FactoryTalk Updater Getting Results Guide

Contents

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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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Activities including installation, adjustments, putting into service, use, assembly, disassembly, and maintenance are required to be carried out by suitably trained personnel in accordance with applicable code of practice.

If this equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

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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.

> **SHOCK HAZARD:** Labels may be on or inside the equipment, for example, a drive or motor, to alert people that dangerous voltage may be present.

> **BURN HAZARD:** Labels may be on or inside the equipment, for example, a drive or motor, to alert people that surfaces may reach dangerous temperatures.

> **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.

Welcome to FactoryTalk Updater

FactoryTalk® Updater provides a secure tool for administering Rockwell Automation software and activations on networked computers. This guide outlines how to use FTUpdater® to manage on-premise assets as they are deployed.

Core functionality

- Activation Inventory
- Add On Profiles
- Air-gapped deployment of Monthly Patch Rollup
- Air-gapped inventory and status updates
- Cancel button for Monthly Patch Rollup deployment
- Data ODBC Connection
- Display Operating System version
- Download of Monthly Patch Rollup
- Export Data to csv files
- Group computers within a domain
- Installed Monthly Patch Rollup vs Latest Monthly Patch Rollup
- Latest Product Version available on PCDC vs Installed Version
- Product Notifications (PSA, PN)
- Product Version Lifecycle Status
- Proxy Configuration for Internet Connection
- Rockwell software assets information for each computer
- Rockwell Software Product Versions
- Scheduled Deploy of Monthly Patch Rollup to all Network Computers
- Software Usage by User, Machine
- Update notification for installed Rockwell software products
- Upload Data to Cloud
- Web client display of inventory and activation data

Software applications detected

FactoryTalk Updater detects information for these software applications:

- BootP DHCP EtherNet/IP Tool
- Connected Components Workbench (CCW)
- ControlFLASH
- ControlFLASH Plus
- Emulate3D
- EtherNet/IP Address Commissioning Tool
- FactoryTalk Action Manager
- FactoryTalk Activation
- FactoryTalk AssetCentre
- FactoryTalk Edge Gateway
- FactoryTalk Historian Batch Interface
- FactoryTalk Historian SE EtherNet/IP Connector data collection interface
- FactoryTalk Historian SE Server

- FactoryTalk Historian to Historian Interface
- FactoryTalk Linx CommDTM
- FactoryTalk Linx Data Bridge
- FactoryTalk Linx Gateway
- FactoryTalk Linx RMCT
- FactoryTalk Logix Echo
- FactoryTalk Metrics
- FactoryTalk Network Manager
- FactoryTalk Policy Manager
- FactoryTalk Services (includes FTSP, FTLinx, and FTAE)
- FactoryTalk Transaction Manager
- FactoryTalk Updater
- FactoryTalk VantagePoint
- FactoryTalk View Machine Edition
- FactoryTalk View Site Edition
- FactoryTalk ViewPoint
- Logix Designer Compare Tool
- Logix Designer SDK
- Patch Roll-up CPR9 SRx
- RSLinx Classic
- RSLinx Classic Lite
- RSLogix 5
- RSLogix 500
- RSLogix Micro
- RSNetWorx
- Studio 5000 Application Code Manager
- Studio 5000 Architect
- Studio 5000 Logix Designer
- Studio 5000 Logix Emulate
- Studio 5000 Simulation Interface
- Studio 5000 View Designer
- ThinManager
- ThinManager Logix PinPoint

System overview

A typical FactoryTalk Updater installation is multiple FTU Agents with a single FTU Server and Client. FTUpdater Agent, Client, Server machines must be in the same domain.

Figure 1. Typical FactoryTalk Updater system
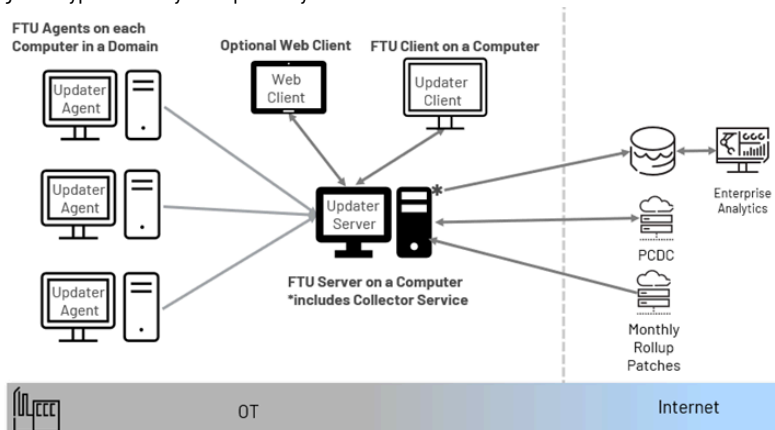
FactoryTalk Updater Agent

FactoryTalk Updater Agent collects information and activation license data from the Rockwell Automation software installed on the computer. Install the FactoryTalk Updater Agent on each computer that requires data collection. FactoryTalk Updater Agent is installed by default with most Rockwell Automation software. FTU Agents collect and store software inventory, activation data and activation transactions to a local database. The FTU Agents update the FTU Server database once a minute if there have been any changes since the last transmittal. If the connection between FTU Agent and Server is lost, the FTU Agent database buffers and persists data locally. When the connection is reestablished, the FTU Agent transmits all the new data to the FTU Server.

FactoryTalk Updater Server

FactoryTalk Updater Server communicates with online FactoryTalk Updater Agents to receive collected data and saves it to the FTU Server database. To avoid issues, limit FactoryTalk Updater Server installations to one instance per intranet with a maximum of 100 connected Agents. FactoryTalk Updater Server connects to the Product Compatibility and Download Center to retrieve the latest software information. A user login from FTUpdater Client is not required for FTUpdater communication to PCDC. FTUpdater uses its own Rockwell certification to authenticate with PCDC.

FTUpdater Collector

FTUpdater Collector may be installed optionally to enable opt in for Cloud upload. When enabled, FTUpdater Collector uploads License Usage information to view on a cloud dashboard. FTUpdater Collector checks for new data and uploads only the new transactions. The usage information may be retrieved when the user logs in with their credentials to ftcollector.rockwellautomation.com.

FactoryTalk Updater Client

FactoryTalk Updater Client displays information collected by the FactoryTalk Updater Server. The FTU Client presents most information visually. Export data to a .csv file. Some large data sets, such as Add On Profiles, are not displayed

on the screen and require an Export to a .csv file. Monthy Rollup Patch deployment requires an administrator login to the FTUpdater Server and PCDC.

Installation

System requirements

Hardware requirements

FactoryTalk Updater does not have any specific hardware requirements. It runs on any hardware platform that supports the required software, either locally or on a virtual machine.

Rockwell Automation recommends at least 80 MB of available drive space for FactoryTalk Updater.

Software requirements

- FactoryTalk Updater runs on these Windows® operating systems:
    ◦ Windows 10 Professional Edition 64-bit
    ◦ Windows 10 Enterprise Edition 64-bit
    ◦ Windows 10 Enterprise 2019 LTSC(1809)
    ◦ Windows 10 Enterprise 2021 LTSC 64-bit (21H2)
    ◦ Windows 11 Enterprise 64-bit
    ◦ Windows 11 Professional 64-bit
    ◦ Windows Server® 2019 Standard
    ◦ Windows Server 2019 DataCenter
    ◦ Windows Server 2022 DataCenter
    ◦ Windows Server 2022 Standard

> **Tip:** The installer software prevents installation of FactoryTalk Updater on all Windows 7 and 32-bit operating systems, including Windows 10 (32 bit).

- Internet browsers:
    ◦ Edge™
    ◦ FactoryTalk Updater web client: Chrome™ browser
    ◦ FactoryTalk Updater web client: Firefox®
- Installing FactoryTalk Updater installs the following software if it is not already installed:
    ◦ .NET Framework 4.8
    ◦ Rockwell Software Windows Firewall Configuration Utility 1.00.16
    ◦ Microsoft .NET Hosting v6.0.4.22172 and IIS URL Rewrite Module v7.2.1993

Installation from screens

FactoryTalk Updater versions 3.00.00 and later use Windows authentication to enhance product security. This requires FactoryTalk Agent and FactoryTalk Server machines to be in the same domain. A stand-alone installation to a computer may be a domain or workstation. Installation can be done via screens or scripted commands. You can vied the commands by selecting **Release Notes > Application Notes**.

You must install the FTU Agent on all required computers in a network. The FTU Agent collects information from the local computer for the FTU Server. One FTU Server is required on the network to collect and persist information. The

FTUpdater Collector is optional and is installed disabled. At least one FTU Client is required to connect to FTU Server and configure the system.

Manually install FactoryTalk Updater

Use a custom installation to install more than one FactoryTalk Updater functionality.

1. Download the current version of FactoryTalk Updater software.
2. Launch `Setup.exe`.
3. In **Select product to install**, select one of these options: Agent, Server, Client, Custom Installation.
4. Select **Install now**.
5. Read and consent to the End User License Agreements by selecting **Accept all**.

   The installation starts and a bar displays the progress.
6. When prompted to restart the computer, select **Restart now**.
7. Perform one of the following actions:
   - To exit the installation, select **Close**.
   - To see the installation details, select **Installation Summary**.
   - To learn how to receive email updates about product patches, select **Register for updates** .
   - To install Adobe Acrobat Reader, select **Download it free**.

Unattended or silent install parameters

You can use command-line parameters to perform an unattended or silent installation of the software.

Table 1. Installation Command-line parameters

Parameter	Description
/?	Displays the usage options for installation parameters.
/Q	Silent Install. The 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 when you do not 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, 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. The install runs in a quiet simple mode and shows progress through the UI, it does not accept any input but shows error or restart messages. When using this parameter, the installation stops and displays a prompt if there are error or restart messages. For example, if an immediate restart is required to complete the install, a restart message displays to confirm the restart. The installation resumes automatically from the point of interruption. 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.

Table 1. Installation Command-line parameters (continued)

Parameter	Description
/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) returns either error code 1641 or 3010 if a restart is required. Unattended install (/QS) results in a confirmation prompt to complete the installation.
/Record	Records the selected installation options in a 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 is displayed during install process. The value must be the one of the following languages: • ENU • CHS • DEU • ESP • FRA • ITA • JPN • KOR • PTB This parameter is optional. If this parameter is not used, the default language is the current user or operating system user interface language.
/Product="value"	Specifies which sub-products are installed. The product name must be either: • Agent • Client • Custom Installation • Server
/IgnoreWarning	Specifies that the setup ignores warnings and continues. This parameter is optional. If it is not specified, the setup exits when a warning displays.

Examples

These 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 /Product=Agent`
- To install the software with a Chinese language installation and display the progress, error, or complete messages during installation and restart the computer if necessary. (Unattended install): `Setup.exe /QS / IAcceptAllLicenseTerms /AutoRestart /SetupLanguage=CHS /Product=Client`

Error codes

This 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 is invalid.
ERROR_INSTALL_USEREXIT	1602	The installation was cancelled 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 reboot is required to continue the installation.
ERROR_SUCCESS_REBOOT_REQUIRED	3010	A restart is required to complete the installation successfully.
ERROR_REBOOT_PENDING	3012	A restart is pending and is required before the installation can continue.
ERROR_SUCCESS_NOT_APPLICABLE	3013	The installation cannot proceed because the products are already installed.

Settings and controls

You can use the main page to view and manage machines and activations, and perform administrative tasks. Use the icons in the task bar at the top of the page to perform tasks.

Select the view icons on the left side of the page to view machines and activations.

Table 2. Task Bar Icons

Icon	Description
Find machines	Opens the **Find machines** dialog box. Use the dialog box to find and group machines.
Scan	Performs a scan and refreshes the machines and activations information.
Export	Exports a list of machines, activations, Add-On Profiles (AOPs), or the log to a .csv file.
Switch server	Selects the server to view or adds a server to the list.
Schedule	Sets the schedule for automatic scanning of all machines. Enter the interval, in days, at which scans should occur.
Account	Opens the **Account** dialog box, to log into the Rockwell Automation Product Compatibility and Download Center (PCDC) and the Updater server. You can also switch users on the server. See .
Download location	Specifies the location for downloaded files.
Preferences	On the **Preferences** dialog box, use the About tab to view details for the installed version of FactoryTalk Updater. Use the **Settings** tab to enable FactoryTalk Updater Collector.

Machines view

In the View menu, select **Machines** 🗄 to display a list of all machines or a list of machines in a group. Enter a term in the **Search** box to highlight that term in the list.

Table 3. Machines view columns

Column	Description
Name	The name of the machine. Select **Expand** ❯ to display the list of monitored software installed on the computer. Select the expand icon for each software application to display installed versions and utilities.
	💡 **Tip: Name** displays only the first 15 characters in the machine name. Names longer than 15 characters are truncated.
Address	The IP address of the machine.
Status	The online or offline status of the machine.

Table 3. Machines view columns (continued)

Column	Description
Installed version	The installed version of software. The Version Lifecycle Management (VLM) icon indicates the lifecycle status for the installed version: • Preferred ▲ • Managed ▲ • Limited ▲ • Retired ▲ If there is an active Product Safety Advisory (PSA) for a product, the PSA icon ⚠ appears. Select the icon to open the advisory statement.
Latest version	The newest version of software available on the Rockwell Automation Product Compatibility and Download Center.
Latest patch	The newest software patch available on the Rockwell Automation Product Compatibility and Download Center.
Activations	The activation search path.

FactoryTalk Updater R4.10 allows you to verify the OS version of agent both Client and web Client, that the installed Agent version is greater than or equal to v4.10, and that the Agent can collect the OS information and send it to Server.

Verify the OS version of the machine by mousing over ⓘ on the Client.

Activations view

From the view menu, select **Activations** 🔑 to display activation information for all machines or a list of machines in a group. The Activations view displays activation information on two tabs:

License Information tab

Lists information on the licenses on machines.

Transactions tab

Displays a log of license transactions.

License Information tab

The License Information tab in the Activations view lists license information for all machines or for machines in a group. Enter a search term in the Search box to highlight that term in the list.

Table 4. License Information tab columns

Column	Description
Product	The Rockwell Automation software application.
Serial #	The serial number of the product.
Expires	The expiration time and date for the activation.

Table 4. License Information tab columns (continued)

Column	Description
Activation	The name of the activation.
Feature version	The feature version of the license.
Location	The machine name of the activation server. Tip: The Location box displays only the first 15 characters in the activation server name. Names longer than 15 characters are truncated.
Total	The number of activations purchased with the product.
In use	The number of activations used for each product. Select the number in this column to see more details, such as the computer that checked out or borrowed the activation, the number of activations checked out or borrowed, and whether the activation is concurrent or borrowed. No details are available if the number in this column is zero.
Borrowed	The number of activations borrowed from an activation server. Select the number in this column to see more details, such as the computer that borrowed the activation, the date the activation was borrowed, and the date the borrowed activation expires. No details are available if the number in this column is zero.
Product version	The product version activated. Some activations are for multiple product versions. This field displays n/a if not used.

Transactions tab

The Transactions tab in the Activations view displays a log of license events, or transactions, for all machines or for machines in a group. To prevent transaction log files from growing too large, FactoryTalk Updater saves transactions for four months and then discards them.

Table 5. Transactions tab columns

Column	Description
Time	The date and time the transaction occurred.
Activity	The type of transaction; for example, a license return, borrow, check out, rehost, or get.
Machine Name	The name of the machine that carried out the transaction.
User Name	The user who conducted the transaction.
Feature Name	The executable file for the licensed Rockwell Automation software application; for example, RS5000.exe.
Product	The name of the licensed Rockwell Automation software application.
Serial Number	The serial number of the licensed Rockwell Automation software application.

Table 5. Transactions tab columns (continued)

Column	Description
Quantity	The number of licenses included in the transaction.

Search and filter information in the Transactions tab

Use the filter controls on the Transactions tab in the Activations view to filter transactions and search for specific terms.

- From the **Display menu**, select type of transactions to display.
- In **From and To**, select a date range to display transactions that occurred within those dates.
- In the **Search box**, enter a search term, such as a user name or serial number.

    The term is highlighted in transactions where it occurs.

System configuration

Logs view

Select the Logs icon ⬛ in the view menu to display a list of all machines or a list of machines in a group. To prevent log files from growing too large, FactoryTalk Updater saves events for four months and then discards them.

Table 6. Logs view information

Column	Description
Provider	The source of the logged message or event, usually the server or a client device.
Time	The time and date the event occurred.
Message	A description of the event, including recommended or required action.

Find, group, and add devices for monitoring

- To find machines, select select **Find Machines**, and perform one of the following actions:
  - To scan the network and find machines automatically, select **Auto Discover**.
  - To search for machines using an IP address or a range of addresses, select **Manual**.
  - To search for a specific machine, select **Single** and enter the machine's IP address.
  - To search for machines within a range of IP addresses, select **Range** and enter the range of IP addresses.
- To locate machines that are not connected to the current server, select **Find Machines**.
  The found machines appear in a table that lists each machine's name and IP address. Found machines are Ungrouped by default.
- To assign a machine to an existing group, select ▼ next to the group name and select a group.
  Machines left ungrouped appear only in the All Machines list.
- To add multiple machines to the same group, select the checkboxes for the machines, select ☰ in the Group column, and then select a group.
- To assign a machine to an existing group, select ▼ beside the group name and select +, type the group name and press Enter.
- To add machines to the main page, select the checkbox for the machines and select **Add Machines**.
- To edit a group name or delete a group, select ☰ in the Group column, hover over a group, and select the Edit icon ✎ to edit the group name or select 🗑 to delete the group.
  All machines in a deleted group revert to Ungrouped.

Scan for updated information

Scan the server for updated information on machines and activations

- To manually perform a scan, select **Scan**.
- To schedule scans at regular intervals, perform the following actions:

  1. On the main menu bar, select **Schedule**.

  2. In the **Schedule** box, enter the interval, in days, at which scans should occur.

     If you want scans to occur daily, enter 1

Export lists of machines, activations, AOPs, and logs

Export lists of machines, activations, Add-On Profiles (AOPs), and logs as .csv files. Save the files to a local or network drive.

1. From the main menu, select **Export**, and then select **Machines**, **Activations**, **AOPs**, or **Logs**.
2. In the **Save as** dialog box, select a location to save the file and then select **Save**.

Switch or add servers

You can switch to another Updater server to view and manage machines on that server, or add a server to the server list.

When switching or adding a new server, the FactoryTalk Updater server verifies the credentials of the client machines. .

1. From the main menu, select **Switch Server**and perform one of the following actions:
   - From the list, select the server to which you want to switch.
   - Enter the name or IP address of the server to add.
2. If prompted, enter the **User Name** and **Password** credentials for the Windows account of the machine where the server is located.
   The server requests credentials when the client and server are on different machines.
3. Select **OK**.
   Updater automatically switches to the new server.

Switch user accounts on a server

You can use the **Account** dialog box to log into the server as a different user.

1. From the menu, select **Account**.
2. Under **Server login**, select **Switch user**.
3. Enter your login credentials.

View inventory and activation information

View the FactoryTalk Updater inventory and activation information from a browser.

Tip: The browser version of FactoryTalk Updater does not support these features:
- Downloading and deploying patches
- Exporting AOP information

To open FactoryTalk Updater in a browser, open a browser window and go to: `https://server-computer-name:60129`

where *server-computer-name* is the IP address or the computer name for your FactoryTalk Updater server.

Log in to the Rockwell Automation Product Compatibility and Download Center

Use the **Account** dialog box to log into the Rockwell Automation Product Compatibility and Download Center (PCDC). FactoryTalk Updater logs into the PCDC to download software updates for Rockwell Automation software products.

Tip: FactoryTalk Updater uses port 60128 for PCDC Login; you must keep this port free.

1. From the main menu, select **Account**.
2. In the **Account** dialog box, under **PCDC Login**, select **Go to login page**.
   A browser window to the PCDC login page opens.
3. Enter your PCDC user credentials.
   When you log in, your user name appears under **PCDC Login**.

Configure a destination for file downloads

Specify a destination for saving files downloaded by FactoryTalk Updater.

1. From the main menu, select **Download Location**.
2. In the **Set Download Location** dialog box, select the destination for downloads.
   The default destination is `C:\Users\user\Downloads`
   where *user* is your user name.

FactoryTalk Updater command-line parameters

Table 7. FactoryTalk Updater command-line parameters
This table identifies the command-line parameters used to export inventory and configure FactoryTalk Updater client and server. 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 parameters.
/ExportInventory="value"	Exports the inventory information from all online Agents. Specify the value of an existing directory path or the full path for the file to export. The file to export must be a .csv file.
/ExportActivation="value"	Exports activation information from all online Agents. Specify the value of an existing directory path or the full path for the file to export. The file to export must be a .csv file.

Table 7. FactoryTalk Updater command-line parameters
This table identifies the command-line parameters used to export inventory and configure FactoryTalk Updater client and server. 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").

(continued)

Parameter	Description
/ExportLog="value"	Exports the log information from the client. Specify the value of an existing directory path or the full path for the file to export. The file to export must be a .csv file.
/ExportAop="value"	Export Add-On Profile (AOP) information from all online agents to local. You can specify the value of an existing directory path or the full path for the file to export. The file to export must be a .csv file. If the value is a directory, it must already exist.
/DownloadPath="value"	Specifies the download path of the client. The value of this parameter must be an existing directory path.
/CheckInterval="value"	Specifies the interval schedule for the automatic scanning of all machines. Set this parameter to a value between 1 and 366 days.
/AddAgents	Adds agents to the server by single IP address or by a range of addresses. Specify agents in this format: /AddAgents="10.108.1.1,10.224.1.1-10.224.1.100"
/Group	Specifies a group name when adding agents to the server.
/UserName	Specifies the user name used to connect to the server.
/Password	Specifies the password used to connect to the server.

Examples

The following example shows how to use the command-line parameters to export information:

```
CommandPrompt.exe /ExportInventory="C:\InventoryInfo\InventoryInfo.csv"

/ExportActivation="C:\ActivationInfo\Activations.csv"

/ExportLog="C:\ClientLog\Log.csv" /ExportAop=" C:\AopInfo\Aop.csv"

/UserName="user" /Password="password"
```

The following example shows how to use the command-line parameters to add agents and specify a group name:

```
CommandPrompt.exe /AddAgents="10.108.1.1,10.224.1.1-10.224.1.100"

/Group="groupA" /UserName="user" /Password="password"
```

Firewall ports and URL access

To ensure that FactoryTalk Updater can access the Product Compatibility and Download Center (PCDC) data and download the latest patches, you must add the following URLs to the firewall exception list:

When using the server installation:

- api.rockwellautomation.com

When using the client installation:

- `idp.rockwellautomation.com`
- `netstorage.rockwellautomation.com`

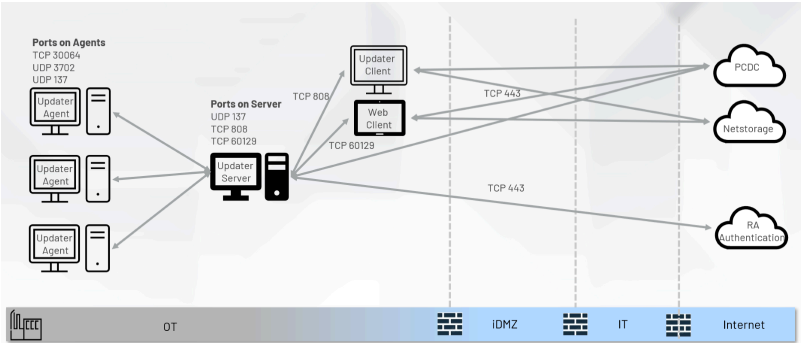Figure 2. FactoryTalk Updater Ports Basic Configuration

Table 8. Server Firewall Ports

During operation, FactoryTalk Updater opens these firewall ports on the server:

Port Type	Port Number	Description
TCP	808	Allows the Updater agent and client to connect to the Updater server.
TCP	60129	Allows access to the web-based FactoryTalk Updater client.
UDP	137	Ping computer names.
Network-Echo Request (ICMPv4-In)		Allows one computer to contact or ping another computer to test network communications.

Table 9. Agent Firewall Ports

During operation, FactoryTalk Updater opens these firewall ports on the agent:

Port Type	Port Number	Description
TCP	30064	Allows access to the agent service to change the server address.
UDP	3702	Allows Auto Discovery broadcast message.
UDP	137	Used to ping computer names.
Network-Echo Request (ICMPv4-In)		Allows one computer to contact or ping another computer to test network communications.

Configure forward proxy

FactoryTalk Updater R4.10 creates a tool named UpdaterProxyUtility.exe to configure Forward Proxy Server for FactoryTalk Updater Server. It is installed in the same location as FactoryTalk Updater Server, and requires administrator privileges to run.

1. In the **Configure Forward Proxy** window, perform the following actions:
    a. Select the **Use the forward proxy** check box.
    b. In the **Forward proxy server** field, enter the valid proxy server IP address and port.

Update the settings in Updater Server `Web.config`file:

2.   Go to C:\Program Files (x86)\Common Files\Rockwell\Updater\Serve and add a proxy node the `Web.config` file.

Change IIS Application Pool Identity user:

3.   To Open IIS (Internet Information Services), go to **Start > Control Panel > Administrative Tools > Internet Information Services**.

4.   Select **Computer Name > Application Pools > Updater**.

5.   Right-click **Updater**, and then select **Advanced Settings ....**

6.   Under **Process Model**, find **Identity**, and select ⬚.

7.   Change **Identity** from **Built-in account** to **Custom account**.

8.   Select **Set...**, and enter your Windows logon account credentials.

9.   To save your changes and restart the operating system, select **OK** .

> 💡 **Tip:** FactoryTalk Updater sometimes displays the status message Disconnected, check system log for details while using a proxy server. For more information, see https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/1131670.

Set up a Web Client

1.   Create a self-signed SSL/TLS certificate for using FactoryTalk Updater in a browser. SeeCreate a self-signed SSL/TLS certificate on page 23.

2.   Change the default HTTPS port for using FactoryTalk Updater in a browser. See Change the default HTTPS port on page 24 .

Create a self-signed SSL/TLS certificate

To open the FactoryTalk Updater application in a browser you must use Transport Layer Security (TLS) 1.2 or later. Rockwell Automation recommends using a certificate signed by a certification authority (CA). You can create a self-signed certificate on the FactoryTalk Updater server.

Create a self-signed certificate:

1.   On the FactoryTalk Updater server computer, open the Internet Information Services (IIS) Manager application.

2.   Select Server Certificates.

3.   In the **Server Certificates** window, right-click and select Create Self-Signed Certificate.

4.   Enter a name for the certificate, such as UpdaterWebServer, and select OK. The certificate is added to the Server Certificates list.

5.   In the Connections list, right-click the UpdaterWebServer certificate and select Edit Bindings.

6.   In the Site Bindings dialog, select the https binding and select Edit.

7.   In the Edit Site Binding dialog, in the SSL certificate menu, select the certificate and select OK.

8.   In the Connections list, right-click the certificate and select Manage Website > Restart.

Follow these steps to export the certificate and import it on the computer from which users will open FactoryTalk Updater in a browser:

9.   On the FactoryTalk Updater server computer, open the Internet Information Services (IIS) Manager application.

10.   Select Server Certificates.

11.   In the Server Certificates window, right-click the new certificate and select Export.

12.   In the Export Certificate dialog, select [...] to select the destination for the certificate file. Select a file location on the computer from which users will open the FactoryTalk Updater application in a browser.

13.   Enter a file name, such as UpdaterWebServerCert.

14.   Enter and confirm a password for the certificate and select OK.

15.   On the destination computer, double-click the certificate file to open the Certificate Import Wizard.

16.   For Store Location, select Local Machine and select Next.

17.   Verify that the certificate file name appears in the File name box and select Next.

18.   Enter the password that you set for the certificate and select Next.

19.   Select Place all certificates in the following store and select Browse to open the Select Certificate Store dialog.

20.   Select the Trusted Root Certification Authorities folder and select OK.

21.   Select Next.

22.   Select Finish.

Change the default HTTPS port

When you create a self-signed certificate for using FactoryTalk Updater in a browser, the default HTTPS port number is 60129.

To configure a Windows firewall rule for the self-defined port:

1.   On the FactoryTalk Updater server computer, in the Start menu, open **Windows Firewall With Advanced Security**.

2.   Right-click **Inbound Rules** and select **New Rule**.

3.   In the **New Inbound Rule Wizard** dialog bpx, select **Port**, and then select **Next**.

4.   In the **Steps** menu, select **TCP Protocol and Ports**.

5.   Select **Specific local ports** and enter a self-defined port number, such as `50000`. Select **Next**.

6.   In the **Steps** menu, select **Name**.

7.   In the **Name** box, enter a name for the new inbound rule, such as `FTUpdater Web Client Site New Port`, and select **Finish**.

To change the port for the default website to the self-defined port in the IIS Manager application:

8.   On the FactoryTalk Updater server computer, open the Internet Information Services (IIS) Manager application.

9.   Select **Server Certificates**.

10.   In the **Connections list**, under **Sites**, right click the UpdaterWebServer certificate and select Edit Bindings.

11.   In the **Site Bindings** dialog box, select the https binding item and select **Edit**.

12.   In the **Edit Site Binding** dialog box, in the **Port** box, enter the self-defined port number and select **OK**.

13.   In the **Connections list**, under **Sites**, right-click **UpdaterWebServer certificate**, and select **Manage Website > Restart**.

You can use the self-defined port number to open the FactoryTalk Updater application in a browser. For example:

`https://server-computer-name:50000`

For server-computer-name, you can insert the IP address or the computer name for your FactoryTalk Updater server.

Connected Automated Patch Deployment

You can automate Rockwell Monthly Patch rollup to deploy to all computers connected to the FTUpdater server. This feature requires an internet connection while logged intp PCDC. FTUpdater v4.10 allows for automated air gapped deployment of Monthly Patch Rollups to multiple computers.

Internet connected workflow

FactoryTalk Updater client displays a new Rockwell Patch Rollup available in **Latest Patch** column. The **Download and Deploy** is available when you are logged into PCDC and a FTU server with Administrator privileges.

Figure 3. FactoryTalk Updater client
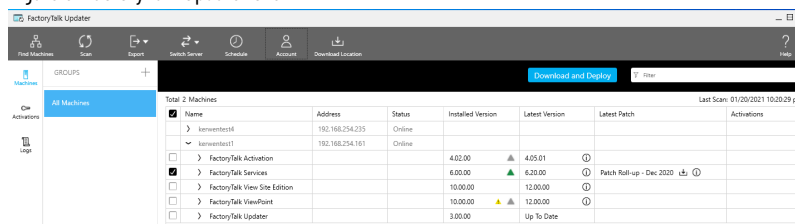
Use the Machines view to download the latest patch available for installed Rockwell Automation software. Before downloading patches, log into the Rockwell Automation Product Compatibility and Download Center (PCDC), and log onto the server as an administrator. To log into PCDC and to the server:

1. On the main menu bar, select Account to open the Account dialog box.
2. Under PCDC Login, select Go to login page to open a browser window to the PCDC login page, and enter your credentials.
3. Select Server Login and enter your credentials for logging into the server as an administrator.

From the **Machines** 🗔 view, select the applications to update. To view information for a patch, select the information icon to open the release notes from the PCDC. Select Download and Deploy. The Download and Deploy dialog box lists the machines to be updated. Select More details to see a list of the patches that will be deployed. Select the time for installing patches and restarting the patched machines:

*   Select Immediately to install patches or restart machines when you select Deploy.
*   Select Deploy. The Latest Patch column on the Machines page displays the patch progress.
*   Select Specific time to enter a date and time for the installation and restart.
*   To use the time zone configured on the Updater client machine, select Time zone based on the client's local time. By default, the check box is not selected, and Updater uses the time zone configured on the agent machines to be patched.

When the download and deploy is complete, select Results for a summary of the operation.

Air Gap automated patch deployment

FactoryTalk Updater v4.10 allows automated air gapped deployment of Monthly Patch Rollups to multiple computers. Communication between these system is by file transfers. The files require password encryption as they are exported and decryption as they are imported.
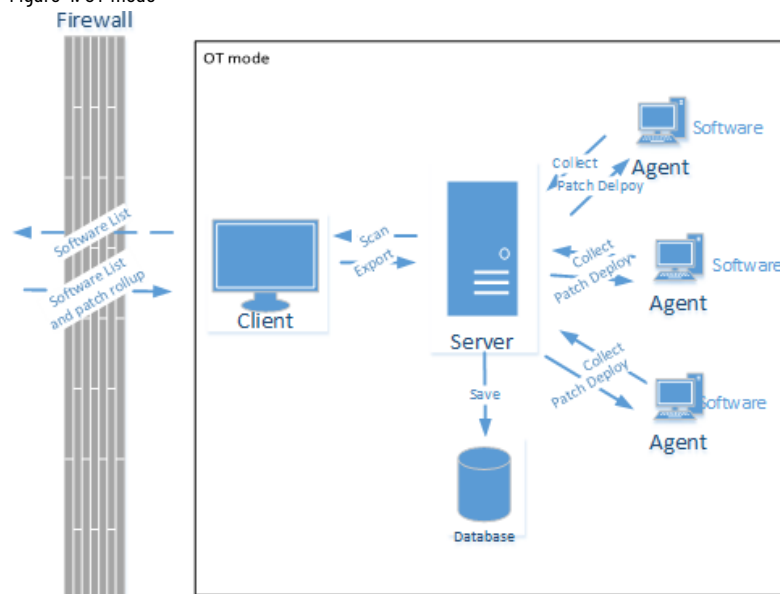
FactoryTalk Updater modes

Air Gap patch deployment provides the latest information and patches for Rockwell Automation software that is installed in environments with workstations that are not connected to the Internet.

To use Air Gap, you must install FactoryTalk Updater in both the OT and IT environments. FactoryTalk Updater has these three modes: Normal, OT, and IT. Access these modes under Preferences.

Normal Mode is the default mode. In this mode, FactoryTalk Updater collects and displays installed-software information, static and transaction-activation information, and AOP information on the agent. This mode displays the latest information regarding installed software from PCDC. You can deploy patches in Normal mode.

In OT mode, FactoryTalk Updater collects and displays installed-software information, static and transaction-activation information, and AOP information on the agent. Since OT mode has no connection to the Internet and therefore no connection to PCDC, OT mode cannot retrieve the latest information or download the latest patches. OT mode is dependent on assistance from IT mode to get the latest information and patches. You can deploy patches in OT mode.

Figure 4. OT mode

In IT mode, FactoryTalk Updater can only retrieve the latest information and download the latest patches for the installed software exported from OT mode. You cannot deploy patches in IT mode.

Figure 5. IT mode
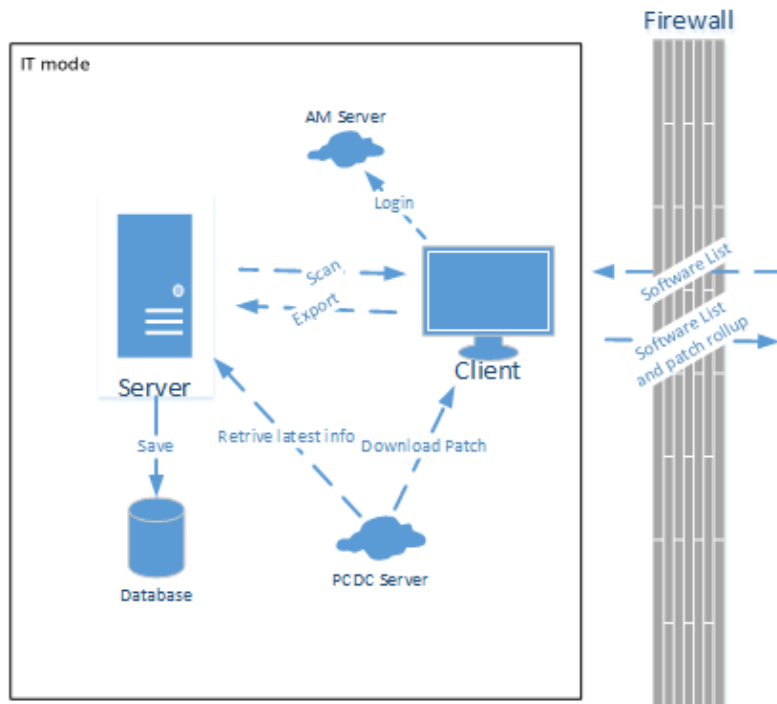
Tip: You can only switch modes on the client. The Web client does not support switching modes; it remains in Normal mode.

Export the OT mode software list to a Zip file

When you are working in an OT environment, use OT mode to manage Rockwell Automation software on the agent. Since an OT environment is disconnected from the Internet, OT mode is dependent on the IT mode to obtain the latest information and patches.

From OT mode, export the software list to a server or USB flash drive. From either location, paste the software list to the IT environment.

1.   From the menu, select **Export > Software list**.
2.   In the **Save to** window, select **Browse**.
3.   In the **Save As** window, enter the name of the exported file, and select **Save**.
4.   Enter a password for the file.
5.   Confirm the password and select **OK**.
6.   Copy the exported `.zip` file to the IT environment file server.

Use IT Mode to retrieve information and download patches for OT software

Use IT mode to obtain the latest information and to download the latest patches for the installed software exported from OT mode.

IT mode only supports downloading patches, not deploying patches.

> **Tip:** IT mode differs from Normal mode. In IT mode, it is not possible to manage groups. IT mode does not offer Find Machines, Schedule, and Activations.

1. Select **Import software list**.
2. Search for the `.zip` file that contains the OT software list, and then select **Open**.
3. Enter the password for the `.zip` file. Select **OK**.

    The software list is imported. The latest version and latest patch information appear.
4. Select **Export > Software list**.
5. In the **Save to** window, select **Browse**.
6. In the **Save As** window, type the name of the exported file, and select **Save**.
7. Enter a password for the file.
8. Confirm the password and select **OK**.
9. To download the patch, select the product.
10. Sign in to PCDC.
11. Select **Download**.
12. Accept the EULA.
13. Select the location.
14. Copy the patch and the exported IT software list (`.zip` file) to the OT file server.

Import updated Zip file from IT mode into OT mode

Once you retrieve the latest software information and patches from PCDC by using IT mode, import the updated Zip file and patches into OT mode.

> **Tip:** To deploy patches and information, the FT Updater client must connect to FactoryTalk Updater server with an administrator user account.

1. Import the data from the saved `.zip` file by selecting **Update Database**.
2. Select the exported IT list.
3. Enter the password and select **OK**.

    The last patch and version is imported.
4. Select the products that you want to deploy, and select **Deploy**.
5. In the **Deploy Patches** window, browse for the patch.
6. Determine when to install the patch.
7. Determine when to restart the computer after installing the patch.
8. Select **Deploy**.

    The patch roll-up uploads to the server and then distributed to the agents.

Patch deployment cancel

Local connection: Use FTUpdater to collect detailed information for a local network. FTUpdater provides screens and export to view your software inventory and usage. Another way to consume the data is by connection to the database. With an OBDC driver, connect to the FTUpdater Server database `C:\ProgramData\Rockwell\Updater \Data\Server.DB`. A workflow to view Server.DB tables in Excel is shown below.

Multiple connections: To scale up beyond a single network or a production line to a production site to a collection of sites, data must be aggregated. Aggregating data from several databases can be accomplished with analytics tools such PowerBi.

Definitions, acronyms, and abbreviations

Table 10. Definitions, acronyms, and abbreviations

Term	Definition
PCDC	The Product Compatibility and Download Center can help you find product-related downloads including firmware, release notes, associated software, drivers, tools and utilities. http://www.rockwellautomation.com/rockwellautomation/support/pcdc.page
AOP	An Add on Profile is used within Studio 5000 to define a specific piece of hardware and how it will react within the control system.
Air gap	Air gap is a network security measure employed on one or more computers to ensure that a secure computer network is physically isolated from unsecured networks.
Normal mode	In FactoryTalk Updater, Normal mode is a default mode that FactoryTalk Updater uses to collect installed software information, static and transaction activation information, and AOP information in agent. Normal mode also gets and shows the latest information of installed software from PCDC and performs patch deployment.
OT mode	Operational technology is hardware and software that detects or causes a change, through the direct monitoring and/or control of industrial equipment, assets, processes and events. OT environment usually describes environments containing industrial control systems (ICS). In FactoryTalk Updater, it refers to the environment that cannot connect to PCDC.
IT mode	Information technology is the use of computers to create, process, store, retrieve and exchange all kinds of data and information. In FactoryTalk Updater, it refers to the environment that can connect to PCDC

Data via FactoryTalk Updater Collector

Cloud connection and Enterprise-wide Reports: Scale up to enterprise-wide asset management with a cloud connection. Each FTU Server has a unique identity. From the FTUpdater Client, you can opt-in to data upload with user credentials and BPID. Each location and FTU Server is unique. You can aggregate and filter reports and dashboards as required. View your reports at ftcollector.rockwellautomation.com.

FactoryTalk Updater Collector Opt In

If FactoryTalk Updater Collector was not installed, the settings are disabled. You must re-run the FactoryTalk Updater server installer and select the **Collector** option.

FactoryTalk Updater Collector tracks interactions as you manage software upgrades and licenses. Configure FactoryTalk Updater Collector settings on the Preferences dialog box to consent to data tracking and collection.

1. Connect the FactoryTalk Updater server with the administrator account of the server workstation.
2. On the main menu bar, select **Account** .
3. In the **Account** dialog box, in the **Server login** tab, select **Switch user**, and log on using an administrator account.
4. Log on to the Rockwell Automation Product Compatibility and Download Center.
5. On the main menu, select **Preferences**.
6. To enable FactoryTalk Updater Collector, in the **Preferences** dialog box, under **I consent to having Rockwell Automation collect my usage data**, select **Yes**.
7. Enter your BPID number.
   When FactoryTalk Updater Collector is enabled, your server machine name and BPID are a reference for installed software and license usage for all computers configured with the FactoryTalk Updater Server instance.
8. Go to ftcollector.rockwellautomation.com and register to view your on-premise data by network location.

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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