for example, test.com.

◦ **Endpoint Information**

The following Endpoint information is provided by the OpenID Connect Identity Provider (OIDC IDP). Before creating an OpenID Connect site, you must have an OpenID Connect Server. Refer to the [OIDC IDP instructions](#) to gather this information. Endpoint URLs are used to communicate with the OIDC provider during OIDC authentication and authorization. To obtain the Endpoint Information, open the browser, and then enter the URL address `https://<user auth domain name>/.well-known/openid-configuration`. For some OpenID Connect Identity Providers, the Endpoint Information is provided on the user interface. Here is a sample response:

```
{ "authorization_endpoint": "https://login.microsoftonline.com/{tenant}/oauth2/v2.0/authorize", "token_endpoint": "https://login.microsoftonline.com/{tenant}/oauth2/v2.0/token", "token_endpoint_auth_methods_supported": [ "client_secret_post", "private_key_jwt" ], "jwks_uri": "https://login.microsoftonline.com/{tenant}/discovery/v2.0/keys", "userinfo_endpoint": "https://graph.microsoft.com/oidc/userinfo", "subject_types_supported": [ "pairwise" ], ... }
```

- Authorize Endpoint URL: The authorization endpoint used for authentication and authorization. It returns an authorization grant to the client.
- Token Endpoint URL: The token endpoint used for token exchange. It returns access token, id token, and optionally refresh token.
- User Info Endpoint URL: The user information endpoint. It returns a response containing claims about the user.

NOTE:

- FactoryTalk Services Platform performs authentication using Authentication Code Flow.
 - Register the callback URL in your OIDC server as `http://localhost`.
 - On-premise OIDC authentication only supports Windows-linked users.
-

Historical Usage

How do I open Historical Usage?

1. Open FactoryTalk Administration Console.
2. Select **Tools > View Historical Usage**.

FactoryTalk Services Platform provides Historical Usage to make FactoryTalk users, Windows-lined users, and computers in the FactoryTalk system easier to manage. To use Historical Usage, you must configure **Feature Security** of FactoryTalk Administration Console to [grant the required permissions on page 53](#). Use Historical Usage to:

Users tab	Computers tab
<ul style="list-style-type: none"> • View the historical usage of users • Delete a user • Disable a user • Enable a user • Filter historical records • Sort historical records 	<ul style="list-style-type: none"> • View the historical usage of computers • Delete a computer • Filter historical records • Sort historical records

IMPORTANT:

- Historical Usage will not display information for Windows users that are members of Windows-linked groups that have been added to the FactoryTalk Directory.
- You can only use Historical Usage to delete a Windows-linked user from the FactoryTalk Directory. It is not available to disable and enable a Windows-linked user using Historical Usage.
- You must have the **List Children** and **Read** permission for the **Computers** and **Users** folder.

Configure feature security for Historical Usage

Use **Feature Security** to manage user access to viewing the historical usage.

To configure feature security for Historical Usage

1. Sign in to the FactoryTalk Directory.
2. In FactoryTalk Administration Console **Explorer**, go to **System > Policies > Product Policies > FactoryTalk Administration Console > Feature Security**.
3. In the **Feature Security Properties** dialog box, select **View Historical Usage**.
4. In the **Configure Securable Action** dialog box, configure the **Allow** or **Deny** option for each user or group.

NOTE: If both **Allow** and **Deny** are cleared, the user access to the feature is denied.

5. Select **OK**.

Users tab

The **Users** tab shows by default when Historical Usage is opened. Use the **Users** tab to:

- View the historical usage of users
- Disable a user
- Enable a user
- Delete a user
- Filter the historical usage of users
- Sort the historical usage of users

Items on the Users tab

The following table shows the items on the **Users** tab and their meanings.

Items	Descriptions
Refresh	Refreshes the historical usage of users as found in the FactoryTalk system.
Enable	Enables a FactoryTalk user account when it is disabled.
Disable	Disables a FactoryTalk user account to prevent a user from logging on.
Delete	Deletes a user account from the FactoryTalk Directory.
Clear All Filters	Reverts to the original state.
Help	Opens Help.
Rows 0 of 0	Shows the filter results among the total users. For example, when the filter results' number is 2 and the total users' number is 5, it shows Rows 2 of 5 .

Meanings of the column headings on the Users tab

The following table shows the meanings of the column headings on the **Users** tab.

Headings	Descriptions
User name	Shows the user account name.
Full name	Shows the full name of a user account.
Status	Shows the user account statuses, including: <ul style="list-style-type: none"> • Normal • Locked • Disabled • Disabled and Locked • Deleted • Unavailable Note: The status of Windows-linked users shows Unavailable .
Last logon time	Shows the date and time that the user account was last used to log in to the FactoryTalk system.

Headings	Descriptions
	Note: When adding Windows-linked users to the FactoryTalk Directory, it is necessary to close and reopen the FactoryTalk Administration Console before the user account information will be shown.
Last logon computer	Shows the computer from which the user last logged in to the FactoryTalk system

Disable a user account with Historical Usage

Use Historical Usage to disable a FactoryTalk user account to prevent a user from logging on.

To disable a user account

1. On the **Users** tab, select the users that you want to disable.
2. Select **Disable**.

When the warning message prompts, select **OK**.

Enable a user account with Historical Usage

When a FactoryTalk user account is disabled and the account is present but cannot be used to sign in to the FactoryTalk system, use Historical Usage to enable it in the system.

To enable a user account

1. On the **Users** tab, select the disabled users that you want to enable.
2. Select **Enable**.

When the warning message prompts, select **OK**.

Delete a user account with Historical Usage

Use Historical Usage to delete a user account to remove the account permanently from the FactoryTalk Directory.

To delete a user account

1. On the **Users** tab, select the users that you want to delete.
2. Select **Delete**.

When the warning message prompts, select **OK**.

IMPORTANT: The Windows-linked user will only be deleted from the FactoryTalk Directory.

Computers tab

The computer tab shows the historical usage of computers in the FactoryTalk system. Use the **Computers** tab to:

- View the historical usage of computers
- Delete a computer
- Filter the historical usage of computers
- Sort the historical usage of computers

Items on the Computers tab

The following table shows the items on the **Computers** tab and their meanings.

Items	Descriptions
Refresh	Refreshes computers' historical usage as found in the FactoryTalk system.
Delete	Deletes a computer from the FactoryTalk network directory to remove its access to the FactoryTalk system.
Clear All Filters	Reverts to the original state.
Help	Opens Help.
Rows 0 of 0	Shows the filter results among the total computers. For example, when the filter results' number is 2 and the total computers' number is 5, it shows Rows 2 of 5 .
Connected	Shows the connected computers among the total computers.

Meanings of the column headings on the Computers tab

The following table shows the meanings of the column headings on the **Computers** tab.

Headings	Descriptions
Computer name	Shows the computer name.
Status	Shows the computer statuses, including: <ul style="list-style-type: none"> • Connected • Disconnected
Last logon time	Shows the date and time that the computer was last used to log in to the FactoryTalk system.
Last logon user	Shows the last user account that was used to log in to the FactoryTalk system from the specific computer.

Delete a computer with Historical Usage

Use Historical Usage to delete a computer from the FactoryTalk network directory.

To delete a computer

1. On the **Computers** tab, select the computers that you want to delete.
2. Select **Delete**.

When the warning message prompts, select **OK**.

Filter records in Historical Usage

Use filters to search for a record associated with a user or a computer, such as the last logon time, the user name, and the status.

To filter records

1. On the **Users** tab or the **Computers** tab, hover over a column heading.
The **Filter** button appears.
2. Select the **Filter** button, and then configure the filter conditions.
3. Select **OK**.

Meanings of the filter conditions in Historical Usage

The following table shows the meanings of the filter conditions in Historical Usage.

Types	Descriptions
Date filters	<ul style="list-style-type: none"> • Is on Searches for the records logged on a specific date. • Is on or before Searches for the records logged on or before a specific date. • Is on or after Searches for the records logged on or after a specific date. • Is between Searches for the records logged in a period.
Text filters	<ul style="list-style-type: none"> • Contains Searches for the records including the term that you entered. • Starts with Searches for the records starting with the term that you entered.
Status filters	<ul style="list-style-type: none"> • Normal Searches for normal users. • Locked Searches for locked users. • Disabled Searches for disabled users. • Disabled and Locked Searches for disabled and locked users. • Deleted Searches for deleted users. • Unavailable Searches for unavailable users. • Connected Searches for connected computers. • Disconnected Searches for disconnected computers.

Sort records in Historical Usage

Use Historical Usage to sort records in ascending or descending order for each column.

To sort records

- On the **Users** tab or the **Computers** tab, click a column heading.
The **Sort** icon appears.

Add and remove user-computer pairs

Add and remove user-computer pairs

Security for FactoryTalk resources is always tied to users or groups of users, the actions the users perform, for example, read, write, and so on, and the computers, or groups of computers where the users work.

This ensures that only authorized personnel can perform actions on the equipment and resources in the system from appropriate locations, for example, computers located within line of sight of equipment.

Available options are:

- [Add a user-computer pair on page 59](#)
- [Remove a user-computer pair on page 60](#)

Add a user-computer pair

How do I open Select User and Computer?

1. In the FactoryTalk Administration Console Explorer, right-click an item and select **Security**.
2. On the **Permissions** tab, select **Add**.

-or-

1. In the FactoryTalk Administration Console Explorer, expand **System > Policies >Product Policies** and open a **Feature Security** item.
2. From the **Feature Security Properties Policy Setting** tab, select **Configure Security**.
3. In **Configure Securable Action**, select **Add**.

Use **Select User and Computer** to pair a group of users, or an individual user, with a group of computers, or an individual computer. Then, specify security settings for the pair. For example, set permissions for a resource that allow or deny access to the pair.

Prerequisites

- Obtain the appropriate permissions to specify security settings on the selected resource.

To add a user-computer pair

1. Navigate to **Select User and Computer**.
2. Under **Filter Users**, to limit the user accounts displayed in the **Users** list and define the type of user accounts that can be created, select either:
 - **Show groups only**
New user groups and Windows-linked groups can be created if needed
 - **Show users only**
New FactoryTalk User and Windows-linked user accounts can be created if needed
 - **Show all**
New accounts cannot be created when this option is selected.
3. (optional) To create a new user or group account, select **Create New**, choose the type of account to create, and then specify the account settings.
4. In the **Users** list, select a user account or user group account.

5. Under **Filter Computers**, to limit the computer accounts displayed in the **Computers** list and define the type of computer accounts that can be created, select either:
 - **Show groups only**
New computer group accounts can be created if needed
 - **Show users only**
New computer accounts can be created if needed
 - **Show all**
New computer accounts cannot be created when this option is selected.
6. (optional) To create a new computer or computer group account, select **Create New**, choose the type of account to create, and then specify the account settings.
7. In the **Computers** list, select a computer account or computer group account.
8. Select **OK**.
The selected user-computer pair displays in the permissions list. Explicit permissions can now be configured for the pair.

Remove a user-computer pair

How do I open Select User and Computer?

1. In the FactoryTalk Administration Console Explorer, right-click an item and select **Security**.
2. On the **Permissions** tab, select **Add**.

-or-

1. In the FactoryTalk Administration Console Explorer, expand **System > Policies >Product Policies** and open a **Feature Security** item.
2. From the **Feature Security Properties Policy Setting** tab, select **Configure Security**.
3. In **Configure Securable Action**, select **Add**.

Remove a user-computer pair when it is longer necessary to specify permissions on a resource for the pair.

Prerequisites

- Obtain the appropriate permissions to specify security settings on the selected resource.

To remove a user-computer pair

1. Navigate to **Select User and Computer**, select the filter criteria to show the list of the users and user groups, and computers or computer groups to delete.
2. In the **Users** list, select the user account or user group account that belongs to the pair being deleted.
3. In the **Computers** list, select a computer account or computer group account that belongs to the pair being deleted.
4. Select **Remove**.
5. Select **OK**.

Edit or view user account properties

Use these steps to view and edit the general properties of a [FactoryTalk user account on page 31](#), such as user name and password, user description, user email address, and user login method. These properties are only viewable for a Windows-linked user account and cannot be edited. Use Windows to edit the general properties of a Windows-linked user account.

Prerequisites

Obtain these permissions in the **Users** folder in FactoryTalk Administration Console **Explorer**:

- Common > List Children
- Common > Read
- Common > Write

To edit or view user account properties

1. In FactoryTalk Administration Console **Explorer**, expand the FactoryTalk network or local directory tree. Expand the **System > Users and Groups** folder to see the user account.
2. Right-click the user account, and then select **Properties**.
3. Edit the following tabs:
 - General
 - Group Membership
4. Select **OK**.



Tip: Changing the properties of a FactoryTalk user account in one FactoryTalk directory does not modify the properties in the other, even if the account has the same name in both directories. Before editing the properties of a user account, log on the FactoryTalk directory that contains the user account.

Add and remove action groups

Add and remove action groups

To avoid setting permissions for individual actions, group actions together to grant or deny permissions for a set of actions in one step.

When adding an action group, decide:

- The name of the action group
- What actions belong to that group

Use action groups to assign permissions based on any convenient grouping. For example:

- A person's role or job (operator, supervisor, maintenance engineer, and so on)
- The equipment a person has access to (hoppers, mixers, ovens, and so on)

When setting security using action groups:

- [Add an action group on page 63](#)
- [Add actions to an action group on page 64](#)
- [Remove actions from an action group on page 64](#)
- [Delete an action group on page 63](#)

Add an action group

Group actions together to grant or deny permissions for a set of actions in one step rather than having to set permissions for each action separately.

When adding an action group, decide:

- The name of the action group
- What actions belong to that group

Prerequisites

Obtain these security permissions for the **Action Groups** folder in **Explorer**:

- Common > Read
- Common > List Children
- Common > Create Children
- Common > Write

To add an action group

- In FactoryTalk Administration Console **Explorer**, right-click the **Action Groups** folder and select **New Action Group**.

Delete an action group

When an action group is deleted, any explicit permissions assigned to that group are no longer in effect.

For example, suppose an action group named "Operators" was used to explicitly grant write access to an area named "Mixing" for a user account "Chris". If the "Operators" action group is deleted, "Chris" can no longer write to the "Mixing" area. Creating another "Operators" action group will not restore "Chris" the ability to write to "Mixing".

If an action group is inadvertently deleted and restoring the FactoryTalk Directory from a backup is not feasible, all security permissions assigned to the resources that were using the action group must be recreated.

Prerequisites

1. Before deleting an action group, [back up the FactoryTalk Directory on page 139](#).
2. Deleting an acting group requires these security permissions for the **Action Groups** folder:
 - Common > Read
 - Common > List Children
 - Common > Delete

To delete an action group

1. In FactoryTalk Administration Console **Explorer**, expand the **Action Groups** folder.
2. Right-click the action group and select **Delete**.

Add an action to an action group

To manage security settings for an action as part of an existing action group, add the action to the action group.

Prerequisites

Adding an [action on page 187](#) to an action group requires these permissions for the **Action Groups** folder in FactoryTalk Administration Console **Explorer**:

- Common > Read
- Common > List Children
- Common > Create Children
- Common > Write

To add an action to an action group

1. In FactoryTalk Administration Console **Explorer**, expand **Action Groups**, then right-click the action group to edit, and select **Properties**.
2. In **Properties**, the action group appears on the right in the **Selected actions and action groups** list.
3. In the **Available Actions and Action Groups** list, select the action to add to the action group, and select **>>**.
4. Select **OK**.

Remove an action from an action group

To stop managing security settings for a particular action as part of an action group, remove the action from the action group.

Prerequisites

Removing an [action on page 187](#) from an action group requires these security permissions for the **Action Groups** folder in FactoryTalk Administration Console **Explorer**:

- Common > Read
- Common > List Children
- Common > Create Children
- Common > Write

To remove an action from an action group

1. In FactoryTalk Administration Console **Explorer**, expand **Action Groups**, right-click the action group to edit, and select **Properties**.
2. In **Properties**, the action group appears on the right in the **Selected actions and action groups** list.
3. In the **Selected Actions and Action Groups** list, select the action to remove from the action group, and select << to remove it from the group.
4. Select **OK**.

Set system policies

Set system policies to manage settings that apply across the entire FactoryTalk system. Policy settings are separate in the network directory and the local directory.

Navigate to **System > Policies > System Policies** to view and edit the following:

- **Badge Authorization**
Determines whether services can use the FactoryTalk Badge Logon function to access the FactoryTalk Directory.
- **Application Authorization**
Determines whether applications can access the FactoryTalk Directory.
- **FactoryTalk Diagnostics**
Determines whether to forward FactoryTalk Diagnostics messages from all FactoryTalk-enabled products to a Syslog collector.
- **User Rights Assignment**
Determines which users can perform system-wide actions, such as backing up and restoring the contents of the FactoryTalk Directory, changing the directory server computer, performing a manual switchover to a redundant server, and modifying the security authority identifier.
- **Live Data Policy**
Determines the default communications protocol for a distributed FactoryTalk system.
- **Web Token Authorization**
Authorizes the licensed third-party applications to acquire an application token.
- **SMTP Policy**
Defines the centralized SMTP server configuration used by FactoryTalk-enabled products to send email notifications.
- **Health Monitoring Policy**
Defines the parameters that the health monitoring service uses when determining if a network error occurred and how long to wait before switching to a standby server.
- **Audit Policy**
Defines which activities generate an audit message.
- **Security Policy**
Defines the security policies applied to FactoryTalk account, divided into these categories: account policy, computer policy, directory protection policy, password policy, and single sign-on policy. These policies do not apply to Windows-linked accounts. Define policies for Windows-linked accounts in Windows.

Authorize an application to access the FactoryTalk Directory

Use **FactoryTalk Service Application Authorization** to authorize applications to access the FactoryTalk Directory.

The option to verify the publisher certificate information is enabled by default, applications that are not signed by Rockwell Automation or Microsoft® are not allowed access to the FactoryTalk Directory.



Tip: To configure the **Application Authorization** policy, log into FactoryTalk with an account that is a member of the FactoryTalk Administrators group.

To authorize an application to access the FactoryTalk Directory

1. Log on to the FactoryTalk network directory or FactoryTalk local directory.
2. In FactoryTalk Administration Console **Explorer**, expand the **System > Policies > System Policies** folders.
3. Right-click **Application Authorization** and select **Properties**.
The **Application Authorization** policy controls access by monitoring information about each application that is requesting a service token from FactoryTalk.
4. In **FactoryTalk Service Application Authorization**, review the list of the applications that can be authorized. To sort the application list by process name, computer name, or access allowed status, select the corresponding column header at the top of the window.
Some applications are required by FactoryTalk and cannot be removed or denied. These entries are displayed with gray text in the list.
5. (optional) To view the [publisher certificate information on page 71](#) for a process, select the desired cell in the **Publisher Info** column.
6. Select a process, and then scroll to the right to view its access status. Select **Access Allowed** to provide access to the FactoryTalk Directory, or clear to deny access to the FactoryTalk Directory.
7. (optional) To automatically enable access to the FactoryTalk Directory for any new process, select **Enable Default Access**.
8. (optional) To automatically block access to the FactoryTalk Directory for any new process, clear **Enable Default Access**.
9. (optional) To allow applications that are not signed, clear **Verify Publisher Info**.
10. Select **OK**.

FactoryTalk Service Application Authorization

How do I open FactoryTalk Service Application Authorization?

1. Log on to the FactoryTalk Network Directory or FactoryTalk Local Directory.
2. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
3. Right-click **Application Authorization** and then select **Properties**.

Use **FactoryTalk Service Application Authorization** to authorize the applications that have access to FactoryTalk Directory. By default, FactoryTalk Services Platform processes are automatically allowed access.

The **Verify publisher information** option is enabled by default, applications that are not signed by Rockwell Automation or Microsoft are not allowed access to FactoryTalk Directory.



Tip: To configure the Application Authorization policy, log into FactoryTalk with an account that is a member of the FactoryTalk Administrators group.

FactoryTalk Service Application Authorization settings

Use **FactoryTalk Service Application Authorization** settings to [authorize the applications that have access to FactoryTalk Directory on page 67](#).

If the **Verify Publisher Info** option is selected, applications that are not signed by Rockwell Automation or Microsoft are not allowed access to FactoryTalk Directory.

The **Application Authorization** policy controls access by monitoring the information of each application that is requesting a service token from FactoryTalk. To configure the **Application Authorization** policy, log into FactoryTalk with an account that is a member of the FactoryTalk Administrators group.

To sort the application list by process name, version number, computer name, publisher, or access allowed status, select the corresponding column header.

Column	Description
Process	Shows the process name of the application that is requesting a service token. Some applications are required by FactoryTalk and cannot be removed or denied. These entries appear with gray text in the list. To sort the application list by process name, computer name, or access allowed status, select the corresponding column header.
Version	Shows the version number of the application that is requesting a service token.
Computer	Shows the computer name where the application runs. To sort the application list by process name, computer name, or access allowed status, select the corresponding column header.
Publisher Info	Shows the publisher name of the application. If no certificate exists, the cell displays with None . To view the detailed publisher certification information on page 71 , select the desired cell in this column.
Access Allowed	Shows whether the current process is allowed to access to FactoryTalk Directory and determines whether an application is authorized to access the FactoryTalk Directory. To deny an application, clear the check box of the entry. If an application is denied access and fails the request for service token, a message is sent to FactoryTalk Diagnostics, for example, <i>Login failure for application [RNASecurityTestClient.exe] on directory [Network]</i> . View the messages using the FactoryTalk Diagnostics Viewer. The application was denied access. Some applications are required by FactoryTalk and cannot be removed or denied. These entries are displayed with gray text in the list.

Use these settings to specify how FactoryTalk allows access to the FactoryTalk Directory.

Setting	Description
Enable Default Access	Determines whether new applications are automatically allowed access to FactoryTalk Directory. Default: Enabled To disable the default access, clear the check box. All new applications are automatically denied access. If the default access of a FactoryTalk Directory server is disabled, you can still configure your local computer to join the directory server.
Verify Publisher Info	Determines whether to verify the publisher certificate information of FactoryTalk applications.

Setting	Description
	<p>If enabled, FactoryTalk Services Platform verifies whether the application requesting a service token is signed by Rockwell Automation or Microsoft. Any application not signed by them will fail to receive a service token.</p> <p>Default: Enabled</p> <p>To disable the publisher information verification, clear the check box. FactoryTalk Services Platform does not verify the publisher information. Applications are verified by the corresponding Access Allowed settings.</p> <p>Some earlier versions of Microsoft applications (for example, msixec.exe) and FactoryTalk products were not signed when released. The publisher information on these applications may fail verification.</p>
Remove	<p>Removes one or more applications from the list, select the entries and select Remove.</p> <p>Some applications are required by FactoryTalk and cannot be removed or denied. These entries appear with gray text in the list. When removing one or more of these required entries, a warning message displays indicating that the required entries are not removed.</p>
Refresh	<p>Refreshes the list to show the latest application list. Select Refresh.</p> <p>When refreshing the list, if a newer version of an existing application from the same computer is found, the entry is updated to reflect the new version or certificate information.</p> <p>Save the changes before refreshing. Any changes that are not saved will be lost when refreshing.</p>
Check All	<p>Selects all applications to obtain access to the FactoryTalk Directory.</p>
Uncheck All	<p>Clears all applications to revoke access to the FactoryTalk Directory.</p> <p>Some applications are required by FactoryTalk and cannot be cleared. These entries appear with gray text in the list.</p>

Required FactoryTalk Processes

Process name	Description
FTDataUpdate.exe	FactoryTalk data update, which runs during FactoryTalk Directory configuration.
FTDConfigurationUtility.exe	FactoryTalk Configuration wizard, which is only used in special cases to repair the FactoryTalk Directory.
FTExportPolicy.exe	Controls FactoryTalk export of policy settings during backup.
FTSetDirSvr.exe	Used to set the FactoryTalk Directory.
FTSPVStudio.exe	FactoryTalk Administration Console
ImportExportTool.exe	Used to import and export FactoryTalk information.
NmspHost.exe	FactoryTalk namespace services
RdcyHost.exe	Rockwell redundancy services
RnaDirMultiplexor.exe	Rockwell RNA directory multiplexer
RsvHost.exe	Rockwell Automation services

Process name	Description
SilentFTDCW.exe	FactoryTalk Directory Silent Configuration Wizard

Publisher Certificate Information

Use **Publisher Certificate Information** to view [digital signature details on page 71](#) and verify the identity and authenticity of software.

Field	Description
Issued to	Shows the publisher name (or a portion of the name) of the entity to which the certificate is issued.
Issued by	Shows the name (or a portion of the name) of the issuer.
Status	Shows the status of the certificate, for example, valid, revoked, or expired.
Serial #	Shows the unique serial number (or a portion of the serial number) of the certificate.
Date signed	Shows the date when the binary was signed.
Valid from	Shows the beginning date of the period for which the certificate is valid.
Valid to	Shows the ending date of the period for which the certificate is valid.

Digitally signed FactoryTalk products

FactoryTalk Services Platform 2.51 or later provides the ability to verify whether an application requesting a service token is signed by Rockwell Automation. The [access to FactoryTalk Directory on page 67](#) is denied if the certification is not signed by Rockwell Automation.

Some earlier versions of FactoryTalk products were not signed when released. These products may fail to verify the [publisher information on page 71](#).

This table shows which versions of FactoryTalk products are signed.

Products	Signed since version
FactoryTalk Administration Console	2.10.01
FactoryTalk Administration Console	2.31.00
FactoryTalk Batch	11.00
eProcedure®	11.00
FactoryTalk Linx	5.20
FactoryTalk Linx Gateway	3.02
FactoryTalk Historian SE	3.0
FactoryTalk Metrics	9.10
FactoryTalk Transaction Manager	9.10
FactoryTalk View ME	5.10
FactoryTalk View SE	5.10
Logix Designer	21.00

Products	Signed since version
RSLinux Classic	2.54
RSLogix 5	7.40
RSLogix 500	8.10
RSLogix 5000	18.00
RSNetWorx	9.00
RSSecurity Emulator	2.10.01

Forward FactoryTalk Diagnostics to a Syslog collector

Enable syslog to store FactoryTalk Diagnostics messages from FactoryTalk-enabled applications, such as FactoryTalk View Site Edition or Studio 5000 Logix Designer to the Syslog collector. Syslog is disabled by default. You can also access syslog configuration via the **Diagnostics** tab of a computer group or computer node.

To forward FactoryTalk Diagnostics to a Syslog collector

1. In the FactoryTalk Administration Console **Explorer** pane, go to **System > Policies > System Policies > FactoryTalk Diagnostics**.
2. In the left pane of the **FactoryTalk Diagnostic Configuration** dialog, select **Syslog**.
3. In the right pane of the **FactoryTalk Diagnostic Configuration** dialog, select **Enable Syslog**.
4. Configure the following:
 - Syslog Collector or Relay
 - Message Buffering

IMPORTANT: Changing the buffer size will affect all computers, and reducing the size could potentially remove messages stored in the buffer.

- Message Categories
5. Select **Apply**.

Syslog Destination Setup settings

How do I open FactoryTalk Diagnostic Configuration?

1. Log on to the FactoryTalk Network Directory or FactoryTalk Local Directory.
2. In FactoryTalk Administration Console Explorer, expand **System > Policies > System Policies**.
3. Right-click **FactoryTalk Diagnostics**, and then select **Properties**.
4. In the left pane of the **FactoryTalk Diagnostic Configuration** dialog, expand **Diagnostic Setup**, and then select **Syslog**.

The following table shows the Syslog Destination Setup settings.

Syslog Collector or Relay

Setting	Description
Host	Specifies the IPv4 address, IPv6 address, or the fully qualified domain name (FQDN) of the computer hosting the Syslog collector.
Port	Specifies an available port. The port range is from 1 through 49151. The default port is 514.
Protocol	Selects the communication protocol. <ul style="list-style-type: none"> TCP UDP (default)
Enable framing characters	Determines if the message is octet counted or delimited by trailing characters. It is only available when TCP is selected.
Trailing char	Sets the trailing characters. Available options are as follows: <ul style="list-style-type: none"> Carriage Return + Line Feed NULL (default) Line Feed Carriage Return It is only applied when Enable framing characters is selected.

Message Buffering

Setting	Description
Use x MB of storage to buffer messages	Configures the storage size to buffer messages when the configured Syslog Collector cannot communicate with the local computer. The default size is 100 MB. The value range is from 10 through 5000. Changing the buffer size will affect all computers, and reducing the size could potentially remove messages stored in the buffer.
This equals approx x messages	Shows the number of messages that can be cached using the buffer size. The FactoryTalk system will automatically calculate the approximate number of messages.

Message categories

Configure using the intersection of FactoryTalk Diagnostic Audience and Severity that FactoryTalk Diagnostic messages will be forwarded to the configured Syslog Collector.

Audience options

Audience	Description
Operator	Typically, this option is assigned to messages that confirm the success or failure of an action initiated by people who are operating or using the FactoryTalk product or service.
Engineer	Typically, this option is assigned to messages useful to control system designers, application engineers, and administrators for testing and troubleshooting FactoryTalk products and services.
Developer	Typically, this option is assigned to messages useful to systems software developers for testing and troubleshooting software components and subsystems.

Audience	Description
Secure	Reserved for messages which need to be protected and retained based on specifications for storing electronic records. Messages assigned this message type are logged to an audit log provided by the FactoryTalk AssetCentre software product.

Severity options

Severity	Description
Error	Typically, this option is assigned to the most serious kind of error message, triggered by significant problems.
Warning	Typically, this option is assigned to messages triggered by problems that are not necessarily critical, but which may cause future problems.
Information	Typically, this option is assigned to messages that document the essential purpose of the FactoryTalk product or service, and which supplement and add more detail to "Audit" messages.
Audit	Typically, this option is assigned to high-level messages that indicate activities which are essential to the technology or purpose of the product or service. Audit messages are not logged if the audit policy called "Audit changes to configuration and control system" is disabled. Use FactoryTalk Administration Console to configure audit policies.

Mapping

Configure the mapping of FactoryTalk Diagnostic audience message category to Syslog Facility Code. The available Syslog Facility Codes include User-level, Local0, Local1, Local2, Local3, Local4, Local5, Local6, and Local7.

Authorize a service to use FactoryTalk Badge Logon

Use FactoryTalk Badge Authorization to authorize services to use the FactoryTalk Badge Logon function.

The service that requests access to use the FactoryTalk Badge Logon function must be trusted by Rockwell Automation. Please be aware that selecting **Badge Only** as the system *Login method* allows access to the system without authenticating the native FactoryTalk user. The system grants access solely on the identity of the badge. To maintain a strong security posture, we recommend that it is required to provide passwords in addition to presenting the badge, that is to say, you must select **Password and Badge** as the system *Login method*. Please note that the **Badge Only** system *Login method* cannot be used with Windows-linked users.

NOTE: To configure the Badge Authorization policy, log on to FactoryTalk with an account that is a member of the FactoryTalk Administrators group.

To authorize a service to use the FactoryTalk Badge Logon

1. Log on to the FactoryTalk network directory or FactoryTalk local directory.
2. In FactoryTalk Administration Console **Explorer**, expand the **System > Policies > System Policies** folders.
3. Right-click **Badge Authorization** and select **Properties**.

The **Badge Authorization** policy controls access by monitoring each service that is requesting the FactoryTalk Badge Logon function.

4. In **FactoryTalk Badge Authorization**, click Add to permit access to a service that is requesting the FactoryTalk Badge Logon function.
5. Click **OK**.

FactoryTalk Badge Authorization

How do I open FactoryTalk Badge Authorization?

1. Log on to the FactoryTalk Network Directory or FactoryTalk Local Directory.
2. In FactoryTalk Administration Console Explorer, expand **System > Policies > System Policies**.
3. Right-click **Badge Authorization** and then select **Properties**.

Use FactoryTalk Badge Authorization to authorize services to use the FactoryTalk Badge Logon function.

The service that requests access to use the FactoryTalk Badge Logon function must be trusted by Rockwell Automation. Please be aware that selecting **Badge Only** as the system *Login method* allows access to the system without authenticating the native FactoryTalk user. The system grants access solely on the identity of the badge. To maintain a strong security posture, we recommend that it is required to provide passwords in addition to presenting the badge, that is to say, you must select **Password and Badge** as the system *Login method*. Please note that the **Badge Only** system *Login method* cannot be used with Windows-linked users.

NOTE: To configure the Badge Authorization policy, log on to FactoryTalk with an account that is a member of the FactoryTalk Administrators group.

FactoryTalk Badge Authorization settings

Use FactoryTalk Badge Authorization to authorize services to use the FactoryTalk Badge Logon function.

The service that requests access to use the FactoryTalk Badge Logon function must be trusted by Rockwell Automation. Please be aware that selecting **Badge Only** as the system *Login method* allows access to the system without authenticating the native FactoryTalk user. The system grants access solely on the identity of the badge. To maintain a strong security posture, we recommend that it is required to provide passwords in addition to presenting the badge, that is to say, you must select **Password and Badge** as the system *Login method*. Please note that the **Badge Only** system *Login method* cannot be used with Windows-linked users.

NOTE: To configure the Badge Authorization policy, log on to FactoryTalk with an account that is a member of the FactoryTalk Administrators group.

To sort the service list by process name, select the column header.

Column	Description
Process	Shows the process name of the service that is requesting the access to use the FactoryTalk Badge Logon function. The FactoryTalk services are not displayed in the list.

Use these settings to specify how FactoryTalk allow access to the services that are requesting to use the FactoryTalk Badge Logon function.

- **Add.** Used to open the **Select Application** dialog box to select a service that is requesting the FactoryTalk Badge Logon function.
- **Remove.** Used to remove one or more services that is using the FactoryTalk Badge Logon function.

Assign user rights to make system policy changes

In **User Rights Assignment Policy Properties**, specify which users are permitted to:

- Back up or restore FactoryTalk Directory, the System folder, or applications
- Change the FactoryTalk Directory server computer
- Switch between primary and secondary servers in a redundant pair (for example, HMI servers, or data servers)
- Modify the security authority identifier

Policy settings are completely separate in the network directory and local directory. The network directory and local directory also have different default policy settings.

To assign user rights to system policy changes

1. Log into the FactoryTalk directory.
2. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
3. Right-click **User Rights Assignment** and select **Properties**.
4. In **User Rights Assignment Policies**, next to the policy to secure and to the right of **Configure Security**, select **Browse (...)**.
5. In **Configure Securable Action**, on the **Policy Setting** tab, select **Add. Select User or Group** opens.
6. (optional) Use the filter options to restrict the accounts shown in the lists.
7. Choose the user or group account, then select **OK**. The user or group is added to the list on the **Policy Setting** tab.
 - To allow the user [permission on page 183](#) to perform the action from the specified computer or group, select **Allow**.
 - To deny the user permissions to perform the action from the specified computer or group, select **Deny**.
 - To remove explicit **Allow** permissions, select the user and computer and select **Remove**. If no permissions are specified, **Deny** is implied.
8. When finished, select **OK** to apply the policy changes.

User rights assignment policies

In FactoryTalk, administrators control the rights that users have to access the system. Settings that apply to the entire FactoryTalk directory are especially important to secure. User rights assignment policies specify which users are permitted to perform:

- **Back up or restore FactoryTalk Directory, the System folder, or applications.** The default setting allows all users to back up and restore the directory and its contents. Securing backup and restore operations prevents an unauthorized user from:
 - Copying applications or user account information in the FactoryTalk system
 - Intentionally or inadvertently overwriting the contents of FactoryTalk Directory, including applications, user, computer, and group accounts, passwords, policy settings, and security settings

- **Change the FactoryTalk Directory server computer.**
The default setting allows administrators to change the directory server. The policy appears in only FactoryTalk network directory. Verify the permissions to change the directory on the current computer and the computer being switched to.
- **Switch between primary and secondary servers in a redundant pair.** In the FactoryTalk network directory, the default setting allows all users to switch between primary and secondary servers (such as HMI servers or data servers). Because redundancy is available in only the FactoryTalk network directory, this policy setting appears in only the FactoryTalk network directory.
- **Modify the security authority identifier.**
The default setting allows all users to modify the identifier.

Policy settings are completely separate in the network directory and local directory. The network directory and local directory also have different default policy settings.

User Rights Assignment Policy Properties

How do I open User Rights Assignment Policy Properties?

1. Start FactoryTalk Administration Console or FactoryTalk View Studio and then log on to the FactoryTalk Network Directory or FactoryTalk Local Directory.
2. In **Explorer**, expand the FactoryTalk Network or Local Directory tree, and then expand the **System > Policies > System Policies** folders.
3. Select **User Rights Assignment**.

In **User Rights Assignment Policy Properties**, specify which users are permitted to:

- [Back up on page 139](#) or [restore FactoryTalk Directory, the System folder, or applications on page 153](#)
- [Change the FactoryTalk Directory server computer on page 27](#)
- Switch between primary and secondary servers in a redundant pair (for example, HMI servers, or data servers)
- [Modify the security authority identifier on page 152](#)

Policy settings are completely separate in the network directory and local directory. The network directory and local directory also have different default policy settings.

Configure Securable Action

How do I open Configure Securable Action?

1. In FactoryTalk Administration Console **Explorer**, expand the **System > Policies > Product Policies**.
2. Expand the product folder, then right-click **Feature Security** and select **Properties**.
3. In **Feature Security Properties**, select the row containing the feature category.
4. Next to **Configure Security**, select **Browse (...)**.

Use **Configure Securable Action** to view or set the permissions that determine access to a single feature for a user or group of users working from a computer or group of computers connected to the FactoryTalk network directory. The [product policy features on page 121](#) that can be secured depend on what FactoryTalk products are installed.

Use this window to configure permissions for the actions in **User Rights and Assignment Properties**.

In a FactoryTalk local directory, all security settings apply to only the local computer.

Setting	Description
Permissions list	Shows the users and computers that have Allow or Deny permissions set for this feature. To allow access to the feature, select Allow . To deny access to the feature, select Deny . If both Allow and Deny are cleared, the user is denied access to the feature.
Add	Select to add users and computers to the permissions list to set explicit permissions.
Remove	In the permissions list, select the combination of users and computers for which to remove security settings, and select Remove .

Select a user or group

Use **Select User or Group** to select a user account or FactoryTalk user group account. You can then specify security settings for the user or group.

Use the options under **Filters** to show only users, only user groups, or all accounts you may add to the group.

To select a user or group

1. Right-click the FactoryTalk user group account you wish to modify and click **Properties**.
2. In **User Group Properties**, click **Add**.
3. At the bottom of **Select User or Group**, select the filter criteria that show the users or groups you want to select.
4. Do one of the following:
 - In the list of users and groups, select a user account or user group account.
 - To create a new user account, click **Create New** and then click the type of account you want to create.
5. When you are finished selecting a user or group account, click **OK**.

Change the default communications protocol

To change the default communications protocol for a distributed FactoryTalk system, use **Live Data Policy Properties**.

Change this setting only if necessary. For example, if the system experiences communications problems and troubleshooting require switching to DCOM. Thoroughly test communications before deploying this change to a running production system. Keep in mind that many factors affect communications, including firewalls, closed ports, and differences in network architectures and configurations.

To change the default communications protocol

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Live Data Policy** and select **Properties**.
3. From the list to the right of **Default Protocol Setting**, switch the default communications protocol from **TCP/IP** to **DCOM**, or from **DCOM** to **TCP/IP**.
4. Select **OK**.
5. Shut down and restart all computers on the network.

Default communications protocol settings

In a FactoryTalk distributed system, the communications protocol affects communications between client and server services and between the FactoryTalk Directory and servers on the network. This setting is considered a "default" because if the FactoryTalk Live Data service detects that some components on the network are not compatible with the selected policy setting, the service overrides the policy and uses whichever setting is most likely to ensure uninterrupted communications. For example, for third-party servers and RSLinx Classic, FactoryTalk Live Data does not attempt a TCP/IP connection and always uses DCOM.

Use the **Policy Settings** tab of **Live Data Policy Properties** to set the default protocol from **TCP/IP** to **DCOM** or vice versa.

The FactoryTalk Services Platform installation process evaluates the services and components on the network and sets the communication protocol appropriately. For example, if upgrading from an earlier version of the FactoryTalk platform to FactoryTalk Services Platform 2.10 (CPR 9) or later, the communications default is automatically set to DCOM. If installing FactoryTalk Services Platform 2.10 or later for the first time on a computer, the communications default is automatically set to TCP/IP. Typically, changing the default setting is not necessary or advisable.

Default protocol setting	Description
TCP/IP	<p>An open communications protocol that typically is more reliable and has better performance than the proprietary DCOM protocol.</p> <ul style="list-style-type: none"> Choose this option only if all or most of the clients and servers on the automation network are upgraded to use FactoryTalk Services Platform v. 2.10 (CPR 9) or later. Do not choose this option if the automation network is using older versions of the FactoryTalk Automation Platform v.2.00 (CPR 7) or earlier or if the system includes many third-party OPC servers and devices. <p>When this setting is changed from DCOM to TCP/IP, an audit message is logged to FactoryTalk Diagnostics indicating that the value changed from False to True.</p>
DCOM	<p>A proprietary communications protocol owned and managed by Microsoft.</p> <p>Choose this option if:</p> <ul style="list-style-type: none"> Most of the clients and servers on the automation network are using older versions of FactoryTalk Automation Platform (v. 2.00, CPR 7 or earlier) The system includes third-party OPC servers and devices <p>When this setting is changed from TCP/IP to DCOM, an audit message is logged to FactoryTalk Diagnostics indicating that the value changed from True to False.</p>

Live Data Policy Properties

How do I open Live Data Policy Properties?

- In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
- Right-click **Live Data Policy** and select **Properties**.

Use the **Policy Settings** tab of **Live Data Policy Properties** to [select a default communications protocol for a distributed FactoryTalk system on page 78](#).

This [setting on page 79](#) affects communications between client and server services and between the FactoryTalk Directory and servers on the network. This setting is considered a "default". If the FactoryTalk Live Data service detects that some components on the network are not compatible with the selected policy setting, the service overrides the policy and uses whichever setting is most likely to ensure uninterrupted communications. For example, for third-party servers and RSLinx Classic, FactoryTalk Live Data does not attempt a TCP/IP connection and always uses DCOM.

Change this setting only if necessary, such as if the system is experiencing communications problems and it is necessary to switch to DCOM for troubleshooting purposes. Thoroughly test communications before deploying this change to a running production system. Many factors affect communications, including firewalls, closed ports, and differences in network architectures and configurations.

IMPORTANT: Changing this policy setting can have unexpected results. Do not change this setting in a running production system. For changes to take effect, shut down and restart all computers on the network.

Authorize the third-party connection to the FactoryTalk-enabled product

Use **FactoryTalk Web Token Authorization** to create client ID and client secret pairs. A third-party product can use the client ID and client secret registered with the FactoryTalk system by **FactoryTalk Web Token Authorization** to acquire a security web token. After acquiring a security web token, the third-party product can use the token to access web APIs in FactoryTalk-enabled products. **FactoryTalk Web Token Authorization** can disable or delete the client ID and client secret to revoke the token issued to the third-party product. The previously issued token will be invalidated after 60 minutes. To ensure the functionality, FactoryTalk Directory Server Services need to be installed on the FactoryTalk Directory server computer.

To authorize the third-party connection to the FactoryTalk-enabled product

1. In the FactoryTalk Administration Console **Explorer** pane, go to **System > Policies > System Policies > Web Token Authorization**.
2. In the **FactoryTalk Web Token Authorization** dialog, select **Generate**, enter descriptions, and then select **Add**.
You can also edit, disable, enable, or delete the client ID and client secret.
3. Copy the client ID and client secret to the third-party product's registration interface.

FactoryTalk Web Token Authorization settings

How do I open FactoryTalk Web Token Authorization?

1. Log on to the FactoryTalk Network Directory or FactoryTalk Local Directory.
2. In FactoryTalk Administration Console Explorer, expand **System > Policies > System Policies**.
3. Right-click **Web Token Authorization**, and then select **Properties**.

The following table shows the FactoryTalk Web Token Authorization settings.

Setting	Description
Client ID	Shows the unique client identifier issued for the client. The third-party product uses the client ID and client secret pairs to get the web token to access the FactoryTalk-enabled products. The client ID cannot not be modified.
Client Secret	Shows the client secret issued for the client. The third-party product uses the client ID and client secret pairs to get the web token to access the FactoryTalk-enabled products. The client secret is hidden by default. The client secret cannot not be modified.
Generate	Creates the client ID and client secret pair.
Description	Allows the user to describe the client ID and client secret pair.
Add	Adds client ID and client secret to the list.
Edit	Allows the user to edit the description of a client ID and client secret pair.
Stop Edit	Cancels the editing. It is only available when you are in the edit mode, but no changes happened.
Update	Saves the description changes. It is only available when you are in the edit mode and changes happened.
Remove	Deletes the client ID and client secret you selected from the list.
Disable	Disables the client ID and client secret you selected.
Enable	Enables the client ID and client secret you selected.
Status	Shows the status of the client ID and client secret you selected. <ul style="list-style-type: none"> Unissued The client ID and client secret are created but not used by the third-party product to get the security web token. Issued The client ID and client secret are used by the third-party product, and the security web token has been issued. Disabled The client ID and client secret are disabled, the third-party product cannot use the client ID and client secret to get the security web token, and the previously issued token will be invalidated in 60 minutes. The third-party product must use the client ID and client secret to request a new security web token again once they are re-enabled. Enabled The client ID and client secret are enabled, and the third-party product can use the client ID and client secret to request a security web token.

Configure SMTP policy

Configure the SMTP policy to use an SMTP server for sending email notifications from FactoryTalk-enabled software.

Prerequisites

Configure an SMTP server.

To configure the SMTP policy

1. In FactoryTalk Administration Console or FactoryTalk View Studio **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **SMTP Policy**, and then select **Properties**.
3. In **SMTP Policy Properties**, configure the following:
 - a. SMTP server domain name or IP address.
 - b. Port number. The default is 25.
 - c. Select the authentication type used by the SMTP server.
 - d. (optional) Sender's email address.
 - e. Enable encrypted communication with the SMTP server.
4. Test the connection by selecting **Test SMTP**.
5. In **Test Connection**, enter a recipient's email address, and then select **Test**.
6. Select **OK**.

SMTP Policy Properties

How do I open SMTP Policy Properties?

1. In FactoryTalk Administration Console or FactoryTalk View Studio **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **SMTP Policy**, and then select **Properties**.

Configure the SMTP policy to use an SMTP server for sending email notifications from FactoryTalk-enabled software.

Use these properties to configure the SMTP policy.

Setting	Description
SMTP Server Address	Sets the SMTP server domain name or IP address that is used for delivering notification emails.
Port	Sets the communication port for the SMTP server. The default is 25.
Log in	Sets the authentication type. <ul style="list-style-type: none"> • Windows authentication Uses the current Windows sign-in account to identify client to server. • User specified credentials Uses the user-defined account to identify client to server. • No authentication Uses the anonymous access to identify client to server.
"From" email address	Sets the optional sender's email address. <ul style="list-style-type: none"> • If you configure this property, the testing email and email notifications will be sent from the email address. • If you leave it empty, the emails will be sent from a default system address.
The SMTP Server requires a secure connection (TLS).	Turns on the encrypted communication between the SMTP server and the SMTP client.
Test SMTP	Tests the current SMTP server configuration.

Set network health monitoring policies

Use **Health Monitoring Policy Properties** to fine tune the parameters that the system uses when determining whether a network failure is occurring and how long to wait before switching to a Standby server.

A network failure occurs when a server is temporarily unable to communicate with other computers because of network traffic and fluctuations. During a network failure, even though the computers in the redundant server pair cannot communicate, the active server remains active and the standby server remains on standby.



Tip: Changing health monitoring policy settings can have unexpected results. The preset default settings typically provide optimal efficiency for most networks.

To set network health monitoring policies

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Health Monitoring Policy** and select **Properties**.
3. Under **Rates**, select the policy setting to edit. A description of the policy appears at in the bottom pane of the window.
4. To the right of the current rate, select the **down arrow** to enter a new number, or use the small up and down arrows to choose a higher or lower number.
5. Select **OK**.

Health Monitoring Policy Properties

How do I open Health Monitoring Policy Properties?

1. In **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Health Monitoring Policy** and select **Properties**.

Use **Policy Settings** in **Health Monitoring Policy Properties** to change parameters that determine whether a network failure is occurring and how long to wait before switching to a standby server in a redundancy pair, such as redundant HMI or FactoryTalk Linx servers.



Tip: To monitor system health messages, use the FactoryTalk Diagnostics Viewer.

A network failure occurs when a server is temporarily unable to communicate with other computers because of network traffic and fluctuations. During a network failure, even though the computers in a server pair cannot communicate, the active server remains active and the standby server remains on standby.

When these policy settings are applied, the changes affect all computers that are clients of the FactoryTalk network directory server. The changes take effect immediately, as soon as the network directory server notifies the client computers of the changes.

IMPORTANT: Changing health monitoring policy settings can have unexpected results. The preset default settings typically provide optimal efficiency for most networks.

The health monitoring service policies settings are:

Setting	Description	Rates
Computer detection interval	Sets the amount of time that the health monitoring service waits between its attempts to detect the existence of a computer on the network. If the service does not receive a response, it continues its detection attempts at the specified intervals. Once a connection is made, the health monitoring service stops sending "Computer detection" requests and begins sending "Network failure detection" requests to the computer.	<ul style="list-style-type: none"> • Default. 2 seconds • Minimum. 1 second • Maximum. 600 seconds
Network failure detection interval	Sets how often the health monitoring service attempts to verify the health of the network connection to remote computers. The health monitoring service begins sending "Network failure detection" requests after establishing the existence of a computer on the network. This request expects a reply back from the remote computer within the amount of time specified. If a reply is received, then the network connection is considered to be healthy. If a reply is not received, the service continues sending "Network failure detection" requests at the specified intervals until the amount of time specified as the "Maximum network glitch" is reached.	<ul style="list-style-type: none"> • Default. 2 seconds • Minimum. 1 second • Maximum. 600 seconds
Maximum network glitch	Sets the maximum duration of a network disruption before the health monitoring service determines that communications failed. If a network disruption lasts longer than this amount of time, the health monitoring service generates a diagnostic message and begins sending "Machine detection" requests to verify the existence of the standby server.	<ul style="list-style-type: none"> • Default. 5 seconds • Minimum. 1 second • Maximum. 600 seconds
Maximum delay before server is active	Sets the maximum amount of time during a switch back that the server becoming active waits for clients to be ready for the switch. The purpose of the delay is to allow clients to establish connections to the server that is ready to become active. When the switch back occurs,	<ul style="list-style-type: none"> • Default. 2 minutes • Minimum. 0 minutes (not recommended) • Maximum. 60 minutes

Setting	Description	Rates
	<p>data is available to the clients as soon as possible.</p> <p>As soon as all clients successfully connect, the server switches over to active immediately, even if the maximum delay was not yet reached.</p> <p>If the maximum delay is too short, the active server may not be able to provide high-quality service to its clients. Poor client performance and a diagnostic message stating that the server switched to active before all clients finish connecting may be observed.</p>	

Set audit policies

Use **Audit Policy Properties** to specify what security-related information is recorded while the system is being used. [Audit policies on page 86](#) include whether access checks are audited, whether access grants, denies, or both are audited, and so on. Audit messages are sent to FactoryTalk Diagnostics, and are viewed using the FactoryTalk Diagnostics Viewer.

To set up audit policies

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Audit Policy** and select **Properties**.
3. In **Audit Policy Properties**, for each policy setting listed choose either **Enabled** or **Disabled**.
 - a. **Audit changes to configuration and control system**
 - **Enabled** (default) - Generates audit messages when configuration and control system changes occur across the FactoryTalk system.
 - **Disabled** - Does not route audit messages to FactoryTalk Diagnostics log files, even if logging destinations are configured for audit messages on the **Message Routing** tab in **FactoryTalk Diagnostics Setup**.

Any changes made to the value of the **Audit changes to configuration and control system** policy itself are always recorded, regardless of whether audit logging is enabled or disabled. If enabled, audit information is sent to FactoryTalk Diagnostics.

- b. **Audit security access failures**
 - **Enabled** - Generates audit messages when users fail to access objects or features because of insufficient security permissions.
 - **Disabled** (default) - Does not generate audit messages when users fail to access secured objects or features.
- c. **Audit security access successes**
 - **Enabled** - Generates audit messages when users succeed in accessing objects or features because of sufficient security permissions.
 - **Disabled** (default) - Does not generate audit messages when users succeed in accessing objects or features because of sufficient security permissions.

When enabled, this policy might generate a large number of audit messages. Enable this policy only if there is a specific reason, for example, testing or troubleshooting whether users are able to access particular features or objects in the system. If enabled, audit information is sent to FactoryTalk Diagnostics.

4. Select **OK**.

Audit policies

Auditing user actions in a control system helps answer "who changed this process variable, when, and why?"

In an industry that must comply with governmental regulations, such as U.S. Government 21 CFR Part 11, the plant must be able to answer this question. The answer is also important if the plant manufactures products with critical tolerances, or if unmanaged changes could negatively affect product quality or risk consumer safety.

An audit trail records:

- The specific, authenticated user who is authorized to access the manufacturing system
- The action taken—typically an operation that affects the manufacturing control system or that creates, modifies, or deletes some element of the manufacturing process
- The resource—an object such as a PLC-5[®], application, tag, or command, on which the user performs an action
- The computer from which the user performed the action
- The date and time when the user performed the action

Like other FactoryTalk policy settings, audit policies are managed separately in the network directory and the local directory.

Auditing changes to the system configuration, and to the control system

The FactoryTalk system generates and sends audit messages to FactoryTalk Diagnostics. A system-wide policy setting controls whether audit records are generated and logged. If the system policy is enabled, then FactoryTalk Diagnostics routes the audit messages to various logging destinations, including the FactoryTalk[®] Audit Log. If the system policy is disabled, then FactoryTalk Diagnostics ignores audit messages generated by FactoryTalk components and FactoryTalk products and does not route them for logging.

Each FactoryTalk product defines its own rules for auditing changes. This means that the messages that appear in the FactoryTalk Diagnostics Viewer vary, depending on what products are installed. If the setting **Audit changes to configuration and control system** is enabled, audit messages are generated when any configuration and control system changes occur across the FactoryTalk system.

Auditing security access failures and successes

Whenever a user attempts to access a secured resource, FactoryTalk Security can generate audit messages if the user was denied or granted access.

For example, suppose an area named Ingredients is secured so that only members of the OperatorsLine5 group can write to the area. If the **Audit object access success** policy is enabled, every time an operator is granted write access to this area, a message is logged to FactoryTalk Diagnostics. If **Audit object access failure policy** is enabled, every time an operator is refused **Write** access to this area, a message is logged to FactoryTalk Diagnostics.

Object access failures do not necessarily represent deliberate attempts to compromise the security of the system. For example, an object access failure message is logged if a user is denied **Configure Security** permission and right-clicks the **Users and Groups** folder.

Auditing security access success can consume large amounts of system resources. Enable this policy only when necessary, for example, while testing the system, or if required in industries that must comply with governmental regulations.

Examples of messages for auditing security access failures and successes:

- User NETWORK\JSMITH attempted to perform action COMMON\WRITE from NETWORK\DOMAIN\COMPUTER5 on [OPC data server][RNA://\$Global/Norms Bakery/Ingredients/RecipeDataServer] and was granted access
- User NETWORK\JSMITH attempted to perform action COMMON\CONFIGURE SECURITY from NETWORK\DOMAIN\COMPUTER5 on [directory][System] and was denied access

Audit Policy Properties

How do I open Audit Policy Properties?

1. Start FactoryTalk Administration Console or FactoryTalk View Studio and log on to the FactoryTalk Network Directory or FactoryTalk Local Directory.
2. In **Explorer**, expand the **System** folder > **Policies** > **System Policies**.
3. Select **Audit Policy**.

Use **Audit Policy Properties** to specify what security-related information is recorded while the system is being used. Audit policies include whether access checks are audited, whether access grants, denies, or both are audited, and so on. Audit messages are sent to FactoryTalk Diagnostics, where they can be viewed using the FactoryTalk Diagnostics Viewer. Use these settings to specify what information is audited by the FactoryTalk system.

Setting	Description
Audit changes to configuration and control system	<p>Determines whether to generate audit messages when configuration and control system changes occur across the FactoryTalk system.</p> <p>Default: Enabled</p> <p>To disable audit logging, set this policy to Disabled.</p> <p>If this policy is disabled, audit messages are not routed to FactoryTalk Diagnostics log files, even if logging destinations are configured for audit messages on the Message Routing tab in Diagnostics Setup.</p> <p>Any changes made to the value of the Audit changes to configuration and control system policy itself are always recorded, regardless of whether audit logging is enabled or disabled. If enabled, audit information is sent to FactoryTalk Diagnostics.</p>
Audit security access failures	<p>Determines whether to generate an audit message when a user attempts an action and is denied access to the secured object or feature because of insufficient security permissions.</p> <p>Default: Disabled</p>

Setting	Description
	To record audit messages when users fail to access objects because of insufficient security permissions, set this policy to Enabled . If enabled, audit information is sent to FactoryTalk Diagnostics.
Audit security access successes	<p>Determines whether to generate an audit message when a user attempts an action and is granted access to the secured object or feature because the user has the required security permissions.</p> <p>Default: Disabled</p> <p>To record audit messages when users succeed in accessing objects because of sufficient security permissions, set this policy to Enabled. When enabled, this policy might generate a large number of audit messages. Enable this policy only if there is a specific reason for doing so, for example, testing or troubleshooting whether users can access particular features or objects in the system.</p> <p>If enabled, audit information is sent to FactoryTalk Diagnostics.</p>

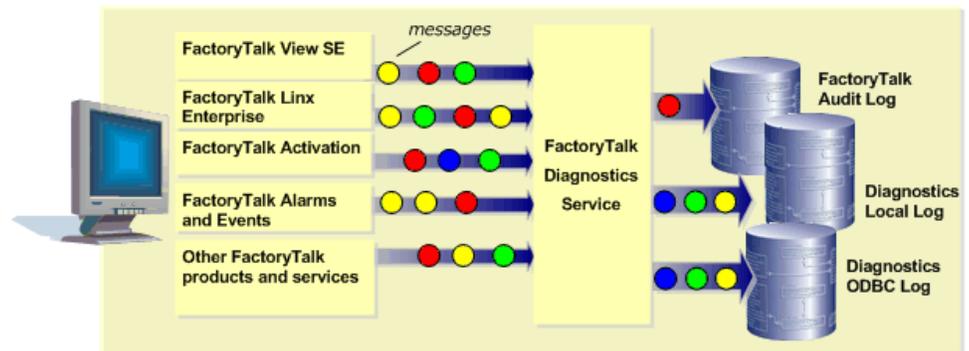
Related information

- [Set audit policies on page 85](#)
- [Audit trails and regulatory compliance on page 25](#)
- [Audit policies on page 86](#)

Monitor security-related events

Monitor security-related events to find out if changes are made to security policies or other objects, who made the changes, and when they were made. Monitor security-related events by setting up audit policies.

In a FactoryTalk automation system, Rockwell Automation software products monitor system activity and generate detailed diagnostic messages. Meanwhile, FactoryTalk Diagnostics collects these activity, warning, error, and audit messages from all participating products throughout a distributed system and routes them to Local Logs on each computer. Depending on the products installed and the configuration options set, FactoryTalk Diagnostics can also route these messages to other centralized logging destinations, such as an ODBC database or FactoryTalk® AssetCentre Audit Log.



To configure FactoryTalk Diagnostics routing and logging options, select **FactoryTalk Diagnostics Setup** from the **Tools** menu on each computer where the FactoryTalk Administration Console is installed.

To view diagnostic messages, from the **Tools** menu select **FactoryTalk Diagnostics > Viewer**.

Example: Audit messages

If the setting **Audit changes to configuration and control system** is enabled in **Audit Policy**, audit messages are generated when any configuration and control system changes occur across the FactoryTalk system.

Examples of messages for adding and removing control system components:

- Added area [Line2] to application [Network/Paper Mill]
- Removed area [Line1b] from application [Network/PaperMill]
- Added graphic display [Overview] to area [Network/Paper Mill/Line2]
- Removed user [BBilly] from directory [Network/System]
- Downloaded project [PASTEURIZE] to processor [/NetworkPath/Line1]
- Inserted rung [XIC B3/O OTE B3/O] in processor [XYZ/File 2/Rung 10]

Examples of messages for modifying control system values:

- Modified properties of user [JSmith] in directory [Network/System]
- Modified properties of server [Line2HMI] in application [Network/Paper Mill]
- Forced I/O [11:2/15] in processor [TABLET10] from [OFF] to [ON]
- Changed security policy [Enforce password history] in directory [Network/System] from [0] to [5]
- Changed value of tag [HighPressureLimit] in processor [TABLET10] from [100] to [125]
- Changed value of tag [MaxFeederSpeed] in area [Network/Paper Mill/Line1] from [200] to [300]
- Changed name of graphic display [Line1Overview] in area [Network/Paper Mill/Line2] from [Line1Overview] to [Line2Overview]

Set system security policies

Use **Security Policy Properties** to define general rules for implementing security across all FactoryTalk products in the system. To modify security policies, obtain the appropriate permissions for the **System Policies** folder in the **Explorer**.

- **Account Policy Settings:** Specifies how FactoryTalk manages policies for user, computer, and group accounts.
- **Badge Policy Settings:** Specifies how FactoryTalk user accounts can log on using a Radio-Frequency-Identification (RFID) badge.
- **Computer Policy Settings:** Specifies how computer accounts in the FactoryTalk network directory can use remote access.
- **Directory Protection Policy Settings:** Specifies client computer accounts usage of the FactoryTalk network directory.
- **DNS Alias Name:** Specifies a DNS alias name associated with a computer hosting the FactoryTalk Directory server.
- **Event System Settings:** Specifies the communication settings in the FactoryTalk event system.
- **Password Policy Settings:** Specifies password requirements for FactoryTalk user accounts.

- **Single Sign-On Policy Settings:** Specifies whether users can log on once to the FactoryTalk system or must log on to each FactoryTalk product separately.
- **Web Authentication/Authorization Server:** Specifies security settings for FactoryTalk-enabled software web applications.

Modify Account Policy Settings

Use **Account Policy Settings** to change these security policy properties:

- Logon session lease
- Account lockout threshold
- Account lockout auto reset
- Keep record of deleted accounts
- Show deleted accounts in user list
- Account synchronization interval

To modify Account Policy Settings

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Security Policy** and select **Properties**.
3. In **Security Policy Properties**, select + to expand **Account Policy Settings**.
4. To set the maximum number of hours that a user can remain logged on before the system checks whether the user's account is still valid, select **Logon session lease**, and type a value from 0-999. Setting this value to 0 allows the logon session to be used indefinitely, allowing users to have continuous access, even if their accounts are disabled or deleted.
5. To set the number of consecutive times a user can unsuccessfully attempt to log on before the account is locked, double-click **Account lockout threshold**, and type a value from 0-999. If set to 0, accounts are never locked no matter how many consecutive times a user attempts to log on. An invalid logon attempt occurs if the user attempts to log on and specifies a correct username but an incorrect password.
A locked account cannot be used until the **Account lockout auto reset** period expires, or until the account is reset by a FactoryTalk administrator. This helps prevent an unauthorized user from gaining access to the system by guessing a password through a process of elimination.
6. To specify the amount of time that must expire before a locked account is reset and the user can attempt access again, select **Account lockout auto reset** and type a value between 0 and 999 minutes.
7. To determine if the system maintains a record of deleted user accounts, select **Keep record of deleted accounts**, and select one:
 - **Enabled**—Accounts are permanently disabled but remain flagged in the system with a unique identifier. New accounts must have unique names. For security, audit tracking, and compliance requirements, it may be necessary to keep a record of deleted accounts.
 - **Disabled**—Accounts are fully deleted from the system, allowing new accounts to use the same name. However, the new accounts have different account identifiers and do not inherit the security settings of the account.
8. If deleted account records are kept, choose whether or not to list deleted account records in the **Users** folder in the **System** tree. Select **Show deleted accounts in user list**, and select one:
 - **Enabled**—Administrators can view details about these deleted user accounts
 - **Disabled**—Deleted accounts are not shown in the list of user accounts

9. To set the interval for synchronizing windows-linked account information with Windows Active Directory (Windows AD), select **Account synchronization interval**, and then select a value from 1 through 60 minutes.
10. When finished modifying Account Policy Settings, select **OK**.

Modify Badge login policies

Use **Badge Login Policy Settings** to specify how FactoryTalk user accounts can login using an RFID badge. Badge login policies include whether login using a badge is enabled, whether facility codes are required, the badge provider, and the data format used by the badge. After this policy is enabled and configured login options are available in FactoryTalk user account properties and Badge IDs can be added to the FactoryTalk user account.

To set badge login policies

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Double click **Security Policy** and select **Badge Policy**.
3. In **Badge Policy** field, configure these policy settings:
 - a. **Allow badge login**
 - Select **Enabled** to permit FactoryTalk user accounts to include an associated badge ID to log on.
 - b. **Number of bits in ID**
 - Specify the length of bits that will be extracted from the badge as the Badge ID.
 - c. **Number of trailing parity bits to strip**
 - Specify the length of bits that will be ignored when extracting the data from the badge.
 - d. **Use Facility Code**
 - **Yes** - Check the Facility Code in the badge identification number first, when the login is processed.
 - **No** - Ignored the Facility Code in the badge identification number when the login is processed.
 - e. **Number of Facility Code**
 - Specify the length of bits that will be extracted from the badge as the Facility Code.
 - f. **Facility code**
 - Type the facility code that embedded in the badge. The embedded facility code is provided by the badge manufacturer.
4. Select **OK**.

Modify Computer Policy Settings

Use **Computer Policy Settings** to change these security policy properties:

- Whether or not a user can connect to the FactoryTalk Directory from a client computer that does not have a computer account in the network directory
- How client computers connect to the FactoryTalk Directory through Remote Desktop Services, and how the computer name appears in the FactoryTalk Diagnostics log of actions.

These settings apply only to computers in the FactoryTalk network directory because the FactoryTalk local directory does not permit remote access.

To modify Computer Policy Settings

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Security Policy** and select **Properties**.

3. In **Security Policy Properties**, select + to expand **Computer Policy Settings**.
4. To change the requirements for connecting to the FactoryTalk Directory from a computer that does not have a FactoryTalk computer account, select **Require computer accounts for all client machines** and select one:
 - **Enabled**—allows users to log on to FactoryTalk only if they are logging on from a client computer that has an account in the FactoryTalk Directory. Remote Desktop Services clients can still log on to FactoryTalk Directory without computer accounts if the **Identify terminal server clients using the name of** policy is set to **Server Computer**. See step 4.
 - **Disabled**—allows users to log on to FactoryTalk from any client computer, even if that computer has no computer account in the FactoryTalk network directory.
5. To determine what computer name identifies clients connecting to the FactoryTalk Directory through Remote Desktop Services, select **Identify terminal server clients using the name of** and select one:
 - **Terminal client**—Client computers must have computer accounts in the FactoryTalk Directory to access FactoryTalk applications, unless the **Require computer accounts for all client machines** policy is disabled. This combination of settings is useful for diagnostic logging because the name of the client computer where actions originate can be logged.
Terminal Client logs actions using the name of the client computer where the user is connecting to the Remote Desktop Connection (RDC) client computer. The computer name logged in FactoryTalk Diagnostics is different for each client connecting via Remote Desktop Services.
 - **Server computer**—allows client computers to connect through Remote Desktop Services without requiring accounts in the FactoryTalk Directory, even if the **Require computer accounts for all client machines** policy is **Enabled**.
Server computer logs actions using the name of the Remote Desktop Connection server computer. The computer name logged in FactoryTalk Diagnostics will be the same for all users connecting via Remote Desktop Services.
6. To determine if the system will force the use of the local computer name when a disconnected remote session is blocking the logon process, select **Force use of local computer name during logon process** and select one:
 - **Enabled**—allows using the local computer name to log in if the remote session is disconnected.
 - **Disabled**—does not allow logging in to the FactoryTalk Directory if the remote session is disconnected.
7. When finished modifying Account Policy Settings, select **OK**.

IMPORTANT: Setting the **Identify terminal server clients using the name of** policy to **Server Computer** might affect the level of access that a Remote Desktop Services user has to the FactoryTalk system.

Modify Directory Protection Policy Settings

Use **Directory Protection Policy Settings** to change the security policy properties that determine:

- How long cache files remain available after a client computer disconnects from the server, and if a warning message displays

These settings apply only to computers in the FactoryTalk network directory.

To modify Directory Protection Policy Settings

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Security Policy** and select **Properties**.
3. In **Security Policy Properties**, expand **Directory Protection Policy Settings**.
4. If non-secure clients should not be allowed to connect to a directory server computer, change the **Support non-secure clients** setting to **Deny**.
5. If the message should not be created, change the **Audit non-secure client connections** setting to **Disabled**.
6. By default, cache files never expire. Instead, the cache files remain available after the client computer is disconnected from the server. To set a time limit for when cache files should expire, change the **Directory cache expiration** setting by typing or selecting a number of hours between 1 and 9999. When the time limit is reached, the client computer must reconnect to the server to continue to access the files.
7. By default, no warnings appear prior to cache expiration, but notifications can appear upon disconnection and cache expiration. To enable cache expiration warnings, change the **Directory cache expiration warning** setting by typing a number between 1 and 24. A warning notification appears this number of hours before cache expiration.
8. Configure the **Security authorization policy** to determine whether the client computer is authorized with directory files from server or local client cache files.
 - **Require directory update from server before authorizing** means the client computer is authorized using directory files from the server.
 - **Use local client cache** means the client computer is authorized using local client cache files. The amount of time for the client computer to wait before transferring cache files is configured in Directory cache transfer waiting time.
9. Configure the **Directory cache transfer waiting time** policy to determine how long the client computer waits before transferring cache files. Enter a number of seconds from 5 through 600. This policy only applies to when **Security authorization policy** is set to **Use local client cache**.
10. When finished modifying directory protection policy settings, select **OK**.

IMPORTANT: Setting the **Identify terminal server clients using the name of** policy to **Server Computer** might affect the level of access that a Remote Desktop Services user has to the FactoryTalk system.

Configure a FactoryTalk Directory using a DNS alias name

Beginning with FactoryTalk Services Platform version 6.30.00, you can use a DNS alias name, or CNAME, to specify the FactoryTalk Directory sever on each client computer. By altering the computer name associated with the DNS alias name, the FactoryTalk Directory sever association can be changed without reconfiguring the FactoryTalk Directory association of each client computer. The DNS alias name is created and maintained in the DNS sever. This capability allows you to switch from an old to a new FactoryTalk Directory server with minimal effort and impact to the system.

IMPORTANT:

This function requires FactoryTalk Linx version 6.30.00 or later.

Prerequisites

- Ensure that an existing DNS alias name is associated with the computer hosting the FactoryTalk Directory server in the DNS server.

To configure a FactoryTalk Directory using a DNS alias name

1. On the computer hosting the FactoryTalk Directory server, open FactoryTalk Administration Console, and then go to **localhost > System > Policies > System Policies > Security Policy**.
2. In the **DNS alias name of the FactoryTalk Directory server** box, enter the DNS alias name.
3. Select **Apply**, and then select **OK**.
4. Configure all client computers to use the DNS alias name associated with the FactoryTalk Directory server as necessary.



Tip: You need to enter the DNS alias name manually in the FactoryTalk Directory Server Location Utility.

Switch a computer hosting the FactoryTalk Directory server

This capability allows you to provision a new FactoryTalk Directory server in parallel with an existing server. If you specify the FactoryTalk Directory sever on each client computer using a DNS alias name, you don't have to reconfigure each FactoryTalk Directory client computer after switching over from the existing FactoryTalk Directory server to the new one.

Prerequisites

- Ensure that the existing FactoryTalk Directory server is associated with a DNS alias name.

To switch a computer hosting the FactoryTalk Directory server

1. In the DNS server, configure the DNS alias name with the fully qualified domain name of the target server computer.
2. Back up the existing FactoryTalk Directory server's configuration before switching to the target server computer.
Restoring the configurations in the target server computer ensures that the applications created in the previous computer run properly, and then restart the target server computer.
The backup sever must be online.
3. On the target server computer, open FactoryTalk Administration Console, and then check the **DNS alias name of the FactoryTalk Directory server** security policy to make sure that the configuration is correct.
4. After getting the notification of server changes on each client computer, restart each client computer.

NOTE: If you restart the client computers before getting the notification, some dependent services, like FactoryTalk Linx service, might not be able to switch to the new FactoryTalk Services Platform server and you must restart the client computers again.

We recommend that you restart the client computers hosting HMI servers, FactoryTalk Alarms and Events servers, and FactoryTalk Linx servers before restarting the other client computers to make sure that all client computers are able to run properly.

Assign a client computer to a new FactoryTalk Directory server

Using a DNS alias name to switch to a new FactoryTalk Directory server can reduce the effort and impact to the system in the future.

To assign a client computer to a new FactoryTalk Directory server

1. On the client computer, open FactoryTalk Administration Console.
2. On the menu bar, select **Tools > FactoryTalk Directory Server Options...**
3. In **FactoryTalk Directory Server Location Utility**, select **Browse**.
4. In **FactoryTalk Directory Server Configuration**, select **Remote computer**, and then enter the DNS alias name associated with the computer hosting the FactoryTalk Directory server.
5. Select **OK**.

Modify Encryption Settings

Use **Encryption Settings** to specify the encryption and decryption algorithm used by FactoryTalk products.

To modify Encryption Settings

1. In the FactoryTalk Administration Console **Explorer**, go to **System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. In **Encryption Method**, select:
 - **Legacy**: Uses the legacy encryption algorithm to ensure compatibility with FactoryTalk Services Platform version 6.31.00 and earlier.
 - **Enhanced**: Uses the enhanced encryption algorithm to meet modern security requirements for the FactoryTalk system.

If **Enhanced** is selected, all clients must be upgraded.
4. Select **OK** or **Apply**.

Modify System Communication Settings

Use **System Communication Settings** to select Socket.IO or DCOM for distributed system. When you select **Auto**, the system prefers Socket.IO connection. If Socket.IO connection cannot be established, the system will use DCOM. When you select **Socket.IO**, the system uses only Socket.IO connection. When you select **DCOM**, the system uses only DCOM connection.

To modify System Communication Settings

1. In the FactoryTalk Administration Console **Explorer** pane, go to **localhost > System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. In **System communication type**, select **Auto**, **Socket.IO**, or **DCOM**.

IMPORTANT:

- When working in a mixed system, for example, a server computer with FactoryTalk Services Platform version 6.31 or later and client computers with FactoryTalk Services Platform version 6.30 or earlier, you must use **Auto** or **DCOM** to ensure compatibility.
- When working in a system where the computers hosting the FactoryTalk-enabled software client and server have FactoryTalk Services Platform version 6.31 or later installed, you can use **Auto** or **Socket.IO**. **Auto** attempts to use Socket.IO first until that communication fails. Once Socket.IO communication fails, the system will switch to DCOM and stay at DCOM until the application is restarted.
- Communication between the FactoryTalk Directory Server and Clients that use DCOM is insecure. To ensure secure communications, there are two options:
 - You can set the **System communication Type** to *Socket.IO* to force the system to use only Socket.IO communications.
 - If you cannot take this step, then you must raise the DCOM Authentication Level using by FactoryTalk-enabled products on all computers in the system to Packet Privacy using the FactoryTalk DCOM Authentication Level utility, or Windows group policy to change the FactoryTalk registry key, described in Rockwell Automation knowledgebase article IN39470, Mitigating Microsoft DCOM Hardening Patch, CVE-2021-26414, for Affected Rockwell Automation Products, to a value of '6' which equals Packet Privacy.

4. In **System communication protocol**, select **Polling** or **WebSocket**.

- **WebSocket:** It is a persistent TCP connection between a client and a server, which provides a real-time full-duplex communication channel.
- **Polling:** It is a discontinuous TCP connection between a client and a server, which provides a near-real-time data access pattern.

Note: When the network is not stable, we do not recommend that you use **WebSocket Protocol**.

Turning on **WebSocket Protocol** require the computer to be restarted.

This setting only affects the system when **System communication type** is set as **Auto** or **Socket.IO**.

5. In **System communication port**, enter the communication port for the computer hosting the FactoryTalk Web Event Server.6. Select **OK** or **Apply**.

Be sure to restart the client computers and the FactoryTalk Directory server computer when you change a port or communication mode, for example, the System communication type: AUTO, DCOM, and SOCKET.IO.

Modify Password Policy Settings

Use **Password Policy Settings** to set security policy properties that control the conditions for a valid FactoryTalk password, such as minimum and maximum password length, password encryption method, password complexity requirements, and when a password expiration warning is given.

These policies do not apply to Windows-linked user accounts. Backing up the FactoryTalk system folder before making changes to **Password Policy Settings** is recommended.

IMPORTANT: Be aware of these items before modifying **Password Policy Settings**:

- Previous releases used the MD5 cryptographic hashing algorithm to encode passwords. If compatibility with FactoryTalk Services Platform version 3.00 or earlier is required, the **MD5** password encryption method must be selected.
MD5 is an older algorithm that has known security vulnerabilities. Using the **SHA-256** encryption method is recommended.
- If **Passwords must meet complexity requirements** is set to **Enabled**, the minimum password length is 6 characters and cannot be decreased using the **Minimum password length** setting. Setting **Minimum password length** to a value greater than 6 is enforced.

To modify Password Policy Settings

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Security Policy** and select **Properties**.
3. In **Security Policy Properties**, select **>** to expand **Password Policy Settings**.
4. In **Password encryption method** select the down arrow and select **SHA-256** or **MD5**.
Changing the password encryption method invalidates current user passwords.
5. Select **Passwords must meet complexity requirements** and select **Enabled** to require users to create more secure passwords.
6. Select **Minimum password length** and type a number between 0 and 64 to define the number of characters required in a user password. Set **Minimum password length** to 0 to create user accounts without passwords.
7. Select **Previous passwords remembered** and type a number between 1 and 24 to prevent users from keeping the same password indefinitely. By default, three new passwords must be created before reusing an old password. If **Previous passwords remembered** is set to 0, old passwords can be reused immediately.
8. Select **Minimum password age** and type a number between 1 and 999 to require users to wait at least one day before changing their password.
9. Select **Maximum password age** and type a number between 1 and 999 to set the maximum number of days before passwords expire. When set to 0, passwords never expire.
10. Select **Password expiration warning** and enter a value between 0 and 999 to change the number of days before the system begins prompting users to change their passwords. By default, users receive a warning 14 days before their passwords expire.
11. Select **OK** or **Apply** to apply the new settings.
12. If the password encryption method was changed, choose how to process the change on all of the current FactoryTalk user accounts.
 - Select **Disable all FactoryTalk user accounts** to review each user account and select unique passwords for each.
 - Select **Reset all FactoryTalk user passwords immediately** to set a new password on all user accounts and require users to specify a new password the next time they logon.
This option updates these property settings on the FactoryTalk user accounts:

Policy	Setting
User must change password at next logon	Enabled
User cannot change password	Disabled
Password never expires	Disabled

Modify Service Token

Use **Service token** to specify whether to use a signed service token.

To modify Service Token

1. In the FactoryTalk Administration Console **Explorer**, go to **System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. Under **Service token**, select **Service token signature method**, and then select:
 - **Legacy:** The legacy method ensure compatibility with version 6.31.00 or earlier FactoryTalk Directory clients.
 - **Enhanced:** The enhanced method increases the security of communications using the signature service token.
When selecting Enhanced, only version 6.40.00 and later FactoryTalk Directory clients can successfully communicate using the service token.

After changing the setting, you must restart the FactoryTalk system.
4. Select **OK** or **Apply**.

Enable single sign-on

Use **Single Sign-On Policy Settings** to configure security policy properties to enable single sign-on capability. When single sign-on is enabled, only one logon per directory, on a given computer is allowed. Once logged on, all participating FactoryTalk products that run in that directory on that computer automatically use those same security credentials.

To enable single sign-on

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Security Policy** and select **Properties**.
3. In **Security Policy Properties**, select **>** to expand **Single Sign-On Policy Settings**.
4. To the right of **Use single sign-on**, select the down arrow.
5. Choose **Enabled**, then select **OK**.

If single sign-on still does not seem to be working properly, the FactoryTalk product in use may not support the single sign-on capability. Some FactoryTalk products always require users to log on, even if single sign-on is enabled.

Disable single sign-on

To require users to log into each FactoryTalk product separately, configure **Single Sign-On Policy Settings** to disable single sign-on capability.

To disable single sign-on

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**.
2. Right-click **Security Policy** and select **Properties**.
3. In **Security Policy Properties**, select **>** to expand **Single Sign-On Policy Settings**.
4. To the right of **Use single sign-on**, select the down arrow.
5. Choose **Disabled**, then select **OK**.

Modify Web Authentication Settings

Use **Web Authentication Settings** to specify the Azure AD user sign-in settings.

To modify Web Authentication Settings

1. In the FactoryTalk Administration Console **Explorer** pane, go to **System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. Under **Web Authentication Settings**, configure:
 - **Web authentication timeout**
Specifies the amount of time before the connection is timed out. The value ranges from 15 through 3600.
 - **Web authentication retry counts**
Specifies the connection retry counts. The value ranges from 1 through 100.
4. Select **OK** or **Apply**

Modify Web Authentication/Authorization Server

Use **Web Authentication/Authorization Server** to set security policies for FactoryTalk-enabled software web applications.

To modify Web Authentication/Authorization Server

1. In the FactoryTalk Administration Console **Explorer** pane, go to **localhost > System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. In **FactoryTalk Web Authentication port**, enter a port number for the FactoryTalk-enabled software web applications.
The default port is 7110.
4. In **FactoryTalk Web Support Service port**, enter a port number for the FactoryTalk Web Support Service.
The default port is 7111.
5. In **Reverse Proxy port**, enter the website port number for computers using the FactoryTalk Reverse Proxy Server.
If you are using HTTPS, the default port is 443.
If you are using HTTP, the default port is 80.
6. In **Reverse Proxy port**, select **HTTPS** or **HTTP**.
If **Reverse Proxy port** or **Reverse Proxy protocol** is changed, the system will make changes to **Site Bindings** in the Internet Information Services (IIS) **Default Web Site**. If you use HTTPS to secure the communication, you may need to reconfigure the certificate for the HTTPS site binding.
7. In **Access token expiration**, enter a value from 1 through 52,600 to change the amount of time before the access token expires.
8. In **Authorization code expiration**, enter a value from 1 through 1,440 to change the amount of time before the authorization code expires.
9. In **Refresh token expiration**, enter a value from 1 through 1,440 to change the amount of time before the refresh token expires.
10. Select **Apply**, and then select **OK**.
Restart the computer to apply the configuration changes.

FactoryTalk Reverse Proxy

A reverse proxy retrieves resources on behalf of a client from one or multiple servers. These resources are then returned to the client, appearing as if they originated from the reverse proxy server itself. FactoryTalk Reverse Proxy is available for FactoryTalk-enabled software, such as FactoryTalk AssetCentre and FactoryTalk ViewPoint. The FactoryTalk Reverse Proxy solution is based on Internet Information Services (IIS) Application Routing Request and URL Rewrite.

Use FactoryTalk Reverse Proxy to:

- Prevent a Cross-Origin Resource Sharing (CORS) behavior that affects FactoryTalk-enabled software web applications.
- Manage communication protocols, such as HTTPS and HTTP, for the FactoryTalk-enabled software web applications.

Use FactoryTalk Reverse Proxy

Install the FactoryTalk Reverse Proxy on computers hosting a FactoryTalk-enabled software web server, such as FactoryTalk AssetCentre or FactoryTalk ViewPoint. The FactoryTalk Reverse Proxy is installed along with the FactoryTalk Web Authentication Server by default.

To use FactoryTalk Reverse Proxy

1. On the web server computers, for example, the FactoryTalk AssetCentre Server, install FactoryTalk Services Platform along with FactoryTalk Reverse Proxy.
2. When installing FactoryTalk Services Platform, select
 - The **Standard** option

Keep the **Secure communication with TLS** check box selected. The system will create a site binding and set its protocol as **HTTPS** using port as **443** in the Internet Information Services (IIS) **Default Web Site**. We recommend using TLS to secure communication.

NOTE: If the **Secure communication with TLS** check box is cleared, the system will create a site binding and set its protocol as **HTTP** using port as **80** in Internet Information Services (IIS) **Default Web Site**.

- The **Secure** option

Secure communication with TLS is enabled by default.

If the new site binding is the same as an existing one, the FactoryTalk system will use the existing one.
- 3. Configure a certificate.

We recommend that you use a certificate signed by a certificate authority (CA) to secure communication.
- 4. Import the certificate to the web server computers.

Configure a site binding

The site binding configuration will affect all computers using the FactoryTalk Reverse Proxy.

To configure a site binding

1. On the web server computer, open FactoryTalk Administration Console.
2. In the **Explorer** pane, go to **localhost > System > Policies > System Policies > Security Policy**.

3. Change **Reverse Proxy Port** and **Reverse Proxy Protocol** as needed.

IMPORTANT:

- Ensure that the reverse proxy port is allowed through the computer's firewall, for example, Windows Defender Firewall.
- If **Reverse Proxy Port** or **Reverse Proxy Protocol** changes, the FactoryTalk system will make changes to **Site Bindings** in the Internet Information Services (IIS) **Default Web Site**. You may need to reconfigure the certificate if you have HTTPS enabled.

4. Select **Apply**, and then select **OK**.

Account Policy Settings

Use **Account Policy Settings** to specify how FactoryTalk manages policies for user, computer, and group accounts. Additional policy settings for computer accounts are managed in **Computer Policy Settings**.

Setting	Description
Logon session lease	<p>Sets the maximum number of hours that a user can remain logged on before the system checks whether the user's account is still valid. Use this setting to prevent logged on users from retaining access indefinitely, even after their accounts are disabled or deleted.</p> <p>For example, if a user's account is disabled or its password changed, and the account name and password cannot be reauthenticated, the logon session becomes invalid. The user can no longer access secure system resources until the user logs on successfully again.</p> <p>Setting this value to 0 allows the logon session to be used indefinitely, allowing users to have continuous access, and preventing the system from automatically reauthenticating users. This means that the system does not check whether the user's account is still valid.</p> <p>Minimum: 0 hours Maximum: 999 hours Default: 1 hour</p>
Account lockout threshold	<p>Sets the number of consecutive failed log-on attempts that will cause an account to be locked. If set to 0, accounts are never locked.</p> <p>An invalid logon attempt occurs if the user attempts to log on and specifies a correct user name but an incorrect password.</p> <p>A locked account cannot be used until the Account lockout auto reset period expires, or until the account is reset by a FactoryTalk administrator. This helps prevent an unauthorized user from gaining access to the system by guessing a password using a process of elimination.</p> <p>Minimum: 0 invalid logon attempts Maximum: 999 invalid logon attempts Defaults:</p> <ul style="list-style-type: none"> • For the Network Directory, 3 invalid logon attempts. • For the Local Directory, 3 invalid logon attempts.

Setting	Description
Account lockout auto reset	<p>Specifies the amount of time that must expire before a locked account is reset, allowing the user to attempt access again. Type a value between 0 and 999 minutes to specify the amount of time a user must wait before using the account again to gain access to the system.</p> <p>If set to 0, locked accounts are not reset automatically. A FactoryTalk administrator and must unlock the account manually.</p> <p>Minimum: 0 minutes Maximum: 999 minutes Default: 15 minutes</p>
Keep record of deleted accounts	<p>Determines whether user accounts can be permanently deleted with no record retained in the system, or flagged as deleted and be permanently disabled, with a record of the deleted account retained in the system.</p> <p>To keep a record of accounts that were deleted, and force all new accounts to be unique, select Enabled. Also, change a policy setting to show deleted accounts in the list of users.</p> <p>To discard accounts when they are deleted, select Disabled. This means that if a user account is deleted, a user account can be recreated again later with the same user name. If the policy is enabled and a user account is deleted, a user account cannot be recreated again later with the same user name, because its record still exists in the system.</p> <p>If the policy is disabled and user account with the same name is recreated, the new user account does not inherit the security settings of the old account. The reason is that all user accounts are identified by means of a unique identifier that is separate from the user name. When deleting a user account, the user's access rights are deleted, but the user account's unique identifier is not deleted.</p> <p>When creating another user account with the same name, recreate the security settings of the account. Add the user account to a group that already has security settings defined or create permissions for a user account when securing a resource.</p> <p>For security and audit tracking reasons, and to satisfy compliance requirements in regulated manufacturing industries, it might be necessary to:</p> <ul style="list-style-type: none"> Keep a record of previously deleted accounts Ensure that all user accounts can be uniquely identified in the system <p>Default: Disabled</p>
Show deleted accounts in list	<p>Sets whether deleted account records are listed in the Users folder in the System tree. This policy works together with the Keep record of deleted accounts policy. If Keep record of deleted accounts is enabled, enabling Show deleted accounts in user list allows a FactoryTalk administrator to view details about accounts that were deleted.</p> <p>To hide deleted accounts in the list of users, select Disabled. This means that accounts that are deleted are not shown in the list of user accounts, even if keeping a record of deleted accounts. Enable the Show deleted accounts in user list policy to keep a record of deleted accounts (for example, for regulatory compliance), and to view details about accounts that were deleted.</p> <p>Default: Disabled</p>

Setting	Description
Account synchronization interval	<p>Sets the interval for synchronizing windows-linked account information with Windows AD. The system will synchronize the latest cached windows-linked account information when receiving the data request from Windows AD to shorten the response time.</p> <p>Minimum: 1 minute Maximum: 60 minutes Default: 15 minutes</p>

Badge Policy Settings

How do I open Badge Policy Settings?

1. Start FactoryTalk Administration Console or FactoryTalk View Studio and log on to the FactoryTalk Network Directory or FactoryTalk Local Directory.
2. In **Explorer**, expand the **System** folder > **Policies** > **System Policies**.
3. Select **Badge Login Policy Settings**.

Use **Badge Policy Settings** to specify how FactoryTalk user accounts can log on using an RFID badge. Badge IDs are configured in the FactoryTalk user account properties.

Note that changing the badge policy settings will cause all existing badge-linked users unable to log on using a badge.

Setting	Description
Allow badge login	<p>Determines whether FactoryTalk user accounts can log on to FactoryTalk using an RFID badge.</p> <p>Default: Enabled</p> <p>To allow FactoryTalk user account to log on to FactoryTalk using a badge, set this policy to Enabled.</p> <p>If this policy is disabled, users must log on using a user name and password or through single sign-on.</p>
Number of bits in ID	<p>Identifies the number of bits for the badge ID.</p> <p>For example, the data obtained from the badge is 10101010101001, and the number of bits is set to 5 bits.</p> <p>If the parity bits is not configured (default is 0 bit), the ID will be the five bits counting from right to left: 01001, which is "9" in decimal.</p> <p>If the parity bits is configured, for example, 1 bit, then exclude it. The ID will be the five bits counting from the second to last bit: 10100, which is "20" in decimal.</p> <p>This value is obtained from the badge provider.</p>
Number of trailing parity bits to strip	<p>Identifies the number of parity bits included in the badge identification number. This value is obtained from the badge provider.</p>
Use Facility Code	<p>Determines whether badge identification numbers must also have a matching facility code to log on.</p>
Number of bits for Facility Code	<p>Identifies the number of bits used as the Facility Code (FAC). This value is obtained from the badge provider.</p>

Setting	Description
Facility Code	Identifies the facility code or codes that match the facility code embedded in the badge. This will be used as the first criteria when checking whether a badge can be used to log on. Contact the badge manufacturer to customize the facility code.

Computer Policy Settings

Computer Policy Settings control how computer accounts can access the FactoryTalk Directory remotely. These settings apply only to computer accounts in the FactoryTalk network directory because the FactoryTalk local directory does not permit remote access.

Setting	Description
Require computer accounts for all client machines	<p>Determines whether client computers can access the FactoryTalk network directory without having a computer account in the network directory. Disable this policy to allow users to connect remotely from any computer, even if the computer does not have a computer account in the FactoryTalk Directory.</p> <p>Even when this setting is disabled, create computer accounts for any computers hosting servers – for example, Rockwell Automation Device Servers (FactoryTalk Linx, OPC data servers, Tag Alarm and Event Servers, or HMI servers. Without the server computer accounts, configuring the servers from client computers on the network is not possible. The FactoryTalk network directory Server cannot locate these servers on the network without their computer accounts.</p> <p>Enabled allows users to log on to FactoryTalk only if they are logging on from a client computer that has an account in the FactoryTalk Directory. Even if set to Enabled, Remote Desktop Services clients can still log on to FactoryTalk Directory without computer accounts if the Identify terminal server clients using the name of policy is set to Server Computer.</p> <p>Disabled allows users to log on to FactoryTalk from any client computer, even if that computer has no computer account in the FactoryTalk network directory.</p> <p>Default: Enabled</p>
Identify terminal server clients using the name of	<p>Determines what computer name identifies clients connecting to the FactoryTalk Directory through Remote Desktop Services. This policy also affects whether client computers connecting through Remote Desktop Services require computer accounts in the FactoryTalk Directory.</p> <p>Server Computer allows client computers to connect through Remote Desktop Services without requiring accounts in the FactoryTalk Directory, even if the Require computer accounts for all client machines policy is Enabled. This is possible</p>

Setting	Description
	<p>because the FactoryTalk Directory behaves as if the client computer were accessing the FactoryTalk Directory from the Remote Desktop Connection computer.</p> <p>If set to Terminal Client and the Require computer accounts for all client machines policy is Enabled, client computers must have computer accounts in the FactoryTalk Directory to access FactoryTalk applications.</p> <p>If set to Terminal Client and the Require computer accounts for all client machines policy is Disabled, client computers do not require computer accounts in the FactoryTalk Directory to access FactoryTalk applications. This combination of settings is useful for diagnostic logging because the name of the client computer where actions originate can be logged.</p> <p>The Identify terminal server clients using the name of policy also determines which computer name appears in the FactoryTalk Diagnostics Log of actions performed on the system over a Remote Desktop Services connection:</p> <p>Terminal Client logs actions using the name of the client computer where the user is connecting to the Terminal Server. The computer name logged in FactoryTalk Diagnostics will be different for each client connecting via Remote Desktop Services.</p> <p>Server Computer logs actions using the name of the Terminal Server computer for all users. The computer name logged in FactoryTalk Diagnostics will be the same for all users connecting via Remote Desktop Services.</p> <p>Default: Terminal Client</p>
Force use of local computer name during logon process	<p>Determines if the system will force the use of the local computer name when a disconnected remote session is blocking the logon process.</p> <p>Enabled allows using the local computer name to log in if the remote session is disconnected.</p> <p>Disabled does not allow logging in to the FactoryTalk Directory if the remote session is disconnected.</p> <p>Default: Disabled</p>

IMPORTANT: Setting the **Identify terminal server clients using the name of** policy to **Server Computer** might affect the level of access that a Remote Desktop Services user has to the FactoryTalk system.

Directory Protection Policy Settings

The **Directory Protection Policy Settings** specify client computer accounts usage of the FactoryTalk network directory.

Setting	Description
Support non-secure clients	<p>Determines whether client computers with FactoryTalk versions earlier than 2.50 can access a directory server computer with FactoryTalk CPR 9 SR5 or later. The policy is ignored if client computers are installed with FactoryTalk 2.50 or later.</p> <p>Allow means client computers with FactoryTalk versions earlier than 2.50 can connect to and retrieve information from a directory server computer with FactoryTalk 2.50 or later.</p> <p>Deny means only client computers with FactoryTalk 2.50 can connect to and retrieve information from a directory server computer with FactoryTalk 2.50 or later. Clients with FactoryTalk versions earlier than 2.50 are denied access and a Protocol version mismatch error occurs.</p> <p>Default: Allow</p> <p>Disconnect the directory server from the network before changing this policy. Reconnect to the network after applying the change. Otherwise, this policy is not properly enforced.</p>
Audit non-secure client connections	<p>Determines whether an audit message is created when client computers with FactoryTalk versions earlier than 2.50 connect to a directory server computer with FactoryTalk 2.50 or later.</p> <p>Enabled means an audit message is created when a client computer with a FactoryTalk version earlier than 2.50 connects to a directory server computer with FactoryTalk 2.50 or later.</p> <p>Disabled means an audit message is not created when a client computer with a FactoryTalk version earlier than 2.50 connects to a directory server computer with FactoryTalk 2.50 or later.</p> <p>Default: Enabled</p>
Directory cache expiration	<p>Determines how long the cache files remain available after the client computer is disconnected from the server. Once this time elapses, reconnect to the directory server to access the latest data files.</p> <p>If set to 0, cache files never expire.</p> <p>Minimum: 0 hours</p> <p>Maximum: 9999 hours</p> <p>Default: 0 hours</p>
Directory cache expiration warning	<p>Determines when a warning notification displays in the notification area prior to the directory cache expiring. Select FactoryTalk Directory in the notification area to quickly view the time expiration information.</p> <p>If set to 0, warnings do not appear prior to cache expiration. However, notifications can be seen upon disconnection and cache expiration.</p> <p>Minimum: 0 hours</p> <p>Maximum: 24 hours</p> <p>Default: 0 hours before expiration</p>

Setting	Description
Security authorization policy	<p>Determines whether the client computer is authorized with directory files from server or local client cache files.</p> <p>Require directory update from server before authorizing means the client computer is authorized using directory files from the server.</p> <p>Use local client cache means the client computer is authorized using local client cache files. The amount of time for the client computer to wait before transferring cache files is configured in Directory cache transfer waiting time.</p>
Directory cache transfer waiting time	<p>Sets how long the client computer waits before transferring cache files. This only applies to when security authorization uses local client cache.</p> <p>Minimum: 5 seconds</p> <p>Maximum: 600 seconds</p> <p>Default: 5 seconds</p>

Cache expiration policies

In FactoryTalk, rules for directory cache expiration are managed system-wide by the **Directory Protection Policy Settings** security policy properties. These policies determine:

- How long cache files remain available after the client computer disconnects from the server
- If a warning displays before the directory cache expires

Directory cache expiration policies for a specific computer or group of computers can be customized. For example, to allow a group of laptop computers to operate without a network connection for a longer time period, and for the cache to never expire for one of the laptops. To override the FactoryTalk network directory cache expiration policies, set directory cache timeout policies for a computer group or an individual computer.

The directory cache timeout policies cannot be modified in a FactoryTalk local directory.



Tip: The directory cache timeout policies are not supported if the client computer is installed with FactoryTalk Services Platform version 2.40 or earlier.

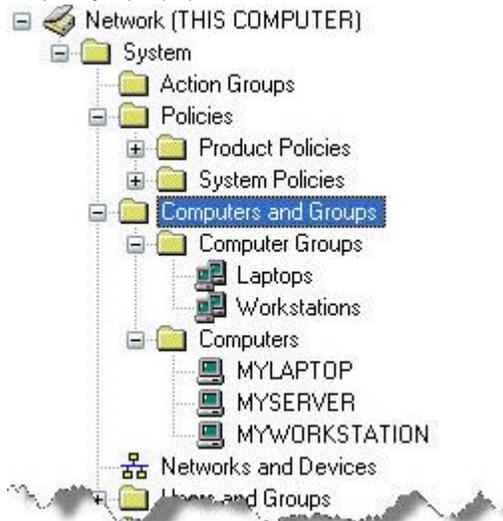
The cache expiration policies in FactoryTalk are applied in this order of precedence:

- By default, all computers in the directory adopt the directory cache expiration policy.
- Computer group cache expiration policies take precedence over the directory cache expiration policy. If a computer is assigned to multiple computer groups, the computer adopts the cache expiration of the first assigned computer group in alphabetical order.
- Computer cache expiration policies take precedence over the directory cache expiration policies of any of its computer groups.

This example shows how the cache expiration policies work.

Suppose that:

- Three computers connected to the FactoryTalk network directory server. MYLAPTOP is a member of computer group Laptops. MYWORKSTATION is a member of computer group Workstations.



The current setting covers the majority of your computers. Optionally, customize specific settings for some cases. For example, to allow computers of Laptops to operate in a disconnected state for a longer period (for example, 7 days, that is, 168 hours). Also, turn off the cache expiration functionality for computer *MYSERVER*.

To achieve these results,

- In the computer group policy setting of Laptops, select to override the directory cache expiration policy and set the computer group cache expiration value to **168**.
- In the computer policy setting of *MYSERVER*, select to override the directory cache expiration policy and set the computer cache expiration value to **0**.

DNS Alias Name

Using **DNS Alias Name** to switch to a new FactoryTalk Directory server can reduce the effort and impact to the system.

Setting	Description
DNS alias name of the FactoryTalk Directory server	Specifies the DNS alias name of a computer hosting the FactoryTalk Directory server. By altering the alias name associated with another computer, the client computer will be assigned to the new FactoryTalk Directory server automatically.

Encryption Settings

Use **Encryption Settings** to specify the encryption and decryption algorithm used by FactoryTalk-enabled products.

Setting	Description
Encryption method	<p>Specifies the encryption method used by FactoryTalk-enabled products.</p> <ul style="list-style-type: none"> • Legacy: The legacy encryption algorithm ensures compatibility with FactoryTalk Services Platform version 6.31.00 and earlier. • Enhanced: Uses the enhanced encryption algorithm meets modern security requirements for the FactoryTalk system. • If Enhanced is selected, all clients must be upgraded.

Password Policy Settings

For FactoryTalk user accounts, use **Password Policy Settings** to configure these security property settings:

- Password encryption method
- Password complexity
- Minimum password length
- Number of previous passwords remembered
- Minimum password age
- Maximum password age
- Password expiration warning

Passwords for FactoryTalk user accounts can be up to 64 characters long. A set of password policies determines the length and complexity of passwords. As a matter of good security practice, do not use blank passwords with accounts.

To help avoid intermittent security failures or an inability to log on, always use a password for all Windows-linked accounts. If not using a password for Windows-linked accounts, on the local computer, disable the Windows local security policy **Accounts: Limit local account use of blank passwords to console logon only**. Define password policies for Windows-linked accounts in Windows.

Setting	Description
Password encryption method	<p>Determines how the password is encrypted when stored in the FactoryTalk Directory.</p> <ul style="list-style-type: none"> • MD5 - A 128-bit hash algorithm that is used with previous versions of FactoryTalk Services Platform. Retained for backwards compatibility but has known security vulnerabilities. • SHA-256 - A 256-bit hash algorithm that meets modern security requirements. Where possible, transitioning systems to use SHA-256 password encryption method is strongly recommended.
Passwords must meet complexity requirements	<p>Determines how simple or complex passwords must be.</p> <p>Disabled means that passwords to user accounts can include any characters or combinations of characters.</p> <p>Enabled requires users to create passwords that are more secure, because passwords used for user accounts:</p> <ul style="list-style-type: none"> • Cannot contain all the user account name. For example, a user account named John12 cannot have the password John1234. However, the password 12John is permitted. This check is case sensitive so John12 could have the password jOHn12.

Setting	Description
	<ul style="list-style-type: none"> • Must contain at least six characters (change the minimum value using the Minimum password length policy) • Must contain characters from three of these four categories: <ul style="list-style-type: none"> ◦ Unaccented uppercase characters (A to Z) ◦ Unaccented lowercase characters (a to z) ◦ Numerals (0 to 9) ◦ Non-alphanumeric characters (!, @, #, %) <p>If enabled, any passwords that do not meet these minimum requirements are rejected, and the user is prompted to create a password that satisfies the criteria. These complexity requirements are defined by the system and cannot change. The Passwords must meet complexity requirements policy overrides the Minimum password length policy if the minimum password length is less than six characters. If the minimum password length is greater than six characters, Minimum password length takes precedence.</p> <p>Default: Disabled.</p>
Minimum password length	<p>Sets the minimum number of characters a user account password to a must contain. A value of 0 allows you to create user accounts without passwords.</p> <p>If enabled, the Passwords must meet complexity requirements policy requires a minimum password length of six characters. However, if the Minimum password length policy is set to more than six characters, this overrides the Passwords must meet complexity requirements policy.</p> <p>Minimum: 0 characters. A value of 0 characters enables the creation of user accounts without passwords.</p> <p>Maximum: 64 characters</p> <p>Defaults:</p> <ul style="list-style-type: none"> • For the network directory, 6 characters. • For the local directory, 0 characters. Users can set the passwords to their accounts to be blank.
Previous passwords remembered	<p>Sets the number of unique new passwords that must be created before reusing an old password. This policy ensures that old passwords are not continually reused. To maintain the effectiveness of the Previous passwords remembered policy, set the Minimum password age policy to a non-zero value to prevent passwords from being changed immediately. This policy is also necessary to make the Maximum password age policy meaningful.</p> <p>If this policy is set to 0 passwords users can immediately re-use their existing passwords when their passwords expire.</p> <p>Minimum: 0 passwords</p> <p>Maximum: 24 passwords</p> <p>Default: 3 passwords</p>
Minimum password age	<p>Sets the minimum number of days passwords must be in effect before they can change. If set to 0, users can change their passwords immediately following a prior change.</p>

Setting	Description
	<p>This policy works together with the Previous passwords remembered policy to prevent a user from changing a password repeatedly until one of the user's old password favorites can be used again.</p> <p>If the value of the Minimum password age is greater than the value of the Maximum password age, the minimum password age is ignored.</p> <ul style="list-style-type: none"> • Minimum: 0 days • Maximum: 999 days • Default: 0 days. Users can change their passwords at any time.
Maximum password age	<p>Sets the maximum number of days passwords can be used before they must change.</p> <p>If set to 0, passwords never expire. When setting this value, be sure also to specify a smaller value for the Password expiration warning.</p> <p>If the Maximum password age expires, the user is prompted to change the password when next logging on with the account.</p> <p>If the value of the Maximum password age policy is less than the value of the Minimum password age policy, the minimum password age is ignored.</p> <ul style="list-style-type: none"> • Minimum: 0 days • Maximum: 999 days • Default: 0 days. Users are never prompted to change their passwords.
Password expiration warning	<p>Sets the number of days before passwords are due to expire that the system begins prompting users to change their passwords.</p> <p>If Maximum password age is set to 0, the password expiration warning never appears.</p> <p>If the value of the Password expiration warning is greater than the value of the Maximum password age, a password expiration warning appears the next time the user attempts to log on.</p> <ul style="list-style-type: none"> • Minimum: 0 days before expiration • Maximum: 999 days before expiration • Default: 14 days before expiration

Service Token

Use **Service Token** to specify whether to use a signed service token.

Setting	Description
Service token signature method	<p>Specifies the service token signature method from FactoryTalk.</p> <ul style="list-style-type: none"> • Legacy: The legacy method ensure compatibility with version 6.31.00 or earlier FactoryTalk Directory clients. • Enhanced: The enhanced method increases the security of communications using the signature service token. <p>When selecting Enhanced, only version 6.40.00 and later FactoryTalk Directory clients can successfully communicate using the service token.</p> <p>Changing the setting requires the FactoryTalk system to be restarted.</p>

Single Sign-On Policy Settings

Use **Single Sign-On Policy Settings** in **Security Policy Properties** to set whether users can log on once to the FactoryTalk system or must log on to each FactoryTalk product separately.

Disable single sign-on if users will be connecting through Remote Desktop Services using the name of the Remote Desktop Connection server computer. This is determined through the computer policy setting **Identify terminal server clients using the name of**. The computer name is saved as part of the single sign-on user's credentials and might affect the level of access a user has to the FactoryTalk system.

Setting	Description
Enabled	Requires users to log on to the FactoryTalk system only once. The system checks the user's access rights as the user performs actions after logging on. If the user has the required access rights, the action is allowed to proceed. If the user does not have the required access rights, the action is prevented from taking place. The user is not prompted repeatedly to log on with a user name and password.
Disabled	Requires users to log on to each FactoryTalk product separately.

When to disable single sign-on

If multiple users are sharing the same Windows user account, but have different FactoryTalk user accounts, it might be necessary to disable single sign-on. This is because with single sign-on enabled, the last user that logged on to FactoryTalk is automatically logged on to all subsequent FactoryTalk products. If the ability to distinguish the actions of individual users is necessary, disable single sign-on to force all users to identify themselves to each FactoryTalk product they use.

There is no way to log all users off all FactoryTalk products simultaneously. This is because some products might need to run without interruption in the background. To log all users off all FactoryTalk products simultaneously, log off Windows. Logging off Windows also shuts down all FactoryTalk products that were started in the Windows session, regardless of how many users were logged on.

Also disable single sign-on when logging on to FactoryTalk through Remote Desktop Services using the name of the Remote Desktop Connection **server** computer. Alternatively, change the security policy **Identify terminal server clients using the name of** to allow Remote Desktop Services users to connect using the name of the Remote Desktop Connection **client** computer.

If single sign-on still does not seem to be working properly, the FactoryTalk product in use may not support the single sign-on capability. Some FactoryTalk products always require users to log on, even if single sign-on is enabled.

FactoryTalk System Communication Settings

Use **FactoryTalk System Communication Settings** to select Socket.IO or DCOM for distributed system. These settings only impact the **Network** directory. Changing this setting can impact the ability of FactoryTalk Directory clients to communicate with the FactoryTalk Directory Server.

Setting	Description
System communication type	<p>Specifies the communication type used in the FactoryTalk event system.</p> <ul style="list-style-type: none"> <p>Auto: The FactoryTalk Directory event server accepts both Socket.IO and DCOM connections from clients. You must use Auto or DCOM when computers running FactoryTalk Services Platform version 6.30 or earlier communicate with the version 6.31 FactoryTalk Directory Server.</p> <p>When you select Auto, the system prefers Socket.IO connections. If Socket.IO connection cannot be established, the system will use DCOM until the service is restarted.</p> <p>Socket.IO: The FactoryTalk Directory event server will only accept Socket.IO connections. If all computers hosting FactoryTalk-enabled software are running FactoryTalk Services Platform version 6.31 or later, you can use Socket.IO.</p> <p>To use Socket.IO, select the FactoryTalk Directory Server Services option when installing FactoryTalk Services Platform. When you select Socket.IO, the system uses only Socket.IO connection.</p> <p>Note: When using this setting, computers running FactoryTalk Services Platform client that predates 6.31 will not be able to communicate with the FactoryTalk Directory Server.</p> <p>DCOM: The FactoryTalk Directory event server will only accept DCOM connection. You must use Auto or DCOM when computers running FactoryTalk Services Platform version 6.30 or earlier to communicate with the version 6.31 FactoryTalk Directory Server.</p> <p>When you select DCOM, the system uses only DCOM connection.</p> <p>The default type is Auto. This default setting ensures that both version 6.31 clients and previous version clients can communicate with the version 6.31 FactoryTalk Directory Server.</p>

Setting	Description
System communication protocol	<p>Specifies the communication protocol used between the computer hosting the FactoryTalk-enabled software client and the computer hosting the FactoryTalk Web Event Server.</p> <ul style="list-style-type: none"> • WebSocket: It is a persistent TCP connection between a client and a server, which provides a real-time full-duplex communication channel. • Polling: It is a discontinuous TCP connection between a client and a server, which provides a near-real-time data access pattern. <p>Note: When the network is not stable, we do not recommend that you use WebSocket Protocol. Turning on WebSocket Protocol require the computer to be restarted.</p> <p>This setting only affects the system when System communication type is set as Auto or Socket.IO. The default protocol is Polling.</p>
System communication port	<p>Specifies the communication port for the computer hosting the FactoryTalk Web Event Server.</p> <p>This setting only affects the system when System communication type is set as Auto or Socket.IO. The default port is 7113.</p>

Web Authentication Settings

Web Authentication Settings are only available for the Azure AD user sign-in.

Setting	Description
Web authentication timeout	Specifies the amount of time before the connection is timed out. The value ranges from 15 through 3600.
Web authentication retry counts	Specifies the connection retry counts. The value ranges from 1 through 100.

Web Authentication/Authorization Server

The following table shows the security settings for FactoryTalk-enabled software web applications.

Setting	Description
FactoryTalk Web Authentication port	Specifies the communication port that FactoryTalk-enabled software web applications can access. The default port is 7110.
FactoryTalk Web Support Service port	Specifies the communication port that the FactoryTalk Web Support Service can access. The default port is 7111.

Setting	Description
Reverse Proxy port	Specifies the website port for computers using the FactoryTalk Reverse Proxy Server. <ul style="list-style-type: none"> If you are using HTTPS, the default port is 443. If you are using HTTP, the default port is 80.
Reverse Proxy protocol	Specifies the communication protocol, HTTPS or HTTP, for computers using the FactoryTalk Reverse Proxy Server.
Access token expiration	Specifies the amount of time before the access token expires. <ul style="list-style-type: none"> Minimum: 1 minute Maximum: 52,600 minutes Default: 60 minutes
Authorization code expiration	Specifies the amount of time before the authorization code expires. <ul style="list-style-type: none"> Minimum: 1 minute Maximum: 1,440 minutes Default: 10 minutes
Refresh token expiration	Specifies the amount of time before the refresh token expires. <ul style="list-style-type: none"> Minimum: 1 minute Maximum: 1,440 minutes Default: 1,440 minutes

Navigate the Policy Properties windows

All **Product Policies** and **System Policies** windows contain the same features to navigate to the property setting.

To navigate the Policy Properties windows

- To sort the policy settings alphabetically, select **Alphabetic:** 
- To sort the policy settings by category, select **Categories:** 
- To expand or collapse the list of policy settings in a category, select the arrow next to the category name.
- To change a setting, select the setting, then choose or type a new value.
- To change the size of any column, move the cursor over a column heading until a cross-bar shape appears, then select and drag to expand or reduce the column size.
- To resize the description of a selected setting, drag the top part of the description pane at the bottom of the window.

Export policies to XML

Export policies to save current FactoryTalk Directory policy settings to an XML file. Use an XML or text comparison tool to determine policy changes between exported policy files.

The exported policies are limited to the policies accessible by the logged on user. If the logged-on user does not have Read, Execute, or List Children permissions for a policy or its parent folders, that policy is not exported.

Prerequisites

Obtain permissions for each policy to be exported:

- Common > Read
- Common > Execute
- Common > List Children

To export policies to XML

1. From the **Tools** menu, select **Export Policies**.
2. Enter or browse to a path for the XML file.
3. Select **Export**.

Export policies via the command line

Beginning with FactoryTalk Services Platform version 6.30, users can export policies with **FTPolicyExport Tool**. The policies can be exported from the FactoryTalk Administration Console interface and the command line.

The exported policies are limited to the policies accessible by the logged-on user. If the logged-on user does not have Read, Execute, or List Children permissions for a policy or its parent folders, that policy is not exported.

Use an XML or text comparison tool to determine policy changes between exported policy files.

Prerequisites

- To successfully export policies, ensure the user has the permission to export the current FactoryTalk Directory policy settings:
 - In **FactoryTalk Administration Console**, select **System > Policies > FactoryTalk Administration Console > Feature Security > Properties > Export Policies > Configure Security**.
- To successfully export policies, ensure the user has the following permissions to all areas of the FactoryTalk Directory:
 - Common > Read
 - Common > Execute
 - Common > List Children

Command-line Parameters

When executing the export utility from the command line, use the following syntax:

```
"FTPolicyExportTool.exe. -sso [-g/ -l] -p"
```

Parameters	Description
-sso	Required. Uses single sign-on for authentication.
-g/-l	Required. Specifies the FactoryTalk Directory you need to log in and export policies. "g" means the Global (network) directory. "l" means the Local directory.
-p	Required. Specifies the location to save the exported XML file.

Examples of exporting policies via commands

1. Export global FactoryTalk Directory policies to the current folder

```
"C:\Program Files (x86)\Common Files\Rockwell\FTPolicyExportTool.exe" -sso -g -p  
"..\Policy.xml"
```

2. Export local FactoryTalk Directory security policies to a specified folder

```
"C:\Program Files (x86)\Common Files\Rockwell\FTPolicyExportTool.exe" -sso -l -p  
"C:\Users\Public\Documents\Policy.xml"
```

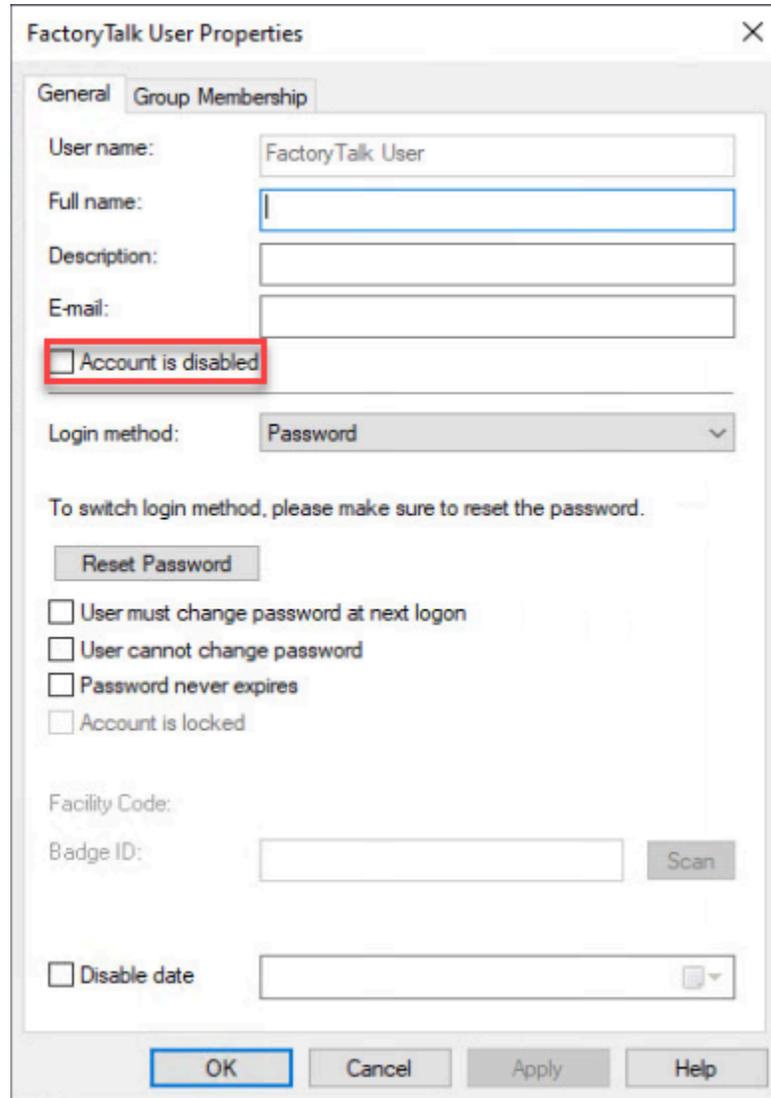
User account and password status in exported policies

In FactoryTalk Services Platform version 6.30, the exported FactoryTalk Directory policies include the user account and password status information. The information can be found in the exported XML file.

Export the user account status

It is only possible to export the account status for **FactoryTalk User** and **FactoryTalk Temporary User** accounts. The export includes the account status (disabled, enabled, deleted, locked, or Unknown).

The account can be disabled or enabled by selecting or clearing the **Account is disabled** checkbox.



Here is an example of the exported user account status:

```
<AccountStatus property="AccountStatus">
  <AccountStatusValue value="0" type="VT_UI4" />
</AccountStatus>
```

The values in the XML file represent different user account statuses.

Value	Status
0	The account is in a normal status.
-1	The account is deleted.
-2	The account is disabled.
-3	The account is locked.
-4	The account is disabled and locked.

Export the password settings and password age

It is only possible to export the password settings and password age for **FactoryTalk User**. The password settings (**User must change password at next logon** and **Password never expires**), and the password age can be exported and included in the XML file.

The screenshot shows the 'FactoryTalk User Properties' dialog box with the 'General' tab selected. The 'User name' field contains 'FactoryTalk User'. The 'Full name', 'Description', and 'E-mail' fields are empty. The 'Account is disabled' checkbox is unchecked. The 'Login method' is set to 'Password'. Below this, there is a message: 'To switch login method, please make sure to reset the password.' and a 'Reset Password' button. Three checkboxes are highlighted with red boxes: 'User must change password at next logon', 'User cannot change password', and 'Password never expires'. The 'Account is locked' checkbox is unchecked. The 'Facility Code' and 'Badge ID' fields are empty, with a 'Scan' button next to the 'Badge ID' field. The 'Disable date' field is empty with a calendar icon. At the bottom, there are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

Here is an example of the exported password status:

```
<PasswordExpirationDaysLeft property="PasswordExpirationDaysLeft">
  <PasswordExpirationDaysLeftValue value="14" type="VT_UI4" />
</PasswordExpirationDaysLeft>
```

The values in the XML file represent different password status.

Value	Password age
> 0	Indicates the number of days left before the password expires. The maximum of days is 999.
= 0	The password expires.
= -1	The password never expires.
= -2	The password needs to be changed at the next logon.

Set product-specific policies

To prevent users of a FactoryTalk product from making unwanted changes, restrict user access to individual product features. Only users with the required level of access can use the product features once secured.

Example: Configure product policies for RSLinx Classic, to restrict the ability to shut down the RSLinx Classic service to only the group *Network admins*, to prevent system operators from inadvertently shutting down RSLinx Classic during run time.

A product policy is a collection of securable features in a FactoryTalk product. A product policy applies to only one product—if a user account is denied access to a product feature, that feature cannot be used when using that product, but the feature can still be used in other FactoryTalk products if the feature was not secured in that product.

To view and edit permissions:

- For features of a single product. In **Explorer**, expand **System > Policies > Product Policies**. Expand the folder for the product, right-click **Feature Security** and then select **Properties. Feature Security Properties** opens. The configurable permissions are listed under **Category**. Select **Configure Security** next to the category of permissions being edited, and then choose the users or groups that will be allowed or denied access to the feature.
- For features of multiple products. In **Explorer**, expand **System > Policies**. Right-click **Product Policies** and select **Configure Feature Security** to open **Feature Security for Product Policies**. Then select to allow or deny permissions as needed for the products in the FactoryTalk Directory.

Secure features of a single product

To restrict access to one or more features of a single FactoryTalk property, use **Feature Security Properties**.

To secure features of a single product

1. Log on to the FactoryTalk Directory.
2. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > Product Policies**.
3. In the **Product Policies** folder, expand the folder for the product.
4. Right-click **Feature Security** and select **Properties**.
5. In **Feature Security Properties**, select the row containing the feature. A description of the feature appears at the bottom of the window.
6. Configure the security settings for the feature:
 - If the product policy contains settings that are configured using lists, configure the settings, select **OK**, and skip the rest of the steps.
 - If the product policy is not configured using lists, in the column on the right, select **Browse (...)** beside **Configure Security**.
7. Use **Configure Securable Action** to select the users or user groups that have permission to access the feature and select **OK**.
8. Repeat steps 4-6 as needed to configure the features that make up the product policy.
9. Select **OK**.

Secure multiple product features

Use **Feature Security for Product Policies** to secure features of multiple FactoryTalk products at once. The term *action* in **Feature Security for Product Policies** refers to a product feature. Each FactoryTalk product installed provides different securable features (actions).

Select **plus (+)** next to each FactoryTalk product to view the features to secure.

To secure multiple product features

1. Log on to the FactoryTalk Directory.
2. In FactoryTalk Administration Console **Explorer**, expand **System > Policies**.
3. Right-click **Product Policies** and select **Configure Feature Security**.
4. (optional) To add a user and computer to the **Users** list, select **Add**. In **Select User and Computer**, select a user or group of users, and a computer or group of computers, and select **OK**.
5. In **Feature Security for Product Policies**, either:
 - Select **User** to specify which features a selected user can perform.
 - Select **Action** to specify which users can access a selected feature. Skip to step 7.
6. To set permissions by user:
 - In the **Users** list, select the user or user group to secure their access.
 - In the **Actions** list, expand the list of products and categories as needed to locate the feature to secure and select the feature. Skip to step 8.
7. To set permissions by feature:
 - In the **Actions** list, expand the list of products and categories to locate the feature to secure and select the feature.
 - In the **Users** list, select the user or group whose access to the feature is being secured.
8. Specify security settings, either:
 - Select **Allow** to allow a user to perform the action.
 - Select **Deny** to deny a user access to the action.

If both **Allow** and **Deny** are cleared, the user is denied access to the feature.
9. Repeat steps 5–8 as needed to secure additional product features.
10. Select **OK**.

Feature Security for Product Policies

How do I open Feature Security for Product Policies?

1. In the **Explorer** window, expand **System > Policies**.
2. Right-click **Product Policies**, then click **Configure Feature Security**.

Use the **Permissions** tab in **Feature Security for Product Policies** to secure features in multiple FactoryTalk products at the same time.



Tip: Security for FactoryTalk Linx Gateway must be configured one feature at a time.

If using a local and a network FactoryTalk Directory, configure product policies in each directory separately.

Setting	Description
View permissions by	View the same set of permissions from two different points of view: <ul style="list-style-type: none"> by user – Select User, select a user, and then specify what product features that user can access by action – Select Action, select a product feature, and then specify which users can perform the feature
Add	Select Add to add a user and computer to the list.
Remove	Select Remove to remove a user and computer from the list.
Action list	The term action in Feature Security for Product Policies refers to a product feature. Each FactoryTalk product installed provides different securable features (actions). Select plus (+) next to each FactoryTalk product to view the features to secure. For more information about each product, refer to the product's documentation.
Allow	Select to allow access to a product feature.
Deny	Select to deny access to a product feature.
Allow and Deny	Clear both to deny access to the feature.

Related information

[Secure multiple product features on page 122](#)

[Permissions on page 183](#)

[Things you can secure on page 23](#)

[Differences between securable actions and product policies on page 124](#)

Feature Security Policies

How do I open Feature Security Properties?

1. Start FactoryTalk Administration Console or FactoryTalk View Studio and then log on to the FactoryTalk Directory.
2. In **Explorer**, expand **System > Policies > Product Policies** and then expand the folder for the product.
3. Right-click **Feature Security** and select **Properties**.

Use the **Policy Settings** tab in **Feature Security Properties** to configure the security policy settings available for a FactoryTalk product. Each FactoryTalk product has a different set of security policy settings that can be configured to allow or deny access to the feature by specific users or groups. Starting from FactoryTalk Services Platform version 6.30.00 and Studio 5000 Logix Designer version 34.00.00, configuring Auto-Logout in **Session Settings** allows you to lock Studio 5000 Logix Designer after a specified period of idle time.

Policy settings are completely separate in the network directory and local directory. Changes made to the policy settings in one directory do not apply to the other directory.

Related information

[Secure features of a single product on page 121](#)

[Secure multiple product features on page 122](#)

[Differences between securable actions and product policies on page 124](#)

Differences between securable actions and product policies

A product policy is a collection of securable features in a FactoryTalk product. A product policy is different than a securable action in these ways:

- A securable action applies to all products that use that action in a particular context—such as an application or area.
- A product policy applies to only one product—if denied permission to a product feature, that product feature cannot be used when using that product.

In some cases, there are securable actions and product policies for the same capability. For example, that Logix Designer application has both a securable action and a product policy named **Firmware: Update**.

- The securable action applies to all products—if denied permission to the **Firmware: Update** action in an application or area, firmware in the controller from that application or area using any product cannot be updated.
- The product policy applies to only Logix Designer application—if denied permission to **Firmware: Update**, firmware cannot be updated when using Logix Designer application to configure any controller.

Unlike securable actions for resources, product policies do not inherit security settings. When specifying permissions for product policies, clearing both **Allow** and **Deny** does not allow the policy setting to inherit security. Instead, clearing both denies access to the product feature.

For details about securable actions and product policies in a particular FactoryTalk product, see the documentation for the product.

Manage logical names

Starting from version 2.10, FactoryTalk Services Platform supports Logical Names. A logical name is an alias that identifies a control network or device. Use a logical name to provide a shorter or more intuitive name to identify a device, instead of using its network relative path. Logical names also change the way devices inherit security permissions. Control devices with identical logical names share security permissions across different control networks and across different computers, without requiring identical driver names or relying on identical network paths.

Define logical names in FactoryTalk Administration Console before configuring security for ControlLogix controllers in RSLogix 5000 version 12.00 or later. For all other types of control hardware, choose whether to associate security settings with logical names or with network relative paths.

A logical name can be part of a resource grouping assigned to an area or application. If a logical name is assigned to an area, it inherits the security permissions of the area. Using logical names to secure resources will increase the size of the cache that must synchronize between the FactoryTalk Directory server and each FactoryTalk Directory client.

NOTE: We recommend that you use Permission Sets to improve the efficiency of the FactoryTalk Directory cache synchronization in Studio 5000 Logix Designer version 28.00 or later.

RSLogix 5000 is known as Studio 5000 Logix Designer starting from version 21.00.

Configure a permission set

Starting from version 2.80, FactoryTalk Services Platform supports Permission Sets. If you select Permission Sets to secure resources in Studio 5000 Logix Designer version 28.00 or later, you can associate sets of permissions with users, user groups, and computers to limit access to specific actions. You can create multiple Permission Sets using different users, user groups, and computers.

NOTE: We recommend that you use Permission Sets to improve the efficiency of the FactoryTalk Directory cache synchronization.

Prerequisites

Setting Permissions Sets requires these security permissions:

- Common > Read
- Common > Configure Security

To configure a permission set

1. In FactoryTalk Administration Console **Explorer**, go to **localhost > System > Permission Sets**.
2. Right-click the Permission Set name that you want to configure, and then select **Security**.

3. In **Security Settings**, in the **Permissions** tab,
 - Set permissions by user:
 - Select **User**.
 - In **Users and Computers**, select a user and computer.
 - In **Action**, expand the category that contains the action to secure, and select the action.
 - Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
4. Select **Allow** or **Deny**, or clear both. Clear both **Allow** and **Deny** to make **Action Groups** or the individual action group inherit its security settings from a resource higher in the directory tree.
5. (optional) To control access to the selected action by another user or group, select **Add**, and in **Select User and Computer**, select the user or group, and computer or group to add, and select **OK**.
6. When finished configuring security for the logical name, select **OK**.
7. In the Security Settings dialog box, select the group for which you want set permissions.
8. Select **OK**.

Logical names

A logical name is an alias that identifies a control network or device. Use logical names to provide a shorter or more intuitive name to identify a device instead of using its network relative path. Logical names also change the way devices inherit security permissions.

Consider these questions:

Question	Answer
Why use logical names?	<ul style="list-style-type: none"> • Control devices with identical logical names on page 129 share security permissions across different control networks and across different computers, without requiring identical RSLinx Classic driver names or relying on identical network paths. • Logical Names are required to configure security for ControlLogix controllers. <p>Logical names are required to bind a Logix architecture controller to a FactoryTalk Directory server (when desired) for controllers prior to version 28.00. For version 28.00 and later controllers, we recommend that you use Permission Sets.</p> <ul style="list-style-type: none"> • Logical names can be used as aliases for control devices with multiple paths, so that each instance of the device is associated with a single set of security permissions.
What happens when a logical name is added?	<ul style="list-style-type: none"> • After adding a logical name on page 128 for a control device, the security system automatically uses the security permissions associated with that name, rather than with the device's network relative path, to determine access permissions.

Question	Answer
	<ul style="list-style-type: none"> • After defining a new logical name, establish security permissions for the control device. Be sure to add an identical logical name for the control device on each computer on the network that has access to the device, if the different computers have different relative paths to the device. • If security is configured for a control device identified by a network relative path, and then later a logical name for the device is added, the original security permissions are not lost; they remain associated with the path, but they do not transfer to the logical name. As a result, the original security permissions are no longer accessible, because security now attempts to access the security permissions using the name, not the path. • If a control device's logical name is changed, the original security permissions remain associated with the first logical name. Re-add security permissions for the device, to associate them with the new logical name.
What happens when a logical name is deleted?	<ul style="list-style-type: none"> • When a logical name is deleted on page 128, the security system automatically uses the security permissions associated with the device's network relative path. • The logical name and its associated security permissions still exist in the security system after a name is deleted. For example, suppose the name "MyPLC1" is assigned to Device1 on Computer A and Computer B, and each computer has a different relative path to Device1. When a user attempts to perform an action on Device1 from either computer, the security system checks the permissions associated with "MyPLC1." Now suppose we delete the name "MyPLC1" on Computer A, but leave it assigned on Computer B. If a user attempts to perform an action on Device1 from Computer A, security uses the permissions associated with the Device1's network relative path. If a user attempts to perform an action on Device1 from Computer B, however, security uses the permissions associated with the logical name "MyPLC1." • Do not delete logical names for RSLogix 5000 controllers. Because RSLogix 5000 controllers do not have network relative paths, deleting a logical name can cause unexpected results.

Add a logical name

Add a [logical name on page 126](#) to **Networks and Devices** to create an alias that identifies a control network or a device. Use a logical name to provide a shorter or more intuitive name to identify a device, instead of using its network relative path. Logical names also change the way devices inherit security permissions. Control devices with identical logical names share security permissions across different control networks and across different computers, without requiring identical driver names or relying on identical network paths.

Add logical names in FactoryTalk Administration Console before configuring security for RSLogix 5000 controllers. For all other types of control hardware, choose whether to associate security settings with logical names or with network relative paths.

Logical names can be added and configured in advance of creating areas or applications.

To add a logical name

1. In FactoryTalk Administration Console **Explorer**, expand **Networks and Devices** until **Logical Names** is visible.
2. Right-click **Logical Names** and select **New Logical Name**.
3. In **New Logical Name**, enter the name. For a RSLogix 5000 controller, type a name that is identical to the device name stored in the controller.
4. Select **OK**.

The logical name is created and can be assigned to an area or application using **Resources Editor**.



Tip: Alternatively, select an area or application and add a logical name to it. This assigns the logical name to the area or application so that it immediately inherits the security permissions of that area or application.

Delete a logical name

Delete a [logical name on page 126](#) from **Networks and Devices** when not needed as an alias for a control device or network. After deleting a logical name, the security permissions for the devices associated with it revert to the permissions of the device or network.

IMPORTANT: Because RSLogix 5000 controllers do not use network relative paths, deleting a logical name associated with a RSLogix 5000 controller can cause unexpected results.

To delete a logical name

1. In FactoryTalk Administration Console **Explorer**, expand **Networks and Devices** until **Logical Names** is visible.
2. Right-click the logical name and select **Delete**.

Add a device to a logical name

Use **Logical Name Properties** to add control devices or networks to a logical name so that they inherit the security permissions of the logical name.

To add devices to a logical name

1. In FactoryTalk Administration Console **Explorer**, expand **Networks and Devices** until the logical name is visible.
2. Right-click the logical name, then select **Properties**.
3. In **Logical Name Properties**, select **Add**.
4. In **Device Browser**, select a device, or type the network relative path to a device that does not exist yet, but will be added later.
5. When finished, select **OK**.

Remove a device from a logical name

Use **Logical Name Properties** to remove a device association from a logical name.

IMPORTANT: Do not remove an RSLogix 5000 controller from a logical name. Because RSLogix 5000 controllers do not use network relative paths, removing the device from a logical name can cause unexpected results.

To remove a device from a logical name

1. In FactoryTalk Administration Console **Explorer**, expand **Networks and Devices** until the logical name is visible.
2. Right-click the logical name, then select **Properties**.
3. In **Logical Name Properties**, in the **Device members** list, select a device or network.
4. Select **Remove**, then **OK**.

Assign a control device to a logical name

A logical name is an alias that identifies a control network or device. Add logical names in FactoryTalk Administration Console before configuring security for RSLogix 5000 controllers. If assigned to an area or application, a logical name inherits the security permissions of that area or application.

Use **Device Properties** to assign a control device to an existing logical name or add the device to a new logical name.

To assign a control device to a logical name

1. Expand **Networks and Devices** until the network or device is visible.
2. Right-click the network or device and select **Properties**.
3. In **Device Properties**, the **Logical name** list displays the current logical name the device or network it is assigned to.
4. Either:
 - Assign a new logical name. Select **<New...>**. In **New Logical Name**, enter a descriptive name and select **OK**.
 - Select from an existing logical name or change the logical name associated with the device. Select the **Logical name** drop-down and select the logical name to assign the device to.
5. Select **OK**.

6. If different computers have different relative paths to the device, add an identical logical name for the control device on each computer on the network that has access to the device.



Tip: If you change the logical name of a control device, the security permissions remain associated with the first logical name. Re-add security permissions for the device to associate them with the new logical name.

Add a logical name to an area or application

Devices with identical [logical names on page 126](#) share security permissions across different control networks and across different computers, even if those devices are configured with different driver names or network paths. Add logical names before configuring security for RSLogix 5000 controllers. For all other types of control hardware, choose whether to associate security settings with logical names or with network relative paths.

Add a logical name to an area or application when the permissions associated with the logical name are inherited from that area or application. For how to delete the logical name, see [Delete a logical name from an area or application on page 130](#).

Prerequisites

Adding a logical name requires these permissions for the area or application:

- Common > Create Children
- Common > List Children
- Common > Read

To add a logical name to an area or application

1. In FactoryTalk Administration Console **Explorer**, right-click the application or area, point to **Logical Name**, and then select **New**.
2. In **New Logical Name**, type a name and select **OK**.

Delete a logical name from an area or application

Delete a [logical name on page 126](#) from an area or an application to break the link between the logical name and the permissions associated with the area or application.

For how to add the logical name, see [Add a logical name to an area or application on page 130](#).

Prerequisites

Deleting a logical name requires these permissions for the application or area:

- Common > Delete
- Common > List Children
- Common > Read

To delete a logical name from an area or application

1. In FactoryTalk Administration Console **Explorer**, expand the local or network directory tree until the application or area that contains the logical name is visible.
2. **Right-click** the application or area icon, and then select **Resource Editor**.
3. In the **Resources Editor**, the application is selected in the **Areas** list.
4. In the **Associated Resources** list, select the logical name to delete, and then select **Cut**.
5. Select **Close**.

New Logical Name

How do I open New Logical Name?

In the **Explorer** window, expand the FactoryTalk network or local directory tree until the application or area where you would like to assign the logical name is visible, right-click the area or application, point to **Logical Name**, and click **New**.

Alternately, open **New Logical Name** from the **Resources Editor** or the **Logical Names** tree in the **Explorer** (if available).

Use **New Logical Name** to create an alias for the path to a device. A logical name associates security permissions directly with the name, rather than with the path. This allows you to associate a network or device with a single set of security permissions. Devices with identical logical names share security permissions across different control networks and across different computers.

IMPORTANT: When using RSLogix 5000® controllers, you must use logical names to add a mapping between FactoryTalk Administration Console and the devices.

After creating a new logical name, type a descriptive name to identify it.

- If **New Logical Name** is opened from an application or area in FactoryTalk Administration Console **Explorer**, the new logical name is assigned to the application or area.
- If **New Logical Name** is opened from **Select Resources**, use **Logical Name Properties** to assign the new logical name to an application or area.

How to add or delete a logical name

- [Add a logical name to an area or application on page 130](#)
- [Delete a logical name from an area or application on page 130](#)

Logical Name Properties

How do I open Logical Name Properties?

In the **Explorer** window, expand the FactoryTalk network or local directory tree until the application or area where you would like to assign the logical name is visible, right-click the area or application, point to **Logical Name**, and click **New**.

Alternately, open **New Logical Name** from the **Resources Editor** or the **Logical Names** tree in the **Explorer** (if available).

Use **Logical Name Properties** to:

- View the control devices associated with a logical name
- [Add on page 128](#) or [remove control devices from a logical name on page 129](#)
- View or remove the area associated with a control device via its resource grouping

Use the following settings to edit the properties of a logical name.

Setting	Description
Logical name	<p>Select a logical name to edit the control devices associated with it. To create a new logical name, select New and then, in New Logical Name, type a logical name. For a RSLogix 5000 controller, type a name that is identical to the device name stored in the controller. Devices with identical logical names share security permissions across different control networks and across different computers, even if those devices are configured with different driver names or network paths.</p> <p>After defining a logical name, create security permissions for the control device. The new security permissions that you define are now associated with the logical name. Any security permissions defined earlier, before a logical name was added, remain associated with the device's network relative path, and are not copied to the logical name.</p> <p>Because RSLogix 5000 devices do not use network relative paths, define logical names for RSLogix 5000 devices before configuring security.</p>
Device members	<p>This list shows the network relative paths of the devices that are referenced by the selected logical name.</p> <p>To add devices to the selected logical name, select Add. You can add multiple devices to a single logical name, but you cannot add a single device to multiple logical names.</p> <p>To save changes, select Apply.</p> <p>To remove a device from the selected logical name, select the device and then select Remove.</p>
Area associated with	<p>If the selected logical name is a member of a hardware resource grouping, this field shows the area from which the logical name inherits its security permissions. The information in this field appears only as a reference. You cannot edit this field.</p> <p>To remove the logical name from the area, select Remove.</p>

Device Properties

For control hardware displayed in the **Networks and Devices** tree, use **Device Properties** to:

- View network relative paths
- Add a device to a new logical name
- [Assign a control device to an existing logical name on page 129](#)
- Change the logical name associated with the device
- [Remove a device from a logical name on page 129](#)

- [Remove the control device from a resource grouping on page 137](#)

IMPORTANT: Do not remove RSLogix 5000 controllers from a logical name. Because RSLogix 5000 controllers do not use network relative paths, removing the device from a logical name can cause unexpected results.

Setting	Description
Device path	Displays the network relative path of the device. This setting is read-only.
Logical name	<p>Associates a device with a logical name. Select a logical name to view the area associated with the logical name. The area indicates the resource grouping to which the logical name belongs. Do either:</p> <ul style="list-style-type: none"> • To create a new logical name, select <New...>. In New Logical Name, enter a descriptive name and select OK. • To associate the device with an existing logical name, or to change the logical name associated with the device, under Logical name select the logical name. • To remove the logical name the device is associated with, select None. The security system automatically uses the security permissions associated with the device's network relative path.
Area associated with	If the selected logical name is a member of a hardware resource grouping, this setting displays the area from which the logical name inherits its security permissions. This setting is read-only.
Remove	To remove the logical name from the area, select Remove . This removes the logical name from the resource grouping.

Resource grouping

A resource grouping is a collection of hardware resources from the **Networks and Devices** tree that is associated with an application or area. Grouping hardware resources under an application or area allows defining of security permissions for a set of control hardware in one step, rather than having to set permissions for each device separately. Hardware in a resource grouping can be defined by its network relative path or by its logical name.

To manage the security of control hardware through an application or area, use the **Resources Editor** to:

- [Group hardware resources in an application or area on page 135.](#)
- [Move a resource between areas on page 136.](#)
- [Remove devices from a resource grouping on page 137.](#)

Resource groupings

A resource grouping is a collection of hardware resources from the **Networks and Devices** tree that is associated with an application or area. A resource grouping is not a separate account type.

Grouping resources under an application or area allows granting or denying security permissions for a set of control hardware in one step, rather than setting permissions for each device separately.

Create a resource grouping in any application or area in the FactoryTalk Directory by selecting resources to associate with the area in the **Resources Editor**. A resource grouping automatically inherits the security settings of the application or area where the resource group is located.

These security [permissions on page 183](#) might be explicit permissions defined specifically for the area, or they might be inherited from the application in which the area is located, or from the FactoryTalk Directory in which the application is located. If needed, set explicit permissions for a device that override the security permissions set for its resource group by browsing for the network or device in the **Networks and Devices** tree.

To prevent conflicting permissions, these configurations are not permitted:

- Nesting resource groupings within other resource groupings.
- Including the same network or device in multiple resource groupings within the same FactoryTalk Directory.

Group hardware resources in an application or area

Group hardware resources to manage their security settings through the application or area. Devices in a [resource grouping on page 135](#) inherit security permissions from their associated application or area.

More information about resource grouping, refer to:

- [Move a resource between areas on page 136](#)
- [Remove a device from a resource grouping on page 137](#)

Prerequisites

Grouping hardware resources together requires these permissions for the application or area:

- Common > Read
- Common > List Children
- Common > Configure Security

To group hardware resources in an application or area

1. In FactoryTalk Administration Console **Explorer**, right-click any application or area and then select **Resource Editor**.
2. In **Resources Editor**, select **Manage Resources**. **Select Resources** opens
3. (optional) To create a new logical name that can be added to a resource grouping, select **Add New Logical Name**.
4. Select the resource, either:
 - Select the logical name of the resource. Expand the **Logical Names** tree until the device is visible. To filter the list of logical names:
 - Select **Show only logical names not associated with areas** to view the logical names for only those devices that are not already associated with an application or area.
 - Select **Show all logical names** to view all logical names even if they are already associated with an application or area.
 - Select the resource using its network relative path, expand the **Networks and Devices** tree until the device is visible.
5. After selecting the resource in the tree, use the > to move it into the **Selected resources** list.
6. When finished, select **OK**.

Move a resource between areas

Use the **Resources Editor** to move a hardware resource from one application or area to another. The device or control network that is moved inherits the security permissions of its new area or application.

Prerequisites

Moving hardware resources between areas requires these permissions for the application or area:

- Common > Read
- Common > List Children
- Common > Configure Security

To move a resource between areas

1. In FactoryTalk Administration Console **Explorer**, right-click any application or area and then select **Resource Editor**.
2. In the **Areas** list, select the area containing the resource to copy.
3. In the **Associated resources** list, right-click the resource, and then select **Cut**.
4. In the **Areas** list, select the area to copy the resource to, right-click the **Associated resources** list again, and then select **Paste**.
5. When finished, select **Close**.

Remove a device from a resource grouping

Remove a device from a [resource grouping on page 135](#) to break the link between its security permissions and those of the application or area to which it belongs.

When a device is removed from a resource grouping, the security permissions for the device revert to what they were for either the logical name of the device – if the device is associated with a logical name – or for the network relative path of the device. The changes take effect immediately when applied.

Prerequisites

Removing a device from a resource group requires these permissions for the application or area:

- Common > Configure Security
- Common > List Children
- Common > Read

To remove a device from a resource grouping

1. In FactoryTalk Administration Console **Explorer**, right-click the application or area containing the resource grouping, and select **Resource Editor**.
2. In the **Areas** list of the **Resources Editor**, select the area or application containing the resource to delete.
3. In the **Associated resources** list, right-click the resource, and then select **Cut**.
4. When finished, select **Close**.

Resources Editor

How do I open Resources Editor?

1. Start FactoryTalk Administration Console or FactoryTalk View Studio and then log on to the FactoryTalk Network Directory or FactoryTalk Local Directory where the resource groupings to modify are located.
2. In the **Explorer** window, right-click any application or area and select **Resource Editor** on the context menu.

Use **Resources Editor** to edit a [resource grouping on page 135](#) in an area or application. Select **Manage Resources** to add or [remove resources on page 137](#), or to map resources to logical names.

Setting	Description
Areas	Displays the applications and areas in the FactoryTalk network directory, or the applications in the FactoryTalk local directory. Select an area or application to view the list of resources associated with it.
Associated resources	Shows the hardware devices located in the application or area. Devices that are represented by logical names are displayed using their logical names. Devices that are represented by network relative paths are shown by their network relative paths. <ul style="list-style-type: none"> • To remove a resource, right-click the resource and then select Cut. When removing a device from a resource grouping, the security permissions for the device revert to what they were for either logical name of the device, if the device is associated with a logical name, or for the network relative path of the device. Select OK and the changes take effect immediately. • To move a resource from one area to another, in the Areas list, select the area containing the resource to copy. In the Associated resources list,

Setting	Description
	right-click the resource, and select Cut . In the Areas list, select the area to copy the resource to. Right-click the Associated resources list again, and select Paste .
Manage Resources	Select Manage Resources to add or remove resources in the selected application or area, or to map resources to logical names.

Select Resources

Use **Select Resources** to associate resources with an application or area. Referenced the [hardware devices on page 135](#) by logical name or by network relative path. Use these settings to specify how resources are added to the grouping.

Setting	Description
Select resources to be associated with an area	<ul style="list-style-type: none"> To view the logical names for only those devices that are not already associated with an application or area, select Show only logical names not associated with areas. Ignore this setting if not using logical names with networks and devices. To view all logical names, even those already associated with an application or area, select Show all logical names. Ignore this setting if not using logical names with networks and devices. To add a logical name to the list of resources in the grouping, select the logical name and select >. The same network or device (represented by a logical name) cannot be added to multiple resource groupings. To add a device using its network relative path, expand the Networks and Devices tree until the device is visible. Select the device and select >. The same network or device cannot be added to multiple resource groupings.
Add New Logical Name	Select to create a new logical name for a device.
Delete Logical Name	Delete logical names that are no longer in use in the system, but remain visible in this dialog box. This occurs if the device associated with a logical name was deleted. Delete Logical Name is disabled if the selected logical name is in use.
Selected resources	Shows the resources that are associated with the application or area. To remove a resource from the list, select the resource and select < .

Disaster Recovery

Create FactoryTalk backup files to preserve and restore a FactoryTalk system in case of a systems failure. If a FactoryTalk Directory is inaccessible or corrupt, use the FactoryTalk Directory Configuration Wizard to repair it.

Back up a FactoryTalk system

For safekeeping and disaster recovery, or to move a FactoryTalk system from one set of computers to another, backup and restore an archive containing one of the following:

- [An entire FactoryTalk Directory on page 139](#) with all of its applications and its System folder.
- Only [an individual application on page 143](#), with or without the System folder. An application archive file typically contains areas (in a network directory), resource grouping information, and references to data servers, device servers, alarm servers, and HMI servers.
- [Only a System folder on page 142](#). The System folder includes a list of user, computer, and group accounts, passwords, system policy settings, product policy settings, system security settings, action groups, and alarm and event database definitions.
- [FactoryTalk Linx configuration on page 146](#).
- [FactoryTalk Linx Gateway configuration on page 148](#).

The backup process creates an archive file that contains only objects and references to objects held within the FactoryTalk Directory. The archive file does not contain project files that are specific to individual products.

FactoryTalk Services Platform 6.10 applies a new encryption algorithm to the backup file for enhanced security. Backups created using FactoryTalk Services Platform 6.10 can only be restored to host computers that are also running FactoryTalk Services Platform 6.10 or later. Backups created using FactoryTalk Services Platform 2.90 or later can be restored onto host computers that are running FactoryTalk Services Platform 6.10.

IMPORTANT: Take care to choose the correct backup options when creating a backup archive. Restoring from the wrong type of backup archive can overwrite existing data that affects all applications.

Back up a FactoryTalk Directory

Back up a FactoryTalk Directory to move a development FactoryTalk system to a run-time FactoryTalk system, or to create a backup for disaster recovery purposes.

When you back up an entire FactoryTalk Directory, the archive file includes:

- All objects, references to objects held within the FactoryTalk Directory, and the security authority identifier. The archive file does not contain project files that are specific to individual products.
- [All applications associated with that directory. on page 143](#) Typically an application contains areas (in a network directory), resource grouping information, and references to data servers, device servers, alarm servers, and HMI servers.

- The **System** folder on page 142, which includes a list of user, computer, and group accounts, passwords, system policy settings, product policy settings, system security settings, action groups, and alarm and event database definitions.



Tip: To back up a FactoryTalk Directory without its security authority identifier, or to back up only the security authority identifier, select **Tools > Security Authority Identifier**. In **Modify Security Authority Identifier**, select **Backup** and follow the on-screen instructions.

Prerequisites

- Obtain the security permissions needed to perform backup and restore operations. Open **System > Policies > System Policies**, and open **User Rights Assignment**. Under **Backup and Restore > Backup and restore directory contents** select **Configure Security** and verify access permissions have been granted.

To back up a FactoryTalk Directory

1. In FactoryTalk Administration Console **Explorer**, right-click the **Network** or **Local Directory** icon, then select **Backup**.
2. In **Specify archive name**, use the default name or type another name for the backup file.



Tip: It is recommended to not change the default archive name. The default name contains the leading digits of the security authority identifier which allows you to easily identify the archive file associated with a specific directory.

3. In **Specify archive location**, use the default archive location or use **Browse** to open the **Browse for Folder** window and specify another location.
4. In **Backup Contents**:
 - Select **FactoryTalk Directory configuration** to back up the entire FactoryTalk Directory.
 - (optional) Select **FactoryTalk Linx configuration** to back up shortcut and driver configurations.
 - (optional) Select **FactoryTalk Linx Gateway configuration** to back up server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.
5. To encrypt your archive file, select the **Encrypt file contents** checkbox, and then enter the same passphrase in the **Passphrase** and **Confirm passphrase** fields. If you clear this checkbox, your backup archive file will not be encrypted or protected.

Encrypt file contents is not available if your operating system does not support the proper level of encryption.

IMPORTANT: Remember the passphrase when choosing to encrypt the file contents. The archive file cannot be restored without the correct passphrase.

6. Select **OK**.
Unless a different file name was specified, FactoryTalk Administration Console creates a directory backup file with its current security authority identifier in the default location or in the location specified. If a backup file with the same name already exists in the location selected, the system asks whether to overwrite the existing file.

7. After backing up a directory, perform backups of project files and databases from individual software products that are participating in the FactoryTalk system.

If the applications include:

- **HMI servers:** Back up FactoryTalk View files separately. See FactoryTalk View documentation for help.
- **RSLinx Classic data servers:** Run the RSLinx Backup Restore utility to back up the data server configuration. From the **Windows Start** menu, select **Rockwell Software > RSLinx > Backup Restore Utility**.
- **FactoryTalk Linx servers:** The base configuration of the FactoryTalk Linx server is included in the backup, including redundancy and alarms and events configurations.

NOTE: If the FactoryTalk Linx configuration option is not selected, make a copy of the file `RSLinxNG.xml` and keep it with your backup archive to retain device, driver, and shortcut configurations. By default, the file is located in `C:\ProgramData\Rockwell\RSLinxEnterprise`.

- **FactoryTalk Linx Data Bridge:** Open FactoryTalk Linx Data Bridge, select **File > Export configuration**. Keep the exported file with your backup archive.
- **FactoryTalk Linx Gateway:**
 - For FactoryTalk Linx Gateway version 6.20 and earlier, make a copy of the `FTLinxGateway.xml` file and keep it with your backup archive. By default, the file is located in `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`.
 - For FactoryTalk Linx Gateway version 6.21, make a copy of the `FTLinxGateway.db` file and keep it with your backup archive. By default, the file is located in `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`.

NOTE: If there are two files named as `FTLinxGateway.db-shm` and `FTLinxGateway.db-wal` under the folder `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`, make a copy of these two files together with `FTLinxGateway.db` file.

- **FactoryTalk Linx OPC UA Connectors:** The base configuration for the OPC UA Connector can be restored. After the restore operation is completed, you will need to regenerate a certificate and enter a password to return the OPC UA Connector to full operation.
- **FactoryTalk Alarms and Events Logs:** Use Microsoft SQL Server® tools to back up and restore database files.
- **FactoryTalk Transaction Manager:** Back up project files using the **Configuration** menu. See FactoryTalk Transaction Manager documentation for help.
- **FactoryTalk Batch:** Copy the FactoryTalk Batch files back to the same directory locations. See FactoryTalk Batch documentation for help.

- **Other products:** Back up product-specific information separately. See product documentation for help.

IMPORTANT: FactoryTalk Services Platform 6.10 applies a new encryption algorithm to the backup file for enhanced security. Backups created using FactoryTalk Services Platform 6.10 can only be restored to host computers that are also running FactoryTalk Services Platform 6.10 or later. Backups created using FactoryTalk Services Platform 2.90 or later can be restored onto host computers that are running FactoryTalk Services Platform 6.10.

Back up a System folder

Back up a **System** folder to create a backup archive that contains:

- The list of user, computer, and group accounts
- Action groups
- Passwords
- Policy settings
- Security settings
- Alarm and event database definitions

Restoring a [System folder archive on page 155](#) to a FactoryTalk Directory overwrites the contents of the existing System folder with the contents in the backup archive.

Prerequisites

- Obtain the security permissions needed to perform backup and restore operations. Expand **System > Policies > System Policies**, and open **User Rights Assignment**.

To back up a System folder

1. In FactoryTalk Administration Console **Explorer**, right-click the **System** folder, then select **Backup**.
2. Use the default name or type another name for the backup file.
3. Use the default archive location or specify another location by selecting **Browse**, selecting a location, and then selecting **OK** in the **Browse for Folder** window.
4. Select a file encryption option:
 - To encrypt your archive, select **Encrypt file contents** and then enter the same passphrase in the **Passphrase** and **Confirm passphrase** fields.
 - To create an archive without encryption, clear **Encrypt file contents**. This creates a plain text file with no password protection.

Encrypt file contents will not be available if your operating system does not support the proper level of encryption.
5. In the **Backup** window, select **OK**.

Unless you specified a different file name, FactoryTalk Administration creates a **System.bak** file in the default location or in the location you specified. If a backup file with the same name already exists in the location you've chosen, the system asks whether you want to overwrite the existing file.

IMPORTANT: FactoryTalk Services Platform 6.10 applies a new encryption algorithm to the backup file for enhanced security. Backups created using FactoryTalk Services Platform 6.10 can only be restored to host computers that are also running FactoryTalk Services Platform 6.10 or later. Backups created using FactoryTalk Services Platform 2.90 or later can be restored onto host computers that are running FactoryTalk Services Platform 6.10.

Back up an application

An application typically contains areas (in a network directory), resource grouping information, and references to data servers, device servers, alarm servers, and HMI servers.

Back up an application and create an archive file to:

- Restore the application to a FactoryTalk Directory on a different computer
- Duplicate the application with a different name within the same directory

Optionally, include the System folder in the archive. The System folder includes a list of user, computer, and group accounts, passwords, system policy settings, product policy settings, system security settings, action groups, and alarm and event database definitions. Refer to [Restore an application on page 156](#) to find the steps to restore an application.

Prerequisites

- Obtain the security permissions needed to perform backup and restore operations. Open **System > Policies > System Policies**, and double-click **User Rights Assignment**.

To back up an application

1. In FactoryTalk Administration Console **Explorer**, right-click the selected application, and select **Backup**.
2. Use the default name or enter another name for the backup file.
3. Use the default archive location or specify another location by selecting **Browse**, selecting a location, and then selecting **OK** in the **Browse for Folder** window.
4. In Backup Contents:
 - To exclude the **System** folder in the backup, clear the **System Directory configuration** check box. To include the System folder in the backup, select the **System Directory configuration** check box.



Tip: You can still choose to restore only the application from the backup archive file later, even if you include the System folder in the backup.

- (optional) Select **FactoryTalk Linx configuration** to back up shortcut and driver configurations.
- (optional) Select **FactoryTalk Linx Gateway configuration** to back up server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.

5. To encrypt your archive file, select the **Encrypt file contents** check box, and then enter the same passphrase in the **Passphrase** and **Confirm passphrase** fields. If you clear this check box, your backup archive file will not be encrypted or protected.

The **Encrypt file contents** check box will not be available if your operating system does not support the proper level of encryption.

IMPORTANT: Remember the passphrase if you choose to encrypt your file contents. The archive file cannot be restored without the correct passphrase.

6. In the **Backup** window, select **OK**.

Unless you specified a different file name, FactoryTalk Administration creates an **ApplicationName.bak** file for the application in the default location, or in the location you specified. If a backup file with the same name already exists in the location you've chosen, the system asks whether you want to overwrite the existing file.

After backing up an application, back up and restore project files and databases separately from individual software products that are participating in the FactoryTalk system.

If your applications include:

- **HMI servers**, back up and restore FactoryTalk View files separately. See FactoryTalk View documentation for help.**HMI servers:** Back up FactoryTalk View files separately. See FactoryTalk View documentation for help.
- **RSLinx Classic data servers:** Run the RSLinx Backup Restore utility to back up the data server configuration. From the **Windows Start** menu, select **Rockwell Software > RSLinx > Backup Restore Utility**.
- **FactoryTalk Linx servers:** The base configuration of the FactoryTalk Linx server is included in the backup, including redundancy and alarms and events configurations.

NOTE: If the FactoryTalk Linx configuration option is not selected, make a copy of the file `RSLinxNG.xml` and keep it with your backup archive to retain device, driver, and shortcut configurations. By default, the file is located in `C:\ProgramData\Rockwell\RSLinxEnterprise`.

- **FactoryTalk Linx Data Bridge:** Open FactoryTalk Linx Data Bridge, select **File > Export configuration**. Keep the exported file with your backup archive.

- **FactoryTalk Linx Gateway:**
 - For FactoryTalk Linx Gateway version 6.20 and earlier, make a copy of the `FTLinxGateway.xml` file and keep it with your backup archive. By default, the file is located in `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`.
 - For FactoryTalk Linx Gateway version 6.21, make a copy of the `FTLinxGateway.db` file and keep it with your backup archive. By default, the file is located in `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`.

NOTE: If there are two files named as `FTLinxGateway.db-shm` and `FTLinxGateway.db-wal` under the folder `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`, make a copy of these two files together with `FTLinxGateway.db` file.

- **FactoryTalk Linx OPC UA Connectors:** The base configuration for the OPC UA Connector can be restored. After the restore operation is completed, you will need to regenerate a certificate and enter a password to return the OPC UA Connector to full operation.
- **FactoryTalk Alarms and Events Logs:** Use Microsoft SQL Server tools to back up and restore database files.
- **FactoryTalk Transaction Manager:** Back up project files using the **Configuration** menu. See FactoryTalk Transaction Manager documentation for help.
- **FactoryTalk Batch:** Copy the FactoryTalk Batch files back to the same directory locations. See FactoryTalk Batch documentation for help.
- **Other products:** Back up product-specific information separately. See product documentation for help.

IMPORTANT: FactoryTalk Services Platform 6.10 applies a new encryption algorithm to the backup file for enhanced security. Backups created using FactoryTalk Services Platform 6.10 can only be restored to host computers that are also running FactoryTalk Services Platform 6.10 or later. Backups created using FactoryTalk Services Platform 2.90 or later can be restored onto host computers that are running FactoryTalk Services Platform 6.10.

Back up a Security Authority identifier

Each FactoryTalk Directory has a unique Security Authority identifier generated during installation. Back up a Security Authority identifier to save the identifier in case of disaster.

Secure controller projects and controllers running secure projects can only be accessed when the FactoryTalk Directory Security Authority identifier matches the identifier saved in the project. This prevents unauthorized access to a controller or controller project if moved or copied to a different FactoryTalk Directory.

Prerequisites

- Obtain the following permissions from **System > System Policies > User Rights Assignment**:
 - [Modify Security Authority Identifier on page 152](#)

To back up the security authority identifier

1. In FactoryTalk Administration Console, select **Tools > FactoryTalk Security Authority Identifier**.
2. In **Modify Security Authority Identifier**, select **Backup**.
3. (optional) In **Backup**, set the backup archive options:
 - **Specify archive name:** Type the name for the backup archive.
 - **Specify archive location:** Type or browse to a path for the backup archive.
 - **Specify backup contents:**
 - Select **FactoryTalk Directory configuration** to back up the entire FactoryTalk Directory.
 - Select **FactoryTalk Linx configuration** to back up shortcut and driver configurations.
 - Select **FactoryTalk Linx Gateway configuration** to back up server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.
 - **Encrypt file contents:** Select to protect the backup archive with a passphrase, then enter the passphrase into the passphrase fields. Clear to save the backup archive as plain text.
4. Select **OK**.
5. (optional) If prompted, select **Yes** to overwrite the existing backup archive.
6. In the confirmation window, select **OK**.

IMPORTANT: FactoryTalk Services Platform 6.10 applies a new encryption algorithm to the backup file for enhanced security. Backups created using FactoryTalk Services Platform 6.10 can only be restored to host computers that are also running FactoryTalk Services Platform 6.10 or later. Backups created using FactoryTalk Services Platform 2.90 or later can be restored onto host computers that are running FactoryTalk Services Platform 6.10.

Backup FactoryTalk Linx configuration

FactoryTalk Services Platform provides an option to back up the FactoryTalk Linx drivers and shortcuts configured on the same computer where the backup operation is initiated. If the application uses distributed FactoryTalk Linx data servers, you must perform a backup on each computer to ensure all of the configuration settings are retained. Refer to [Restore FactoryTalk Linx configuration on page 159](#) to find steps to restore FactoryTalk Linx configuration on the local workstation and distributed data servers.

Prerequisites

- Identify the FactoryTalk Linx data servers used by the application.
- Identify the host machines of the distributed FactoryTalk Linx servers.
- Identify if FactoryTalk Linx is configured to use CIP Security.



Tip: To check the CIP security information, from the **Communications** tab of FactoryTalk Administration Console, right-click the top element in the communication tree and select **Properties**. In the **Device Properties** dialog box, select the **CIP Security** tab.

To back up FactoryTalk Linx configuration

1. In FactoryTalk Administration Console **Explorer**, right-click the **Network** or **Local Directory** icon, then select **Backup**.
2. In **Specify archive name**, use the default name or type another name for the backup file.



Tip: We don't recommend changing the default archive name. The default name contains the leading digits of the security authority identifier, which allows you to identify the archive file associated with a specific directory.

3. In **Specify archive location**, use the default archive location or use **Browse** to open the **Browse for Folder** window and specify another location.
4. In **Backup Contents**:
 - Select **FactoryTalk Linx configuration** to save the FactoryTalk Linx drivers and shortcuts configured on this computer.



Tip: This option appears dimmed if the FactoryTalk Linx is not installed or the installed FactoryTalk Linx version is earlier than 6.21.00.

- (optional) Select **FactoryTalk Directory configuration** to back up the entire FactoryTalk Directory.
- (optional) Select **FactoryTalk Linx Gateway configuration** to back up server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.



Tip: This option appears dimmed if the FactoryTalk Linx Gateway is not installed or the installed FactoryTalk Linx Gateway version is earlier than 6.21.00.

5. To encrypt your archive file, select the **Encrypt file contents** checkbox, and then enter the same passphrase in the **Passphrase** and **Confirm passphrase** fields. If you clear this checkbox, your backup archive file will not be encrypted or protected.

Encrypt file contents is not available if your operating system does not support the proper level of encryption.

6. Select **OK**.
7. For the distributed system, go to the host workstation of the distributed FactoryTalk Linx data server and perform the backup process above again.

IMPORTANT:

- To ensure all the configuration settings are retained, the user performing the backup of a distributed system must go to each FactoryTalk Linx Data server and back up the configurations.
- During a backup operation, some FactoryTalk services will be temporarily locked, preventing new requests from being processed. This situation will result in new tag read or write operations from being performed and prevent some user interface operations. Once the backup is completed, new requests will operate normally. To minimize the potential impact on the automation system, the backup operation should be performed when the system is in an idle state.

Back up FactoryTalk Linx Gateway configuration

FactoryTalk Services Platform provides an option to back up FactoryTalk Linx Gateway configuration configured on the same computer. You can back up the current settings and restore them later to control the settings, especially when the application or scope (Local or Network) of FactoryTalk Linx is changed.

IMPORTANT: During a backup operation, some FactoryTalk services will be temporarily locked, preventing new requests from being processed. This situation will result in new tag read or write operations from being performed and prevent some user interface operations. Once the backup is completed, new requests will operate normally. To minimize the potential impact on the automation system, the backup operation should be performed when the system is in an idle state.

The backup operation cannot include:

- Incoming and outgoing certificates of FactoryTalk Linx Gateway
- Trusted and rejected lists
- DA Access option
- The list of approved users that can manage certificates

Refer to [Restore FactoryTalk Linx Gateway configuration on page 161](#) to find steps to restore FactoryTalk Linx Gateway configuration on the local computer and distributed data servers.

Prerequisites

- Identify the security permissions needed to perform the backup operation. Backup is only available when you have the access in FactoryTalk Security (**System > Policies > System Policies > User Rights Assignment > Backup and Restore**).

To back up FactoryTalk Linx Gateway configuration

1. In FactoryTalk Administration Console **Explorer**, right-click the **Network** or **Local**, then select **Backup**.
2. In **Specify archive name**, use the default name or a customized name for the backup file.



Tip: We don't recommend changing the default archive name. The default name contains the leading digits of the security authority identifier which allows you to easily identify the archive file associated with a specific directory.

3. In **Specify archive location**, use the default archive path or customize the path as needed.
4. In **Backup Contents**:
 - Select **FactoryTalk Linx Gateway configuration**.



Tip: This option is not available if the FactoryTalk Linx Gateway is not installed or the installed FactoryTalk Linx Gateway version is earlier than 6.30.00.

- (optional) Select **FactoryTalk Directory configuration** to back up the entire FactoryTalk Directory.
- (optional) Select **FactoryTalk Linx configuration** to back up the FactoryTalk Linx shortcut and driver configurations.

5. To encrypt your archive file, select the **Encrypt file contents** checkbox, and then enter the same passphrase in the **Passphrase** and **Confirm passphrase** boxes. If you clear this check box, your backup archive file will not be encrypted or protected.
Encrypt file contents is not available if your operating system does not support the proper level of encryption.
6. Select **OK**.

Backup

How do I open Backup?

In the **Explorer** window, right-click the directory icon, an application, or the **System** folder, then click **Backup**.

Use **Backup** to specify:

- The name and location of a backup file
- Whether or not to include the System folder in the backup (application backup only)
- Whether or not to encrypt the backup archive
- A passphrase for the encrypted archive, if used

Setting	Description
Specify archive name	<p>Use the default archive name or type a name for the archive file. The extension .bak is added automatically. You do not have to type it.</p> <ul style="list-style-type: none"> ◦ By default, an archive file that contains a backup of an entire FactoryTalk Directory (including all applications, all user and computer accounts and groups, passwords, policy settings, and security settings) is named with its current security authority identifier, for example, Network - 72CE2C2E-5175-4C26-98AE-3ABE5AC7F8EC.bak or Local - C565C77A-4664-4E6C-9779-1EC729B3A8A0.bak. It is recommended that you do not change the default archive name. The default name contains the leading digits of the security authority identifier, which allows you to easily identify the archive file associated with a specific directory. ◦ By default, an archive file that contains a backup of a System folder (including user and computer accounts and groups, passwords, policy settings, and security settings) is named System.bak. ◦ By default, an archive file that contains a backup of a single application is named the same as the application. If you are backing up an application, you can optionally also include the contents of the System folder in the backup archive.
Specify archive location	<p>Use the default archive location or type the path where you want to save the backup file. Alternatively, select Browse, select a folder, and select OK. The default archive location is C:\Users\Public\Documents.</p>

Setting	Description
FactoryTalk Directory configuration	<p>Select this option to back up the entire FactoryTalk Directory on page 139. The archive file includes:</p> <ul style="list-style-type: none"> ◦ All objects, references to objects held within the FactoryTalk Directory, and the security authority identifier. The archive file does not contain project files that are specific to individual products. ◦ All applications associated with that directory. Typically an application contains areas (in a network directory), resource grouping information, and references to data servers, device servers, alarm servers, and HMI servers. ◦ The System folder, which includes a list of user, computer, and group accounts, passwords, system policy settings, product policy settings, system security settings, action groups, and alarm and event database definitions. ◦ FactoryTalk Linx OPC UA Connector configurations for all computers configured in the directory.
FactoryTalk Linx configuration	<p>Selects this option to back up all FactoryTalk Linx shortcut configurations and associated paths. The configuration file does not contain CIP security information.</p> <p>The backup operation can only save the FactoryTalk Linx drivers and shortcuts configured on this workstation.</p> <p>Refer to Backup FactoryTalk Linx configuration on page 146 to find how to backup a distributed system. Refer to Restore FactoryTalk Linx configuration on page 159 to find how to restore a distributed system.</p>
FactoryTalk Linx Gateway configuration on page 148	<p>Selects this option to back up server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.</p>
System Directory configuration	<p>The System Directory configuration box is checked by default when you are backing up the System folder on page 142.</p> <p>Moreover, it is available if you are backing up an application.</p> <ul style="list-style-type: none"> ◦ To include the contents of the System folder in the backup archive, select this check box. ◦ Choose this option when you want to restore only one application from a FactoryTalk Directory, but want to include all user and computer accounts and groups, passwords, policy settings, and security settings from the original FactoryTalk Directory. ◦ To back up only the application without the System folder, clear this check box. ◦ Choose this option when you want to add an application to an existing FactoryTalk Directory without overwriting the settings held in the System folder.
Application Directory configuration	<p>The Application Directory configuration box is checked by default when you are backing up the selected application on page 143.</p> <p>The application data server settings and the FactoryTalk Linx OPC UA Connector configuration for all computers configured in the application will be saved.</p>

Setting	Description
File Encryption	<p>Choose whether or not to encrypt the archive file. Encrypting the file protects it against unauthorized use.</p> <p>The check box will not be available if your operating system does not support the proper level of encryption. To use the file encryption, install your FactoryTalk software on one of the supported operating systems.</p> <ul style="list-style-type: none"> To encrypt file contents, select the File Encryption check box. To save the archive file without encryption, clear this check box.
Passphrase	<p>Type a passphrase for the archive file you want to encrypt.</p> <p>The passphrase must meet the following requirements:</p> <ul style="list-style-type: none"> Any alphanumeric character or other characters Minimum length: 0 Maximum length: 64
Confirm passphrase	Type the same passphrase you typed in the Passphrase field.

IMPORTANT: Remember the passphrase if you choose to encrypt your file contents. The archive file cannot be restored without the correct passphrase.

FactoryTalk Services Platform 6.10 applies a new encryption algorithm to the backup file for enhanced security. Backups created using FactoryTalk Services Platform 6.10 can only be restored to host computers that are also running FactoryTalk Services Platform 6.10 or later. Backups created using FactoryTalk Services Platform 2.90 or later can be restored onto host computers that are running FactoryTalk Services Platform 6.10.

Backup and restore options

Use backup and restore options to select which data in the FactoryTalk Directory should be backed up or restored.

IMPORTANT: Restoring from the wrong type of backup archive can overwrite existing data that affects all applications.

FactoryTalk Services Platform 6.10 applies a new encryption algorithm to the backup file for enhanced security. Backups created using FactoryTalk Services Platform 6.10 can only be restored to host computers that are also running FactoryTalk Services Platform 6.10 or later. Backups created using FactoryTalk Services Platform 2.90 or later can be restored onto host computers that are running FactoryTalk Services Platform 6.10.

To backup or restore	Create this type of backup archive
An individual application without the System folder	Application
Multiple applications without the System folder	Application Create separate archives for each application.

To backup or restore	Create this type of backup archive
The System folder, without restoring applications	System folder <ul style="list-style-type: none"> You cannot restore only the System folder from an Application or FactoryTalk Directory archive.
An individual application and the System folder	Application <ul style="list-style-type: none"> Select Backup system in archive. Selecting this item overwrites the contents of the System folder in the FactoryTalk Directory, including accounts, security settings, and policy settings.
Multiple applications and the System folder	Application <ul style="list-style-type: none"> Create separate archives for each application, and select Backup system in archive in at least one of the archives. If the applications come from different FactoryTalk Directories, remember that you can restore only one System folder into a single FactoryTalk Directory.
An entire FactoryTalk Directory including all applications, the System folder, and the security authority identifier	FactoryTalk Directory <ul style="list-style-type: none"> Cannot be used to restore individual applications or only the System folder.
FactoryTalk Linx shortcuts and drivers configurations, Network Browser settings	FactoryTalk Linx configuration
FactoryTalk Linx Gateway server configuration, UA Server Endpoint settings, Advanced Settings and UA Tag List configuration in FactoryTalk Linx Gateway	FactoryTalk Linx Gateway configuration
The FactoryTalk Directory security authority identifier only	FactoryTalk Directory <ul style="list-style-type: none"> Use Modify Security Authority Identifier to create this backup archive, which contains only the security authority identifier. To restore this backup archive, use Modify Security Authority Identifier. It is strongly recommended to make a backup of the directory with the new identifier after restoring the security authority identifier.

Modify Security Authority Identifier

How do I open Modify Security Authority Identifier?

- In FactoryTalk Administration Console, select **Tools > FactoryTalk Security Authority Identifier**.

Use **Modify Security Authority Identifier** to generate, back up, or restore the unique Security Authority Identifier for a FactoryTalk Directory. The **User Rights Assignment > Modify Security Authority Identifier** permission is required to generate, back up, or restore the identifier.

Secure controller projects and controllers running secure projects can only be accessed when the FactoryTalk Directory Security Authority identifier matches the identifier saved in the project. This prevents unauthorized access to a controller or controller project if moved or copied to a different FactoryTalk Directory.

For more information about the Security Authority identifier, refer to:

- [Generate a Security Authority identifier on page 166](#)
- [Back up a Security Authority identifier on page 145](#)
- [Restore a Security Authority identifier on page 159](#)

Restore a FactoryTalk system

After backing up an entire FactoryTalk Directory, individual application, System folder, or security authority identifier in an archive file, restore these resources to:

- Recover from a data loss
- Move a development FactoryTalk system to a run-time system
- Copy FactoryTalk Directory components to another computer
- FactoryTalk Linux configuration
- FactoryTalk Linux Gateway configuration

Restore the following:

- [An entire FactoryTalk Directory on page 153](#)
- [Only an individual application on page 156](#), with or without the System folder
- [Only a System folder on page 155](#)

IMPORTANT:

- Choose the correct backup options when creating a backup archive. Restoring from the wrong type of backup archive overwrites existing data that affects all applications.
 - An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform.
 - Archive files created using FactoryTalk Services Platform 2.90 or later can be restored on a computer running FactoryTalk Services Platform 6.10.
-

Restore a FactoryTalk Directory

To move an entire FactoryTalk system from one computer to another, restore a FactoryTalk Directory backup archive. As a safeguard, create a backup archive of the directory before performing a restore operation.

IMPORTANT:

- *Do not restore* an archive file created under FactoryTalk Services Platform 2.10 (CPR 9) or later into a FactoryTalk Directory that is currently running FactoryTalk Automation Platform 2.00 (CPR 7). This restore scenario is not supported and may have unexpected results.
- A FactoryTalk Directory archive file that is automatically created when you install or upgrade FactoryTalk Services Platform 2.50 or later can only be restored on the same computer.
- An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform.
- Archive files created using FactoryTalk Services Platform 2.90 or later can be restored on a computer running FactoryTalk Services Platform 6.10.

Restoring an archive created in an earlier version of the FactoryTalk platform into a later version automatically updates the data in the System folder to be compatible with the later version, while retaining the original data from the archive.

For example, restoring an archive created under FactoryTalk Services Platform 2.9 (CPR 9) into a FactoryTalk Directory upgraded to FactoryTalk Services Platform 6.10 (CPR 11) or later. The restore process retains the original user accounts and all system-wide security and policy settings, but also updates the System folder to include new options and policies.

Prerequisites

1. Obtain the security permissions needed to perform backup and restore operations. Open **System > Policies > System Policies**, and then double-click **User Rights Assignment**.
2. Shut down all FactoryTalk software products, components, and services, except FactoryTalk Administration Console and FactoryTalk Help.
3. Log on to the directory to restore into, and [create a backup archive of the existing directory on page 139](#).

To restore a FactoryTalk Directory

1. In FactoryTalk Administration Console **Explorer**, verify that the applications located in the restore directory are not currently expanded or being used by another product or component. Close all applications held in the directory.
2. Right-click **Network** or **Local**, and select **Restore**.
3. In **Restore**, select **Browse**, select the backup file (*.bak) to restore, and select **Open**.
By default, an archive file for a network directory or local directory is named with its current security authority identifier, for example, *Network - 72CE2C2E-5175-4C26-98AE-3ABE5AC7F8EC.bak* or *Local - C565C77A-4664-4E6C-9779-1EC729B3A8A0.bak*.
4. Select **Next**.
5. If the backup file is encrypted, **Restore Backup File** opens. Type the passphrase used during the backup operation.

IMPORTANT: An error message opens if the passphrase entered is not correct. Enter the passphrase again. If the wrong passphrase is entered three times, Restore Backup File closes. Select the archive file and try again.

After you enter the correct passphrase, **Restore** shows the type of archive and what applications are contained in the archive.

6. In **Restore Contents:**

- Select **FactoryTalk Directory configuration** to restore the entire FactoryTalk Directory. The entire FactoryTalk Directory will be restored, including all applications, all user and computer accounts and groups, passwords, policy settings, security settings, and the security authority identifier.
- (optional) Select **FactoryTalk Linx Gateway configuration** to restore server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.
- (optional) Select **FactoryTalk Linx configuration** to restore shortcut and driver configurations.

NOTE: When restoring FactoryTalk Linx configuration, the existing drivers will be replaced, and new drivers will be restored. Running shortcuts will be affected unless they are reconfigured.

7. Select **Finish**.

8. After restoring a FactoryTalk Directory, [verify FactoryTalk security settings on page 162](#), and perform any follow-up tasks, such as copying in application configuration .xml files and updating passwords.

9. If hosting servers on different computers than those configured in the restored directory, the following additional steps are required:

- Add the new computers into the FactoryTalk Directory.
- Change the server host computer names on the server property pages.
- Restart the computers hosting FactoryTalk Linx and Tag Alarm and Event Servers. This is necessary to ensure the alarm servers start up.

Restore a System folder

To overwrite the contents of the existing System folder with the contents in the backup archive, restore an archive that contains only a System folder.

A System folder archive includes the following:

- The list of user, computer, and group accounts
- Action groups
- Passwords
- Policy settings
- Security settings
- Alarm and event database definitions

Restoring an archive created in an earlier version of the FactoryTalk platform into a later version automatically updates the data in the System folder to be compatible with the later version, while retaining the original data from the archive.

For example, an archive created under FactoryTalk Services Platform 2.90 (CPR 9) restored into a FactoryTalk Directory that has been upgraded to FactoryTalk Services Platform 6.10 (CPR 11) or later. The restore process retains the original user accounts and all system-wide security and policy settings, but also updates the System folder to include new options and policies.

Prerequisites

1. Obtain the security permissions needed to perform backup and restore operations. Open **System > Policies > System Policies**, and then double-click **User Rights Assignment**.
2. [Create the system-only backup archive on page 142](#).
3. Shut down all FactoryTalk software products, components, and services, except FactoryTalk Administration Console and FactoryTalk Help.
4. Log on to the directory you want to restore into, and create a backup archive of the existing directory.

IMPORTANT: Do not restore an archive file created under FactoryTalk Services Platform 2.10 (CPR 9) or later into a FactoryTalk Directory that is currently running FactoryTalk Services Platform 2.00 (CPR 7). This restore scenario is not supported and may have unexpected results.

An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform.

Archive files created using FactoryTalk Services Platform 2.90 or later can be restored on a computer running FactoryTalk Services Platform 6.10.

To restore a System folder

1. In FactoryTalk Administration Console **Explorer**, right-click **Network** or **Local**, and select **Restore**.
2. Select **Browse**, and then select the backup archive file to restore. The default name is **System.bak**.
3. Select **OK** to close the browse window, and then select **Next**.
4. If the backup file is encrypted, **Restore Backup File** opens. Type the passphrase that was used during the backup operation.

IMPORTANT: An error message opens if the passphrase entered is not correct. Enter the passphrase again. If the wrong passphrase is entered three times, **Restore Backup File** closes. Select the archive file and try again.

5. In **Restore Contents**, select **System Directory configuration** to restore the entire FactoryTalk Directory.
6. Select **Finish**.
 - After restoring the System folder, back up and restore project files and databases from individual software products.
 - [Verify security settings on page 162](#), and perform any follow-up tasks.

Restore an application

To restore an application from one computer to another, or to copy an application within the same directory, restore an application. If the System folder was backed up with the application, choose whether or not to restore it.

When restoring an application without the System folder:

- Any references are broken from the application to objects that do not exist in the installed System tree, for example, network or device addresses.
- Security does not work for user accounts, user groups, and computers that do not exist in the installed System folder.

IMPORTANT:

- Do not restore an archive file, created under FactoryTalk Services Platform 2.10 (CPR 9) or later, into a FactoryTalk Directory that is currently running FactoryTalk Automation Platform 2.00 (CPR 7). This restore scenario is not supported and may have unexpected results.
 - An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform.
 - Archive files created using FactoryTalk Services Platform 2.90 or later can be restored on a computer running FactoryTalk Services Platform 6.10.
-

Prerequisites

1. Obtain the security permissions needed to perform backup and restore operations. Open **System > Policies > System Policies**, and then double-click **User Rights Assignment**.
2. [Create the application archive on page 143](#), with or without a System folder.
3. Shut down all FactoryTalk software products, components, and services, except FactoryTalk Administration Console and FactoryTalk Help.
4. Log on to the directory you want to restore into, and create a backup archive of the existing directory.

To restore an application

1. In FactoryTalk Administration Console **Explorer**, right-click **Network** or **Local**, and select **Restore**.
2. In **Restore**, select **Browse**, and then select the backup archive file (**ApplicationName.bak**) to restore. Select **OK**, then select **Next**.
3. If the backup file is encrypted, **Restore Backup File** opens. Type the passphrase that was used during the backup operation.

IMPORTANT: An error message opens if the passphrase entered is not correct. Enter the passphrase again. If the wrong passphrase is entered three times, **Restore Backup File** closes. Select the archive file and try again.

4. In **Restore Contents**:
 - (optional) Select **Restore System** to overwrites user, computer, and group accounts, passwords, policy settings, and security settings for all applications in the FactoryTalk Directory. Clear **Restore System**. If restoring an application to a different directory or to a different computer, manually recreate security permissions for FactoryTalk users and groups in the restored application.
 - (optional) Select FactoryTalk Linx Gateway configuration to restore server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.

- (optional) Select **FactoryTalk Linx configuration** to restore shortcut and driver configurations.

NOTE: When restoring FactoryTalk Linx configuration, the existing drivers will be replaced, and new drivers will be restored. Running shortcuts will be affected unless they are reconfigured.

5. To restore the application with its original name, select **Finish**. To restore an application with a different name, select the **Restore into a new application named** check box, type the name, and then select **Finish**. If a different name was entered, the system leaves the original application intact and restores the backup as a new application.

If restoring an application without the System folder:

- Restore references from the application to objects that do not exist in the installed System tree, either by adding these items manually or modifying the application to use the objects that are available.
- Manually reset any existing security settings in the restored application to reference users, user groups, computers, and computer groups defined in the current System folder.

If restoring an application with its System folder, [verify that the security settings on page 162](#) managed through the System folder are correct, and make edits as needed.

If restoring an application that includes a FactoryTalk Linx OPC UA Server that requires authentication, verify that the security settings on the **OPC UA Servers** properties page are correct and make edits as needed.

If restoring an application that includes a FactoryTalk Linx OPC UA Connector, close all the opening FactoryTalk Linx OPC UA Connector interfaces before restoring the UA Connector. If the restored UA Connector is not responding, restart your computer and try again.

If restoring a FactoryTalk Linx server, copy the appropriate configuration file into the product's ProgramData folder (by default, `C:\ProgramData\Rockwell\<product name>`)

- FactoryTalk Linx - RSLinxNG.xml
- FactoryTalk Linx Gateway
 - For FactoryTalk Linx Gateway version 6.20 and earlier, make a copy of the `FTLinxGateway.xml` file and keep it with your backup archive. By default, the file is located in `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`.
 - For FactoryTalk Linx Gateway version 6.21, make a copy of the `FTLinxGateway.db` file and keep it with your backup archive. By default, the file is located in `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`.

NOTE: If there are two files named as `FTLinxGateway.db-shm` and `FTLinxGateway.db-wal` under the folder `C:\ProgramData\Rockwell\FactoryTalk Linx Gateway`, make a copy of these two files together with `FTLinxGateway.db` file.

If restoring a FactoryTalk Linx Data Bridge, open FactoryTalk Linx Data Bridge, select **File > Import configuration** and browse to the location where you stored the exported configuration file.

Restore a Security Authority identifier

Each FactoryTalk Directory has a unique Security Authority identifier generated during installation. Restore a Security Authority identifier to replace the current identifier with an identifier from a backup file.

Secure controller projects and controllers running secure projects can only be accessed when the FactoryTalk Directory Security Authority identifier matches the identifier saved in the project. This prevents unauthorized access to a controller or controller project if moved or copied to a different FactoryTalk Directory.

IMPORTANT: After restoring a new Security Authority identifier, controllers and controller projects secured with the previous identifier cannot be accessed.

Prerequisites

1. Obtain the following permissions from **System > System Policies > User Rights Assignment**:
 - [Modify Security Authority Identifier on page 152](#)
2. [Back up the FactoryTalk Directory on page 139](#).
3. Use Logix Designer to remove security from any controllers and controller projects in the FactoryTalk Directory.
4. Shut down all FactoryTalk software products, components, and services except FactoryTalk Administration Console.

To restore the security authority identifier

1. In FactoryTalk Administration Console, select **Tools > FactoryTalk Security Authority Identifier**.
2. In **Modify Security Authority Identifier**, select **Restore**.
3. In **Restore**, select **Browse (...)** to specify the archive to restore, then select **Next**.
By default, an archive file for a security authority identifier is named with that identifier.
For example, *Network - 72CE2C2E-5175-4C26-98AE-3ABE5AC7F8EC.bak* or *Local - C565C77A-4664-4E6C-9779-1EC729B3A8A0.bak*.
4. (optional) If the backup file was encrypted, in **Restore Backup File**, type the passphrase to unlock the backup file, then click select **OK**.
5. In **Restore**, select **Restore security authority identifier only**, then select **Finish**.
6. (optional) Use Logix Designer to add security to any controllers and controller projects in the FactoryTalk Directory.

Restore FactoryTalk Linx configuration

The FactoryTalk Linx configuration saved with a FactoryTalk backup can be restored to return a computer to the configuration when the backup was created. This is helpful when a computer needs to be replaced or refreshed resulting from a significant hardware or operating system failure. The FactoryTalk Linx configuration saved from the local workstation or distributed data servers can be restored to an individual computer.

Prerequisites

1. Obtain the security permissions needed to perform backup and restore operations. Open **System > Policies > System Policies**, and then double-click **User Rights Assignment**.
2. Shut down all FactoryTalk software products, components, and services, except FactoryTalk Administration Console and FactoryTalk Help.
3. Log on to the directory to restore into, and create a backup archive of the existing directory.

To restore FactoryTalk Linx configuration

1. In FactoryTalk Administration Console **Explorer**, right-click **Network** or **Local**, and select **Restore**.
2. In **Restore**, select **Browse**, select the backup file (*.bak) to restore, and select **Open**.
3. Select **Next**.
4. If the backup file is encrypted, **Restore Backup File** opens. Type the passphrase used during the backup operation.

An error message opens if the passphrase entered is not correct. Enter the passphrase again. If the wrong passphrase is entered three times, **Restore Backup File** closes. Select the archive file and try again.

5. In **Restore Contents**:
 - Select **FactoryTalk Linx configuration** to restore shortcut and driver configurations.



Tip: Restoring the FactoryTalk Link configuration will impact the running system because existing drivers and shortcuts will be replaced with drivers and shortcuts from the backup file. Reconfigure the shortcuts after the restore is completed.

This option is grayed out if the FactoryTalk Linx is not installed or the installed FactoryTalk Linx version is earlier than 6.21.00.

- Select **FactoryTalk Directory configuration** to restore the entire FactoryTalk Directory. The entire FactoryTalk Directory will be restored, including all applications, accounts, passwords, policies, security settings, and FactoryTalk Linx OPC UA Connector configuration for computers configured in the directory.
- (optional) Select **FactoryTalk Linx Gateway configuration** to restore server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.



Tip: This option is grayed out if the FactoryTalk Linx Gateway is not installed or the installed FactoryTalk Linx Gateway version is earlier than 6.21.00.

6. Select **Finish**.



Tip: A warning dialog box appears after the user selects **Finish**, reads the warning messages, and clicks **OK** if you decide to continue.

7. If hosting servers on different computers than those configured in the restored directory, the following additional steps are required:
 - Add the new computers to the FactoryTalk Directory.
 - Change the server host computer names on the server property pages.
 - Restart the computers hosting FactoryTalk Linx and Tag Alarm and Event Servers. This is necessary to ensure the alarm servers start up.

Restore FactoryTalk Linx Gateway configuration

The FactoryTalk Linx Gateway configuration can be restored when the configuration is backed up. This is helpful when a computer needs to be replaced or refreshed resulting from a significant hardware or operating system failure.

Prerequisites

- Identify the security permissions needed to perform the restore operation. Restore is only available when you have the access in FactoryTalk Security (**System > Policies > System Policies > User Rights Assignment > Backup and Restore**).

To restore FactoryTalk Linx Gateway configuration

1. In FactoryTalk Administration Console **Explorer**, right-click **Network** or **Local**, and select **Restore**.
2. In **Restore**, select **Browse**, select the backup file (*.bak) to restore, and select **Open**.
3. Select **Next**.
4. If the backup file is encrypted, **Restore Backup File** opens. Enter the passphrase used during the backup operation.
5. In **Restore Contents**, select **FactoryTalk Linx Gateway configuration** to restore configurations.

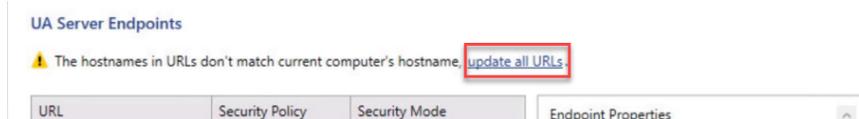


Tip: This option is not available if the FactoryTalk Linx Gateway is not installed or the installed FactoryTalk Linx Gateway version is earlier than 6.30.00.

6. Select **Finish**.

After restoring is completed, you should:

1. Restart the computer.
2. Confirm that the FactoryTalk Directory scope is existing.
3. Refresh the URL in the **UA Server Endpoints** tab if the hostname of the computer is changed.



4. Re-trust or re-reject the incoming certificates.
5. Regenerate or re-import the outgoing certificate.
6. (optional) Add users that can manage certificates.

Verify security settings after restoring a FactoryTalk system

After restoring a FactoryTalk Directory backup archive, verify the FactoryTalk Directory security settings on the new FactoryTalk system meet your requirements, and make adjustments as needed.

Depending upon your FactoryTalk configuration, do one or more of the following tasks after restoring the FactoryTalk Directory:

- [Update computer accounts in the network directory on page 162](#)
- [Recreate Windows-linked user accounts on page 162](#)
- [Update Windows-linked user groups on page 163](#)
- [Update security settings for Networks and Devices on page 163](#)
- [Update security settings for FactoryTalk Linx OPC UA Connector on page 164](#)
- [Restore database connections on page 164](#)

Update computer accounts in the network directory

After restoring any backup archive that includes a System folder, update computer accounts to allow access to the network directory.

If the system policy **Require computer accounts for all client machines** is enabled, then only client computers that have been added to the list of computers in the network directory can access that directory. When a backup archive is restored, the directory automatically adds the computer on which the network directory server resides, and the client computer from which the restore operation was performed, to the System folder in the network directory.

To update computer accounts in the network directory

1. Log on to FactoryTalk Administration Console as administrator on either the network directory server computer or the client computer where the restore was performed.
2. Rename existing computer accounts from the old domain to easily map them to computers on the new domain. This retains any security settings that were applied to the computer accounts in the old domain.
3. Delete computer accounts that no longer exist in the new domain, and that do not map to computers in the new domain.
4. Add computer accounts to allow computers on the network access to the restored network directory.



Tip: If you delete a computer account and then recreate it, its security settings are lost. To map computers from one domain to another, rename the computer accounts rather than deleting and recreating them.

Recreate a Windows-linked user account

When using individual Windows-linked user accounts, recreate these accounts when restoring your FactoryTalk Directory to a new FactoryTalk system.

IMPORTANT: Only Windows-linked user group accounts move to a new domain, individual Windows-linked user accounts do not move. This allows you to retain all of the security permissions for the group.

Prerequisites

- [Restore the FactoryTalk Directory on page 153](#) on the run-time network.
- Complete any follow-up tasks needed to recreate the development FactoryTalk Directory on the run-time network.

To recreate a Windows-linked user account

1. In FactoryTalk Administration Console **Explorer**, expand **System > Policies > System Policies**, and double-click **Security Policy**.
2. Expand **Account Policy Settings**, then select **Show deleted accounts in user list**. Enable this setting.
3. [Delete the old account on page 34](#).
4. [Create the new account on page 32](#).
5. Recreate all the security permissions for the new account. Choose one of the following:
 - [Add the user account to a group on page 43](#) that already has security settings defined for it
 - Create permissions for a user account when securing a resource

Update Windows-linked user groups

When the System folder is restored to a new Windows domain, Windows-linked user groups that existed in the original domain may no longer exist in the new domain.

Change the original Windows-linked groups to groups that exist in the new domain. Security settings that refer to the Windows-linked groups in the new domain update automatically. Move your applications to a different domain without having to change or recreate each user account separately.

If the system uses local workstation accounts as part of a Windows workgroup, Windows-linked user accounts lose their [security settings on page 162](#) after the System folder is restored.

Update security settings for Networks and Devices

After restoring an entire FactoryTalk Directory, update security settings for **Networks and Devices** to secure them in the new domain.

The **Networks and Devices** tree displays information about the networks and devices connected to the local computer. The contents of the **Networks and Devices** tree are not included in the backup archive, however the backup archive does include any [security settings on page 162](#) defined for networks and devices.

If an archive is restored on a computer connected to the same networks and devices using the same drivers or logical names, the security settings restored from the archive file take effect. Check to make sure security settings are accurate for the resources in the new FactoryTalk system, and make edits as needed.

To update security settings for Networks and Devices

1. In FactoryTalk Administration Console **Explorer**, select **Networks and Devices** to view the networks and devices in your FactoryTalk system.



Tip: To check the security settings for a network or device, right-click its icon, then select **Security**. Use **Security Settings** to view permissions by user or by action, and to see if permissions are inherited from higher levels in the FactoryTalk directory tree.

2. Review and edit user action permissions as needed.

Update security settings for the FactoryTalk Linx OPC UA Connector

After [restoring an entire FactoryTalk Directory on page 153](#) on a replacement or re-imaged computer, update security settings for the FactoryTalk Linx OPC Connector if the OPC UA Server requires authentication. The user credentials for the OPC UA Server are encrypted and tied to the private key of the original computer, so replacing the computer removes the stored credentials.

If an archive is restored on the same computer and the computer is not re-imaged, the credentials are included in the restore, but should be verified to ensure proper operation.

To update security settings for the FactoryTalk Linx OPC UA Connector

1. In FactoryTalk Administration Console **Explorer**, right-click a FactoryTalk Linx OPC UA Connector, then click **Properties**.
2. Click **OPC UA Servers**.
3. Select a server from the **OPC UA Servers** list to edit its properties
4. Under **Authentication Settings** review and edit the user name and password as needed.

Restore database connections

If the [FactoryTalk system being restored on page 153](#) includes Microsoft SQL Server databases for logging historical data, including FactoryTalk Alarms and Events logs, the connection to the database must be restored to re-establish a connection between a database definition, held in the directory, and its associated Microsoft SQL Server database.

To restore database connections

1. On any computer in the network directory, run FactoryTalk Administration Console.
2. From **Explorer**, open **System > Connections > Databases**.
3. Double-click the database definition to open its properties, update the SQL Server host computer name if it has changed, and then select **OK**.

The system checks for database tables and creates them, if they do not exist.

Restore an earlier system after upgrading FactoryTalk platform software

An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform. You must use the archive file created before you installed FactoryTalk Services Platform 6.10 to revert to a previous version.

Before [restoring to an earlier system on page 153](#), keep the following in mind:

- Following the instructions in this topic overwrites all data in the FactoryTalk Directory and returns it to the state it was in before upgraded. For example, any applications, security settings, or system policies will be lost. If you want to keep any of this data, back up the network directory and local directory now.
- When reverting from FactoryTalk Services Platform 2.10 (CPR 9) or later to an earlier version of the platform, you must restore backup archives for both the network directory and the local directory, even if you plan to use only one of the directories.
- If you upgraded to FactoryTalk Services Platform version 2.10 (CPR 9) or later, backups of the earlier version of the local directory and network directory were automatically created. You can use those backups to revert to an earlier version.
- Do not restore an archive file created with FactoryTalk Services Platform 2.10 (CPR 9) or later into a FactoryTalk Directory that is running FactoryTalk Services Platform 2.00 (CPR 7). This is not supported and may have unexpected results.
- As part of re-installing an earlier version of FactoryTalk Services Platform or FactoryTalk Automation Platform, you will need to enter the FactoryTalk administrator user name and passwords that were saved in the backup archive of the FactoryTalk Directory.

To restore an earlier system after upgrading FactoryTalk platform software

1. Uninstall all FactoryTalk software products that are incompatible with the version of the FactoryTalk platform you plan to use.
 - a. To verify the version of the FactoryTalk platform software that a product requires, see the product's installation documentation.
 - b. Go to **Control Panel > Uninstall a program** or **Programs and Features**.
 - c. Uninstall FactoryTalk Services Platform.
 - d. Uninstall **Windows Firewall Configuration Utility**.
2. Restart your computer.
3. Delete the folders **C:\ProgramData\Rockwell\RNAServer** and **C:\ProgramData\Rockwell\RNAClient**.
4. Install the version of the FactoryTalk platform software you plan to use. If the version is 2.10 (CPR 9) or later, skip to the next step after installation. If the version is 2.00 (CPR 7), do the following:
 - On the **Overview** page of the FactoryTalk Directory Configuration Wizard, select both **FactoryTalk Network Directory** and **FactoryTalk Local Directory** and then select **Next**.
 - If prompted, enter a FactoryTalk administrator user name and password for each directory.
5. Install earlier versions of all software products that are compatible with the version of the FactoryTalk platform software you plan to use. To verify the version of the FactoryTalk platform software that a product requires, see the product's installation documentation.
6. Run FactoryTalk Administration Console and log on to the Local Directory. In **Explorer**, right-click the **Local** icon and then restore a local backup archive created with the earlier version of the FactoryTalk platform software.
7. Select **File > Log Off** to log off the local directory, and then log on to the network directory. Right-click the **Network** icon and then restore a network backup archive created with the earlier version of the FactoryTalk platform software.

Generate a Security Authority identifier

Each FactoryTalk Directory has a unique Security Authority identifier generated during installation. Generate a Security Authority identifier to change the Security Authority identifier assigned to the FactoryTalk Directory.

Secure controller projects and controllers running secure projects can only be accessed when the FactoryTalk Directory Security Authority identifier matches the identifier saved in the project. This prevents unauthorized access to a controller or controller project if moved or copied to a different FactoryTalk Directory.

IMPORTANT: After generating a new Security Authority identifier, controllers and controller projects secured with the previous identifier cannot be accessed.

Prerequisites

1. Obtain the following permissions from **System > System Policies > User Rights Assignment**:
 - [Modify Security Authority Identifier on page 152](#)
2. [Back up the FactoryTalk Directory on page 139](#).
3. Use Logix Designer to remove security from any controllers and controller projects in the FactoryTalk Directory.
4. Shut down all FactoryTalk software products, components, and services except FactoryTalk Administration Console.

To generate a Security Authority identifier

1. In FactoryTalk Administration Console, select **Tools > FactoryTalk Security Authority Identifier**.
2. In **Modify Security Authority Identifier**, select **Generate ID**.
3. In the confirmation window, select **Yes**.
4. (optional) select **Backup** to [back up the current directory with the new identifier on page 145](#).
5. Select **Close**.
6. Sign in to FactoryTalk.

IMPORTANT: You must sign in to FactoryTalk after a new Security Identifier is generated to enable the changes. Select **Tools > FactoryTalk Authority Security Identifier...** to view the new Security Identifier.

7. (optional) Use Logix Designer to add security to any controllers and controller projects in the FactoryTalk Directory.

Restore

How do I open Restore?

1. In the **Explorer** window, verify that the applications located in the directory that you are restoring into are not currently expanded or being used by some other product or component.
2. Right-click **Network** or **Local**, and click **Restore**.

Use **Restore** to specify the name of the backup file to use to restore all or part of a FactoryTalk Directory.

Select one of these archive types:

- [A full FactoryTalk Directory backup archive on page 153](#). This will be named with its security authority identifier (for example, *Network - 72CE2C2E-5175-4C26-98AE-3ABE5AC7F8EC.bak* or *Local - C566C77A-4664-4E6C-9779-1EC729B3A8A0.bak*). It contains all applications, and all user and computer accounts and groups, passwords, policy settings, and security settings.
- [A System folder archive on page 155](#). A System folder archive contains a backup of a System folder, including user and computer accounts and groups, passwords, policy settings, and security settings. It is named **System.bak** by default.
- [An application archive on page 156](#). This archive contains a backup of the application and may contain a backup of the System folder. By default, an application archive file has the same name as the application.

Before restoring an archive file, shut down all FactoryTalk software products, components, and services, except FactoryTalk Administration Console and FactoryTalk Help, then create a backup archive of the target directory before continuing with the restore process.

An archive file created under FactoryTalk Automation Platform 2.00 (CPR 7) and restored into a FactoryTalk Directory that has been upgraded to FactoryTalk Services Platform 2.10 (CPR 9) or later automatically updates the data in the **System** folder to be compatible with FactoryTalk Services Platform 2.10 or later, while leaving the original data unchanged.

IMPORTANT:

- Do not restore an archive file created under FactoryTalk Services Platform 2.10 (CPR 9) or later into a FactoryTalk Directory that is running FactoryTalk Automation Platform 2.00 (CPR 7). This restore scenario is not supported and may have unexpected results.
 - An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform.
 - Archive files created using FactoryTalk Services Platform 2.90 or later can be restored on a computer running FactoryTalk Services Platform 6.10.
-

Restore (FactoryTalk Directory)

How do I open Restore?

1. In the **Explorer** window, verify that the applications located in the directory that you are restoring into are not currently expanded or being used by some other product or component.
2. Right-click **Network** or **Local**, and click **Restore**.

After [selecting a FactoryTalk Directory archive to restore on page 153](#), verify the restoration settings are correct to finish the restore operation. If this is not the correct backup archive, select **Cancel** to exit or **Back** to select a different archive file.

Backup files that are created automatically when upgrading to FactoryTalk Services Platform 2.50 or later can only be restored on the same computer.

IMPORTANT:

- Do not restore an archive file created under FactoryTalk Services Platform 2.10 (CPR 9) or later into a FactoryTalk Directory that is running FactoryTalk Automation Platform 2.00 (CPR 7). This restore scenario is not supported and may have unexpected results.
- An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform.
- Archive files created using FactoryTalk Services Platform 2.90 or later can be restored on a computer running FactoryTalk Services Platform 6.10.

Setting	Description
Archive name	The name of the backup archive file to restore.
Directory type	Identifies the type of information held within the backup archive file. FactoryTalk Directory - Identifies an archive file that contains the contents of an entire directory, including all applications and the System folder. Important: Restoring the System folder overwrites all user and computer accounts and groups, passwords, policy settings, and security settings for all applications in the FactoryTalk Directory.
Application(s)	Lists the names of the applications held in the backup archive file. When you restore an entire directory, all of the applications included in that directory are also restored.
FactoryTalk Directory configuration	Restores applications, users, computers, groups, passwords, policies, security settings, and FactoryTalk Linx OPC UA Connector configuration for computers configured in the directory.
FactoryTalk Linx configuration	Restores shortcut and driver configurations of FactoryTalk Linx. Only FactoryTalk Linx configurations exist on the local PC can be restored. Refer to Restore FactoryTalk Linx configuration on page 159 to find how to restore a distributed system.
FactoryTalk Linx Gateway configuration	Restores server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.



Tip: After restoring from a backup archive, manually back up and restore project files and databases from other software products participating in the FactoryTalk system, and check security settings and computer accounts.

Restore (System folder)

How do I open Restore?

1. In the **Explorer** window, verify that the applications located in the directory that you are restoring into are not currently expanded or being used by some other product or component.
2. Right-click **Network** or **Local**, and click **Restore**.

After selecting a system-only archive file, **Restore** displays the archive name and the archive type.

Restoring a System folder on page 155 moves the following system-wide settings from one FactoryTalk Directory to another:

- The list of user, computer, and group accounts
- Action groups
- Passwords
- Policy settings
- Security settings
- Alarm and event database definitions

Review the following settings before selecting **Finish** to restore a System folder.

Setting	Description
Archive name	The name of the backup archive file to restore.
Directory type	Identifies the type of information held within the backup archive file. System Only - Restoring the System folder overwrites all user and computer accounts and groups, passwords, policy settings, and security settings for all applications in the FactoryTalk Directory.
Application(s)	Archive does not contain any application - Confirms that applications are not included in the backup archive to restore.
System Directory configuration	This option is selected by default to restore the entire System folder. Restoring the System folder overwrites all user and computer accounts and groups, passwords, policy settings, and security settings for all applications in the FactoryTalk Directory.

Restore (Application)

How do I open Restore?

1. In the **Explorer** window, verify that the applications located in the directory that you are restoring into are not currently expanded or being used by some other product or component.
2. Right-click **Network** or **Local**, and click **Restore**.

After selecting a FactoryTalk Directory archive to restore, verify the restoration settings are correct to finish the restore operation. If this is not the correct backup archive, select **Cancel** to exit or **Back** to select a different archive file.

If the **System** folder was backed up with the application, [choose whether to restore it along with the application on page 156](#).

Backup files that are created automatically when upgrading to FactoryTalk Services Platform 2.50 or later can only be restored on the same computer.

IMPORTANT:

- Do not restore an archive file created under FactoryTalk Services Platform 2.10 (CPR 9) or later into a FactoryTalk Directory that is running FactoryTalk Automation Platform 2.00 (CPR 7). This restore scenario is not supported and may have unexpected results.
- An archive file created using FactoryTalk Services Platform 6.10 cannot be restored on a computer running an earlier version of FactoryTalk Services Platform.
- Archive files created using FactoryTalk Services Platform 2.90 or later can be restored on a computer running FactoryTalk Services Platform 6.10.

Setting	Description
Archive name	The name of the backup archive file to be restored. By default, the archive name is ApplicationName.bak file.
Directory type	Identifies the type of information held within the backup archive file. <ul style="list-style-type: none"> • Application and System - Identifies an archive file that contains both an application and a System folder. • Application - Identifies an archive file that contains only an application.
Application(s)	The name of the application or applications held in the backup archive file.
System Directory configuration	Select or clear this option to your need: <ul style="list-style-type: none"> • To restore the application and the System folder, select Restore System. Restoring the System folder overwrites all user and computer accounts and groups, passwords, policy settings, and security settings for all applications in the FactoryTalk Directory. • To restore the application without restoring the System folder, clear Restore System. Restoring the System folder overwrites all user and computer accounts and groups, passwords, policy settings, and security settings for all applications in the FactoryTalk Directory. When restoring an application without its associated System folder to a different directory or to a different computer, security permissions for FactoryTalk users and groups need to be manually recreated in the restored application.
FactoryTalk Linx configuration	Restores the FactoryTalk Linx shortcuts and drivers configuration. Only FactoryTalk Linx configurations exist on the local PC can be restored. Refer to Restore FactoryTalk Linx configuration on page 159 to find how to restore a distributed system.
FactoryTalk Linx Gateway configuration	Restores server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.
Restore into a new application named:	Choose whether to overwrite an existing application or create a new application. <ul style="list-style-type: none"> • To restore the contents of the backup archive file into an application with a new name, select Restore into a New Application Named, then enter a unique name. When Finish is selected, the system leaves the original application intact and restores the backup archive as a new application in the directory. When both applications are the same, it copies the archived application into the directory.

Setting	Description
	<ul style="list-style-type: none"> To restore an existing application with its original name, clear Restore into a New Application Named. When Finish is selected, the system confirms to overwrite the existing application of the same name. Select Yes to restore the application.

Restore (Security Authority Identifier)

How do I open Restore?

- In the **Explorer** window, verify that the applications located in the directory that you are restoring into are not currently expanded or being used by some other product or component.
- Right-click **Network** or **Local**, and click **Restore**.

Setting	Description
Archive name	The name of the backup archive file to be restored. By default, the archive name is ApplicationName.bak file.
Directory type	Identifies the type of information held within the backup archive file. <ul style="list-style-type: none"> FactoryTalk Directory - Identifies an archive file that contains the contents of an entire directory, including all applications and the System folder. Application and System - Identifies an archive file that contains both an application and a System folder. Application - Identifies an archive file that contains only an application. System Only - Restoring the System folder overwrites all user and computer accounts and groups, passwords, policy settings, and security settings for all applications in the FactoryTalk Directory.
Application(s)	The name of the application or applications held in the backup archive file.
Restore directory contents only	Restores applications, users, computers, groups, passwords, policies, and security settings. The security authority identifier is not restored.
Restore security authority identifier only	Only restores the security authority identifier. Applications, users, computers, groups, passwords, policies, and security settings are not restored. Back up your directory and remove the old bindings from all controllers and controller projects before continuing. Back up the directory with the new identifier after the restore process is completed.
FactoryTalk Directory configuration	Restores applications, users, computers, groups, passwords, policies, and security settings. This option is only available when Restore directory contents is selected.
FactoryTalk Linx configuration	Restores shortcut and driver configurations of FactoryTalk Linx. Only FactoryTalk Linx configurations exist on the local PC can be restored. Refer to Restore FactoryTalk Linx configuration to find how to restore a distributed system.
FactoryTalk Linx Gateway configuration	Restores server configuration, UA Server Endpoint settings, Advanced Settings, and UA Tag List configuration in FactoryTalk Linx Gateway.

Restore Backup File

Use **Restore Backup File** to enter the passphrase which was used during the archive file backup operation. The archive file cannot be restored without the correct passphrase.

The passphrase must meet the following requirements:

- Any alphanumeric character or other characters
- Minimum length: 0
- Maximum length: 64

An error message opens if the passphrase you entered is not correct. Enter the passphrase again. If the wrong passphrase is entered three times, **Restore Backup File** closes. Select the archive file and try again.

Use commands to back up and restore

FactoryTalk Services Platform supports backing up and restoring directory, system, and application via the user interface. From FactoryTalk Services Platform version 6.21, the **FTSysBackupRestore Tool** provides an option to use commands to back up and restore the directory, system, and applications.

Parameter	Required/Optional	Description
-s	Required	Specifies the FactoryTalk Directory scope. Only "Global" and "Local" scopes are supported.
-sso	Required	Uses single sign-on for authentication.
-b	Required	Command for backup, which is a conflict with the -r command.
-r	Required	Command for restore, which is a conflict with the -b command.
-bak	Required	Specifies the location to save the backup file or the location where the restore file can be found. (For example, -bak c:\aa.bak) <ul style="list-style-type: none"> • For backup operation, the existing files will be replaced while creating new files. • For restore operation, make sure the file already exists in the system.
-ftd	Optional	The whole FactoryTalk directory. The -sys and -app commands will be ignored if the -ftd is used.
-sys	Optional	The FactoryTalk System directory.
-app	Optional	Specifies the FactoryTalk application. Specific application names are needed when using this parameter.

Parameter	Required/Optional	Description
-ido	Optional	Used to restore the FactoryTalk Directory identifier. It's only valid with command -r.
-prod	Optional	Specifies the product names. (For example: -prod "FactoryTalk Linx", -prod "FactoryTalk Linx Gateway")
-e	Optional	Used to encrypt the backup file.
-pp	Optional	The plain passphrase is used to encrypt or decrypt the backup file. The command will be ignored when "-ep" command is used or the "-e" command is not used. Note: If the passphrase contains a ", it should be type as "" in command line. For example, if the passphrase is ~!@#\$\$%^&*()_+={} \:;"';'<>, .?/, when you use the passphrase to encrypt or decrypt the backup file in commands, you should type the passphrase as "~!@#\$\$%^&*()_+={} \:;"';'<>, .?/".
-f	Optional	Used to force replace the opened applications if needed.
-ow	Optional	Used to overwrite the existing applications.

Examples of using the command line:

- Back up the FactoryTalk Directory

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -b
-s Global -sso -bak C:\Users\Administrator\Desktop\ftd1.bak -ftd -e -pp "~!@#
$%^&*()_+={}|\";"';'<>, .?/"
```

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -b
-s Global -sso -bak C:\Users\Administrator\Desktop\ftd2.bak -ftd -ido -prod
"FactoryTalk Linx" -e -pp AQANCMnd8BF/Cl+s
```

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -b
-s Global -sso -bak C:\Users\Administrator\Desktop\identifier.bak -ido
```

- Back up an application

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -b
-s Global -sso -bak C:\Users\Administrator\Desktop\application1.bak -app A1
-sys
```

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -b
-s Global -sso -bak C:\Users\Administrator\Desktop\application2.bak -app A1
-sys -prod "FactoryTalk Linx"
```

- Back up the FactoryTalk Linx Gateway

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -b
-s Global -sso -bak C:\backup\FTLGW_File.bak -prod "FactoryTalk Linx Gateway"
```

- Back up the System folder

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -b
-s Global -sso -bak C:\Users\Administrator\Desktop\System.bak -sys
```

- Restore the FactoryTalk Directory

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -r
-s Global -sso -bak C:\Users\Administrator\Desktop\ftdl.bak -ftd -e -pp "~!@#
$%^&*()_+=={ } [ ] | \ : " ; ' < > , . ? / "
```

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -r
-s Global -sso -bak C:\Users\Administrator\Desktop\ftd2.bak -ftd -ido -prod
"FactoryTalk Linx" -e -pp AQANCMnd8BF/Cl+s
```

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -r
-s Global -sso -bak C:\Users\Administrator\Desktop\identifier.bak -ido
```

- Restore an application

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -r
-s Global -sso -bak C:\Users\Administrator\Desktop\application1.bak -app A1
-sys
```

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -r
-s Global -sso -bak C:\Users\Administrator\Desktop\application2.bak -app A1
-sys -prod "FactoryTalk Linx"
```

- Restore the FactoryTalk Linx Gateway

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe -r -s Global -sso -bak
C:\backup\FTLGW_File.bak -prod "FactoryTalk Linx Gateway"
```

- Restore the System folder

```
"C:\Program Files (x86)\Common Files\Rockwell\FTSysBackupRestoreTool.exe" -r
-s Global -sso -bak C:\Users\Administrator\Desktop\system.bak -sys
```

NOTE: For an encrypted bak file created in FactoryTalk Services Platform version 3.00 and before, if no passphrase was entered, the restore commands should be like:

```
"C:\Program Files (x86)\Common Files\Rockwell
\FTSysBackupRestoreTool.exe" -r -s Global -sso -bak C:\Users
\Administrator\Desktop\Network.bak -ftd -e
```

FactoryTalk Directory Configuration Wizard

How do I run the FactoryTalk Directory Configuration Wizard?

1. On the computer where FactoryTalk Services Platform is installed, log on to Windows with a user account that is a member of the local Windows Administrators group.
2. Click **Start > All Programs > Rockwell Software > FactoryTalk Tools > FactoryTalk Directory Configuration Wizard**.

FactoryTalk Directory products share a common address book, finding and providing access to plant floor resources, such as data tags and graphic displays.

Configuration of the FactoryTalk Directory is automatic during installation of FactoryTalk Services Platform. Use FactoryTalk Directory Configuration Wizard when circumstances require a manual configuration of FactoryTalk Directory. The FactoryTalk Directory Configuration Wizard is for use by FactoryTalk administrators.

Run the FactoryTalk Directory Configuration Wizard if:

- An error occurs while installing the FactoryTalk Services Platform, or a message displays instructing to run the wizard manually.
- A valid FactoryTalk Administrator account could not be found for the directory during an upgrade of an existing FactoryTalk Directory from FactoryTalk® Automation Platform version 2.0.
- If FactoryTalk Services Platform was installed from a remote client (such as Remote Desktop Services). The FactoryTalk Directory cannot be configured from a remote client. The FactoryTalk Directory Configuration Wizard must be run at the Windows console on the computer.
- The FactoryTalk administrator account in the network directory or local directory is not accessible. Running the wizard resets a locked administrator account or changes an expired password for the administrator account. Alternatively, have another user whose account is a member of the FactoryTalk Administrators group reset your locked account or password for you.

If the administrator account was disabled, have another user enable the account in FactoryTalk Administration Console. The last FactoryTalk administrator account in a directory cannot be disabled. If no other user is available, or the password to another administrator account is not known (for example, because that user left the organization), contact Rockwell Automation Technical Support.

Select a FactoryTalk Directory to configure

The first step in configuring a FactoryTalk Directory is to select which FactoryTalk directory to configure from the first page in the **FactoryTalk Directory Configuration Wizard**.

To select a FactoryTalk Directory to configure

1. Go to **Rockwell Software > FactoryTalk Tools > FactoryTalk Directory Configuration Wizard**.
2. In **FactoryTalk Directory Configuration Wizard**, under **Configure settings**, choose one or both of the following:
 - [Configure the FactoryTalk Network Directory on page 175](#)
 - [Configure the FactoryTalk Local Directory on page 176](#)
3. Select **Next**.

Configure FactoryTalk Network Directory

To configure (or reconfigure) a FactoryTalk network directory or to upgrade an existing FactoryTalk network directory, logging on is required. This allows the **FactoryTalk Directory Configuration Wizard** to access the directory and configure it. To configure the FactoryTalk network directory, run the **FactoryTalk Directory Configuration Wizard** at the computer that is the FactoryTalk network directory server.



Tip: Configuring the FactoryTalk network directory from a remote computer is not allowed.

Depending on what accounts are available in the network directory, log on using:

- Any **Windows** administrator account that is a member of the local Windows administrators group on the computer where the FactoryTalk network directory server is located.
- Any **FactoryTalk** account that is a member of the FactoryTalk Administrators group in the network directory.

Log on using an existing FactoryTalk administrator account to [reset the password of the account on page 179](#) if it has expired. If your account has been locked or disabled, have another user whose account is a member of the FactoryTalk Administrators group enable the account or reset your password.

IMPORTANT: Keep your administrator user name and password in a safe place. To enable the administrator account, both the original user name and password to the account are required. If either is lost, the account cannot be enabled.

If the administrator account is disabled, the **FactoryTalk Directory Configuration Wizard** cannot enable the account. Instead, have another user enable the account in FactoryTalk Administration Console. The last FactoryTalk administrator account in a directory cannot be disabled.

If no other user is available, or the password to another administrator account is not available (for example, because that user left the organization), contact Rockwell Automation Technical Support.

Network directory and the FactoryTalk Directory Configuration Wizard

Running the FactoryTalk Directory Configuration Wizard to [reconfigure the FactoryTalk network directory on page 175](#) performs these operations:

- Backs up the original directory.
The backup file is named **NetworkInstall*.bak** and is located in **C:\ProgramData\Rockwell\RNAServer\Backups**. The location of the backup files is also logged to FactoryTalk Diagnostics. View the diagnostic log files using the FactoryTalk Diagnostics Viewer.
- Adds the Windows Administrators group to the FactoryTalk Administrators group, if an error occurred while you were installing or upgrading the FactoryTalk Services Platform on a computer for the first time, or if a valid administrator account could not be found.
This means that any user account that is a member of the local Windows Administrators group on any computer connected to the network directory has administrative access to the directory.
- Updates policies in the directory and adds the \$AnonymousLogon account to the directory, if an error occurred while upgrading an existing FactoryTalk Directory.
This account is given **Common > Read** and **Common > List Children** access to the FactoryTalk Directory. This account is used when FactoryTalk products require service access to the directory.
- [Changes the password on page 180](#), if the password to a FactoryTalk account has expired, and the account is a member of the FactoryTalk Administrators group.
- Resets the account, if a FactoryTalk administrator account becomes locked.

Configure FactoryTalk Local Directory

To configure (or reconfigure) a [FactoryTalk local directory on page 177](#), or to upgrade an existing FactoryTalk local directory, logging on is required. This allows the **FactoryTalk Directory Configuration Wizard** to access the

directory and configure it. Reconfiguring the FactoryTalk local directory allows you to [reset the password of an expired administrator account on page 179](#).

Depending on what accounts are available in the local directory, log on using:

- Any **Windows** administrator account that is a member of the local Windows administrators group on the local computer.
- Any **FactoryTalk** account that is a member of the FactoryTalk Administrators group in the local directory.

[Log on using an existing FactoryTalk administrator account on page 179](#) to enable the account if it has become locked, or if the password to the account has expired. Alternatively, have another user whose account is a member of the FactoryTalk Administrators group enable the account or reset the password.

IMPORTANT: Keep the administrator user name and password in a safe place. To enable the administrator account, the original user name and password to the account are required. If either is lost, the account cannot be enabled.

If the administrator account was disabled, the **FactoryTalk Directory Configuration Wizard** cannot enable the account. Instead, have another user enable the account in FactoryTalk Administration Console. The last FactoryTalk administrator account in a directory cannot be disabled.

If no other user is available, or the password to another administrator account is not available (for example, because that user left the organization), contact Rockwell Automation Technical Support.

Local directory and the FactoryTalk Directory Configuration Wizard

Running the FactoryTalk Directory Configuration Wizard to [reconfigure the FactoryTalk local directory on page 176](#) performs these operations:

- Backs up the original directory.
The backup file is named **LocalInstall*.bak** and is located in **C:\ProgramData\Rockwell\RNAServer\Backups**. The location of the backup files is also logged to FactoryTalk Diagnostics. Use FactoryTalk Diagnostics Viewer to view the diagnostic log files.
- Adds the Windows Administrators group to the FactoryTalk Administrators group if an error occurred while installing or upgrading the FactoryTalk Services Platform on a computer for the first time, or if a valid administrator account could not be found.
This means that any user account that is a member of the local Windows Administrators group on the local computer has administrative access to the directory.
- Adds the Windows Authenticated Users group to the local directory, allowing any user who is logged on to Windows to access the local directory.



Tip: The Windows Authenticated Users group includes all users and computers whose identities have been authenticated. The Authenticated Users group is used to override security in the local directory by granting access to all authenticated Windows user accounts. Authenticated Users does not include Guest even if the Guest account has a password.

- Updates policies in the directory, and adds the \$AnonymousLogon account to the directory, if an error occurred while upgrading an existing FactoryTalk Directory.

This account is given **Common > Read and Common > List Children** access to the FactoryTalk Directory.

This account is used when FactoryTalk products require service access to the directory.

- [Changes the password on page 179](#), if the password to a FactoryTalk account that is a member of the FactoryTalk Administrators group expires.
- Resets the account if a FactoryTalk administrator account becomes locked.

Product support for network and local directories

FactoryTalk® Directory allows products to share a common address book, which finds and provides access to plant-floor resources, such as data tags and graphic displays.

The FactoryTalk® Services Platform includes two separate directories: a local directory and a network directory.

- In a **local directory**, a Directory Server, all project information, and all participating software products are located on a single computer. Local applications cannot be shared across a network.
- A **network directory** organizes project information from multiple FactoryTalk® products across multiple computers on a network.

Which directory to configure depends upon which software products are part of the FactoryTalk system. The table below shows which products require a network directory, which require a local directory, and which use either directory.

Product	Network Directory	Local Directory
FactoryTalk® Administration Console	Yes	Yes
FactoryTalk® AssetCentre	Yes	No
FactoryTalk Batch	Yes	Yes
FactoryTalk Historian Classic	Yes	No
FactoryTalk Historian for Batch	Yes	No
FactoryTalk® Linx	Yes	Yes
FactoryTalk® Linx™ Gateway	Yes	Yes
FactoryTalk Metrics	Yes	No
FactoryTalk® Portal	Yes	No
FactoryTalk® ProductionCentre®	Yes	No
FactoryTalk Scheduler	Yes	No
FactoryTalk® Transaction Manager	Yes	No
FactoryTalk® View Machine Edition (ME)	No	Yes
FactoryTalk® View Site Edition (SE)	Yes	No
FactoryTalk View SE Local	No	Yes
Logix Designer	Yes	No
RSAutomation Desktop®	Yes	No
RSBizWare™ BatchCampaign™	Yes	Yes
RSBizWare eProcedure®	Yes	Yes
RSLinx® Classic	Yes	Yes

Product	Network Directory	Local Directory
RSLogix™ 5	Yes	Yes
RSLogix 500®	Yes	Yes
RSLogix 5000®	Yes	Yes*
RSMACC™	Yes	Yes
RSNetWorx™	Yes	Yes

*The FactoryTalk local directory is not supported in RSLogix 5000 v20 software.

Enter an administrator user name and password

Enter a Windows Administrator account user name and password. If the user name and password are accepted, the directory is configured, and the **FactoryTalk Directory Configuration Wizard** [summary on page 181](#) is displayed.

Prerequisites

1. If not already on the second page of the **FactoryTalk Directory Configuration Wizard**, go to **Rockwell Software > FactoryTalk Tools >** and open **FactoryTalk Directory Configuration Wizard**.
2. In **FactoryTalk Directory Configuration Wizard**, [select the directory you want to configure on page 175](#), and select **Next**.

To enter an administrator user name and password

1. In **Administrator User Name**, enter a Windows Administrator account or FactoryTalk Administrator account user name.
2. In **Password**, enter the password that corresponds to the user name you entered.
3. Select **Next**.

Reset an expired password

When using the FactoryTalk Directory Configuration Wizard, if the password to the administrator account has expired, **Change Password** opens automatically. It cannot be opened manually.



Tip: Alternatively, use FactoryTalk Administration Console or FactoryTalk View Studio instead of the FactoryTalk Directory Configuration Wizard to change an account password.

To reset an expired password

1. In **New password**, enter the new password for the administrator account.
2. In **Confirm new password**, enter the same password entered in **New password**, and select **OK**.
Depending on how the FactoryTalk security policies are configured, minimum password length and password complexity requirements might apply.

Change Password (local)

The **Change Password** window appears automatically if the [FactoryTalk local directory on page 176](#) contains an administrator account with an expired password. There is no way to make this window appear manually, if there is no administrator account with an expired password in the directory.

To change the password to an account manually, use FactoryTalk Administration Console instead of the FactoryTalk Directory Configuration Wizard.

If no other user is available and the password to the FactoryTalk administrator account has been lost or forgotten, contact Rockwell Automation Technical Support.

Setting	Description
Administrator user name	Displays the user name of the expired administrator account.
Old password	Displays asterisks (*) as a placeholder for the old password typed for the expired account.
New password	Type the new password to the account.
Confirm new password	Type the same password as in the New password box. Depending on how the FactoryTalk security policies are configured, a minimum password length and password complexity requirements might apply. Check with the FactoryTalk administrator for specific requirements. If the new password is rejected, check that the new password: <ul style="list-style-type: none"> • Is not the same as any of the last 3 passwords used for the account • Does not contain all of the user account name. For example, a user account named John12 cannot have the password John1234. However, the password 12John is permitted. This check is also case sensitive, so John12 could have the password j0HN12. • Is at least six characters long • Contains characters from three of the following four categories: <ul style="list-style-type: none"> ◦ Unaccented uppercase characters (A to Z) ◦ Unaccented lowercase characters (a to z) ◦ Numerals (0 to 9) ◦ Non-alphanumeric characters (!, @, #, %)

IMPORTANT: Keep a record of the administrator user name and password in a safe place. To enable the administrator account, you must have both the original user name and password to the account. If either is lost, the account cannot be enabled.

Change Password (network)

When running the Configuration Wizard, if your administrator account has an expired password, **Change Password** appears automatically. There is no way to make this window appear manually, if there is no administrator account with an expired password in the directory.

To change the password to an account manually, use FactoryTalk Administration Console or FactoryTalk View Studio instead of the FactoryTalk Directory Configuration Wizard.

If no other user is available and you cannot remember the password to your FactoryTalk administrator account, contact Rockwell Automation Technical Support.

Use the following settings to reset the password in your [FactoryTalk network directory on page 175](#).

Setting	Description
Administrator user name	This box displays the user name you typed for the expired administrator account in the previous step of the wizard.
Old password	This box displays asterisks (*) as a placeholder for the old password you typed for the expired account in the previous step of the wizard.
New password	Type the new password to the account.
Confirm new password	Type the same password you typed in the New password box. Depending on how the FactoryTalk security policies are configured, a minimum password length and password complexity requirements might apply. Check with your FactoryTalk administrator if the suggestions below do not work. If the wizard will not accept your new password, make sure that your new password: <ul style="list-style-type: none"> • Is not the same as any of the last 3 passwords you used for the account • Does not contain all of the user account name. For example, a user account named John12 cannot have the password John1234. However, the password 12John is permitted. This check is also case sensitive so John12 could have the password jOHn12. • Is at least six characters long • Contains characters from three of the following four categories: <ul style="list-style-type: none"> ◦ Unaccented uppercase characters (A to Z) ◦ Unaccented lowercase characters (a to z) ◦ Numerals (0 to 9) ◦ non-alphanumeric characters (!, @, #, %)

If no other user is available and you cannot remember the password to your FactoryTalk administrator account, contact Rockwell Automation Technical Support.

Summary

How do I open Summary?

Click **OK** in the second wizard screen—**Reconfigure a Network Directory** or **Reconfigure a Local Directory**.

When the FactoryTalk Directory Configuration Wizard finishes, **Summary** shows a list of what the FactoryTalk Directory Configuration Wizard did, together with any errors that might have occurred. These errors are also logged to FactoryTalk Diagnostics and can be reviewed using the FactoryTalk Diagnostics Viewer.

If an error occurred while running the FactoryTalk Directory Configuration Wizard, review the errors shown in **Summary**, and refer to the list of common errors below. After resolving the likely problems, run the wizard again.

Common causes for errors include:

- **Insufficient disk space.** Clear some disk space and then run the wizard again.
- **You are not logged on as an administrator.** You must be logged on as an administrator to run the FactoryTalk Directory Configuration Wizard. To run the wizard because an error occurred during installation for the first time on a computer, you must be logged on as a Windows local administrator.
- **The FactoryTalk Directory is in read-only mode.** This error applies to only the FactoryTalk network directory. This error appears as a warning when your computer cannot communicate with the FactoryTalk network directory server, or if the network connection is lost while configuring the directory. Make sure both

your computer and the FactoryTalk network directory are connected to the network. You do *not* need to run the wizard again after reconnecting to the FactoryTalk network directory server.

- **You are attempting to configure the FactoryTalk Directory from a remote computer.** You cannot use Remote Desktop Services to configure a FactoryTalk Directory. You must configure a FactoryTalk local directory at the local computer. You must configure a FactoryTalk network directory at the computer that is the FactoryTalk network directory server.

Default passwords

If you are trying to configure a directory but are prompted for a password you don't have, this might be because you are upgrading from FactoryTalk Automation Platform version 2.00.

In version 2.00, you had to create passwords for FactoryTalk administrator accounts in both the network directory and the local directory.

To upgrade existing directories to FactoryTalk Services Platform version 2.10 or later, you must supply the original user name and password for the FactoryTalk administrator accounts.

- For the [FactoryTalk local directory on page 176](#), the original default user name was Administrator, and the password field was left blank.
- For the [FactoryTalk network directory on page 175](#), the original default user name was Administrator, but you were prompted to provide a password.

If you cannot remember the password to an existing directory, you cannot access that directory. Contact Rockwell Automation Technical Support.

Configure the FactoryTalk Directory via the command line

When configuring the FactoryTalk Directory via the command line, use the following syntax:

```
"SilentFTDCW.exe -suppresserrors -hide"
```

Parameters	Description
<code>-suppresserrors</code>	Optional. Determines whether to show errors when configuring the FactoryTalk Directory.
<code>-hide</code>	Optional. Determines whether to show the tool UI interface when configuring the FactoryTalk Directory.

Examples

```
C:\Program Files (x86)\Common Files\Rockwell\SilentFTDCW.exe -suppresserrors=true -hide=false
```

Secure resources

Secure resources

To secure the resources in the FactoryTalk system, select the resource, and use **Allow** or **Deny** permissions to specify which users can perform what actions on that resource from what computers. This helps ensure that only authorized personnel can perform approved actions from appropriate locations.

Common actions include the ability to see the resource, to edit or delete it, and to add additional items to the resource. Additional securable actions might appear, depending on which FactoryTalk products installed.

Set security permissions for:

- FactoryTalk local or network directory
- Applications
- Areas
- System folder
- Action groups
- Policies
- Computers and Computer Groups
- Users and User Groups
- Connections, including databases
- Networks and devices

Security for networks and devices follows special rules for inheriting security permissions, and includes the use of logical names, permission sets, and resource groupings. For this reason, security for networks and devices is covered in its own section.

Permissions

Permissions determine which **users** can perform which **actions** on specific **resources** in the system from which **computers**.

Allow and Deny permissions

Set two kinds of permissions on resources:

- **Allow** permissions grant users permission to perform actions on resources from all computers or from only certain computers on a network. For example, in a FactoryTalk network directory, for a resource such as an area containing various servers, assign **Allow** permission to a **Read** action for a group of users named Designers from All Computers. This allows members of the Designers group to view the contents of the area from any computer on the network.
- **Deny** permissions prevent users from performing actions on resources from all computers or from only certain computers on a network. In a FactoryTalk local directory, security permissions apply to only the local computer. In a network directory, for an area containing various servers, assign **Deny** permissions to a **Write** action for a group of users named Designers from All Computers to prevent members of the Designers group from modifying the contents of the area.

Remove all permissions from an object by clearing both **Allow** and **Deny**. This allows the object to inherit permissions assigned at a higher level. For example, remove all permissions from an area located in an application, the area then inherits permissions from the application.

If no permissions are assigned to a resource at any level, Deny is implied.

Product policies do not inherit security settings. When specifying permissions for product policies, clearing both **Allow** and **Deny** does not allow the policy setting to inherit security. Instead, clearing both denies access to the product feature.

Inherited and explicit permissions

By default, resources inherit permissions automatically from their parent resources. For example, if assigning security to an area in an application, all of the items in the area inherit the security settings of the area, and the area inherits security settings from the application. The top of the hierarchy is the network directory or local directory.

Networks and devices that are referenced by logical names, rather than by network relative paths, inherit permissions differently than other resources.

Override inherited permissions two ways:

- **Set up explicit permissions** for resources at a lower level of the hierarchy. For example, if an area inherits permissions from an application, override the inherited permissions by specifying permissions explicitly for the area.
Explicit permissions are permissions assigned deliberately to the resource, for users, groups, or computers, and actions. Explicit permissions take precedence over inherited permissions.
- **Break the chain of inheritance** at a level in the Network Directory or Local Directory tree. For example, stop an area from inheriting permissions from the application in which it is located by selecting **Do not inherit permissions** when setting up security for the area. When breaking the chain of inheritance, specify whether to remove all permissions from resources below the break (which then implies Deny permission), or whether to use the permissions that are inherited by the resource at the break as explicit permissions.

The principle of inheritance allows setting permissions at as high a level as is practical, and then introducing exceptions at lower levels where necessary. If permissions are not assigned at any level, Deny is implied. When the system evaluates the level of access provided to a user, computer, or group, Deny permissions are evaluated before Allow permissions, explicit permissions override inherited permissions, and where conflicting permissions exist, Deny takes precedence over Allow.

Categories of permissions for actions

The actions that users can perform on resources are grouped into categories. The Common category is common to all FactoryTalk products. Create action groups to assign security permissions to all of the actions in the group in one step, rather than assigning permissions to each action separately.

Effective permissions

To find out what actions a user or group can perform on a resource, view the permissions in effect (effective permissions) for the resource. The effective permissions are shown in the **Effective Permissions** tab of the **Security Settings** for the resource.

Effective Permissions shows the permissions that are granted to the selected user, computer, or group. When calculating effective permissions, the system takes into account the permissions in effect from group membership, as well as any permissions inherited from the parent object.

If a check mark appears for an action, permission is allowed, whether explicitly or by inheritance. If a check mark does not appear, permission is denied, whether explicitly or by inheritance. If a category (for example, Common) shows a gray check mark, one or more – but not all – of the actions inside the category is allowed. Expand the category to see which permissions within it are allowed or denied.

Breaking the chain of inheritance

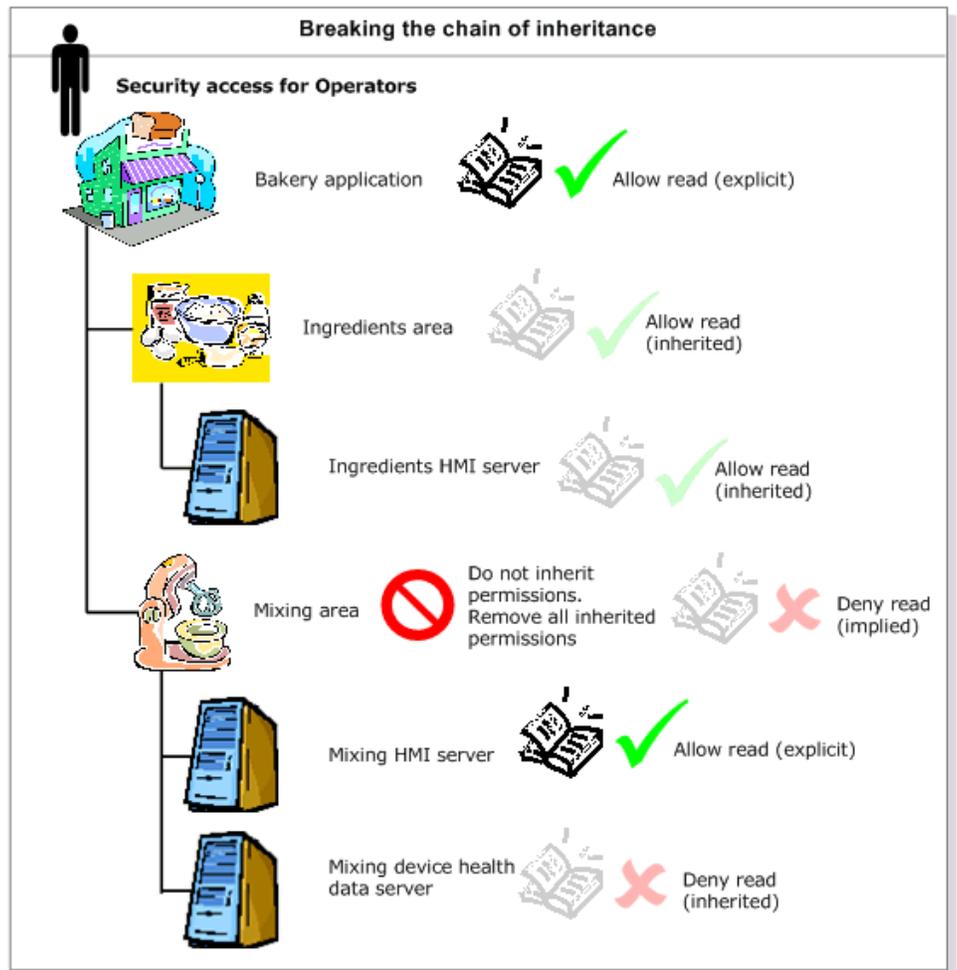
By default, resources inherit [permissions on page 183](#) automatically from their parent resources. For example, if assigning security to an area in an application, all of the items in the area inherit the security settings of the area, and the area inherits security settings from the application. The top of the hierarchy is the network directory or local directory.

Override inherited permissions in two ways:

- **Set up explicit permissions** for resources at a lower level of the hierarchy. For example, if an area inherits permissions from an application, override the inherited permissions by specifying permissions explicitly for the area.
- **Break the chain of inheritance** at a level in the network directory or local directory tree. For example, stop an area from inheriting permissions from the application in which it is located by selecting **Do not inherit permissions** when setting up security for the area. When breaking the chain of inheritance, specify whether to remove all permissions from resources below the break (which then implies **Deny** permission), or whether to use the permissions that are inherited by the resource at the break as explicit permissions.

Permissions are inherited only as far up the network directory or local directory tree as the chain of inheritance remains intact. For example, when **Do not inherit permissions** for an area is selected, items that inherit permissions inside the area can inherit permissions only as far as the area. They cannot inherit permissions from the application

in which the area is located. Because breaking the chain of inheritance complicates administration, only do this when absolutely necessary.



The principle of inheritance allows setting permissions at as high a level as is practical. Then, introduce exceptions at lower levels where necessary.

If permissions are not assigned at any level, **Deny** is implied.

Order of precedence

When the system evaluates the level of access a user, computer, or group has, these rules apply:

- **Deny permissions are implied.** If no permissions are assigned to a resource, **Deny** is implied. Use implied **Deny** permissions rather than explicit **Deny** permissions wherever possible, because this simplifies administration.
- **Deny permissions are evaluated before Allow permissions.** For example, if the *Operators* group is explicitly denied access to a data server, but an individual user account in the group (*Jane*) is explicitly allowed access, the **Deny** rule for the group account takes precedence over the **Allow** rule for the individual account, and *Jane* cannot access the data server as long as she is a member of the *Operators* group.
- **Explicit permissions override inherited permissions.** For example, assume your application has an area named *Baking*, and *Operators* are allowed **Read** access to the area. If a rule is applied to the *Operators*

group that specifically denies *Read* access to an HMI server in the *Baking* area, the **Deny** permission takes precedence over the **Allow** permission.

This means that an explicit **Allow** permission overrides an inherited **Deny** permission, and an explicit **Deny** permission overrides an inherited **Allow** permission.

- **If conflicting explicit permissions are set at the same level, Deny takes precedence over Allow.** For example, the *Operators* are explicitly denied group access to a data server, but an individual user account (*Jane*) is explicitly allowed access to the data server. **Deny** takes precedence over **Allow**, and Jane cannot access the data server if she is a member of the *Operators* group. This happens because conflicting explicit permissions are set on the same resource. To allow *Jane* access to the data server, deny the *Operators* group access to the resource at a higher level in the hierarchy (for example, the area in which the data server is located), and then explicitly allow exceptions for the data server.

Actions

When setting up security, specify which actions a user or group can perform on a [selected resource on page 23](#). In a FactoryTalk network directory, specify from which computer or group of computers a user can perform the action.

A group of common actions are installed by default with the FactoryTalk Services Platform. However, different sets of actions apply to different resources in the directory. Additional securable actions might appear, depending on which FactoryTalk products are installed. For details about using those actions, see the documentation for your FactoryTalk products.

A user needs the following actions in order to expand or interact with an HMI Server:

- Create Children
- Delete
- List Children
- Read
- Write

If any action of the user is denied, a lock icon will appear on the HMI server indicating that the user will no longer be able to interact with the HMI server in FactoryTalk View Studio.

Read

Controls whether a user or group can see the resource in the **Explorer** from a computer or group of computers.

Resource type	Result of Denying "Read"
Network directory or local directory	Prevents users from seeing the directory or its contents.
Application	Prevents users from seeing the application or its contents. Denying Read does not prevent users from reading tag values from data servers in the application.
Area	Prevents users from seeing the area or its contents. Denying Read does not prevent users from reading tag values from data servers in the area.
System folder	Prevents users from seeing the System folder or its contents. Denying Read does not prevent users from reading tag values for devices in the Networks and Devices tree.
Networks and Devices tree	Prevents users from seeing the Networks and Devices tree and its contents. Denying Read does not prevent users from reading tag values for a particular device.

Resource type	Result of Denying "Read"
Individual network or device in the Networks and Devices tree	Prevents users from seeing the network or device and its contents. Denying Read does not prevent users from reading tag values for a particular device.

Write

Controls whether a user or group can write to the resource from a computer or group of computers.

Resource type	Result of Denying "Write"
Network directory or local directory	Prevents users from modifying the properties of any item in the directory. For example, denying Write prevents users from modifying the description of an application, area, or the properties of a data server. However, if Create Children is allowed, the user or group can create applications in the directory, add areas to an application, and add data servers to areas.
Application	Prevents users from modifying the properties of any item in the application. For example, denying Write prevents users from modifying the description of the application, the descriptions of areas within the application, or the properties of data servers within the application or its areas. However, if Create Children is allowed, the user or group can add areas or data servers to an application and can add data servers to areas.
Area	Prevents users from modifying the properties of any item in the area. For example, denying Write prevents users from modifying the description of the area, or the properties of data servers within the area. However, if Create Children is allowed, the user or group can add areas or data servers within the area.
System folder	Prevents users from modifying the properties of any item in the System folder. For example, denying Write prevents users from modifying policy settings, and the properties of user accounts, such as an account's description or group memberships. Denying Write also prevents deleting user and group accounts, if the accounts have group memberships associated with them. This is because the group memberships are updated automatically when an account is deleted, and updating group memberships is controlled by the Write action.
Networks and Devices tree	Prevents users from defining, modifying, or removing logical names for networks or devices. Denying Write does not prevent users from writing tag values to devices.
Individual network or device in the Networks and Devices tree	Prevents users from defining, modifying, or removing logical names for the network or device. Denying Write does not prevent users from writing tag values to devices.

Configure Security

Controls whether a user or group can change the security permissions for the resource, while working from a computer or group of computers, by using FactoryTalk Administration Console and selecting **Security** for the resource.

Denying **Configure Security** has the same effect on all types of securable resources. For example, if a user is denied **Configure Security** for an area, the user cannot change the security settings of the area, such as allowing or denying users permission to perform actions in the area, while working from the specified computer or group of computers.

Similarly, denying **Configure Security** on the **Users and Groups** folder prevents users from setting security permissions for the **Users and Groups** folder. Denying **Configure Security** on the **Users and Groups** folder **does not** limit the access users have to resources in the system.

Create Children

Controls whether a user or group can create a new, related resource beneath an existing resource in the FactoryTalk Administration Console directory tree while working from a computer or group of computers.

Resource type	Result of Denying "Create Children"
Network directory or local directory	Prevents users from creating applications or areas.
Application	Prevents users from creating areas or data servers in the application.
Area	Prevents users from seeing the area or its contents. Denying Read does not prevent users from reading tag values from data servers in the area.
System folder	Prevents users from creating user, computer, or group accounts. Denying Create Children has no effect on policies.
Networks and Devices tree	Create Children is not available because users cannot add items to the Networks and Devices tree. Networks and Devices is populated automatically, based on the networks and devices that are available to your local computer.
Individual network or device in the Networks and Devices tree	Create Children is not available because users cannot add items to the Networks and Devices tree. Networks and Devices is populated automatically, based on the networks and devices that are available to your local computer.

List Children

Controls whether a user or group can list the children of the resource from a computer or group of computers.

Denying **List Children** has the same effect on all types of securable resources. For example, if **List Children** access is denied to an application, the user or group can see the application, but not its contents while working from the specified computer or group of computers.

Unlike the **Read** action, **List Children** does allow the user to see the resource that contains other resources, for example, the application that contains areas or data servers.

Execute

Controls whether a user or group can perform an executable action from a computer or group of computers. The **Execute** action is used primarily for **Product Policy Feature Security** settings.

Instead of using the **Execute** action, each FactoryTalk product can use its own actions to secure its executable features. For details about what, if anything, the **Execute** action does in a particular FactoryTalk product, see the documentation for that product.

Delete

Resource type	Result of Denying "Delete"
Network directory or local directory	Prevents users from deleting any item in the directory, for example, applications, areas, data servers, or user accounts.
Application	Prevents users from deleting the application, or any item within it, for example, areas, or data servers.
Area	Prevents users from deleting the area, or any item within it, for example, data servers within the area.
System folder	Prevents users from deleting any item in the System folder, for example, user, computer, or group accounts. If a user, computer, or group account has group memberships associated with it, deleting the account also requires Write permission, because updating the group memberships of accounts is controlled by the Write action.
Networks and Devices tree	The Delete action is not available because users cannot remove items from the Networks and Devices tree. Networks and Devices is populated automatically, based on the networks and devices that are available to your local computer.
Individual network or device in the Networks and Devices tree	The Delete action is not available because users cannot remove items from the Networks and Devices tree. Networks and Devices is populated automatically, based on the networks and devices that are available to your local computer.

Tag actions: Write Value

Controls whether a user or group can write to tags in data servers from a computer or group of computers. Configure this action on the network directory or local directory, an application, or an area.

The **Write Value** action does not prevent users from writing values to tags in specific hardware devices. **Write Value** prevents writing values to all of the tags managed by a data server.

If additional FactoryTalk products are installed, they might install additional Tag actions. For details about these actions, see Help for your FactoryTalk products.

User Action Groups

This category contains the added action groups. If no action groups were added, this category does not appear.

Set FactoryTalk Directory permissions

Set permissions on your FactoryTalk Directory folder to control whether a user or group can:

- See the directory or its contents (**Read**)
- Modify the properties of any item in the directory (**Write**)
- Add applications, areas, and data servers to the directory (**Create Children**)
- Change the security settings of the directory (**Configure Security**)
- View child folders within the directory (**List Children**)
- Write tags in data servers (**Write Value**)
- Perform other product-specific actions
- Perform actions defined in user action groups



Tip:

- Denying **Write** prevents users from modifying the properties of any item in the directory. However, if **Create Children** is allowed, the user or group can add items to the directory.
- The **Write Value** action does not prevent users from writing values to tags in specific hardware devices.

Prerequisites

Setting FactoryTalk Directory permissions requires these permissions:

- Common > Read
- Common > Configure Security

To set FactoryTalk Directory permissions

1. In FactoryTalk Administration Console **Explorer**, right-click the FactoryTalk network or local directory, and select **Security**.
2. In **Security Settings for [Local or Network]**, in the **Permissions** tab, either:
 - Set permissions by user:
 - Select **User**.
 - In **Users and Computers**, select a user and computer.
 - In **Action**, expand the category that contains the action to secure, and select the action.
 - Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
3. Select **Allow** or **Deny**.
4. (optional) To control access to the action by another user or group, select **Add** and select the user or group, and computer or group, and select **OK**.
5. When finished configuring security for the FactoryTalk Directory, select **OK**.

Set application permissions

Set permissions on the application to control whether a user-computer pair can:

- See the application or its contents (**Read**)
- Modify the properties of any item in the application (**Write**)
- Add areas or data servers to the application (**Create Children**)
- Change the security settings of the application (**Configure Security**)
- View the contents of the application (**List Children**)
- Delete the application or any item within it (**Delete**)
- Write tags in data servers (**Write Value**)
- Perform other product-specific actions
- Perform actions defined in user action groups

If a resource grouping is associated with the application, the networks or devices in the resource grouping inherit the security permissions of the application.



Tip:

- Denying **Read** does not prevent users from reading tag values from data servers in the application.
- Denying **Write** prevents users from modifying the properties of any item in the application. However, if **Create Children** is allowed, users can add areas or data servers to an application.
- The **Write Value** action does not prevent users from writing values to tags in specific hardware devices.

Prerequisites

Setting application permissions requires these security permissions:

- Common > Read
- Common > Configure Security

To set application permissions

1. In FactoryTalk Administration Console **Explorer**, right-click the application to secure, then select **Security**.
2. In **Security Settings**, in the **Permissions** tab, either:
 - Set permissions by user:
 - Select **User**.
 - In **Users and Computers**, select a user and computer.
 - In **Action**, expand the category that contains the action to secure, and select the action.
 - Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
3. Select **Allow** or **Deny**, or clear both. Clear both **Allow** and **Deny** to make the application inherit its security settings from the FactoryTalk Directory folder.

4. (optional) To control access to the action by another user or group, select **Add**, and in **Select User and Computer**, select the user or group, and computer or group to add, and select **OK**.
5. When finished configuring security for the application, select **OK**.

Set area permissions

Set permissions on an area in order to control whether a user-computer pair can:

- See the area or its contents (**Read**)
- Modify the properties of any item in the area (**Write**)
- Add areas or data servers to the area (**Create Children**)
- Change the security settings of the area (**Configure Security**)
- View the contents of the area (**List Children**)
- Delete the area or any item within it (**Delete**)
- Write tags in data servers (**Write Value**)
- Perform other product-specific actions
- Perform actions defined in user action groups

For example, set **Read** and **Write** permissions to the Ingredients area within an application to allow the operators of the Ingredients machinery to read and write values to and from controllers in their own area, but only when using computers located within sight of the equipment.

If a resource grouping is associated with the area, the networks or devices in the resource grouping inherit the security permissions of the area.



Tip:

- Denying **Read** does not prevent users from reading tag values from data servers in the area.
- Denying **Write** prevents users from modifying the properties of any item in the area. However, if **Create Children** is allowed, users can add areas or data servers within the area.
- The **Write Value** action does not prevent users from writing values to tags in specific hardware devices.

Prerequisites

Setting area permissions requires these security permissions:

- Common > Read
- Common > Configure Security

To set area permissions

1. In FactoryTalk Administration Console **Explorer**, expand the application, right-click the area to secure, and select **Security**.
2. In **Security Settings**, in the **Permissions** tab, either:
 - Set permissions by user:
 - Select **User**.
 - In **Users and Computers**, select a user and computer.
 - In **Action**, expand the category that contains the action to secure, and select the action.

- Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
- 3. Select **Allow** or **Deny**, or clear both. Clear both **Allow** and **Deny** to make the area inherit its security settings from a resource higher in the FactoryTalk Directory tree.
- 4. (optional) To control access to the action by another user or group, select **Add**. In **Select User and Computer**, select the user or group, and computer or group to add, and select **OK**.
- 5. When finished configuring security for the area, select **OK**.

Set System folder permissions

Set permissions on the **System** folder to control whether a user-computer pair can:

- See the System folder or its contents (**Read**)
- Modify the properties of any item in the System folder (**Write**)
- Add user, user group, computer, or computer group accounts (**Create Children**)
- Change the security settings of the System folder (**Configure Security**)
- View the contents of the System folder (**List Children**)
- Delete the System folder or any item within it (**Delete**)
- Write tags in data servers (**Write Value**)
- Perform other product-specific actions
- Perform actions defined in user action groups



Tip:

- Denying **Read** does not prevent users from reading tag values for devices in the **Networks and Devices** tree.
- Denying **Write** prevents users from modifying the properties of any item in the **System** folder. Denying **Write** also prevents deleting user and group accounts, if the accounts have group memberships associated with them.
- Denying **Create Children** has no effect on policies.
- If a user, computer, or group account has group memberships associated with it, deleting the account also requires **Write** permission, because updating the group memberships of accounts is controlled by the Write action.
- The **Write Value** action does not prevent users from writing values to tags in specific hardware devices.

Prerequisites

Obtain the following security permissions for the **System** folder:

- Common > Read
- Common > Configure Security

To set System folder permissions

1. In FactoryTalk Administration Console **Explorer**, right-click the **System** folder or the subfolder to secure, and select **Security**.
2. In **Security Settings**, in the **Permissions** tab, either:
 - Set permissions by user:
 - Select **User**.
 - In **Users and Computers**, select a user and computer.
 - In **Action**, expand the category that contains the action to secure, and select the action.
 - Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
3. Select **Allow** or **Deny**, or clear both. Clear both **Allow** and **Deny** to make the **System** folder inherit its security settings from the FactoryTalk Directory folder.
4. (optional) To control access to the action by another user or group, select **Add**, and in **Select User and Computer**, select the user or group, and computer or group to add, and select **OK**.
5. When finished configuring security for the **System** folder, select **OK**.

Set action group permissions

Set permissions on an action group to control whether a user-computer pair can:

- See the action group (**Read**)
- Modify the properties of the action group (**Write**)
- Change the security settings of the action group (**Configure Security**)
- Delete the action group (**Delete**)
- Perform actions defined in another user action group

Prerequisites

Setting action group permissions requires these security permissions:

- Common > Read
- Common > Configure Security

To set action group permissions

1. In FactoryTalk Administration Console **Explorer**, expand the network directory tree, the **System** folder, and the **Action Groups** folder, right-click the action group to secure, and select **Security**.
2. In **Security Settings**, in the **Permissions** tab, either:
 - Set permissions by user:
 - Select **User**.
 - In the **Users and Computers** list, select a user and computer.
 - In the **Action** list, expand the category that contains the action to secure, and select the action.

- Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
- 3. Select **Allow** or **Deny**, or clear both. Clear both **Allow** and **Deny** to make **Action Groups** or the individual action group inherit its security settings from a resource higher in the directory tree.
- 4. (optional) To control access to the selected action by another user or group, Select **Add**. In **Select User and Computer**, select the user or group, and computer or group to add, and select **OK**.
- 5. When finished configuring security for the action group, select **OK**.

Set database permissions

Set permissions on a database to specify which user-computer pairs can:

- See the database
- Modify the properties of the database (**Write**)
- Change the security settings of the database (**Configure Security**)
- Delete the database within it (**Delete**)
- Perform actions defined in a user action group

Prerequisites

Setting database permissions requires these security permissions:

- Common > Read
- Common > Configure Security

To set database permissions

1. In FactoryTalk Administration Console **Explorer**, expand **System > Connections > Databases**, right-click the database, and select **Security**.
2. In **Security Settings**, in the **Permissions** tab, either:
 - Set permissions by user:
 - Select **User**.
 - In **Users and Computers**, select a user and computer.
 - In **Action**, expand the category that contains the action to secure, and select the action.
 - Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
3. Select **Allow** or **Deny**, or clear both. Clear both **Allow** and **Deny** to make the folder inherit its security settings from a resource higher in the directory tree.
4. (optional) To control access to the folder by another user or group, **select Add**, and **Select User and Computer**, select the user or group, and computer or group to add, and select **OK**.
5. When finished configuring security for the database, select **OK**.

Set logical name permissions

Starting from version 12.00, RSLogix 5000 supports Logical Names. You can use Logical Names to configure permissions for users and user groups to perform specific tasks in RSLogix 5000 and Studio 5000 Logix Designer software.

NOTE: We recommend that you use Permission Sets to improve the efficiency of the FactoryTalk Directory cache synchronization in Studio 5000 Logix Designer version 28.00 or later.

RSLogix 5000 is known as Studio 5000 Logix Designer starting from version 21.00.

Set permissions on the logical name to control whether a user-computer pair can:

- See the logical name (**Read**)
- Modify the properties of the logical name (**Write**)
- Change the security settings of the logical name (**Configure Security**)
- Delete the logical name (**Delete**)
- Perform actions defined in a user action group

Prerequisites

Setting logical name permissions requires these security permissions:

- Common > Read
- Common > Configure Security

To set logical name permissions

1. In FactoryTalk Administration Console **Explorer**, expand **System > Networks and Devices > Logical Names**, right-click the logical name, and select **Security**.
2. In **Security Settings**, in the **Permissions** tab, either:
 - Set permissions by user:
 - Select **User**.
 - In **Users and Computers**, select a user and computer.
 - In **Action**, expand the category that contains the action to secure, and select the action.
 - Set permissions by action:
 - Select **Action**.
 - In **Action**, expand the category that contains the action to secure, and select the action. If the list of actions is blank, add users and computers first.
 - In **Users and Computers**, select a user and computer.
3. Select **Allow** or **Deny**, or clear both. Clear both **Allow** and **Deny** to make **Action Groups** or the individual action group inherit its security settings from a resource higher in the directory tree.
4. (optional) To control access to the selected action by another user or group, select **Add**, and in **Select User and Computer**, select the user or group, and computer or group to add, and select **OK**.
5. When finished configuring security for the logical name, select **OK**.

Allow a resource to inherit permissions

Permissions determine which users can perform which actions on specific resources in the system from which computers. Set **Allow** and **Deny** permissions on resources.

Allow a resource to inherit permissions when the selected resource has the same permissions as its parent resource. For example, if assigning security to an area in an application, all of the items in the area inherit the security settings of the area. By default, the area inherits security settings from the application. The top of the hierarchy is the network directory or local directory.

To allow a resource to inherit permissions

1. In FactoryTalk Administration Console **Explorer**, right-click the resource, then select **Security**.
2. In **Security Settings**, on the **Permissions** tab, clear **Do not inherit permissions**.
3. To remove explicit permissions, clear the black check mark next to **Allow** or **Deny**. Inherited permissions appear as gray check marks and cannot be removed. However, explicit permissions supersede inherited permissions.
4. Select **OK**.



Tip: Security settings configured for resources apply to all FactoryTalk products in the system in the current FactoryTalk directory. For example, if a user and computer are denied **Read** access to an area, that user and computer cannot see the area in any of the FactoryTalk products in the system.

Prevent a resource from inheriting permissions

When the chain of inheritance is broken, the resource no longer inherits permissions from its parent resources. For example, when setting up security for an area, selecting **Do not inherit permissions** stops the area from inheriting permission from the application in which it is located.

To prevent a resource from inheriting permissions

1. In FactoryTalk Administration Console **Explorer**, right-click the resource, then select **Security**.
2. In **Security Settings**, on the **Permissions** tab, select **Do not inherit permissions**.
3. Do one and select **OK**:
 - To use the inherited permissions that were formerly applied to the resource as explicit permissions, select **Copy the current permissions from the parent object to this object**. Modify the permissions set as needed. Changes made to the parent object permissions are not applied to this resource after the chain of inheritance is broken.
 - To remove all inherited permissions from the resource, select **Remove all inherited permissions from this object**. Grant explicit permissions to the resource as needed.

When removing all inherited permissions, **Read** and **Configure Security** permissions are automatically granted to the **Administrators** group. Always grant the **Administrators** group both of these permissions.



Tip: Security settings configured for resources apply to all FactoryTalk products in the system in the current FactoryTalk directory. For example, when denying a user and computer **Read** access to an area, that user and computer cannot see the area in any of the FactoryTalk products in the system.

View effective permissions

To determine what permissions are currently in effect for a resource, use the **Effective Permissions** tab in **Security Settings**. View the permissions in effect for:

- a user or group of users, and
- a computer or group of computers

For example, in **Security Settings** for an area, the **Effective Permissions** tab can show whether the selected users and computers can read the contents of the area.

To view the permissions in effect for a computer or group of computers, use a FactoryTalk network directory, because a FactoryTalk local directory is restricted to a single computer.

Prerequisites

Viewing effective permissions requires these security permissions for the resource (for example, an application) or the container (for example, an area) the resource is located in:

- Common > Read
- Common > Configure Security

To view effective permissions

1. In FactoryTalk Administration Console **Explorer**, expand the FactoryTalk network or local directory tree until the resource is visible.
2. Right-click the resource and select **Security**.
3. In **Security Settings**, select the **Effective Permissions** tab.
4. To test the permissions for a user or user group, under **User or group**, select **Browse (...)** and browse for the user or user group.
5. To test the permissions for a computer or a computer group, under **Computer or computer group**, select **Browse (...)** and browse for the computer or computer group.
6. Select **Update Permissions List** to show the permissions currently in effect for the selected users and computers.

The Effective permissions list does not show separate columns for **Allow** and **Deny** permissions and does not distinguish between explicit and inherited permissions. Instead, the presence or absence of a check mark in

the **Allowed** column indicates the permissions in effect on the resource for the selected user and computer, or group:

- If a check mark appears beside an action, the action is allowed, whether explicitly or by inheritance.
- If a check mark does not appear beside an action, the action is denied, whether explicitly or by inheritance.
- If an action category (for example, Common or Alarming) shows a gray check mark, one or more—but not all—of the actions inside the category are allowed. Expand the category to see which actions are allowed or denied.

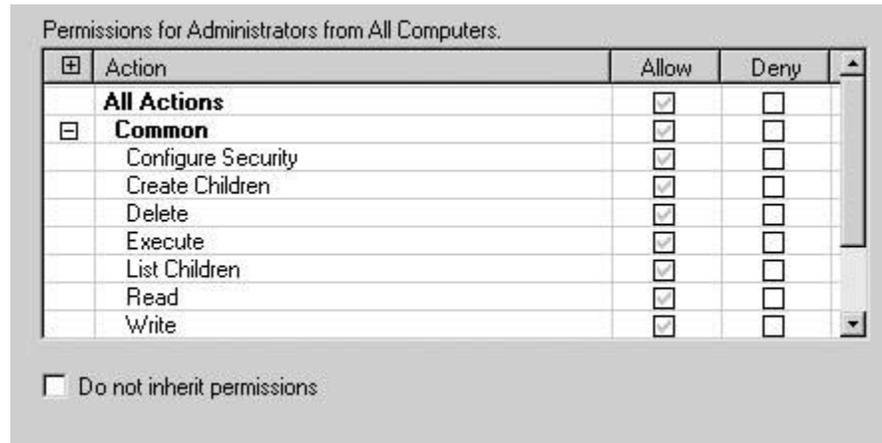
Effective permission icons

Security Settings indicate which permissions are in effect for an action.

Icon	Description
<input type="checkbox"/>	Cleared box beside an action means that no permissions are assigned. If both Allow and Deny are cleared beside an action, Deny is implied for the action. A cleared option shown beside the name of a group of actions, for example, All Actions or Common , means that some of the actions within that group do not have permissions assigned. If collapsed, expand the group to see which actions do not have permissions assigned.
<input checked="" type="checkbox"/>	A black check mark means that Allow or Deny permissions were assigned explicitly.
<input checked="" type="checkbox"/>	A gray check mark means that Allow or Deny permissions were inherited.

These examples show how the **Allow and Deny** columns indicate what permissions were set for the resource.

Inherited permissions



The gray check marks show that **Allow** permissions are inherited for all actions.

Explicit permissions

Permissions for Administrators from All Computers.

⊕ Action	Allow	Deny	▲
All Actions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
⊖ Common	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Configure Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Create Children	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Delete	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Execute	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
List Children	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Read	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Write	<input checked="" type="checkbox"/>	<input type="checkbox"/>	▼

Do not inherit permissions

If **Allow** is selected beside **All Actions**, black check marks appear. This means the inherited values are overridden and **Allow** on **All Actions** is explicitly granted. If the inherited permissions change later, the change does affect this security setting.

Explicit Deny permissions without inheritance

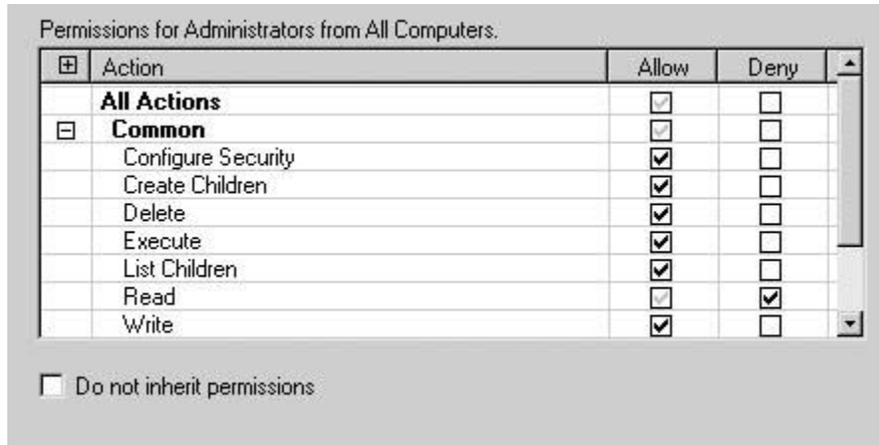
Permissions for Administrators from All Computers.

⊕ Action	Allow	Deny	▲
All Actions	<input type="checkbox"/>	<input type="checkbox"/>	
⊖ Common	<input type="checkbox"/>	<input type="checkbox"/>	
Configure Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Create Children	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Delete	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Execute	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
List Children	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Read	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Write	<input checked="" type="checkbox"/>	<input type="checkbox"/>	▼

In this example, the resource does not inherit permissions from its parent (this illustration shows configuring security for the FactoryTalk network directory, which has no parent). If all actions are set to **Allow**, and then **Deny** beside **Read** is selected:

- **All Actions** and **Common** are cleared. Because they represent groups of actions, the cleared options beside **All Actions** and **Common** mean that not all of the actions within those groups are selected in the **Allow** column. Expand the group to see which actions do not have **Allow** permissions.
- For the **Read** action, **Allow** is cleared.

Explicit Deny permissions with inheritance



In this example, the resource inherits permissions from its parent (for example, an area might inherit permissions from an application). If all actions are set to **Allow**, and **Deny** beside **Read** is selected:

- **All Actions** and **Common** are cleared, but because these options previously inherited permissions, they now contain gray check marks. Expand the group to see which actions do not have **Allow** permissions.
- For the **Read** action, **Allow** is cleared, but because it previously inherited permissions, **Read** now contains a gray check mark. Because explicit permissions take precedence over inherited permissions, these selections indicate that **Read** access is denied.

Using "Do not inherit permissions"

Select **Do not inherit permissions** to remove all inheritance from the resource. Set permissions for the resource as shown in the previous example.

Install FactoryTalk Services Platform

FactoryTalk Services Platform installation

FactoryTalk Services Platform and FactoryTalk Security software are not installed separately and FactoryTalk Security is an integrated part of the FactoryTalk Services Platform.

FactoryTalk Services Platform is installed from either:

- A FactoryTalk product installation, such as FactoryTalk View (FactoryTalk Services Platform software is included on the installation of every product that requires it); or,
- The Rockwell Automation Product Compatibility and Download Center (PCDC) website. On the **Compatibility & Downloads** page, click **Find Downloads**. On the **Find Downloads** page, in the **Search** box, enter **FactoryTalk Services**, and then select **Products**. **FactoryTalk Services** appears in your download list.

To install FactoryTalk Services Platform, you must log on to Windows with a user account that is a member of the Windows Administrators group on the local computer.

Install FactoryTalk Services Platform on every computer where you plan to develop or run Network or Local applications. During installation, several components are installed on the computer. If any prerequisite software components are not present on a computer, the installation program will attempt to install the software.

Platform components and services currently include:

- FactoryTalk Directory
- FactoryTalk Security
- FactoryTalk Diagnostics
- FactoryTalk Live Data
- FactoryTalk Administration Console – a stand-alone tool for configuring, managing, and securing applications.

All of these components and services install together as a platform, integrated into the software install process for each FactoryTalk-enabled product.

FactoryTalk Web Services is not installed by default, and must be installed separately.



Tip: FactoryTalk Services Platform establishes a Network Directory server when installed, other computers on which FactoryTalk Services Platform is installed will be client computers. Determine which computer in the system is going to be used as the directory server and note this computer name. After FactoryTalk Services Platform is installed on the client computers, run the **FactoryTalk Directory Server Location Utility** and identify the computer name of the Network Directory server.

Network security

For the latest network security considerations when using Rockwell Automation products, visit the Rockwell Automation Knowledgebase.

For information about:

- File extensions created by Rockwell Automation software, firewall rules, and service dependences, see Knowledgebase Document ID: [PN826 - Security Software Considerations to Prevent or Mitigate Impacts to Rockwell Automation Software Products](#).
- TCP/UDP ports used by Rockwell Automation products, see Knowledgebase Document ID: [BF7490 - TCP/UDP Ports Used by Rockwell Automation Products](#).

Port usage

The following table shows a full list of the necessary ports used by FactoryTalk Services Platform. Services such as EventServer.exe, EventClientMultiplexer.exe, RNADirServer.exe, RNADirMultiplexor.exe need the DCOM port range available in case of Socket.IO communication problems.

Service name	Description	Socket.IO	DCOM
N/A	Reverse proxy port	TCP 80 for HTTP TCP 443 for HTTPS	N/A
RNADirServer.exe	Rockwell Directory Server – Only on FactoryTalk Directory Server computer - Directory access, Interface for RNADirMultiplexor and FactoryTalk Directory operations. Used for synchronizing files to client computers.	TCP 3061 and 3060 TCP Dynamic Port Range	TCP 3061 and 3060 DCOM Dynamic Port Range
RNADirMultiplexor.exe	Rockwell Directory Multiplexor – each directory operation sent to RNADirectory service by the Multiplexor. Synchronizes with RNADirServer.exe and cache FactoryTalk directory files in memory.	TCP 80 (HTTP) or TCP 443 (HTTPS) TCP Dynamic Port Range	DCOM Dynamic Port Range
EventServer.exe	Rockwell Event Server – Manages FactoryTalk events. Receives events from EventClientMultiplexer and sends to client computers.	TCP 80 (HTTP) or TCP 443 (HTTPS) TCP Dynamic Port Range	DCOM Dynamic Port Range
EventClientMultiplexer.exe	Rockwell Event Multiplexer – Provides server to access FactoryTalk events system on Directory server and client computers.	TCP 80 (HTTP) or TCP 443 (HTTPS) TCP Dynamic Port Range	DCOM Dynamic Port Range
Rdcyhost.exe	Rockwell Redundancy services	TCP 1332 TCP Dynamic Port Range	TCP 1332 DCOM Dynamic Port Range

Service name	Description	Socket.IO	DCOM
Rsvchost.exe	Rockwell Application Services – Rockwell Application Server, FactoryTalk Diagnostic, session status (token cache), badge supports RNA Trace. Provides write functionality to FactoryTalk Diagnostics.	TCP 5241 TCP Dynamic Port Range UDP 6904	TCP 5241 DCOM Dynamic Port Range UDP 6904
FTWebServer.exe	Provides service for web authentication and web diagnostics.	TCP 7110	TCP 7110
FTWebSupportService.exe	Access FactoryTalk Security and FactoryTalk diagnostics on each computer. Provides logon functions, feature access check, and some FactoryTalk Authorization APIs.	TCP 7111	TCP 7111
FTWebEventServer.exe	Offers a side channel to process events using Socket.IO.	TCP 7113	N/A
RNADiagnosticsService.exe	FactoryTalk Services diagnostic local reader - provides read functionality to FactoryTalk Diagnostics.	TCP 7147 TCP 8082 for FactoryTalk Services version 6.20.00 and earlier	TCP 7147 TCP 8082 for FactoryTalk Services version 6.20.00 and earlier
RNADiagReceiver.exe	Receive FactoryTalk Diagnostics from terminals. Can work on any computer (receives info from View ME terminals)	TCP 4445	TCP 4445
Nmsphost.exe	Services for FactoryTalk Live Data	TCP Dynamic Port Range	DCOM Dynamic Port Range
Windows DCOM (TCP) dynamic port range	N/A	TCP Dynamic Port Range 49152 to 65535	DCOM Dynamic Port Range 49152 to 65535

You may need to open ports for other Rockwell Automation products as well. See Knowledgebase Document ID: [BF7490 - TCP/UDP Ports Used by Rockwell Automation Products](#).

System requirements

To run FactoryTalk Services Platform version 6.50.00, the host computer must meet the hardware, software, and firmware requirements. For the latest compatibility information, refer to the [Product Compatibility and Download Center](#).

Hardware requirements

FactoryTalk Services Platform requires the following hardware:

- Intel® Core™ i5 Standard Power processor
- 4 GB of memory (RAM)
- 16 GB free hard disk space
- 1024x768, True Color graphics device

Software requirements

The following operating systems are supported and recommended*:

- Windows Server® 2022 Standard (Recommended, CIS Benchmark)
- Windows Server 2022 Datacenter
- Windows Server 2019 Standard (Recommended, CIS Benchmark)
- Windows Server 2019 Datacenter
- Windows Server 2016 Standard
- Windows Server 2016 Datacenter
- Windows® 11 Enterprise (Recommended, CIS Benchmark)
- Windows 11 Professional
- Windows 11 IoT Enterprise LTSC 2024 (v24H2)
- Windows 10 Enterprise 64-bit (Recommended, CIS Benchmark)
- Windows 10 Professional 64-bit
- Windows 10 Enterprise 2021 LTSC 64-bit (v21H2)
- Windows 10 Enterprise 2019 LTSC 64-bit (v1809)

*The recommended operating systems have priority for [Microsoft Patch Qualifications](#) with Rockwell Automation software.

Rockwell Automation's software installation policy is based on the lifecycle information of Microsoft operating systems. If an operating system's lifecycle state is approaching the end, you may encounter a warning message when trying to install Rockwell Automation software on it.

Microsoft lifecycle policy	Rockwell Automation installation warning policy	Rockwell Automation installation prevention policy
Fixed	Present a warning message during installation on Microsoft operating systems that are six months past Microsoft's mainstream date.	Prevent installation on Microsoft operating systems that are six months past Microsoft's extended end date.
Modern	Present a warning message during installation on Microsoft operating systems that are 18 months ahead of Microsoft's retirement date.	Prevent installation on Microsoft operating systems that are six months past Microsoft's retirement date.

Rockwell Automation will provide a notice about the lifecycle information of the following operating systems.

Operating system	Microsoft lifecycle policy	Start date	Mainstream date	Extended end date	Retirement date	Installation warning	Installation prevented
Windows Server 2019 Standard and	Fixed	November 13, 2018	January 9, 2024	January 9, 2029	None	August 1, 2024	August 1, 2029

Operating system	Microsoft lifecycle policy	Start date	Mainstream date	Extended end date	Retirement date	Installation warning	Installation prevented
Datacenter editions							
Windows Server 2016 Standard and Datacenter editions	Fixed	October 15, 2016	January 11, 2022	January 12, 2027	None	August 1, 2022	August 1, 2027
Windows 10 Enterprise and Professional editions	Modern	July 29, 2015	None	None	October 14, 2025	May 1, 2024	May 1, 2026

For the latest compatibility information, refer to the [Microsoft Lifecycle Policy](#) and [Product Compatibility and Download Center](#).

High Resolution Display Support

Windows 10 v1803 or later is the recommended operating system if running this software with a 2K or 4K High Resolution Display with scaling up to 125%.

Rockwell Automation Test Environment

Rockwell Automation tests software products under a standard configuration of operating systems and antivirus software. For additional information, see the Knowledgebase Document ID: [PN24 - Rockwell Software Products and Antivirus Software](#).

Security requirements

To learn about designing a secure networking environment, review this publication:

- [Converged Plantwide Ethernet \(CPwE\) Design and Implementation Guide](#) (publication ENET-TD001) represents a collaborative development effort from Cisco Systems and Rockwell Automation.

To learn about implementing application-level security using FactoryTalk Security, review this publication:

- [FactoryTalk Security Application Technique](#) (publication SECURE-AT002) explains how to use FactoryTalk Security to implement authentication and authorization in your industrial automation system and how to enforce product-specific security for applications like Studio 5000 Logix Designer, FactoryTalk View, and FactoryTalk AssetCentre.

To learn about designing and implementing an architecture with device-level security using CIP Security, review these publications:

- [System Security Design Guidelines Reference Manual](#) (publication SECURE-RM001) provides guidelines for how to use Rockwell Automation products to improve the security of your industrial automation system.
- [Configure System Security Features User Manual](#) (publication SECURE-UM001) describes the system-level configuration requirements to use a controller that has achieved IEC 62443-4-2:2019 certification.
- [CIP Security with Rockwell Automation Products Application Technique](#) (publication SECURE-AT001) explains how to implement the Common Industrial Protocol (CIP) Security standard in your industrial automation control system (IACS).

Firmware requirements

FactoryTalk Services Platform does not have any firmware requirements. Hardware and software products that use FactoryTalk Services Platform might place limits on firmware versions. Read release notes for each product in the FactoryTalk system to determine firmware requirements.

Step 1: Launch the Setup wizard and select what to install

Follow these steps to launch the Setup wizard and select what to install:

1. Download the software from the [Rockwell Automation Product Compatibility and Download Center](#).
2. Sign in to your server computer as an administrator, or as a user with administrative privileges.
3. Place the FactoryTalk Services Installation package in the computer.
4. Run **setup.exe**.
5. To install all components available in the selected software using the recommended settings, click **Install now** and skip to [Step 3: Read and accept license agreements on page 209](#).

IMPORTANT: If you select **Install now**, HTTPS will be turned on by default. For more information, see [Step 2: Configure communication protocol on page 209](#).

6. To install custom components, select **Customize**.
7. On the **Customize** page, select the custom components for FactoryTalk Services Platform installation:
 - **FactoryTalk Directory Server Services**
The FactoryTalk Directory Server Services includes the FactoryTalk Reverse Proxy, the FactoryTalk Web Authentication Server, and the FactoryTalk Web Event Server.
 - **FactoryTalk Reverse Proxy**
The FactoryTalk Reverse Proxy solution is based on Internet Information Services (IIS) Application Routing Request and URL Rewrite. The FactoryTalk Reverse Proxy will be installed along with the FactoryTalk Web Authentication Server or the FactoryTalk Web Event Server by default.
 - **FactoryTalk Web Authentication Server**
The FactoryTalk Web Authentication Server is a Representational State Transfer (REST) server that provides web authentication and web diagnostics functions based on OpenID Connect (OIDC).
 - **FactoryTalk Web Event Server**
The FactoryTalk Web Event Server provides a FactoryTalk eventing subsystem based on Socket.IO rather than DCOM.
 - **FactoryTalk System Status Portal**
The FactoryTalk System Status Portal displays the status of network applications and their servers.

- **HistorianME Security Web Service**
The HistorianME Security Web Service is a Simple Object Access Protocol (SOAP) web service that provides authentication and authorization functions for FactoryTalk Historian ME. It is known as FactoryTalk Security Web Service in FactoryTalk Services Platform version 6.21 and earlier.
 - **FactoryTalk Activation Manager**
FactoryTalk Activation Manager provides a secure system for activating Rockwell Automation software and managing activation files.
Tool
 - **FactoryTalk Updater Agent**
FactoryTalk Updater Agent collects information and activation license data from the Rockwell Automation software installed on the computer. It is the default functionality installed with most Rockwell Automation software.
8. Select **Next**.

Step 2: Configure the communication protocol

You can determine whether to turn on HTTPS to secure communication.

IMPORTANT: We recommend you use HTTPS to secure communication. If you turn off HTTPS, you must know the potential risks:

- The data is transmitted without encryption across a network, which will cause leakage of information, if other solutions, such as IPSEC, are not used.
 - The system may be vulnerable to a Remote Code Execution (RCE) attack.
-

1. Select the **Secure communication with TLS** check box as needed.

This check box is selected by default. If you keep the default configuration, you need to configure a certificate to secure communication. We recommend that you use a certificate signed by a certificate authority (CA) to secure communication.

Step 3: Read and accept license agreements

End-user license agreements (EULA) spell out your rights and responsibilities. Depending on the components being installed, there may be more than one license agreement on this page. The individual license agreements are listed above the text box.

Some software products may be delivered or made available only after you agree to the terms and conditions of each of the license agreements.

1. On the **End User License Agreements** page, select each agreement and read the agreement carefully.
2. When all license agreements have been read, click **Accept All**.



Tip: If you click **Decline**, you will return to the **FactoryTalk Services Platform Setup** page.

Step 4: Start the installation

After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. Installation is automatic and does not require any input.

Step 5: Finish the installation

After the installation succeeds, restart the computer.

Switch the communication protocol to HTTPS

If HTTPS is not turned on when installing FactoryTalk Services Platform, you can follow these steps to switch the communication protocol to HTTPS manually.

IMPORTANT: We recommend you use HTTPS to secure communication. If you don't turn on HTTPS, you must know the potential risks:

- The data is transmitted without encryption across a network, which will cause leakage of information, if other solutions, such as IPSEC, are not used.
 - The system may be vulnerable to a Remote Code Execution (RCE) attack.
-

To switch the communication protocol to HTTPS

1. In FactoryTalk Administration Console **Explorer**, go to **localhost > System > Policies > System Policies > Security Policy**.
2. In **Reverse Proxy Port**, enter an available port.

IMPORTANT: Please ensure that the reverse proxy port is allowed through the computer's firewall, for example, Windows Defender Firewall.

3. In **Reverse Proxy Protocol**, select **HTTPS**.
4. Select **Apply**, and then select **OK**.

If **Reverse Proxy Port** or **Reverse Proxy Protocol** is changed, the system will make changes to **Site Bindings** in the Internet Information Services (IIS) **Default Web Site**.

Modify FactoryTalk Services Platform

If FactoryTalk Services Platform without custom components already exists on a computer, you can install the custom components by changing FactoryTalk Services Platform in **Control Panel**.

IMPORTANT: If you install FactoryTalk Reverse Proxy by this method, HTTPS will be turned on by default. You need to configure a certificate after modifying FactoryTalk Services Platform successfully. We recommend that you use a certificate signed by a certificate authority (CA) to secure communication.

Modify FactoryTalk Services Platform

1. Go to **Control Panel > Programs > Programs and Features**.

NOTE: You can also use the Common Install to modify FactoryTalk Services Platform.

2. Right-click **FactoryTalk Services Platform**, and then select **Change**.

3. In the **InstallShield Wizard** dialog box, select **Next**.
4. Select **Modify**, and then select **Next**.
5. Select the custom components as needed:
 - FactoryTalk Reverse Proxy
 - FactoryTalk Web Authentication Server
 - FactoryTalk Web Event Server
 - FactoryTalk System Status Portal
 - HistorianME Security Web Service
6. Select **Next**.
7. Select **Install**.
8. Select **Finish**.

You must restart the computer after modifying FactoryTalk Services Platform.

Switch the communication protocol to HTTP

After modifying FactoryTalk Services Platform successfully, if you don't want to use HTTPS, you can switch the communication protocol to HTTP manually.

IMPORTANT: We recommend you use HTTPS to secure communication. If you turn off HTTPS, you must know the potential risks:

- The data is transmitted without encryption across a network, which will cause leakage of information, if other solutions, such as IPSEC, are not used.
 - The system may be vulnerable to a Remote Code Execution (RCE) attack.
-

To switch the communication protocol to HTTP

1. In FactoryTalk Administration Console **Explorer**, go to **localhost > System > Policies > System Policies > Security Policy**.
2. In **Reverse Proxy Port**, enter the port that you used before.

IMPORTANT: Please ensure that the reverse proxy port is allowed through the computer's firewall, for example, Windows Defender Firewall.

3. In **Reverse Proxy Protocol**, select **HTTP**.
 4. Select **Apply**, and then select **OK**.
- If **Reverse Proxy Port** or **Reverse Proxy Protocol** is changed, the system will make changes to **Site Bindings** in the Internet Information Services (IIS) **Default Web Site**.

Unattended install

Unattended or silent install

Use command-line parameters to perform an unattended or silent installation of the software.

Installation Command-line parameters

The following table identifies the installation command-line parameters. Command-line parameters are case-insensitive. However, if a specified value includes a space, be sure to enclose the value in quotation marks (for example, "value with spaces").

Parameter	Description
/?	Displays the usage options for installation parameters.
/Q	Silent Install, install runs in a quiet mode without any user interface. This parameter is recommended when deploying the software installation using an IT tool or script, and don't expect any error or restart messages. When using this parameter, check the error codes, and respond as needed. For example, if the installation returns error code 1641, then the IT tool or script should restart the computer and relaunch the installation after restart. This parameter is required if /QS is not specified.
/QS	Unattended Install, install runs in a quiet simple mode and shows progress through the UI, it does not accept any input but still shows errors or restart messages. When using this parameter, the installation will stop and display a prompt if there are errors or restart messages. For example, if an immediate restart is required to complete the install, a restart message will be displayed to confirm the restart. Installation resumes automatically from the point of interruption after restart. This parameter is required if /Q is not specified.
/IAcceptAllLicenseTerms	Acknowledges acceptance of the license terms. This parameter is required for /Q or /QS parameters.
/AutoRestart	Automatically restarts the computer after the installation is complete. Used when a restart is required to complete the installation. This parameter is optional. If this parameter is not used silent install (/Q) will return either error code 1641 or 3010 if a restart is required, and unattended install (/QS) will result in a confirmation prompt that must be agreed to before the installation is completed.
/Record	Records the installation options chosen to a recording file. This parameter is optional.
/Playback	Plays back a recording file to specify the installation options. This parameter is optional.
/SetupLanguage="value"	Specifies which language will be displayed during the install process. The value must be one of the following: <ul style="list-style-type: none"> • ENU • CHS • DEU • ESP • FRA • ITA • JPN • KOR • PTB

Parameter	Description
	This parameter is optional. If this parameter is not used, the default language is the current user or operating system user interface language.
/IgnoreWarning	Specifies that the setup ignores warnings and continues. This parameter is optional. If it is not specified, the setup exits when a warning occurs.
/IISCommPort	Specifies the IIS server communication port for HTTPS. The default port for HTTPS is 443. If the HTTPS port was previously configured using FactoryTalk Services Platform, like port 4356, then the existing HTTPS port setting is retained. This parameter is optional.
/ftsp-s	Specifies the FactoryTalk Directory scope for restore. Only "Global" and "Local" scopes are supported. The SECURE.BAK backup file provided by Rockwell Automation is only supported for the "Global" scope. This parameter is optional.
/ftsp-bak	Restores the backup file and specifies where the restore file can be found. Rockwell Automation provides a SECURE.BAK backup file containing pre-configured access control lists which limit user access. The pre-configured access control lists follow Rockwell Automation recommended best practice. The SECURE.BAK backup file is located in the FactoryTalk Services Platform installation package, Redist\FTSPSecureBak. This parameter is optional.
/ftsp-pp	Specifies the plaintext password used to decrypt the backup file. This parameter is optional.
/ftsp-value=enable/disable	Specifies to enable or disable the option Require computer accounts for all client machines in Security Policy. The option is used to determine whether a client computer account must exist in the directory to log in. This parameter is optional.
/FTSPWebAuth="value"	Specifies that the installation includes the FactoryTalk Web Authentication Server. This parameter is optional. The value must be one of the following: <ul style="list-style-type: none"> • Yes If the value is Yes, the FactoryTalk Web Authentication Server will be installed. The FactoryTalk Reverse Proxy will also be installed as it is required for operation of the FactoryTalk Web Authentication Server. • No If the value is No, the FactoryTalk Web Authentication Server will not be installed.
/ReverseProxy="value"	Specifies that the installation includes the FactoryTalk Reverse Proxy. This parameter is optional. The value must be one of the following: <ul style="list-style-type: none"> • Yes If the value is Yes, the FactoryTalk Reverse Proxy will be installed.

Parameter	Description
	<ul style="list-style-type: none"> • No If the value is No, the FactoryTalk Reverse Proxy will not be installed.
/FTSPWebEventServer="value"	<p>Specifies that the installation includes the FactoryTalk Web Event Server.</p> <p>This parameter is optional.</p> <p>The value must be one of the following:</p> <ul style="list-style-type: none"> • Yes If the value is Yes, the FactoryTalk Web Event Server will be installed. The FactoryTalk Reverse Proxy will also be installed as it is required for operation of the FactoryTalk Web Authentication Server. • No If the value is No, the FactoryTalk Web Event Server will not be installed.
/SystemStatusPortal="value"	<p>Specifies that the installation includes the FactoryTalk System Status Portal.</p> <p>This parameter is optional.</p> <p>The value must be one of the following:</p> <ul style="list-style-type: none"> • Yes If the value is Yes, the FactoryTalk System Status Portal will be installed. The FactoryTalk Reverse Proxy and FactoryTalk Web Authentication Server will also be installed as it is required for operation of the FactoryTalk System Status Portal. • No If the value is No, the FactoryTalk System Status Portal will not be installed.
/DirectoryServer	<p>Specifies the directory server name.</p> <p>This parameter is optional. If it is not specified, the setup turns on HTTPS for communication, and a TLS certificate must be configured after installation.</p>
/NoHTTPS	<p>Specifies that the setup turns off HTTPS.</p> <p>This parameter is optional. If it is not specified, the setup turns on HTTPS for communication, and a TLS certificate must be configured after installation.</p>
/Repair	<p>Runs a repair operation on the installed products.</p> <p>This parameter is optional.</p>
/InstallDrive="value"	<p>Specifies the install drive.</p> <p>This parameter is optional. If this parameter is not used, the default install location is "C:\Program Files (x86)\Rockwell Software".</p> <p>Some software restricts the installer to only change the drive the software is installed on. Use <code>/?</code> to determine which parameter is supported.</p>
/Uninstall	<p>Use to uninstall the product. This parameter is optional.</p>

Examples

The following examples show how to use the installation commands.

- To install the software with no user interface using the default settings during the installation process. (Silent install)

```
Setup.exe /Q /IAcceptAllLicenseTerms
```

- To install the software with Chinese displayed during the install process and restart the computer if necessary. (Unattended install)

```
Setup.exe /QS /IAcceptAllLicenseTerms /AutoRestart /SetupLanguage=CHS
```

- To install the software with FactoryTalk security policy value specified.

```
Setup.exe /Q /IAcceptAllLicenseTerms /ftsp-value=enable
```

- To perform a restore during the install process.

```
Setup.exe /Q /IAcceptAllLicenseTerms /ftsp-bak="C:\aa.bak"
```

- To specify the FactoryTalk Directory machine.

```
Setup.exe /Q /IAcceptAllLicenseTerms /DirectorySever=servername
```

Error codes

The following table identifies the error codes that can be returned by an installation.

Error Code	Value	Description
ERROR_SUCCESS	0	The installation completed successfully.
ERROR_INVALID_PARAMETER	87	One of the parameters was invalid.
ERROR_INSTALL_USEREXIT	1602	The installation was canceled by the user.
ERROR_INSTALL_FAILURE	1603	A fatal error occurred during installation.
ERROR_BAD_CONFIGURATION	1610	The configuration data for this product is corrupt. Contact your support personnel.
ERROR_REBOOT_CONTINUE	1641	A restart is required to continue the installation.
ERROR_SUCCESS_REBOOT_REQUIRED	3010	A restart is required to complete the installation. After restarting, the product is successfully installed.
ERROR_REBOOT_PENDING	3012	Restart is pending. Restart the computer to continue the installation.
ERROR_SUCCESS_NOT_APPLICABLE	3013	The installation cannot proceed because the products are already installed.
ERROR_SUCCESS_WARNING_REBOOT	3014	The installation succeeded with warnings. Check the installation log file for details. To complete the installation, restart the computer.

FactoryTalk Directory Server Services

The FactoryTalk Directory Server Services include:

- [FactoryTalk Reverse Proxy on page 100](#)
The computer acting as a server host for the FactoryTalk-enable software must also host a FactoryTalk Reverse Proxy. You can install the FactoryTalk Reverse Proxy without installing the FactoryTalk Web Authentication Server and the FactoryTalk Web Event Server; the converse is not allowed.
- [FactoryTalk Web Authentication Server on page 219](#)

If your system requires the FactoryTalk Web Authentication Server, for example, to enable the use of the FactoryTalk AssetCentre version 15.00.00 Web Client, the computer acting as the FactoryTalk Directory server must also host the FactoryTalk Web Authentication Server. When selecting **FactoryTalk Web Authentication Server** during installation, the FactoryTalk Reverse Proxy will also be installed. There is no option not to install the FactoryTalk Reverse Proxy when installing the FactoryTalk Web Authentication Server.

- [FactoryTalk Web Event Server on page 221](#)

The FactoryTalk Web Event Server provides a FactoryTalk eventing subsystem based on Socket.IO rather than DCOM. There is no option not to install the FactoryTalk Reverse Proxy when installing the FactoryTalk Web Event Server.

- [FactoryTalk System Status Portal on page 224](#)

The FactoryTalk Reverse Proxy and FactoryTalk Web Authentication Server will also be installed as it is required for operation of the FactoryTalk System Status Portal.

NOTE: Be sure to only install the FactoryTalk Directory Server Services on the FactoryTalk Directory server computer. If the FactoryTalk Directory Server Services are installed on more than one computer within a FactoryTalk Directory, the system will not operate properly.

FactoryTalk Reverse Proxy

A reverse proxy retrieves resources on behalf of a client from one or multiple servers. These resources are then returned to the client, appearing as if they originated from the reverse proxy server itself. FactoryTalk Reverse Proxy is available for FactoryTalk-enabled software, such as FactoryTalk AssetCentre and FactoryTalk ViewPoint. The FactoryTalk Reverse Proxy solution is based on Internet Information Services (IIS) Application Routing Request and URL Rewrite.

Use FactoryTalk Reverse Proxy to:

- Prevent a Cross-Origin Resource Sharing (CORS) behavior that affects FactoryTalk-enabled software web applications.
- Manage communication protocols, such as HTTPS and HTTP, for the FactoryTalk-enabled software web applications.

Use FactoryTalk Reverse Proxy

Install the FactoryTalk Reverse Proxy on computers hosting a FactoryTalk-enabled software web server, such as FactoryTalk AssetCentre or FactoryTalk ViewPoint. The FactoryTalk Reverse Proxy is installed along with the FactoryTalk Web Authentication Server by default.

To use FactoryTalk Reverse Proxy

1. On the web server computers, for example, the FactoryTalk AssetCentre Server, install FactoryTalk Services Platform along with FactoryTalk Reverse Proxy.
2. When installing FactoryTalk Services Platform, select
 - The **Standard** option
 - Keep the **Secure communication with TLS** check box selected. The system will create a site binding and set its protocol as **HTTPS** using port as **443** in the Internet Information Services (IIS) **Default Web Site**. We recommend using TLS to secure communication.

NOTE: If the **Secure communication with TLS** check box is cleared, the system will create a site binding and set its protocol as **HTTP** using port as **80** in Internet Information Services (IIS) **Default Web Site**.

- The **Secure** option

Secure communication with TLS is enabled by default.

If the new site binding is the same as an existing one, the FactoryTalk system will use the existing one.

3. Configure a certificate.
We recommend that you use a certificate signed by a certificate authority (CA) to secure communication.
4. Import the certificate to the web server computers.

Configure a site binding

The site binding configuration will affect all computers using the FactoryTalk Reverse Proxy.

To configure a site binding

1. On the web server computer, open FactoryTalk Administration Console.
2. In the **Explorer** pane, go to **localhost > System > Policies > System Policies > Security Policy**.
3. Change **Reverse Proxy Port** and **Reverse Proxy Protocol** as needed.

IMPORTANT:

- Ensure that the reverse proxy port is allowed through the computer's firewall, for example, Windows Defender Firewall.
 - If **Reverse Proxy Port** or **Reverse Proxy Protocol** changes, the FactoryTalk system will make changes to **Site Bindings** in the Internet Information Services (IIS) **Default Web Site**. You may need to reconfigure the certificate if you have HTTPs enabled.
-

4. Select **Apply**, and then select **OK**.

Use a CA certificate

If you have HTTPS enabled, the communication is secured with the Transport Layer Security (TLS) protocol. You must configure a certificate on all web server computers. We recommend using certificates from your organization's internal certificate authority (CA) and a commercial CA, for example, a CER file.

The steps may vary on different operating systems. Follow these steps to import a CA certificate on a computer with Windows Server 2022.

To import a certificate

1. On the web server and client computers, open Internet Information Services (IIS) Manager.
2. Under the **Connections** pane, select the web server computer.
3. In **Features View**, double-click **Server Certificates**.
4. In the **Actions** pane, select **Complete Certificate Request**.
5. On the **Specify Certificate Authority Response** page, select the browse button.
6. Navigate to the certificate file, and then select **Open**.

7. Enter a name for the certificate in the **Friendly name** box.
8. Select **OK**.

After importing the certificate, make sure that the certificate is selected for the HTTPS site binding.

Use a self-signed certificate

If you don't have a CA certificate, you can use a self-signed certificate once you have HTTPS enabled. The steps may vary on different operating systems. Follow these steps to configure a self-signed certificate on a computer with Windows Server 2022.

To obtain a self-signed certificate

1. On a web server computer, open Internet Information Services (IIS) Manager.
2. Under the **Connections** pane, select the web server computer.
3. In **Features View**, double-click **Server Certificates**.
4. Under **Actions**, select **Create Self-Signed Certificate**.
5. In the **Create Self-Signed Certificate** dialog, do the following:
 - a. Enter a certificate name.
 - b. Select **Web Hosting** as the certificate store.
 - c. Select **OK**.
6. Select the certificate you created.
7. Under **Actions**, select **Export**.
8. In the **Export Certificate** dialog, do the following:
 - a. Specify the path and the file name.
 - b. Enter a password, and then confirm it.
 - c. Select **OK**.

Before importing the certificate, you must copy the certificate to the client computers in the FactoryTalk system.

To import a self-signed certificate

1. On a client computer, open Internet Information Services (IIS) Manager.
2. Under the **Connections** pane, select the web server computer.
3. In **Features View**, double-click **Server Certificates**.
4. Under **Actions**, select **Import**.
5. In the **Import Certificate** dialog, do the following:
 - a. Browse the desired certificate.
 - b. Enter a password
 - c. Select **Web Hosting** as the certificate store.
 - d. Select **OK**.

After importing the certificate, make sure that the certificate is selected for the HTTPS site binding.

Configure a certificate for the HTTPS site binding

After importing a CA certificate, follow these steps to configure the certificate for the HTTPS site binding.

To configure a certificate for the HTTPS site binding

1. On the web server and client computers, open Internet Information Services (IIS) Manager.
2. In the **Connections** pane, go to the server and site that the certificate binds to.
3. In the **Actions** pane, click **Bindings**.
4. In the **Site Bindings** dialog, select the HTTPS site binding, and then select **Edit**.
5. From the **SSL certificate** list, select the desired certificate.
6. Select **OK**.

FactoryTalk Web Authentication Server

The FactoryTalk Web Authentication Server is a Representational State Transfer (REST) server that provides web authentication and web diagnostics functions based on OpenID Connect (OIDC).

Modify Web Authentication Settings

Use **Web Authentication Settings** to specify the Azure AD user sign-in settings.

To modify Web Authentication Settings

1. In the FactoryTalk Administration Console **Explorer** pane, go to **System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. Under **Web Authentication Settings**, configure:
 - **Web authentication timeout**
Specifies the amount of time before the connection is timed out. The value ranges from 15 through 3600.
 - **Web authentication retry counts**
Specifies the connection retry counts. The value ranges from 1 through 100.
4. Select **OK** or **Apply**

Web Authentication Settings

Web Authentication Settings are only available for the Azure AD user sign-in.

Setting	Description
Web authentication timeout	Specifies the amount of time before the connection is timed out. The value ranges from 15 through 3600.
Web authentication retry counts	Specifies the connection retry counts. The value ranges from 1 through 100.

Modify Web Authentication/Authorization Server

Use **Web Authentication/Authorization Server** to set security policies for FactoryTalk-enabled software web applications.

To modify Web Authentication/Authorization Server

1. In the FactoryTalk Administration Console **Explorer** pane, go to **localhost > System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. In **FactoryTalk Web Authentication port**, enter a port number for the FactoryTalk-enabled software web applications.
The default port is 7110.
4. In **FactoryTalk Web Support Service port**, enter a port number for the FactoryTalk Web Support Service.
The default port is 7111.
5. In **Reverse Proxy port**, enter the website port number for computers using the FactoryTalk Reverse Proxy Server.
If you are using HTTPS, the default port is 443.
If you are using HTTP, the default port is 80.
6. In **Reverse Proxy port**, select **HTTPS** or **HTTP**.
If **Reverse Proxy port** or **Reverse Proxy protocol** is changed, the system will make changes to **Site Bindings** in the Internet Information Services (IIS) **Default Web Site**. If you use HTTPS to secure the communication, you may need to reconfigure the certificate for the HTTPS site binding.
7. In **Access token expiration**, enter a value from 1 through 52,600 to change the amount of time before the access token expires.
8. In **Authorization code expiration**, enter a value from 1 through 1,440 to change the amount of time before the authorization code expires.
9. In **Refresh token expiration**, enter a value from 1 through 1,440 to change the amount of time before the refresh token expires.
10. Select **Apply**, and then select **OK**.
Restart the computer to apply the configuration changes.

Web Authentication/Authorization Server

The following table shows the security settings for FactoryTalk-enabled software web applications.

Setting	Description
FactoryTalk Web Authentication port	Specifies the communication port that FactoryTalk-enabled software web applications can access. The default port is 7110.
FactoryTalk Web Support Service port	Specifies the communication port that the FactoryTalk Web Support Service can access. The default port is 7111.
Reverse Proxy port	Specifies the website port for computers using the FactoryTalk Reverse Proxy Server. <ul style="list-style-type: none"> • If you are using HTTPS, the default port is 443. • If you are using HTTP, the default port is 80.
Reverse Proxy protocol	Specifies the communication protocol, HTTPS or HTTP, for computers using the FactoryTalk Reverse Proxy Server.
Access token expiration	Specifies the amount of time before the access token expires. <ul style="list-style-type: none"> • Minimum: 1 minute • Maximum: 52,600 minutes • Default: 60 minutes

Setting	Description
Authorization code expiration	Specifies the amount of time before the authorization code expires. <ul style="list-style-type: none"> • Minimum: 1 minute • Maximum: 1,440 minutes • Default: 10 minutes
Refresh token expiration	Specifies the amount of time before the refresh token expires. <ul style="list-style-type: none"> • Minimum: 1 minute • Maximum: 1,440 minutes • Default: 1,440 minutes

FactoryTalk Web Event Server

The FactoryTalk Web Event Server provides a FactoryTalk eventing subsystem based on Socket.IO rather than DCOM. To use Socket.IO, select the **FactoryTalk Directory Server Services** option when installing FactoryTalk Services Platform.

Modify System Communication Settings

Use **System Communication Settings** to select Socket.IO or DCOM for distributed system. When you select **Auto**, the system prefers Socket.IO connection. If Socket.IO connection cannot be established, the system will use DCOM. When you select **Socket.IO**, the system uses only Socket.IO connection. When you select **DCOM**, the system uses only DCOM connection.

To modify System Communication Settings

1. In the FactoryTalk Administration Console **Explorer** pane, go to **localhost > System > Policies > System Policies**.
2. Double-click **Security Policy**.
3. In **System communication type**, select **Auto**, **Socket.IO**, or **DCOM**.

IMPORTANT:

- When working in a mixed system, for example, a server computer with FactoryTalk Services Platform version 6.31 or later and client computers with FactoryTalk Services Platform version 6.30 or earlier, you must use **Auto** or **DCOM** to ensure compatibility.
- When working in a system where the computers hosting the FactoryTalk-enabled software client and server have FactoryTalk Services Platform version 6.31 or later installed, you can use **Auto** or **Socket.IO**. **Auto** attempts to use Socket.IO first until that communication fails. Once Socket.IO communication fails, the system will switch to DCOM and stay at DCOM until the application is restarted.
- Communication between the FactoryTalk Directory Server and Clients that use DCOM is insecure. To ensure secure communications, there are two options:
 - You can set the **System communication Type** to *Socket.IO* to force the system to use only Socket.IO communications.
 - If you cannot take this step, then you must raise the DCOM Authentication Level using by FactoryTalk-enabled products on all computers in the system to Packet Privacy using the FactoryTalk DCOM Authentication Level utility, or Windows group policy to change the FactoryTalk registry key, described in Rockwell Automation knowledgebase article IN39470, Mitigating Microsoft DCOM Hardening Patch, CVE-2021-26414, for Affected Rockwell Automation Products, to a value of '6' which equals Packet Privacy.

4. In **System communication protocol**, select **Polling** or **WebSocket**.

- **WebSocket:** It is a persistent TCP connection between a client and a server, which provides a real-time full-duplex communication channel.
- **Polling:** It is a discontinuous TCP connection between a client and a server, which provides a near-real-time data access pattern.

Note: When the network is not stable, we do not recommend that you use **WebSocket Protocol**.

Turning on **WebSocket Protocol** require the computer to be restarted.

This setting only affects the system when **System communication type** is set as **Auto** or **Socket.IO**.

5. In **System communication port**, enter the communication port for the computer hosting the FactoryTalk Web Event Server.6. Select **OK** or **Apply**.

Be sure to restart the client computers and the FactoryTalk Directory server computer when you change a port or communication mode, for example, the System communication type: AUTO, DCOM, and SOCKET.IO.

FactoryTalk System Communication Settings

Use **FactoryTalk System Communication Settings** to select Socket.IO or DCOM for distributed system. These settings only impact the **Network** directory. Changing this setting can impact the ability of FactoryTalk Directory clients to communicate with the FactoryTalk Directory Server.

Setting	Description
System communication type	<p>Specifies the communication type used in the FactoryTalk event system.</p> <ul style="list-style-type: none"> <p>Auto: The FactoryTalk Directory event server accepts both Socket.IO and DCOM connections from clients. You must use Auto or DCOM when computers running FactoryTalk Services Platform version 6.30 or earlier communicate with the version 6.31 FactoryTalk Directory Server.</p> <p>When you select Auto, the system prefers Socket.IO connections. If Socket.IO connection cannot be established, the system will use DCOM until the service is restarted.</p> <p>Socket.IO: The FactoryTalk Directory event server will only accept Socket.IO connections. If all computers hosting FactoryTalk-enabled software are running FactoryTalk Services Platform version 6.31 or later, you can use Socket.IO.</p> <p>To use Socket.IO, select the FactoryTalk Directory Server Services option when installing FactoryTalk Services Platform. When you select Socket.IO, the system uses only Socket.IO connection.</p> <p>Note: When using this setting, computers running FactoryTalk Services Platform client that predates 6.31 will not be able to communicate with the FactoryTalk Directory Server.</p> <p>DCOM: The FactoryTalk Directory event server will only accept DCOM connection. You must use Auto or DCOM when computers running FactoryTalk Services Platform version 6.30 or earlier to communicate with the version 6.31 FactoryTalk Directory Server.</p> <p>When you select DCOM, the system uses only DCOM connection.</p> <p>The default type is Auto. This default setting ensures that both version 6.31 clients and previous version clients can communicate with the version 6.31 FactoryTalk Directory Server.</p>

Setting	Description
System communication protocol	<p>Specifies the communication protocol used between the computer hosting the FactoryTalk-enabled software client and the computer hosting the FactoryTalk Web Event Server.</p> <ul style="list-style-type: none"> • WebSocket: It is a persistent TCP connection between a client and a server, which provides a real-time full-duplex communication channel. • Polling: It is a discontinuous TCP connection between a client and a server, which provides a near-real-time data access pattern. <p>Note: When the network is not stable, we do not recommend that you use WebSocket Protocol. Turning on WebSocket Protocol require the computer to be restarted.</p> <p>This setting only affects the system when System communication type is set as Auto or Socket.IO. The default protocol is Polling.</p>
System communication port	<p>Specifies the communication port for the computer hosting the FactoryTalk Web Event Server.</p> <p>This setting only affects the system when System communication type is set as Auto or Socket.IO. The default port is 7113.</p>

FactoryTalk System Status Portal

FactoryTalk System Status Portal provides the system status of network distributed and networks station applications without having to log on to the FactoryTalk Administration Console. This portal is installed with FactoryTalk Services Platform by selecting **FactoryTalk System Status Portal** in customized installation. The web portal shows the status of the following server types:

- HMI servers
- FactoryTalk Alarms and Events servers
- Data servers (FactoryTalk Linx, OPC UA, and OPC DA servers)
- FactoryTalk Historian SE and ME servers

For more information, see *FactoryTalk System Status Portal* in *FactoryTalk Services Platform Help*.

Troubleshooting FactoryTalk Directory Server Services

After installing FactoryTalk Directory Server Services, circumstances and errors may require troubleshooting.

[Troubleshooting FactoryTalk Web Event Server connection issues on page 227](#)

[User cannot sign in to FactoryTalk Web Services on page 233](#)

Cannot connect to FactoryTalk Web Authentication Server

If you cannot sign in to FactoryTalk-enabled web client due to the FactoryTalk Web Authentication Server connection problems, follow these steps to check the FactoryTalk Authentication Server connection:

Step 1: To check whether the FactoryTalk Web Authentication Server is running

1. From the **Start** menu, in the search box, enter **Services**, and then select **Services**.
2. Check whether **FactoryTalk Web Server** is running.

Step 2: To check whether the Reverse Proxy works on the FactoryTalk Directory Server computer

1. Open the browser, and then enter the URL address **https://localhost/FTSecurity/api/v1/jwks**.
2. When the following shows, FactoryTalk Web Authentication Server works.

```
{
  "keys": [
    {
      "kty": "RSA",
      "use": "sig",
      "kid": "iiTcv92IAABa4DXyvxRw838z_OkQrw8cI-
      ifC2TW0Vs",
      "e": "AQAB",
      "n": "50LCbFdDCqZIxPM-
      j2Z4MqcY34Ud0T1JJkQVZtLH_HYYL596WY9kmlWUFU9pnT6vHA7jgpUZpdcS9ZdSd4nD21SKqg1_cfabk_
      plget-zITPR7-B9_rEs2RT3nzBAI49cxjSoq6LSa1KSZUUmFoCEuvssU5Vrzf8F_IwVo1d-
      qfknG13YF3q8qWhGKwLrB1oDgpopKninWV_0_41nRDJcDZLZafQ0jpbY4AnhCGhHVtMEPJLZ7etKj64xP
      MRAb96jLocUnRa7rrcvMGy5dracXriRbmJELJkdJDoky1iBUucIw12kQm17D-nm1oD-
      sRaUWqZzV0Lx0b8qNHdpCOgQ"}
  ]
}
```

NOTE: Step 2 is an example. It varies for each FactoryTalk Directory.

Step 3: To check whether the Reverse Proxy port or FactoryTalk Web Authentication port changed

1. In the FactoryTalk Administration Console **Explorer** pane, expand **System > Policies > System Policies**.
2. Right-click **Security Policy**, and then select **Properties**.
3. Check whether these properties are changed:
 - FactoryTalk Web Authentication port: 7110 by default
 - Reverse Proxy port: 443 for HTTPS and 80 for HTTP by default
 - Reverse Proxy protocol: HTTP or HTTPS
4. Open the browser, and then enter the URL address **<Reverse Proxy protocol>://localhost:<Reverse Proxy port>/FTSecurity/api/v1/jwks**. For example: **https://localhost:443/FTSecurity/api/v1/jwks**
5. When the following shows, FactoryTalk Web Authentication Server works.

```
{
  "keys": [
    {
      "kty": "RSA",
      "use": "sig",
      "kid": "iiTcv92IAABa4DXyvxRw838z_OkQrw8cI-
      ifC2TW0Vs",
      "e": "AQAB",
      "n": "50LCbFdDCqZIxPM-
      j2Z4MqcY34Ud0T1JJkQVZtLH_HYYL596WY9kmlWUFU9pnT6vHA7jgpUZpdcS9ZdSd4nD21SKqg1_cfabk_
      plget-zITPR7-B9_rEs2RT3nzBAI49cxjSoq6LSa1KSZUUmFoCEuvssU5Vrzf8F_IwVo1d-
      qfknG13YF3q8qWhGKwLrB1oDgpopKninWV_0_41nRDJcDZLZafQ0jpbY4AnhCGhHVtMEPJLZ7etKj64xP
      MRAb96jLocUnRa7rrcvMGy5dracXriRbmJELJkdJDoky1iBUucIw12kQm17D-nm1oD-
      sRaUWqZzV0Lx0b8qNHdpCOgQ"}
  ]
}
```

NOTE: Step 5 is an example. It varies for each FactoryTalk Directory.

6. If no data shows, enter the URL address **http://localhost:<FactoryTalk Web Authentication port>/FTSecurity/api/v1/jwks**.
7. If data shows as Step 5, there may be a Reverse Proxy problem.

- If no data shows, in the Command Prompt window, enter **netstat -ano | findstr <FactoryTalk Web Authentication port>**, and then press **Enter**.

```
C:\Users\n0048153>netstat -ano | findstr 7110
TCP 127.0.0.1:7110 0.0.0.0 LISTENING 38364
```

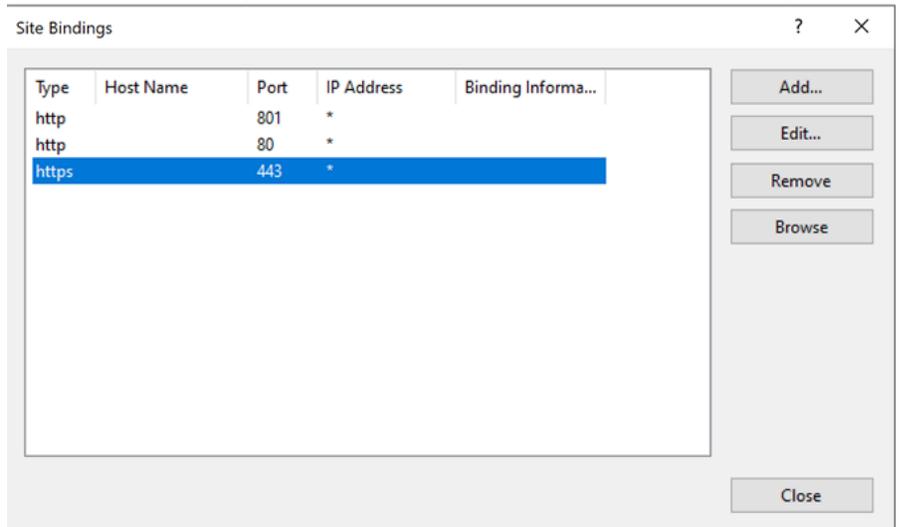
- If there is no response to the netstat command or the system returns a process using the port that is not ftsp-web-server.exe, there may be a port conflict problem. You can change the port using FactoryTalk Administration Console.



Tip: As the graphic shown in Step 8, you can identify port conflicts with the process identifier (PID) and use PID to determine which process listens on a given port.

Step 4: To check whether the service listened to the right port

- Open Internet Information Services (IIS) Manager, select **Default Web Site**.
- Under **Manage Website**, make sure it is running.
- Under **Actions**, select **Bindings**, and then make sure **Reverse Proxy port** is added to the binding list.



- In **Default Web Site Home**, select **URL Rewrite**, and then make sure that **FactoryTalk_WebAuth** is in the inbound rule list and **FTSP_OB1**, **FTSP_OB2**, and **FTSP_OB3** are in the outbound rule list.

URL Rewrite
Provides rewriting capabilities based on rules for the requested URL address and the content of an HTTP response.
Inbound rules that are applied to the requested URL address:

Name	Input	Match	Pattern	Action Type	Action URL
FactoryTalk_WebAuth	URL path after '/'	Matches	^FTSecurity/(.*)	Rewrite	http://localhost
FactoryTalk_WebEvent	URL path after '/'	Matches	ft-event/(.*)	Rewrite	http://127.0.0.1

Outbound rules that are applied to the headers or the content of an HTTP response:

Name	Input	Match	Pattern	Action Type	Action Value	Stop Process...	Entry Type
FTSP_OB1	RESPONSE_LOCATION	Matches	/FTSecurity/ui...	Rewrite	{R:0}	True	Local
FTSP_OB2	RESPONSE_LOCATION	Matches	/FTSecurity/ap...	Rewrite	{R:0}	True	Local
FTSP_OB3	RESPONSE_X-...	Matches	*	Rewrite		True	Local

- In inbound rule list, double-click **FactoryTalk_WebAuth**, and then make sure that the port number in **Rewrite URL** is the same as **FactoryTalk Web Authentication port**.

Action

Action type:
Rewrite

Action Properties

Rewrite URL:
http://localhost:7110/{R:0}

Troubleshooting FactoryTalk Web Event Server connection issues

If **System communication type** is set to **Auto** or **Socket.IO**, and the FactoryTalk Directory eventing system does not work, that is, changes in the FactoryTalk Directory are not replicating to all clients, and clients are failing to connect to the FactoryTalk Directory server. Follow these steps to verify the FactoryTalk Web Event Server connection:

Step 1: Verify the FactoryTalk Web Event Server is installed and running.

- From the **Start** menu, in the search box, enter **Services**, and then select **Services**.
- Confirm **FactoryTalk Web Event Server** is listed as a service.
- Confirm **FactoryTalk Web Event Server** is running.

Step 2: Verify System Communication Settings group property configuration.

- Open FactoryTalk Administration Console.
- In the **Explorer** pane, expand **System > Policies > System Policies**.
- Right-click **Security Policy**, and then select **Properties**.
- Verify these properties:
 - System communication type** is **Auto**, the default setting, or **Socket.IO**.
When set to **DCOM**, the FactoryTalk Web Event Server is not in used although the service will be started.
 - System communication port** is set to **7113**, the default setting, or a custom port.
This port is needed later in step 4 of the troubleshooting process.

Step 3: Verify the Reverse Proxy protocol and Reverse Proxy protocol port configuration.

1. Open FactoryTalk Administration Console.
2. In the **Explorer** pane, expand **System > Policies > System Policies**.
3. Right-click **Security Policy**, and then select **Properties**.
4. Verify these properties:
 - **Reverse Proxy protocol** is **HTTPS** or **HTTP**.
 - **Reverse Proxy port** is set to **443**, default for HTTPS, or **80**, default for HTTP, or a custom port configured during installation.
This port is needed later in step 5 of the troubleshooting process.
When **HTTPS** is selected, you must verify the certificate configuration.
 - a. Open Internet Information Services (IIS) Manager.
 - b. Select **Default Web Site**, and then under **Actions**, select **Bindings**.
 - c. Verify a valid certificate is configured for the HTTPS site binding.

Step 4: Check the connectivity of the System communication port

1. Open a Command Prompt window.
2. Enter **netstat -ano | findstr <System communication port>**, and then press **Enter**.

```
C:\Users\Administrator>netstat -ano | findstr 7113
TCP    127.0.0.1:7113      0.0.0.0:0          LISTENING        5680
TCP    127.0.0.1:7113      127.0.0.1:54109    ESTABLISHED      5680
TCP    127.0.0.1:7113      127.0.0.1:54112    ESTABLISHED      5680
```

If there is no response to the netstat command, please contact Rockwell Automation Technical Support for assistance to collect diagnostic information for more advanced troubleshooting.

Step 5: Check connectivity of the Reverse Proxy port

1. Open a Command Prompt window.
2. Enter **netstat -ano | findstr <Reverse Proxy port>**, and then press **Enter**.

```
C:\Users\Administrator>netstat -ano | findstr 443
TCP    0.0.0.0:443        0.0.0.0:0          LISTENING        4
TCP    10.224.106.77:49673 54.67.48.56:443    ESTABLISHED      4
TCP    10.224.106.77:54080 54.144.111.231:443 ESTABLISHED      5732
```

Verify there are external client IP address connections. These are IP addresses that are not the IP address of the computer from which you are executing the netstat command.

If there are no external client IP address connections, check whether the firewall blocks the Reverse Proxy port. If a firewall is not blocking the port, please contact [Rockwell Automation Technical Support](#) for assistance to collect diagnostic information for more advanced troubleshooting.

Upgrade FactoryTalk Services Platform

Upgrade FactoryTalk Services Platform

In a distributed FactoryTalk System, all computers must run the same FactoryTalk Services Platform major release, referred to as Coordinated Product Release (CPR). While not required, Rockwell Automation also recommends that all computers run the same FactoryTalk Services Platform minor release and patch levels. For the latest compatibility information, refer to the Product Compatibility and Download Center.

During the upgrade, the installer automatically:

- Creates a backup file for any FactoryTalk Directory already configured on the computer.
- Updates existing Local Directory and Network Directories with support for new product policies, system policies, and features.
- Leaves existing settings unchanged, including user and group accounts, security settings, and policy settings.

Prerequisites

- Obtain the installation disc of a FactoryTalk-enabled product
or
- Obtain the standalone FactoryTalk Services Platform installation file downloaded from the Rockwell Automation Product Compatibility and Download Center.

To upgrade FactoryTalk Services Platform

1. On the FactoryTalk Network Directory server, back up the FactoryTalk Directory.
2. (optional) Upgrade client computers:
 - a. Log in to the computer as a user in the **Windows Administrators** group.
 - b. Shut down all Rockwell Automation software products running on the computer.
 - c. Insert the product disc and select FactoryTalk Services Platform, or run the standalone FactoryTalk Services Platform installation file.
 - d. Once installation is complete, restart the computer.
3. Upgrade the FactoryTalk Network Directory server:
 - a. Log in to the computer as a user in the **Windows Administrators** group.
 - b. Shut down all Rockwell Automation software products running on the computer.
 - c. Disconnect the computer from the network, so client computers cannot connect during the upgrade.
 - d. Use **Windows Control Panel** to uninstall FactoryTalk Services Platform.
 - e. Insert the product disc and select FactoryTalk Services Platform, or run the standalone FactoryTalk Services Platform installation file.
 - f. Once installation is complete, restart the computer.
 - g. Reconnect the computer to the network.

Product Updates and Patches

For the latest Product Updates and Patches, refer to Knowledgebase Document ID: [IN1983 - Firmware and Software Updates](#). To be notified when new Product Updates or Patches are released, click the **ADD TO FAVORITES** link at the top of the Knowledgebase Answer.

For additional information about changes to communications software after the writing of these Release Notes, refer to Knowledgebase Document ID: [IN7550 - FactoryTalk Linx Patch and Release Information](#).

To download software updates, firmware updates, or patch roll-ups, refer to the Product Compatibility and Download Center.

Identify the installed FactoryTalk Services Platform version

Identify the installed FactoryTalk Services Platform version to determine if an upgrade of FactoryTalk Services Platform is necessary.

To identify the installed FactoryTalk Services Platform version

1. Open the Windows **Control Panel**.
2. Open **Add or Remove Programs**.
3. In the list of installed programs, FactoryTalk Services Platform appears, with the version number shown beside it.

FactoryTalk Web Services

FactoryTalk Web Services allow web-enabled Rockwell Automation software products to access FactoryTalk services over a network using the Hypertext Transfer Protocol (HTTP) or the Hypertext Transfer Protocol over Secure Socket Layer (HTTPS).

The FactoryTalk Security Web Service allows clients to interact with the FactoryTalk Directory for authentication and authorization. The web service also provides support for products running in environments such as Linux and Java.

For details about using FactoryTalk Web Services with your FactoryTalk-enabled product, see your product documentation.

IMPORTANT: If deploying FactoryTalk Web Services in an environment where privacy of the network communications might be at risk, add an HTTPS site binding to encrypt all client connections to FactoryTalk Web Services.

Install FactoryTalk Web Services

FactoryTalk Web Services is installed from any FactoryTalk-enabled product CD that includes FactoryTalk Services Platform, version 2.10.02 (CPR 9 Service Release 2) or later. It is an optional component and is not installed automatically with FactoryTalk Services Platform.

For most applications, install FactoryTalk Web Services on the computer that is the FactoryTalk Network Directory server. Specific FactoryTalk-enabled products using FactoryTalk Web Services might also have additional installation requirements. For details, see the documentation supplied with your FactoryTalk-enabled product.

To install FactoryTalk Web Services

1. Log on to the FactoryTalk Network Directory Server computer with a user account that is a member of the **Windows Administrators** group.
2. Go to the Windows **Control Panel** and open **Programs and Features**.
3. Select **FactoryTalk Services Platform**, then select **Change**.
4. Follow the instructions on the screen to modify the existing installation.
5. In the list of program features, click **FactoryTalk Web Services**, then click **This feature, and all subfeatures, will be installed on local hard drive**.
6. Click **Next**, then follow the instructions to finish the installation.

Add an HTTPS site binding for FactoryTalk Web Services

If deploying FactoryTalk Web Services in an environment where privacy of the network communications might be at risk, add an HTTPS site binding to encrypt all client connections to FactoryTalk Web Services.

Prerequisites

- Install FactoryTalk Web Services.
- Configure Internet Information Services (IIS) to use web server security.

To add an HTTPS binding for FactoryTalk Web Services

1. On the FactoryTalk server, from **Control Panel**, select **Administrative Tools > Internet Information Services (IIS) Manager**.
2. From **Connections**, select **Default Web Site**.
3. From **Actions**, select **Bindings**.
4. In **Site Bindings**, select **Add**.
5. In **Add Site Binding**, specify the following the binding properties:
 - **Type:** Select **HTTPS**.
 - **IP Address:** Select **All Unassigned**.
 - **Port:** Enter **443**.
 - **SSL Certificate:** Select the SSL certificate for the FactoryTalk Web Services server.
6. Click **OK**, then click **Close**.
7. From **Connections**, select **FactoryTalk**.
8. In **/FactoryTalk Home**, double-click **SSL Settings**, select **Require SSL**, then select **Accept**.
9. From **Actions**, select **Apply**.

Client computers cannot connect to FactoryTalk Web Services

Possible cause and solution:

- Lack of network connectivity.
Check the network connection of the client computer and verify that it can connect to other network resources.
Check the network connection of the FactoryTalk Web Services host computer and verify that it can connect to network resources and accept inbound connections.
- Required software is not installed on the FactoryTalk Web Services host computer.
Verify Microsoft .NET Framework 4.8 is installed on the FactoryTalk Web Services host computer. If it is not installed, install it using the FactoryTalk Services Platform installation media.
Verify Internet Information Services (IIS) is installed on the FactoryTalk Web Services host computer. If it is not installed, install it using **Control Panel** (Windows) or **Administrative Tools** (Windows Server).
- Internet Information Services (IIS) is not listening on the default ports on the FactoryTalk Web Services host computer.

On the FactoryTalk Web Services host computer, open a browser and connect to the login URL:

HTTP: http://localhost:80/FactoryTalk/Security/WebService/200810.asmx

HTTPS: https://localhost:443/FactoryTalk/Security/WebService/200810.asmx

If the FactoryTalk Web Services page does not appear, IIS is either not running properly or is configured to listen on another port. Use IIS Manager to check the configuration and update client computer FactoryTalk Web Services paths to use a non-default port if necessary.

- The firewall on the FactoryTalk Web Services host computer does not allow incoming traffic on the ports configured in IIS Manager.

On the client computer, open a browser and connect to the login URL. Replace *server_path* with the fully qualified domain name of the FactoryTalk Web Services host computer and replace the port number with the port number configured in IIS Manager:

HTTP: http://*server_path*:80/FactoryTalk/Security/WebService/200810.asmx

HTTPS: `https://server_path:443/FactoryTalk/Security/WebService/200810.asmx`

If the FactoryTalk Web Services page does not appear, verify that the firewall on the FactoryTalk Web Services host computer allows incoming traffic to the ports configured in IIS Manager.

User cannot sign in to FactoryTalk Web Services

Possible cause and solution:

- User does not have permission to sign in to FactoryTalk Web Services
 1. On the FactoryTalk Web Services host computer, open a browser and connect to the login URL. Replace the port number with the port number configured in Internet Information Services (IIS) Manager:
 - HTTP:** `http://localhost:80/FactoryTalk/Security/WebService/200810.asmx`
 - HTTPS:** `https://localhost:443/FactoryTalk/Security/WebService/200810.asmx`
 2. Select **Login**.
 3. In **userName**, enter the username for a user already configured in the FactoryTalk Network Directory.
 4. In **password**, enter the password.
 5. In **encryptionAlgorithm**, type `ClearText` then click the **Invoke** button.
 - If the page returns an XML string, the user is valid for use with FactoryTalk Web Services.
- User has been disabled or locked in FactoryTalk Directory.

Contact the FactoryTalk administrator to verify account status.

Rockwell Automation Support

Use these resources to access support information.

Technical Support Center	Find help with how-to videos, FAQs, chat, user forums, and product notification updates.	rok.auto/support
Knowledgebase	Access Knowledgebase articles.	rok.auto/knowledgebase
Local Technical Support Phone Numbers	Locate the telephone number for your country.	rok.auto/phonesupport
Literature Library	Find installation instructions, manuals, brochures, and technical data publications.	rok.auto/literature
Product Compatibility and Download Center (PCDC)	Get help determining how products interact, check features and capabilities, and find associated firmware.	rok.auto/pcdc

Documentation feedback

Your comments help us serve your documentation needs better. If you have any suggestions on how to improve our content, complete the form at rok.auto/docfeedback.

Waste Electrical and Electronic Equipment (WEEE)



At the end of life, this equipment should be collected separately from any unsorted municipal waste.

Rockwell Automation maintains current product environmental information on its website at rok.auto/pec.

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