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.

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.

In no event will Rockwell Automation, Inc. be responsible or liable for indirect or consequential damages resulting from the use or application of this equipment.

The examples and diagrams in this manual are included solely for illustrative purposes. Because of the many variables and requirements associated with any particular installation, Rockwell Automation, Inc. cannot assume responsibility or liability for actual use based on the examples and diagrams.

No patent liability is assumed by Rockwell Automation, Inc. with respect to use of information, circuits, equipment, or software described in this manual.

Reproduction of the contents of this manual, in whole or in part, without written permission of Rockwell Automation, Inc., is prohibited.

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.

---

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).
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Chapter 1

Introduce FactoryTalk AssetCentre

FactoryTalk® AssetCentre monitors your factory automation system, provides centralized tools to minimize downtime due to unauthorized actions or failing devices, and manages the life cycle of Rockwell Automation hardware devices in the system. It does this by:

- securing access to actions within the FactoryTalk AssetCentre system. For information about security, see Quick Start 1: Configure the system on page 23.
- managing device configuration files. For more information about configuration files, see Quick Start 2: Design the asset tree on page 39.
- providing a disaster recovery system that verifies your devices' program and configuration files against protected master files, ensuring quick and accurate recovery if a problem should occur. For information about Disaster Recovery, see Quick Start 3: Set up Disaster Recovery schedules on page 51.
- monitoring FactoryTalk-enabled software products and logging system events and user actions (recorded in the Event log and Audit log respectively). For information about logs, see Quick Start 4: View and search logs on page 59.
- providing version control and archiving of program files and documents. For information about Archive, see Quick Start 5: Open and edit files in Archive on page 69.
- synchronizing life-cycle information in the FactoryTalk AssetCentre server and client with the data on the Rockwell Automation life cycle website. For information about life-cycle management, see Quick Start 6: Manage Rockwell Automation hardware life cycle on page 79.
- managing process device calibration, including scheduling and tracking (Calibration Management capability only). For more information, refer to the Calibration Management chapter of the online help.
- managing and configuring DTM devices (Process Device Configuration capability only). For more information, refer to the Process Device Configuration chapter of online help.

Activation

FactoryTalk AssetCentre software is activated on two criteria:

- capacity (number of devices)
• capability (purchased functionality)

In addition, the FactoryTalk AssetCentre server must be activated. For more information on activation, refer to the Activation in FactoryTalk AssetCentre topic of the online help.

About the documentation set

The documentation set includes:

• FactoryTalk AssetCentre Installation Guide (Document ID FTAC-IN005_-EN-E). Use this manual to install the FactoryTalk AssetCentre system.

• FactoryTalk AssetCentre Getting Results Guide (Document ID FTAC-GR002_-EN-E, this document). Use this manual to get started using the FactoryTalk AssetCentre system.

• Online help. Use the help for assistance while using the FactoryTalk AssetCentre system.

• Documentation for additional purchased capabilities. You may have purchased additional FactoryTalk AssetCentre capabilities (such as Disaster Recovery, Calibration Management, or Process Device Configuration). Documentation for those capabilities is included in the online help.

This manual is intended to give a general overview of the software. For more detailed information, please refer to the FactoryTalk AssetCentre online help.

Online help

Online help is available from the Help menu, by pressing F1 or clicking the Show Help button, or by clicking the Help button on any dialog box in the FactoryTalk AssetCentre software.

About this book

This manual provides you with information on how to get started using your FactoryTalk AssetCentre system. It is not intended to be a comprehensive users guide. For complete information on all features, tasks, and interface elements, refer to the online help.

This book is written for FactoryTalk AssetCentre users. We assume you are familiar with:

• Microsoft® Windows® operating systems
• RSLinx® communication software
• Rockwell Software® programming tools for programmable logic controllers
• control networks such as DeviceNet and programmable logic controllers such as PLC-5® and ControlLogix processors

Contact Technical Support

If you cannot find answers to your questions in this manual, the online help, or on the Technical Support Web site, call Technical Support.
• **Phone**—440-646-3434 in the USA

• **Technical Support hours of operation**—8:00 AM - 5:00 PM

If you are not located in the USA and want to contact Rockwell Automation Support by telephone, go to [https://www.rockwellautomation.com/global/support/overview.page](https://www.rockwellautomation.com/global/support/overview.page), click **Find Local Support**, then click **Phone/Onsite Support**, and then select your country for information about contacting your local support organization.

When you call you should be at your computer and be prepared to give the following information:

- the product version number
- the type of hardware you are using
- the exact wording of any messages that appeared on your screen
- a description of what happened and what you were doing when the problem occurred
- a description of how you tried to solve the problem

**Tip:** Select Help > About from the Menu bar to show the product serial number and product version number.

For information about all of the products available from Rockwell Software or for technical support, go to one of the following sites:

- [https://www.rockwellautomation.com/rockwellsoftware/overview.page](https://www.rockwellautomation.com/rockwellsoftware/overview.page)
- [https://www.rockwellautomation.com/global/support/overview.page](https://www.rockwellautomation.com/global/support/overview.page)
- [https://rockwellautomation.custhelp.com](https://rockwellautomation.custhelp.com)
Chapter 2

Navigate the FactoryTalk AssetCentre client

All actions in FactoryTalk AssetCentre take place in the FactoryTalk AssetCentre client. Changes you make in the client window are stored on the FactoryTalk AssetCentre server.

To start the FactoryTalk AssetCentre Client

- Using Windows Search, find FactoryTalk AssetCentre Client, and then double-click the name.

If the client fails to start properly, see If the client fails to start on page 83.

Run the FactoryTalk AssetCentre client

Elements of the FactoryTalk AssetCentre client window

The screen includes the following items:

1. Menu bar
2. Toolbar
3. Asset view

It shows an assets tree that you create to represent your plant.
4. Workspace pane
Chapter 2  Navigate the FactoryTalk AssetCentre client

It shows the information and controls of the tools:

- Address Book
- Agent Groups
- Archive
- Assets Lifecycle
- Calibration
- DTM View
- Logs
- Schedules
- Searches

5. Asset catalog

Available in the design mode, it lists all the types of assets that you can add to the assets tree in the asset view.

6. Status bar

It shows the following information:

- The currently logged on user
- The status of the connection to the server
- The number of connected agent computers in the system

Asset view

Everything that you do in FactoryTalk AssetCentre begins with an asset. The Asset View shows the asset tree, a representation of your plant. In the asset tree, you can include all of the assets (anything from a device to a program to a procedure document) that you want to control, back up, or monitor.

Asset

An asset in FactoryTalk AssetCentre represents items of value in your automation system — things you want to control and to which you want to monitor access. Assets can be devices (controllers, drives, or robots), process devices (that control or measure process variables), files (program files or even drawings or word processing files), folders, or containers of other assets. While FactoryTalk AssetCentre is intended to handle files for automation projects, any kind of file can become an asset in FactoryTalk AssetCentre.

Design mode

In this mode, you can:

- Set up or modify the asset tree in the Asset View so that it represents your system.
• Add devices to the asset tree from the Asset Catalog or edit devices already in the asset tree. The Asset Catalog is only shown in Design mode.

• Set up or modify the agent group tree in the Agent Groups plug-in.

To enter Design mode, click the Design button in the Asset View. The Design button toggles Design mode on and off. You can also, on the Menu bar, select Edit > Design Mode or press F3. Only one user in your system can be in Design mode at a time.

Tip: You must have Switch to Design mode permission to enter Design mode. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

If you have Switch to Design mode permission and still cannot enter Design mode to view the Asset Catalog, see If you can’t enter Design Mode on page 85.

The Asset Catalog lists all the types of assets that can be added to the asset tree. The Asset Catalog is only available when the Asset View is in Design mode. In Design mode, you will use the Asset Catalog to select and add assets by dragging them from the Asset Catalog to the asset tree. For information about adding assets to the asset tree, see Step 2: Add assets to the asset tree on page 41.

The Asset Catalog can be positioned either below the Asset View or beside the Asset View.
• To position the Asset Catalog below the Asset View, select **View > Layout > Split Horizontally**.

• To position the Asset Catalog beside and to the right of the Asset View, select **View > Layout > Split Vertically**.

Assets fall into these categories:

- **device items**
- **files and folders**
- **organizational assets**
- **process devices**

**Device items**

Devices can be placed in the asset tree in the root or in a container. Device assets, except for Asset Inventory and Generic Device, count toward capacity activation.

Most device assets are used with the Disaster Recovery capability. A device is a physical automation device. Available device assets are Rockwell Automation controllers; Siemens SIMANTIC S5 and S7 processors; Rockwell Automation PanelView operator interfaces; PanelView Plus operator interfaces; MobileView operator interfaces; FTP Devices, including a variety of robots; Rockwell Automation drives; remote computers; and Custom Devices.

- The **Asset Inventory** asset can be used to scan physical automation devices on the network. When you run a backup or backup and compare schedule on an Asset Inventory asset, the Asset Inventory agent service scans the
connected devices and computers on the network and stores unique identification information about hardware, firmware, and software in the backup data. You can open the backup data in grid view to see the detailed scanning result of devices and associated software. You can also add the scanned assets to the asset tree or update assets in the asset tree with different properties.

- The **FactoryTalk Directory** asset can be used to run a schedule that backs up the FactoryTalk Directory of your system on a regular basis.

- A **Generic Device** is included in the catalog so that you can add unsupported devices to the asset tree. Future versions will support additional device types, such as valves, sensors, pumps, and so on. Future versions will also support compound assets such as a mixing tank with several associated devices: sensors, valves, a pump, a logic controller, and so on.

- The **General DTM Device** asset is for use with the Process Device Configuration capability. Use it to add field devices that have a DTM to the asset tree.

- The **Generic FTP Device** asset is used for devices that use FTP, like robots and drives (instead of a brand-specific robot or drive asset).

- The **Remote Computer** asset can be used with the Disaster Recovery capability to back up and verify the contents of a specified shared folder on a computer in the system. A binder asset is used to specify which files within the shared folder should be operated on. For more information click Help on the dialog boxes that are shown when adding a remote computer and binder to the asset tree.

**Files and folders**

These types of assets can be placed under any device or container in the asset tree.

- A **Binder** is a collection of files and folders that is treated as a unit. For example, when you check out a binder all the contents of the binder are checked out and placed in your working folder.

- A **File** in the asset tree can be any type of data file, from a device's configuration file, to a text file, to a CAD drawing.

- A **Folder** is simply a container in which to place files. You may want to organize files within a folder if you have many files associated with a component or area of your plant, such as a procedure document, an inventory spreadsheet, CAD drawings, and so on. Folders can only contain Files, Binders, and Links, not Devices.

- A **Link** to a binder or file is similar to a shortcut in Microsoft Windows. It is not a second copy of the file or binder, but rather a link to an existing file or binder in the asset tree. Including the same file or binder in several
locations in the asset tree would compromise version control for that file or binder. Instead, place a link to the file or binder in the additional locations.

Organizational assets

An organizational asset can be placed in the root or in another container in the asset tree.

- A **Generic Container** provides a means of representing a functional area of your plant that is comprised of multiple devices. For example, a wash rack might be comprised of a processor, a robot, valves, flow meters, and so on. (Valves and flow meters are not included in FactoryTalk AssetCentre version 7.10.00. Additional device types will be added in future releases. For the time being, they could be represented by a Generic Device.)

Process devices

Process devices can be placed in the asset tree in the root or in a container. Process Device assets count toward capacity activation.

Process Device assets are used with the Calibration Management capability. (The Instrument asset in this category is also used with the Process Device Configuration capability.) Process device assets are used to control or measure process variables such as temperature, level, flow, pressure, or pH. These devices are used to calibrate other process devices, are themselves calibrated, or are used to create logical groupings for calibration procedures.

- **Equipment** assets are not calibrated and are used to group together multiple instruments and loops (which are calibrated) that make up a larger device such as a boiler or extruder. Equipment records may also be used to group together assets that are related, but not necessarily connected, such as a manufacturing line. By grouping all process devices for calibration under an equipment asset, calibration activity for that piece of equipment can easily be organized and managed. They can be placed under system process devices.

- **Instrument** assets are single devices used in the process, control, or laboratory system that require calibration. They are stand-alone components that are building blocks for more complex devices. Examples are meters, calipers, sensors, oscilloscopes, transmitters, and gauges. They can be placed under system, loop, and equipment process devices.

  Instrument assets can be used with the Process Device Configuration capability provided they have a DTM.

- **Loop** assets are collections of instruments, in a specified order, calibrated as one device. They are used to group together instruments used for a common purpose and reduce the overall number of calibrations that must be
performed. For example, a temperature control loop may consist of an RTD sensor, a transmitter, and an indicator, where calibration is performed on the entire loop instead of the individual components. They can be placed under system and equipment process devices.

- **System** assets are the highest level grouping of calibration-related assets. They can be made up of other process device types (excluding test instruments), and even other systems. They can have their own calibration specifications or may just be used as a container to control scheduling of the associated devices. For example, a system record may consist of all the equipment, loops, and instruments that make up a plant HVAC system. They can be placed under system process devices.

- **Test Instrument** assets are used to calibrate other process devices. They are stand-alone devices that are never used as components of complex devices. To ensure traceability and to comply with ISO and other quality control processes, test instruments themselves must also be calibrated to NIST traceable standards. They can be placed under system, loop, and equipment process devices.

**Tip:** While containers and folders both contain assets, they are not interchangeable. Containers can hold ANY type of asset (including folders). Use a generic container to hold devices, process devices, and other associated assets. Folders or asset inventories can ONLY contain files, links, binders, and other folders.

### Workspace pane

The **Workspace** Pane shows the information and controls for the FactoryTalk AssetCentre tools: Archive, Schedules, Logs, Searches, Agent Groups, and Address Book. Once a tool is selected, it appears on a tab in the **Workspace** Pane:

1. Click a button to show a tool in the **Workspace** Pane.

   Alternatively, you can choose a tool on the **View** menu.
2. Tabs appear on the **Workspace** Pane for each tool that is open.

3. The tool that you are currently using is displayed in the Workspace pane.

Additional tabs may appear if you have purchased and installed additional FactoryTalk AssetCentre capabilities (such as Disaster Recovery or Calibration Management). Use the **Workspace** Pane to:

- Set up and run schedules. See Quick Start 3: Set up Disaster Recovery schedules on page 51.
- View and search logs. See Quick Start 4: View and search logs on page 59.
- Manage file versions in Archive. See Quick Start 5: Open and edit files in Archive on page 69.
- Perform additional tasks depending on additional capabilities you have purchased and installed.

### Toolbar

The following table lists the FactoryTalk AssetCentre client toolbar buttons and provides a brief description of each button’s functions:

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![New]</td>
<td>Adds a new item such as an asset, schedule, search, or Address Book contact or group, depending on what is selected and has focus in the rest of the window. This button is unavailable if nothing can be added (for example, if the Asset View has focus, but is not in Design mode).</td>
</tr>
<tr>
<td>![Save]</td>
<td>Available only when information (such as a schedule or search) has been edited, but not yet saved.</td>
</tr>
<tr>
<td>![Print]</td>
<td>Available only when viewing a log. Prints either the selected records or all records listed.</td>
</tr>
<tr>
<td>![Cut]</td>
<td>Combined with the Paste button, the Cut button moves an asset from one location in the tree to another. Select the asset, then click the Cut button. Click on the container in which you want to place the asset, then click the Paste button. The asset that was cut does not disappear from its original location until it is pasted in the new location.</td>
</tr>
<tr>
<td>![Copy]</td>
<td>Combined with the Paste button, the Copy button duplicates an asset in the tree. First select the asset and click the Copy button. Next select the container in which you want to place the asset, then click the Paste button.</td>
</tr>
<tr>
<td>![Paste]</td>
<td>Combined with the Cut (or Copy) button, the Paste button moves (or copies) an asset from one location in the tree to another. Select the asset, then click the Cut (or Copy) button. Click on the container in which you want to place the asset, then click the Paste button.</td>
</tr>
<tr>
<td>![Delete]</td>
<td>Deletes the selected asset (if in Design mode), search, schedule, or Address Book contact or group. This has the same function as the Delete button on the Asset View toolbar, Search toolbar, and Schedules toolbar.</td>
</tr>
<tr>
<td>![Assets]</td>
<td>Opens or shifts focus to the Asset View. This view contains the asset tree that you create to represent your system. For more information about the asset tree, see Quick Start 2: Design the asset tree on page 39.</td>
</tr>
<tr>
<td>![Agent Groups]</td>
<td>Opens the Agent Groups tab on which you can manage the agents into groups. If the tab is open, it brings the Agent Groups tab to the front.</td>
</tr>
</tbody>
</table>
Chapter 2

Navigate the FactoryTalk AssetCentre client

<table>
<thead>
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<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archive</td>
<td>Opens or shifts focus to the Archive tab. Archive is FactoryTalk AssetCentre's source control tool that you will use to manage file versions. For more information, see Quick Start 5: Open and edit files in Archive on page 69.</td>
</tr>
<tr>
<td>Assets Lifecycle</td>
<td>Opens the Assets Lifecycle tab on which you can synchronize life-cycle information in the FactoryTalk AssetCentre server and client with the data on the Rockwell Automation life cycle website, or refresh life-cycle information in the AssetCentre client with the AssetCentre server.</td>
</tr>
<tr>
<td>Calibration</td>
<td>Opens or shifts focus to the Calibration tab where you can view general and calibration information for the process device selected in the asset tree. Only available if the Calibration Management capability is activated.</td>
</tr>
<tr>
<td>DTM View</td>
<td>Opens the DTM View tab for viewing and editing DTM information for the DTM device selected in the asset tree. Unlike the other tabs mentioned here, clicking this button if a DTM View tab is open does not simply bring the tab to the front. Instead it opens another DTM View tab. You can open multiple DTM View tabs, each one showing information for another device. Only available if the Process Device Configuration capability is activated and if the DTM catalog has been scanned at least once on this computer.</td>
</tr>
<tr>
<td>Logs</td>
<td>Opens or shifts focus to the Logs tab. This tab allows you to view any of the logs -- the Audit Log, the Event Log, and the Diagnostics &amp; Health Log. For more information, see Quick Start 4: View and search logs on page 59.</td>
</tr>
<tr>
<td>Schedules</td>
<td>Opens or shifts focus to the Schedules tab where you can set up scheduled operations such as Backup and Backup and Compare. For more information, see Quick Start 3: Set up Disaster Recovery schedules on page 51.</td>
</tr>
<tr>
<td>Searches</td>
<td>Opens or shifts focus to the Searches tab where you can search the logs or the Archive history. For more information, see Quick Start 4: View and search logs on page 59.</td>
</tr>
<tr>
<td>Properties</td>
<td>Shows the properties of the selected item: an asset in the Asset View or a contact in the Address Book, for example. For an asset, you can only edit the properties if the Asset View is in Design mode.</td>
</tr>
<tr>
<td>Show Help</td>
<td>Shows the online help related to the part of the software you are currently using.</td>
</tr>
</tbody>
</table>

Menu bar

Any menu can be clicked or opened by holding down the Alt key and pressing the underlined letter in the menu name. For example, to show the Tools menu, press Alt-t. For information on any menu command, refer to the About the Menu Bar topic of the FactoryTalk AssetCentre online help.

Right-click menus

Right-click menus provide access to most functions in the FactoryTalk AssetCentre client and are available throughout the software. For example, right-click in the Asset View, on an asset in the Asset View, or in the Workspace Pane to see a list of functions particular to that item.

For information on a particular command on a right-click menu, refer to the online help and search for the command.

Status bar

The Status Bar at the bottom of the FactoryTalk AssetCentre window shows the currently logged on FactoryTalk user and the status of the connection to the
server. It also shows the number of FactoryTalk AssetCentre agents running in the system. If the server status is Disconnected see If the client cannot communicate with the server on page 84.
About FactoryTalk AssetCentre Web Client

FactoryTalk AssetCentre supports the accessing of a FactoryTalk AssetCentre client through a web interface on computers and mobile devices. FactoryTalk AssetCentre Web Client supports several FactoryTalk AssetCentre client functions. The new capability allows you to:

- View archives and schedules in the asset tree
- View, run, and stop schedules
- View dashboards of the Backup and Compare schedule results
- View Event Log, Audit Log, and Diagnostics and Health Log
- View and run searches
- View agent groups

It is required that you use the SSL protocol with FactoryTalk AssetCentre Mobile Client. See Step 6: Configure the SSL protocol on page 30.

To access FactoryTalk AssetCentre Web Client:

1. Open the device’s browser, and type the following address:

   https://FQDN/RockwellSoftware/AssetCentreWebClient

   **Tip:** FQDN is the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre Server computer.

2. On the FactoryTalk AssetCentre Web Client page, type the user name and the password.

   **Tip:** Make sure to create a FactoryTalk Service Platform account and its password on the computer running FactoryTalk AssetCentre server. The account and password are used to log on to FactoryTalk AssetCentre Web Client.

3. Tap or click Log in.
Chapter 4

Quick Start 1: Configure the system

After installing the FactoryTalk AssetCentre software, there are several steps you must perform to start using the software. The next several chapters of this guide take you through the steps required to quickly get results using FactoryTalk AssetCentre.

The main tasks necessary to begin using FactoryTalk AssetCentre are:

- **Quick Start 1: Configure the system** on page 23
- **Quick Start 2: Design the asset tree** on page 39
- **Quick Start 3: Set up Disaster Recovery schedules** on page 51
- **Quick Start 4: View and search logs** on page 59
- **Quick Start 5: Open and edit files in Archive** on page 69
- **Quick Start 6: Manage Rockwell Automation hardware life cycle** on page 79

This current chapter will concentrate only on the steps necessary to configure your FactoryTalk AssetCentre system.

**Tip:** If you have purchased additional FactoryTalk AssetCentre capabilities (such as Disaster Recovery or Calibration Management), see the online help for the Get started with FactoryTalk AssetCentre topic for the additional capabilities.

Quick Start steps for configuring the system

To configure your FactoryTalk AssetCentre system, you must perform the following steps:

- **Step 1: Add users to the FactoryTalk Directory** on page 24
- **Step 2: Add client computers** on page 24
- **Step 3: Set feature security for FactoryTalk AssetCentre** on page 25
- **Step 4: Add contacts to the FactoryTalk AssetCentre Address Book** on page 28
- **Step 5: Set up FactoryTalk AssetCentre database limitations** on page 29
- **Step 6: Configure the SSL protocol** on page 30
- **Step 7: Configure Windows Authentication** on page 36
Step 1: Add users to the FactoryTalk Directory

A user must have a FactoryTalk Directory user account to use FactoryTalk AssetCentre.

This step contains only basic instructions for using FactoryTalk Directory and FactoryTalk Security. For background information and information regarding more advanced procedures, please see the online help for the FactoryTalk Administration Console.

To add a user to FactoryTalk:

1. Start the FactoryTalk Administration Console.

2. Log onto the Network directory using a FactoryTalk Administrator account.

3. In the FactoryTalk Administration Console, open the Users and Groups folder.

4. Under the Users and Groups folder, right-click the Users folder, and click New.

5. Choose whether you want to create a new User or a Windows-Linked User. User accounts are visible only to the FactoryTalk system and their access is independent of Windows. A Windows-linked user is validated by Windows. See the FactoryTalk help topic Account types for more information. (A FactoryTalk Security account is the same as a User account.) To find this help topic, open the FactoryTalk Administration Console. Select Help > Contents. In the Search box, look up Account types.

If you choose to use Windows-linked accounts, consider using Windows-linked group accounts in place of Windows-linked user accounts wherever possible. This simplifies account administration, because FactoryTalk inherits any changes made to the Active Directory group (for example, adding the Active Directory user account of a new employee).

Tip: If you have users who need similar access to features of FactoryTalk AssetCentre, consider grouping users to make assigning security privileges easier. For example, you can group all of your electricians into an Electricians group, and then provide security access for them as a group.

For more detailed instructions on adding users and grouping users, refer to the Manage users topic of the FactoryTalk Administration Console online help.

Step 2: Add client computers

Before adding a client computer to the FactoryTalk AssetCentre system, install the FactoryTalk AssetCentre client software on a computer that meets the system requirements and is connected to the same network as the FactoryTalk AssetCentre server.
To add a client computer:

1. Install the FactoryTalk AssetCentre client on the computer:
   a. Open Internet Explorer on the client computer. In the Address field of Internet Explorer, type the following address:

   \[ \text{http://servername/RockwellSoftware/AssetCentre} \]
   
   where servername is the name of your FactoryTalk AssetCentre server. For example, if your FactoryTalk AssetCentre server is called MYSERVER, type:

   \[ \text{http://MYSERVER/RockwellSoftware/AssetCentre} \]
   
   If you are using SSL, then begin with https:// instead of http://.

   b. Press Enter.

   Internet Explorer shows a page from the server that allows you to install the FactoryTalk AssetCentre client software.

   c. Click Install AssetCentre Client on this computer.


   Do not attempt to save the installation file — it will not run correctly from your local computer.

3. Follow the on-screen instructions to complete the installation.

   For detailed instructions, select Help > Installation Guide to see the FactoryTalk AssetCentre Installation Guide.

During the installation, the FactoryTalk Services Platform will be installed and the computer will be added to the FactoryTalk Network Directory. If for some reason the client computer is not in the FactoryTalk Network Directory, use the FactoryTalk Administration Console to add it. See the online help for the FactoryTalk Administration Console for instructions on adding a computer.

Tip: If you have a significant number of computers for which you need to permit or restrict access, consider grouping them in the FactoryTalk Administration Console to make assigning security privileges easier. For example, you can group all of the computers used in offices away from the plant floor and restrict access to features that should be used only from computers stationed where the user can see the automation system directly.

**Step 3: Configure security for FactoryTalk AssetCentre**

By default, the Administrators and All Users groups in FactoryTalk Directory can perform any task in the FactoryTalk AssetCentre software. To deny specific users...
the right to perform tasks in FactoryTalk AssetCentre, you must edit the Feature Security settings in the FactoryTalk Administration Console.

Important: Never explicitly deny rights to the All Users or Administrators group in FactoryTalk. Rather, set up specific user groups of your own and deny rights to those groups. Denying rights to All Users or Administrators could lock everyone out of the system and would deny rights in all FactoryTalk-enabled products.

To configure security settings:

1. In the Explorer pane of the FactoryTalk Administration Console, navigate to System > Policies > Product Policies > FactoryTalk AssetCentre.


Important: Do not use the Server Settings properties in the FactoryTalk Administration Console to change server settings. Instead, go to Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings on the server computer. Changing server settings in the FactoryTalk Administration Console could enter conflicting information and prevent clients from connecting to the server. For more information, refer to the Change server settings topic of the FactoryTalk AssetCentre online help.

3. Click the feature (policy setting) for which you want to set permissions.

See Policy settings and their meanings on page 26.

4. Next to the words Configure Security, click the browse button.

5. On the Configure Securable Action dialog box, select the user or group for whom you want to assign permissions. (If the user or group does not appear in the list, click Add, click Show all, select the user or group, and click OK.)

6. Click the appropriate box to allow or deny the user permission to the selected feature.

7. Click OK.

Tip: As a default, FactoryTalk AssetCentre uses Microsoft Windows file associations. To specify which software program will open a specific type of file, set file associations. See the Set file associations topic of the online help.

Policy settings and their meanings

The following table shows the policy settings and their meanings.

<table>
<thead>
<tr>
<th>This policy setting...</th>
<th>Controls whether users can...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Address Book</td>
<td>View the Address Book (which contains addresses for the purpose of sending automatic e-mail notifications).</td>
</tr>
<tr>
<td>Action</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>Edit Address Book</strong></td>
<td>Edit or add contacts and groups in the Address Book (which contains addresses for the purpose of sending automatic e-mail notifications).</td>
</tr>
<tr>
<td><strong>Override Archive Check In</strong></td>
<td>Check in a file regardless of who checked it out or from where it was checked out.</td>
</tr>
<tr>
<td><strong>Configure Database Limitations</strong></td>
<td>Configure the total maximum size of the AssetCentre database, the size warning levels, the maximum number of versions per archive asset, the maximum size of Event, Audit, and Diagnostics logs, and the database capacity status refresh rate.</td>
</tr>
<tr>
<td><strong>Configure Asset Inventory Settings</strong></td>
<td>Configure the settings in the Asset Inventory window.</td>
</tr>
<tr>
<td><strong>Configure Archive Options Settings</strong></td>
<td>Turn on or off the function that allows Logix Designer to perform archive activities, such as file check-in, without direct interaction with the FactoryTalk AssetCentre client.</td>
</tr>
<tr>
<td><strong>Override Archive Undo Check Out</strong></td>
<td>Undo a check out even if a different user checked the file out.</td>
</tr>
<tr>
<td><strong>Override Removal of Local Copies</strong></td>
<td>Choose to keep local copies of checked-in files on their computer. If this right is allowed, the user can keep local copies. If this right is denied, the user is not given this option.</td>
</tr>
<tr>
<td><strong>Configure Personal Archive File Associations</strong></td>
<td>Configure which software product launches when opening a particular type of file. If a personal file association is set, it will take precedence over the system file association.</td>
</tr>
<tr>
<td><strong>Configure System Archive File Associations</strong></td>
<td>Configure which software product launches when opening a particular type of file. This setting applies unless the user has specified a personal file association.</td>
</tr>
<tr>
<td><strong>Configure Personal Archive Working Folders</strong></td>
<td>Set a personal working folder for checking out files. For more information on working folders and personal working folders see the FactoryTalk AssetCentre Client Help.</td>
</tr>
<tr>
<td><strong>Configure System Archive Working Folders</strong></td>
<td>Set the system working folder to which all users check out files unless they have a personal working folder. For more information on working folders and system working folders, see the FactoryTalk AssetCentre Client Help.</td>
</tr>
<tr>
<td><strong>Run Archive Database Cleanup Wizard</strong></td>
<td>Run the Archive Database Cleanup Wizard to delete unused versions of files.</td>
</tr>
<tr>
<td><strong>Allow Empty Comment at Check In</strong></td>
<td>Leave the comment field empty as they check in an asset.</td>
</tr>
<tr>
<td><strong>Configure Assets Lifecycle Sync</strong></td>
<td>Synchronize life cycle information in the FactoryTalk AssetCentre server and client with the Rockwell Automation life cycle website.</td>
</tr>
<tr>
<td><strong>Display Calibration Management Data</strong></td>
<td>View Calibration Management data in FactoryTalk AssetCentre.</td>
</tr>
<tr>
<td><strong>Perform Calibration Management</strong></td>
<td>Access Calibration Management functionality in ProCalV5 software.</td>
</tr>
<tr>
<td><strong>Administer Calibration Users</strong></td>
<td>Administer users, groups, and permissions in ProCalV5 software. Note that this policy only determines if the user is automatically added to the Administrator group in the ProCalV5 software. Once the user is added to ProCalV5, changing this policy for an AssetCentre user does not change the user’s ProCalV5 security permissions.</td>
</tr>
<tr>
<td><strong>Switch to Design mode</strong></td>
<td>Enter Design mode, in which the user can edit the asset tree.</td>
</tr>
<tr>
<td><strong>View Event Log</strong></td>
<td>Show the Event Log and run a search on the Event Log.</td>
</tr>
<tr>
<td><strong>View Audit Log</strong></td>
<td>Show the Audit Log and run a search on the Audit Log.</td>
</tr>
<tr>
<td><strong>View Diagnostics and Health Log</strong></td>
<td>Show the Diagnostics and Health Log and run a search on the Diagnostics and Health Log.</td>
</tr>
<tr>
<td><strong>Change Diagnostics and Health Log Message</strong></td>
<td>Change the status of or add a comment to a Diagnostics and Health Log record.</td>
</tr>
<tr>
<td><strong>View Diagnostics and Health Log Status</strong></td>
<td>View a status history for a Diagnostics and Health Log record.</td>
</tr>
<tr>
<td><strong>Run Log Database Cleanup Wizard</strong></td>
<td>Run the Log Database Cleanup Wizard to remove old records from the logs. Data can be exported and saved in a separate file.</td>
</tr>
<tr>
<td><strong>Enable or Disable DTMs</strong></td>
<td>Enable and disable DTMs in the DTM Catalog.</td>
</tr>
<tr>
<td><strong>Edit DTM Network</strong></td>
<td>Show the DTM Networks dialog box to edit the DTM network.</td>
</tr>
<tr>
<td><strong>Create a schedule</strong></td>
<td>Create a schedule.</td>
</tr>
<tr>
<td><strong>Edit a schedule</strong></td>
<td>Change existing schedules.</td>
</tr>
<tr>
<td><strong>Delete a schedule</strong></td>
<td>Delete schedules.</td>
</tr>
<tr>
<td><strong>View a schedule</strong></td>
<td>Show the Schedules tab.</td>
</tr>
<tr>
<td><strong>Command a schedule</strong></td>
<td>Issue commands to a schedule, such as making the schedule active or running the schedule immediately.</td>
</tr>
<tr>
<td><strong>Create a search</strong></td>
<td>Set up a new search to find entries matching specified criteria in one of the logs, in the Archive History, or in Archive Check Out Status information.</td>
</tr>
</tbody>
</table>
Use the FactoryTalk AssetCentre Address Book tab to create contact information that the system uses to notify users about the progress and outcome of FactoryTalk AssetCentre schedules and other system-related events. You can then add contacts to groups (for example, allelectricians@myplant.com) if your existing mail system supports groups. This allows you to inform recipients about system events simultaneously.

Tip: You cannot import groups from another e-mail program. More than one user can create groups at the same time.

To create contacts and groups, you must be granted View Address Book and Edit Address Book permissions. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

**To add contacts to the Address Book:**

1. Start the FactoryTalk AssetCentre client.
2. Select View > Address Book.
3. Select Tasks > Add New Address Book Contact or click the New button (Keyboard users: Press Ctrl-N).
4. In the New Contact name dialog box, complete the Contact tab. You must enter a unique name for the contact that is not the same as any other contact or group name.
5. Click the Internet tab and complete it. You must enter an e-mail address for the contact to receive notifications.

Tip: If in your existing e-mail system you have a group that already has an e-mail address (for example, a group of electricians with the e-mail address Allelectricians@MyCompany.com), you can use that group’s existing e-mail address. Simply create a contact and give it a name (for example, Electricians) and enter the group’s e-mail address (Allelectricians@MyCompany.com) as the contact’s default e-mail address. The individual e-mail addresses of the electricians in the group will not be added to the Address Book as contacts.
6. Click OK.

Once you have created Address Book contacts, you can add those contacts to Address Book groups. Groups cannot be imported from another e-mail program.

7. Click Tasks > Add New Address Book Group.

Tip: To add members to an existing rather than new group, see the online help. Select Help > Contents. Open the Address Book and click the Modify contacts and groups topic.

8. On the Group tab in the Group Name field, enter a name for the group.
9. Click Select Members.

10. In the Contacts/Groups list on the left of the New Group dialog box, select the contact or group to add to the group, and click Select.

11. Click OK.

Tip: To perform additional Address Book tasks (for example, to delete or modify groups or contacts), see the online help. Select Help > Contents, and open the Addresses Book chapter.

Step 5: Set up FactoryTalk AssetCentre database limitations

Use the Options: Database Limitations dialog box to specify the settings of database limitations, including:

- Total maximum size of the AssetCentre database
- Size warning levels
- Maximum number of versions per archive asset
- Maximum size of database table capturing logs
- Database capacity status refresh rate
- Email notification

Tip: Database limitation configuration is recommended but optional. You can use FactoryTalk AssetCentre without setting up database limitations.

To set up database limitations:

1. Start the FactoryTalk AssetCentre client.

2. Select Tools > Options.

3. Under Category on the left side of the dialog box, select Database Limitations.

4. Select the Database Limitations Enabled check box, and specify the settings as desired.

Tip: By default, the Database Limitations Enabled check box is not selected, and all the settings of database limitations are unavailable. To select the Database Limitations Enabled check box to configure all the settings, you must have Configure Database Limitations permission. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

The following table shows how to configure each setting for Database Limitations.
### Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>How to configure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total maximum size of the AssetCentre database</td>
<td>Enter a value for the total maximum size of the AssetCentre database. No minimum value is required.</td>
</tr>
<tr>
<td>Size warning levels</td>
<td>Specify the percentage of database capacity as the <strong>Warning level</strong> or <strong>Critical level</strong>. The status of database usage appears in the status bar of the FactoryTalk AssetCentre client.</td>
</tr>
<tr>
<td>Maximum number of versions per archive asset</td>
<td>Enter a value for the maximum version number of an asset in archive. You can also configure the maximum number of versions per asset in Archive.</td>
</tr>
<tr>
<td>Maximum size of database table capturing logs</td>
<td>Enter a value for the maximum file size of Event Log, Audit Log, and Diagnostics Log. If the file size of any log exceeds its maximum size, FactoryTalk AssetCentre writes the log, and adds a new warning log about the current event log size exceeding its maximum size. When the Event, Audit, or Diagnostic and Health logs reach the maximum size, a warning message appears when you run the FactoryTalk AssetCentre client, indicating the log size status.</td>
</tr>
<tr>
<td>Database capacity status refresh rate</td>
<td>Enter a value to specify the frequency to refresh the database capacity status. The default value is 2. The minimum accepted value is 1, and 0 is not accepted. When the database capacity reaches the warning or critical level, or the Event, Audit, or Diagnostic and Health logs reach the maximum size, a warning message appears when the FactoryTalk AssetCentre client refreshes the database capacity status.</td>
</tr>
<tr>
<td>Email notification</td>
<td>Specify the email addresses to receive notifications when database size, asset version max, or log size reaches alarm level. Click the browse button [<a href="#">1</a>] to select email address from <strong>Contacts and Groups</strong> address book dialog. If you set any value as 0 or higher than the maximum size, or leave any value blank, it is translated as unlimited.</td>
</tr>
</tbody>
</table>

### SCAN to Proceed

Validation whether the current total database size, event log size, audit log size, diagnostics log size, and asset versions meet each own specified threshold. This operation is required when making any changes to the Database Limitations.

Not all situations during database limitation configuration are covered in this manual. For detailed information, refer to the FactoryTalk AssetCentre online help.

### Important

Using the SSL protocol is an essential part of ensuring communications security. Without it, no communication, including logging on to the system, is encrypted.

Using the SSL protocol is required for FactoryTalk AssetCentre Web Client and recommended for the FactoryTalk AssetCentre server, clients, and agents.

The SSL configuration consists of the following steps:

- **Create an SSL certificate** on page 31
- **Import the SSL certificate to the Internet Information Services (IIS) Manager** on page 31
- **Add the certificate authority to client and agent computers** on page 32
- **Configure a site binding** on page 32
- **Enable secure communication between the server, client(s) and agent(s)** on page 33

---

**Step 6: Configure the SSL protocol**

---
Configure SSL settings for FactoryTalk AssetCentre Web Client on page 34

Create an SSL certificate

In order to use the SSL protocol you need to have an SSL certificate.

When creating an SSL certificate, follow these recommendations:

- Use the public key infrastructure (PKI) available in your company for this purpose. If it is not possible, create a self-signed certificate.

  For details, see https://technet.microsoft.com/library/hh831637.aspx#Create_Certificate

- Make sure that the certificate meets the following requirements:
  - The minimum key size should be 2048 bits.
  - One of the following hash algorithms required for digital signature hash calculations should be used:
    - SHA-256
    - SHA-384
    - SHA-512

To import the SSL certificate:

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer:

   On Windows Server 2016 and Windows Server 2012:
   a. On the taskbar click 🎨
   b. In the search box, type inetmgr, and then press Enter.
   c. Click the best match result.

   On Windows Server 2008 R2:
d. Click Start.

e. In the search box, type inetmgr and press ENTER.

The Internet Information Services (IIS) Manager window appears.

2. Under Connections, click the FactoryTalk AssetCentre server.

3. In Features View, double-click Server Certificates.

4. Under Actions, click Import.

The Import Certificate dialog box appears.

5. Under Certificate file (.pfx) click...

The Open dialog box appears.

6. Select your certificate file, and then click Open.

7. Under Password, type the certificate password, if it has been defined.


9. Click OK.

The certificate is listed under Server Certificates.

Add the certificate authority to client and agent computers

On all client and agent computers, add the certificate authority that issued the SSL certificate to the Trusted Root Certification Authorities certificate store.


Configure a site binding

Prerequisites

- Make sure that you have an SSL certificate.

See Create an SSL certificate on page 31.

To configure a site binding:

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer:

   On Windows Server 2016 and Windows Server 2012:
Quick Start 1: Configure the system

Chapter 4

a. On the taskbar click 🔍

b. In the search box, type `inetmgr`, and then press Enter.

c. Click the best match result.

On Windows Server 2008 R2:

d. Click `Start`.

e. In the search box, type `inetmgr` and press ENTER.

The Internet Information Services (IIS) Manager window appears.

2. Navigate to `localhost > Sites > Default Web Site`.

3. In the right pane, click `Bindings`.

The Site Bindings dialog box appears.

4. Click `Add`.

The Add Site Binding dialog box windows.

5. Configure the following settings:

<table>
<thead>
<tr>
<th>For this option...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Select <code>https</code></td>
</tr>
<tr>
<td>Host name</td>
<td>Type the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server.</td>
</tr>
<tr>
<td>SSL certificate</td>
<td>Select your SSL certificate. See Create an SSL certificate on page 31.</td>
</tr>
</tbody>
</table>

6. Click `OK`.

7. In the Site Bindings dialog box, click `Close`.

Enable secure communication between the server, client(s) and agent(s)

Once you configured the SSL protocol, enable secure communication between the server, client(s) and agent(s) in the Configure Server Settings Utility window.
To enable secure communication:

1. Open the **Configure Server Settings Utility** window:

   On Windows Server 2016 and Windows Server 2012:
   a. On the taskbar click 
   b. Expand **Rockwell Software**, and then click **Server Settings**.

   On Windows Server 2008 R2:
   a. Click **Start**.
   b. In the search box, type **Server Settings**, and then press Enter.
   c. In the search results list, click **Server Settings**.

   The **Configure Server Settings Utility** window appears.

2. Under **Server Location**, type the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre Server computer.

   ![Configure Server Settings Utility](image)

   **Note:** Make sure that the FQDN is complete. Otherwise you may encounter some issues.
   See Troubleshoot FactoryTalk AssetCentre.

3. Select the **Use the secure communication channel** option.

4. Click **Apply**.

**Configure SSL settings for FactoryTalk AssetCentre Web Client**

**Before you begin**

Make sure that:

- You have an SSL certificate.

See [Create an SSL certificate](#) on page 31
- You have configured a https binding in the Internet Information Services (IIS) Manager.
  
  See Configure a site binding on page 32.

To configure SSL settings for FactoryTalk AssetCentre Web Client:

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer:

   - On Windows Server 2016 and Windows Server 2012:
     a. On the taskbar click 📱.
     b. In the search box, type `inetmgr`, and then press Enter.
     c. Click the best match result.

   - On Windows Server 2008 R2:
     d. Click **Start**.
     e. In the search box, type `inetmgr` and press ENTER.

   The **Internet Information Services (IIS) Manager** window appears.

2. Navigate to **localhost > Sites > Default Web Site > RockwellSoftware > AssetCenterWebClient**.

3. Under the **IIS** section, double-click **SSL Settings**.

4. Make sure the following options are selected:

   - **Require SSL**
     
     Selecting this option will result in deactivating the HTTP protocol (with the default port 80). When you type `http://` in the web browser, it will be automatically redirected to `https://`.

   - **Ignore**
     
     This option applies to the client certificates.
5. In the right pane, click Apply.

Windows Authentication is a secure way of authentication that uses the username and the password of the user logged on to the operating system. In the communication secured with Windows Authentication mode, the username and the password are sent between the client and the server in a strongly hashed form.

Windows Authentication may be enabled in corporate networks that use Microsoft Active Directory services as well as other ways to identify users.

By turning on Windows Authentication mode you increase the security of the communication between the FactoryTalk AssetCentre server, client(s) and agent(s) and prevent unauthorized users from accessing the FactoryTalk AssetCentre server.

**Important:** For the purposes of FactoryTalk AssetCentre, Windows Authentication mode should be enabled only in corporate networks that use Microsoft Active Directory services.

After you turn on Windows Authentication mode, the access to the page:

http(s)://accetcentre_server_full_name/rockwellsoftware/assetcentre

...will be secured from being accessed by anonymous users.

In order to access the page, the users will need to log on using their Windows username and password.

This section describes:

- Turn on Windows Authentication mode in Internet Information Services (IIS) on page 36

**To turn on Windows Authentication mode in Internet Information Services (IIS):**

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer:

   On Windows Server 2016 and Windows Server 2012:

   a. On the taskbar click  

   b. In the search box, type inetmgr, and then press Enter.
c. Click the best match result.

On Windows Server 2008 R2:

d. Click **Start**.

e. In the search box, type `inetmgr` and press ENTER.

The **Internet Information Services (IIS) Manager** window appears.

2. Under **Connections**, expand the tree, and then click **AssetCentre**.

3. In **Features View**, double-click **Authentication**.

4. Under **Authentication**, click **Windows Authentication**.

5. Under **Actions**, click **Providers**.

The **Providers** dialog box appears.
6. Make sure that you have the following providers selected in the order presented in the figure below.

![Providers](image1)

If these providers are not listed, select each of them in the list under **Available Providers**, and then click **Add**.

7. Make sure that all other authentication modes listed in the pane under **Authentication** are disabled.

![Authentication](image2)
Quick Start 2: Design the asset tree

Everything that you do in FactoryTalk AssetCentre begins with an asset. The asset tree in the Asset View represents your plant including all the assets (anything from a device to a program to a procedure document) that you want to control, back up, or monitor. The asset tree provides you a method of organizing your plant assets in a logical fashion that makes sense to you (for example, by physical location, flow of materials, or machine type).

To design the asset tree, you must perform the following steps:

- **Step 1: Plan the organization of your asset tree** on page 39
- **Step 2: Add assets to the asset tree** on page 41
- **Step 3: Change security settings for an asset** on page 48

It is important to plan the organization of your asset tree in advance. The organization of the tree can impact your efficiency in applying security settings to assets and setting up Disaster Recovery schedules.

**Quick Start steps for designing the asset tree**

**Step 1: Plan the organization of your asset tree**

It is important to plan the organization of your asset tree in advance. The organization of the tree can impact your efficiency in applying security settings to assets and setting up Disaster Recovery schedules.

**Tip:** For background information to better understand the types of assets available in FactoryTalk AssetCentre and the use of the asset tree, see About the Asset Catalog and About the Asset View chapters in the online help.

You must be in Design mode to edit the tree. Only one user in the system at a time can be in Design mode.

Assets are listed in alphabetical order in the tree.

**Security considerations**

When initially added, an asset inherits the security settings of the container in which it is placed (and a container inherits the security settings of the container in which it is placed). First, set security on the root. Then add containers under the root and set security for those containers. Then add the next level of assets and containers, and so on.

**Schedule considerations**

Schedules are set up by selecting the asset to be scheduled from the Asset View. You can only select one asset when creating a schedule. If you want the schedule to
operate on multiple assets, place all those assets in a container in the asset tree. This container will be the starting point of the schedule. For example, if you want to backup the configuration files for a group of devices, place all those devices in a container in the Asset View.

Only Rockwell Automation controller assets, Siemens SIMANTIC S5 and S7 processors, Rockwell Automation PanelView operator interfaces, PanelView Plus operator interfaces, MobileView operator interfaces, Rockwell Automation drives, remote computers, Custom Devices, RA Motor Control, Asset Inventory, FactoryTalk Directory, General DTM Device, Generic FTP Devices, and Remote Computer can be included in Disaster Recovery schedules (if you have the correct activation). Process Device assets cannot be included in Disaster Recovery schedules.

Organization

When you initially set up the asset tree, you will have to decide what will be the most useful organization for you. The examples below show three possible organizations:

- **Physical location**

  In this arrangement, assets are organized by their physical location in your plant.

- **Flow of materials**

  In this arrangement assets are organized by the flow of materials in the production process. This may be particularly useful for continuous and batch processes.
Tip: Items in the tree are automatically organized alphabetically. If you want to force a certain order, use numbers in your asset names.

- **Machine type**

In this arrangement, assets are organized by the type of machine. You might further organize machines of the same type by location.

**Step 2: Add assets to the asset tree**

Assets are the heart of FactoryTalk AssetCentre. Anything you want the FactoryTalk AssetCentre system to manage must be included in the asset tree. On first use, all assets to be managed must be added to the asset tree.

There are rules that govern the location of the different types of assets that you can add to the asset tree:

- The root may contain any type of asset.
  
  Best practice is to place only generic containers or folders directly under the root and use these to organize the tree in some useful way, perhaps by physical location or by function.

- A generic container may contain any type of asset.
- A device may contain files, binders, links, and folders.
- A folder or an asset inventory may contain files, binders, links, and folders.
- A file cannot contain any other assets.
- A link cannot contain any other assets.
- A binder cannot have any other assets placed under it.
  
  Files are initially placed in the binder by specifying the files to include in the Add Binder dialog box and checking the binder in, not by placing files under the binder in the asset tree.

- A process device may contain files, links, folders, and binders.

- Some process devices may contain other process devices. (Process devices are generally used with the or only.)
Chapter 5  Quick Start 2: Design the asset tree

Tip: When initially added, an asset inherits the security settings of the container in which it is placed (and a container inherits the security settings of the container in which it is placed). Take advantage of this inheritance by setting security for a container before placing assets inside that container. See Step 3: Change security settings for an asset on page 48.

To add an asset to the tree, you must have:

- **Switch to Design Mode** permission. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.
- **Create Children, Read, and Write** permissions for the container into which you want to add an asset. See Step 3: Change security settings for an asset on page 48.

Work online and offline

You can add devices to the asset tree whether your FactoryTalk AssetCentre client computer is connected to the devices via a network or not. When connected to the devices, however, you can automatically acquire device information by browsing for the device. This is the preferred method in this manual. The client computer must be connected to the FactoryTalk AssetCentre Server to add devices to the asset tree.

Enter device information manually when:

- the asset cannot be identified by Rockwell Automation or third party network browsers. For example, a device not supported by FactoryTalk AssetCentre or the network browser would not be found when browsing the network.
- the asset has not been placed on the control network yet.
- the client workstation is working offline so it does not have access to the control network.

To enter device information manually when you are disconnected from the device network, see the online help. Select Help > Contents. Open the Assets chapter and click the Associate a device in the Asset View with a networked device topic.

To add assets:

1. To enter Design mode, on the Asset View toolbar, click the **Design** button (Keyboard users: Press F3 to toggle Design mode on and off). If you cannot enter Design mode, see If you can’t enter Design Mode on page 85.

2. Click an asset in the Asset Catalog and drag it to the desired location in the asset tree.
3. Enter the information for the asset. Be sure and complete the following fields:

- **Name.** Enter a unique name for the device.

  **Device Assets Names**
  Enter a unique and meaningful name for the device. This name will appear in the asset tree. The software defaults to the device type (for example, *FANUC Robot*). The name must be unique within the parent container. That is, you can have two devices with the same name in the asset tree, they just can't be in the same container. If you add a device into a container that already has a device of the same name, FactoryTalk AssetCentre will append a number (like `_2`) to the device name to ensure uniqueness.
  Asset names can be a maximum of 260 characters. The characters `\ / : *  ? " < > |` are not allowed. A space, tab, underscore `_` or dollar sign `$` cannot be the first character in a name, but can be used elsewhere in the name. The following Microsoft Windows device names cannot be used as asset names, whether upper or lower case, with or without the colon: `CON:`, `PRN:`, `AUX:`, `NUL:`, `COM1:`, `COM2:`, `COM3:`, `COM4:`, `COM5:`, `COM6:`, `COM7:`, `COM8:`, `COM9:`, `LPT1:`, `LPT2:`, `LPT3:`, `LPT4:`, `LPT5:`, `LPT6:`, `LPT7:`, `LPT8:`, and `LPT9`. For example, `Auxiliary Line` would be a valid name whereas `Aux Line` would not.

- **Addressing Info.** For device assets, you must specify the device’s network location. Click anywhere in the device’s Addressing Info field and then click the **Browse** button. Then in the **Selecting Device for Asset Type** dialog box, browse the network to select the device you want to add and click Select.

  If you are disconnected from the control network, you cannot specify the device address. Later, when you are connected to the control network, edit the device’s properties to specify the device address.
• **Backup Data.** (Optional) You can specify the backup binder or file to use for Backup or Backup and Compare operations for Generic FTP devices, Siemens processors, Custom Device, RA Motor Control, and Asset Inventory. The Backup Data binder or file is used to store backup files and is used in Compare operations in Disaster Recovery schedules. To fill in this field, click in the field and then click the **Browse** button. The **Backup Data Browser** dialog box opens. Click **Help** on the dialog box for instructions.

In most cases when first configuring an asset, a backup binder or file does not exist yet. In this situation you can choose to leave Backup Data unspecified or you can specify a binder or file. For more information, refer to the *About the properties on the Device Properties dialog box* topic in the online help.

• **Configuration Data.** For device assets, you must add the files associated with the device to the asset tree. Simply adding the device to the asset tree does not take advantage of any of FactoryTalk AssetCentre’s capabilities such as Disaster Recovery. Click anywhere in the device’s **Configuration Data** field and then click the **Browse** button. Then in the **Configuration Data Browser** dialog box, select the desired file and click **OK**. (To add a new file to the device, click **Add**, select the desired file, click **Open**, select the file, and then click **OK**.)

**Tip:** The file or files specified in the **Configuration Data** field will be used as the master files for Disaster Recovery schedules. To learn about master files and Disaster Recovery, see Quick Start 3: Set up Disaster Recovery schedules on page 51.

Adding a file to the asset tree automatically adds the file to **Archive**. Archive is FactoryTalk AssetCentre’s source control tool that works like a library. Archive allows only one user at a time to check out, edit, and check in a file at a time. For more information on Archive, see Quick Start 5: Open and edit files in Archive on page 69.

• **Agent Group.** Use the Agent Groups capability to manage the agents into groups. Click in the **Agent Group** field and then click the **Browse** button to select the agent group for the asset. When adding asset under the root, the default value of Agent Group is **System Default**. When adding asset under a container, the default value of Agent Group is **Inherit from parent: the parent container’s Agent Group property**.

4. When the *(Device Type)* **Properties** dialog box is complete, click **OK**. For additional information about completing the fields for the device, click **Help**.
Use Asset Inventory to add assets to the asset tree

FactoryTalk AssetCentre supports a new asset type, Asset Inventory. The Asset Inventory asset can be used to scan physical automation devices on the network. When you run a backup or backup and compare schedule on an Asset Inventory asset, the Asset Inventory agent service scans the connected devices and computers on the network and stores unique identification information about hardware, firmware, and software in the backup data. Once you have the Asset Inventory scanning result, you can add new assets from the scanning result to the asset tree. This is very helpful especially the first time you build the asset tree. For information about schedules, see Step 4: Run schedules on page 57.

You need to open the Asset Inventory window first before adding assets to the asset tree. After running backup or backup and compare schedule on Asset Inventory, you can open the Asset Inventory window.

Important: You must enter design mode to add new assets to the asset tree.

To open the Asset Inventory window:

1. Select View > Archive, or click the Archive button.

2. In the asset tree, right-click the Asset Inventory backup file and select Open, or select the file in the asset tree and then at the top of the Archive tab, click the file link. The File Retrieval Options dialog box opens.

3. On the File Retrieval Options dialog box, keep the Show in Asset Inventory Grid View check box selected.

Tip: To learn about additional asset tasks (for example copying, deleting, moving, or renaming assets), refer to the online help. Select Help > Contents. Open the Assets chapter and click the desired topic.
• If you want to open the Asset Inventory window in read-only mode, click the Get button. In read-only mode, you cannot edit the additional information or commission date for device assets. A read-only copy of the file is retrieved to the current working folder on your computer.

  **Tip:** To open the Asset Inventory window in read-only mode, you can also right-click a version of Asset Inventory asset’s backup data on the History tab of Archive and select Asset Inventory View.

• If you want to open the Asset Inventory window in editable mode, click the Check Out button. In editable mode, you can edit the additional information and commission date for device assets. A copy of the file is retrieved to the current working folder on your computer so that you can edit it.

  **Tip:** Clear the Show in Asset Inventory Grid View check box to get or check out a file as a normal backup file, without opening it in the Asset Inventory window.

4. The Asset Inventory window opens.

Once the Asset Inventory window opens, you can add new assets to the asset tree.

To add new assets to the asset tree:

1. On the Devices tab in the Asset Inventory window, select the Add option.

2. Click the SYNC button.

  **Tip:** Clicking the SYNC button doesn’t add any new assets to the asset tree. It identifies assets in the scanning result that are new compared to assets on the asset tree. Make sure you are in design mode to proceed.

After clicking the SYNC button, assets on the Devices tab that:

• exist in the asset tree with the same properties appear dimmed. The check boxes before them are automatically selected.

• exist in the asset tree with different properties appear dimmed. The check boxes before them are automatically selected. You can update these assets with different properties using the Update option.

• don’t exist in the asset tree can be added to the asset tree. The check boxes before the new assets are available.

3. Select the check boxes before the assets you want to add to the asset tree. Click the Add button on the toolbar. The Asset Inventory Add Asset Wizard dialog box opens.

4. On the Asset Inventory Add Asset Wizard - Step 1 of 4 dialog box, enter the required information before proceeding.
Quick Start 2: Design the asset tree

Chapter 5

• (Required) Asset Type

Click in the Asset Type field and click the browse button \( \square \). On the Select Asset Type dialog box, select the asset type. Click Select.

Tip: Device assets that can be mapped to the corresponding asset type have the Asset Type field automatically filled. Otherwise, the Asset Type field is empty.

• (Optional) Asset Name

Click in the Asset Name field and type the asset name. The name must be unique within the parent container. That is, you can have two devices with the same name in the asset tree, they just can’t be in the same container.

Tip: You can leave the Asset Name field blank. FactoryTalk AssetCentre automatically creates the asset name according to the asset type appended with a number (like \( \_2 \)).

• (Required) Asset Location

Click in the Asset Location field and click the browse button \( \square \). On the Select Asset Location dialog box, select the node on the asset tree or click the Add New Container button to create a new generic container. Click Select.

Tip: The level an asset is added to the asset tree depends on which node you select in the asset tree structure. By default, the asset is added in the root. If you select a container, the asset is added to the container. If you select a non-container asset, the asset is added to the structure at the same level as other assets.

After Asset Type and Asset Location are specified, click Next.

Tip: You cannot proceed to the next step without specifying Asset Type and Asset Location.

5. On the Asset Inventory Add Asset Wizard - Step 2 of 4 dialog box, review the details of the new assets that will be updated to the asset tree. Click Start.

Tip: To return to Asset Inventory Add Asset Wizard - Step 1 of 4 to modify the asset type, name, or location, click Back.

6. On the Asset Inventory Add Asset Wizard - Step 3 of 4 dialog box, a progress bar is shown while the adding operation is in process. If you want to cancel the operation, click Abort. Usually, this step takes a very short amount of time unless you are adding a large amount of assets.

7. When the adding process is complete, you can see result of the adding operation on the Asset Inventory Add Asset Wizard - Step 4 of 4 dialog box. Click Finish.
To export the result, click **Export** to save the result as a .csv or .txt file.

Assets added to the asset tree appear dimmed on the **Devices** tab with check boxes selected before them.

For more information about Asset Inventory, refer to the FactoryTalk AssetCentre online help. Select **Help > Contents**, and open the *About the Asset Inventory window* chapter.

**Step 3: Change security settings for an asset**

Each asset in the asset tree has security settings controlling which users can perform what actions with that asset.

When initially added, an asset inherits the security settings of the container in which it is placed (and a container inherits the security settings of the container in which it is placed). That is, children inherit security permissions from their parents. You can assign explicit permissions to an asset, overriding the inherited permissions. You can also break the chain of inheritance for an asset so that it will not inherit permissions. For more information on inheritance see the FactoryTalk Security online help which is accessible from the *Security Settings* dialog box (referenced in the steps below).

If you move an asset, it retains its security settings. If you copy an asset, the copy does not retain the security settings of the original. Rather, the copy inherits the settings from its new parent container.

**Tip:** To change security settings for an asset, you must have **Switch to Design mode** permission. See **Step 3: Set feature security for FactoryTalk AssetCentre** on page 25. Keyboard users: Press **F3** to toggle Design mode on and off.

**To change security settings for an asset:**

1. While in Design mode, right-click the asset in the asset tree and select **Security**.

2. On the **Permissions** tab of the **Security Settings** dialog box, select whether you want to set permissions by **User** or by **Action**.

3. In the top pane, select either the user or the action for which you want to set security for the selected asset.

4. In the bottom pane select either the action (see the table below) or the user for which you want to set security and select or clear the **Allow** and **Deny** boxes accordingly. For more detailed information on using the dialog box and FactoryTalk Security, click **Help**.

<table>
<thead>
<tr>
<th>This action...</th>
<th>Allows you to...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AssetCentre</strong></td>
<td></td>
</tr>
<tr>
<td>CheckOut - CheckIn</td>
<td>Check out or check in files associated with the selected asset.</td>
</tr>
</tbody>
</table>
Get a copy of the file or files associated with the selected asset from Archive.

Label
Apply a descriptive Label to a version of a file associated with the selected asset in Archive.

Pin
Pin a version of a file associated with the selected asset.

Promote
Store an old version of the file as the most recent version.

Set Store Latest Version
Specify that only the most recent version of the file associated with the selected file asset should be retained.

Set Working Folder
Set the working folder for files associated with the selected asset.

Undo CheckOut
Undo a check-out operation for files associated with the selected asset. See the online help. Select Help > Contents. Open the Archive chapter and click the Undo a check-out topic.

Common

Configure Security
Change security settings for the selected asset.

Create Children
Add assets underneath the selected asset (only if the selected asset is a container or device-type asset).

Delete
Delete the selected asset from the asset tree.

Execute
This setting is not applicable in this release of the FactoryTalk AssetCentre software.

List Children
Show children of the selected asset. If a user does not have this right, they will not be able to expand the selected asset to see assets that it contains. If you set this right to Allow, also set the Read right for this asset to Allow.

Read
Show the selected asset in the asset tree.
Show the selected asset's properties.

Write
Change the selected asset's properties.

Tip:
For more information on any of the Archive tasks listed in the first section of this table, see Quick Start 5: Open and edit files in Archive on page 69.

To learn about additional asset tasks (for example copying, deleting, moving, or renaming assets), refer to the online help. Select Help > Contents. Open the Assets chapter and click the desired topic.
Chapter 6

Quick Start 3: Set up Disaster Recovery schedules

FactoryTalk AssetCentre allows you to create certain types of scheduled operations, the results of which (whether or not the operation completed successfully) can be e-mailed to the desired recipients. Currently, FactoryTalk AssetCentre offers two types of scheduled operations beyond scheduling searches — Device Monitor and Disaster Recovery. The Disaster Recovery capability ensures quick and accurate file recovery by verifying your devices' program and configuration files against protected master files.

A master file is a designated version of an asset's configuration data file. A master file may initially be uploaded from the physical device such as a controller, processor, or robot, or it may be saved directly from the programming software (such as RSLogix 500). A master file is added to FactoryTalk AssetCentre for backup in Archive and is required for some FactoryTalk AssetCentre functions such as Disaster Recovery Backup and Compare schedules (where the file in the physical asset is backed up and compared to the master file stored in Archive so the differences can be reported).

Disaster Recovery provides two types of operations:

- **Backup.** Stores a backup copy of files associated with a number of devices, including Rockwell Automation devices, Siemens S7 processors, FTP devices including Robots, and more.

- **Backup and Compare.** Retrieves a copy of the files associated with a device asset. If differences are found and you choose to store the uploaded device files, the retrieved copy of files associated with the device asset are promoted as the new master file stored in Archive.

Scheduled events for Rockwell Automation Logix 5000 processors will fail if FactoryTalk Security is enabled for that devices' programming software (RSLogix 5000 versions 16 and earlier). The problem is fixed in RSLogix 5000 versions higher than 16. For RSLogix 5000 versions 16 and earlier, running scheduled events requires single sign-on for these versions. This issue does not affect other device’s schedules (such as robots or PanelView devices). If a schedule contains both Logix 5000 processors and other devices, the scheduled event will only fail for those Logix 5000 processors for which FactoryTalk Security is enabled in the programming software; the event will complete for the other devices.
To configure the system so that scheduled operations will succeed even with security enabled in the RSLogix software, see the online help. Select Help > Contents. Open the Welcome to FactoryTalk AssetCentre chapter and click the About the configuration for security-enabled RSLogix products topic.

Also, activation is required for Disaster Recovery. For information regarding the activation required, see the online help. Select Help > Contents. Open the Welcome to FactoryTalk AssetCentre chapter and click the Activation in FactoryTalk AssetCentre topic.

Tip: To create scheduled searches instead of scheduled Disaster Recovery operations, see Step 2: Create a search on page 62.

Quick Start steps for setting up schedules

To set up schedules, you must perform the following steps:

- **Step 1: Set up Agent Groups and agent computers in them** on page 52
- **Step 2: Create a schedule for the desired Disaster Recovery operation** on page 54
- **Step 3: Set up recipient lists for schedule results** on page 55
- **Step 4: Run schedules** on page 57

Step 1: Set up Agent Groups and agent computers in them

FactoryTalk AssetCentre uses agents to perform Disaster Recovery operations. Agents are programs that communicate with the FactoryTalk AssetCentre server and perform tasks on behalf of the server. Agents allow work to be distributed and shared among multiple computers to spread processing load and speed up operations. When a server needs an agent to perform a task, it locates the computer running the operation and assigns the task to that agent. The agent then reports the task's completion to the server.

FactoryTalk AssetCentre Agent Groups is a plug-in that helps you manage the agents into groups. With this plug-in, the agent computers that are connected to the same FactoryTalk AssetCentre server do not need to have the same configuration. This plug-in allows you to:

- Create agent groups, assign agent computers to the agent groups, and identify an agent group for an asset
- Assign backup and compare schedule tasks on an asset to the agent computers that belong to the asset's agent group
- Monitor the status of agent computers in the Agent Status pane, the Agent Group Creation and Agent Assignment pane, and the Assets per Agent Group pane.

This manual covers operations configuring Agent Groups and agent computers within those groups. To add a physical agent computer into FactoryTalk
AssetCentre system instead of managing agent computers in agent groups, see the online help. Select Help > Contents. Open the Administration chapter and click the Add an agent computer topic.

To learn about more Agent Groups configurations (for example, delete and rename an agent group, edit agent group properties, delete an agent computer, edit agent computer properties, move an agent computer, and move an asset from one agent group in to another) not covered in this manual, refer to the online help. Select Help > Contents. Open the Agent Groups chapter and click the desired topic.

Create an agent group

Agent Groups plug-in manages the usage of agents. By default, there is one System Default agent group, which cannot be renamed or deleted. The System Default agent group is used for scheduled searches, and by default for any Disaster Recovery tasks. If you need to create a new agent group, follow the steps below.

To create an agent group:

1. If you are not in it, enter Design mode.

2. On the Menu bar, click View > Agent Groups (or click the Agent Groups button).

3. Click the Add Agent Group button on the Agent group Creation and Agent Assignment toolbar. The Add an Agent Group dialog box opens.

   Tip: You can also right-click anywhere in Agent Group Creation and Agent Assignment pane and select Add Agent Group.

4. On the Add an Agent Group dialog box, enter the name and the description for the agent group. Click OK.

   Tip: The maximum number of agent groups which you can create depends on your licensed agent group capacity. By default, you can create one agent group in addition to the existing System Default agent group.

Create an agent computer

You can create an agent computer in Agent Groups to monitor the physical agent computers.

To create an agent computer:

1. If you are not in it, enter Design mode.
2. On the Menu bar, click View > Agent Groups (or click the Agent Groups button).

3. Select an agent group, or an agent computer under the group where you want to add the agent computer to. Otherwise, the agent computer will be created under System Default agent group.

4. Click the Add Agent Computer button on the Agent Group Creation and Agent Assignment toolbar. The Add an Agent Computer dialog box opens.

   Tip: You can also right-click the agent group and select Add Agent Computer.

5. On the Add an Agent Computer dialog box, enter the name, location and the description for the agent computer.

   You can click the Connect button to check whether the FactoryTalk AssetCentre Server service can connect to the agent computer.

6. Click OK.

Step 2: Create a schedule for the desired Disaster Recovery operation

You can set up either a Backup or Backup and Compare Disaster Recovery operation when you create a schedule.

Tip: To create schedules, you must have Create a new schedule, Edit a schedule, and Command a schedule permissions. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

To create a schedule:

1. In the asset tree, select the container or device for which you want to schedule an operation.

   Tip: Multiple assets can be included in the same scheduled operation by creating a scheduled operation for a container. For example, a single container may contain multiple controllers. Scheduling a Backup operation for the container backs up all of the devices in that container in one operation.

   For all of a device's schedule properties to be available for modification, make sure each device to be added to a schedule has its Configuration Data defined in the device's properties. The Configuration Data will be used to specify the master file for a Disaster Recovery schedule. See Step 2: Add assets to the asset tree on page 39.

2. Select View > Schedules (or click the Schedules button).

3. Click the New button (Keyboard users: Press Ctrl-N).

4. Complete the New Schedule Wizard: Step 1 Schedule Properties dialog box and then click Next.
You must enter a unique name for the schedule.

If you have more than one e-mail address you want to include, separate the addresses in the Completion Email List field with semicolons (;), or, if you have View Address Book permission, select the contacts or groups from the FactoryTalk Address Book. The report sent from this field is the End of Schedule Report. For more information about the End of Schedule report, see Step 2: Set up recipient lists for schedule results on page 55. For more information on a particular field, click Help.

5. Complete the New Schedule Wizard: Step 2 Recurrence Pattern dialog box and click Next.

To create a start time that does not begin on the hour or half hour, type the time (and AM or PM) in the field. Be aware that it is possible to create a schedule that will not run on a specific date. For example, if you choose to have a schedule run on the 31st day of every month, it will not execute in months that do not have 31 days. For more information on a particular field, click Help.

6. Complete the New Schedule Wizard: Step 3 Operation Properties dialog box. In the tree on the left side of the dialog box, check boxes appear selected next to each asset in the schedule. Clear a box to not include that asset in the schedule.

Properties for the selected device appear on the right side of the dialog box. For help completing the shown properties for the selected device, click Help.

The schedule you created will be active unless you clear the Activate the Schedule box. For more information on a particular field, click Help.

7. Click Finished.

Step 3: Set up recipient lists for schedule results

There are two different types of schedule reports you can send to specified recipients when a schedule completes:
- **End of Schedule report.** This general report summarizes information such as a Backup and Compare schedule’s start and stop times and whether there were any differences between the contents of the physical device and the asset’s master file stored in Archive. This report is set up through the Schedules tab.

- **Backup report** or **Backup and Compare report.** These more detailed, operation-specific reports include information such as asset and hardware details, the agent computer that ran the schedule, and the name and location of the master file used in a Compare. For Backup and Compare operations, the Backup and Compare report indicates whether or not differences were found. To include the detail of what these differences were, attach the Compare Report file to the e-mail notifications. Both the Backup report and Backup and Compare report are set up through an asset’s scheduled operation properties.

Tip: To send schedule results, you must have Command a schedule and Edit a schedule permissions. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

**Send an End of Schedule report**

To send an End of Schedule report at the end of a schedule:

1. On the Schedules tab, click in the desired schedule’s Completion Email List field and then click the Browse button. The schedule must be inactive to change the e-mail address, that is, the Active check box must be cleared.

2. Complete the Contacts dialog box.

3. To avoid scrolling the entire list, begin typing the last name of the contact or the name of the group. You can double-click the contact or group to add it to the list of recipients at the bottom of the dialog box. For information on adding a new contact, see Step 4: Add contacts to the Address Book on page 28.

4. Click OK.

**Send an operation-specific report**

To send a Backup report or Backup and Compare report at the end of a schedule:

1. On the Schedules tab, select the schedule containing the asset for which you want to send a report.

2. To select the asset associated with the schedule and complete its e-mail (and other) operation properties, see the online help. Select Help > Content. Open the Schedules chapter and click the Modify scheduled operation properties topic.
Step 4: Run schedules

You can activate a schedule so that it runs at its next scheduled time. You did this automatically if you selected the Activate the Schedule box in the wizard when you created the schedule. You can also activate schedules from the Schedules tab.

To run a schedule immediately, you can run schedules manually. Choosing to run a schedule manually immediately runs the schedule and sends e-mail notifications to your recipient list instead of waiting for the operation’s next run time. Running a schedule manually does not affect that schedule’s next run time.

Tip: To run schedules, you must have Command a schedule permission. To activate schedules, you must have Edit a schedule permission. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

Run schedules by making them active

To activate an existing schedule that you did not activate when you created the schedule:

- On the Schedules tab next to the schedule you want to activate, select the Active check box. If the selected schedule is to run daily at 4:00 P.M., the schedule will run next at 4:00 P.M. today (or 4:00 P.M. tomorrow if it is already later than 4:00 P.M. today).

Run schedules manually

To make a schedule active, select the Active checkbox next to the desired schedule.
To run a schedule immediately without waiting for its next scheduled run time:

1. You cannot manually run a schedule that has Running status, so on the Schedules tab, select a schedule with Waiting to Run status.

2. Click the Run Now button.

3. Once the schedule is run manually, it returns to Waiting to Run status. If running the schedule manually causes the schedule to run through its start time, FactoryTalk AssetCentre does not attempt to run the previously scheduled operation. Instead, the message *The schedule has tripped but didn’t run because it is already running* is logged to the AssetCentre Event Log and the schedule waits to run again at its next start time.

Tip: When you move, copy, or delete assets in the asset tree, the schedules for those assets are also moved, copied, or deleted. To learn about the impacts moving, copying, and deleting assets have on schedules, refer to the online help. Select Help > Contents. Open the Schedules chapter and click the Schedule changes when assets are moved, copied, deleted or renamed topic.

To learn about additional schedule tasks (for example, stopping schedules, changing schedule run times, setting asset defaults for schedules, or renaming, filtering, and deleting schedules) not covered in this manual, refer to the online help. Select Help > Contents. Open the Schedules chapter and click the desired topic.
Quick Start 4: View and search logs

FactoryTalk AssetCentre offers three different logs:

- **Event Log.** This log shows database information regarding events that occur in the system. Events are generally system-initiated, for example an upload occurred, or a scheduled task completed. Event records are generated by FactoryTalk-enabled products.

- **Audit Log.** This log shows database information regarding actions users perform in the system, such as making edits to an RSLogix 5000 project or opening or closing such a software product. Audit records are generated by FactoryTalk-enabled products.

- **Diagnostics & Health Log.** The Diagnostics and Health Log provides information about the condition of automation devices. For example, a monitoring software product, such as RSNetWorx MD, detects a problem with a device on the automation network. It reports the problem and logs the information in the Diagnostics and Health Log.

**Tip:** Initially, only previously existing data appears in the Diagnostics and Health Log if that data was imported from the RSMACC Network Health Solution. This data is not updated by FactoryTalk AssetCentre. New data is logged in the Diagnostics and Health Log only if RSNetWorx MD is installed on your system.

You can search for and show specified records from one log at a time. For example, you could search for log entries where a specific user performed a task on a specific computer.

You can perform searches in two different manners:

- **Scheduled searches** are used to execute a search on a recurring basis and works well for detecting specific conditions and user behaviors in log data. For instance, you can create a scheduled search to detect unsafe programming practices among your maintenance staff by searching the Audit Log for edits made to program files at the end of each shift. You can run scheduled searches manually to show search results immediately. Scheduled search results can be delivered via e-mail. Search results can be printed and saved in .PDF format.

- **Unscheduled searches** are used for one-time purposes or when there is an immediate need, such as searching the Audit Log to determine if anyone has
made a change in a control system that was working fine a few hours ago, but now is down and preventing production.

**Tip:** In addition to searching logs, you can search the Archive History Log and the Archive Check Out Status.
To perform a quick search without complex conditions instead of the full searches described in this manual, see the online help. Select Help > Contents. Open the Logs chapter and click the Perform a Quick Search on a log topic.

Quick Start steps for viewing and searching logs

To set up searches, you can view logs and then perform the steps to set up and run searches:

- Step 1: View logs on page 60
- Step 2: Create a search on page 62
- Step 3: Set search security on page 66
- Step 4: Run searches on page 67
- Step 5: View and print search results on page 68

Step 1: View logs

Viewing a particular log shows the latest entries for that log only. If no data appears in the log, see If no data appears in a log on page 90.
Tip: To view the desired log, you must be granted View Audit Log, View Event Log, or View Diagnostics and Health Log permission. If you do not have rights to view the desired log, the message You do not have permission to view the selected log will appear. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

1. When you click a log button, the newest log entries for the selected log appear.

2. Use the filter fields to limit the items shown in the log. To filter fields, see the online help.

   Click Help > Contents. Open the Logs chapter and click the Filter log records topic.

3. To perform a quick search on a log, see the online help.

   Click Help > Contents. Open the Logs chapter and click Perform a quick search on a log topic.

4. Use the column headings to sort and arrange the log data. See the online help.
Click Help > Contents. Open the Logs chapter and click the Sort and arrange log records topic.

5. When you click a log entry, its contents is shown here in the Details pane.

To view logs:

1. Select View > Logs.

2. To view the desired log:
   - Select View > Audit Log (or click the Audit Log button).
   - Select View > Event Log (or click the Event Log button).
   - Select View > Diagnostics & Health Log (or click the Diagnostics & Health Log button).

To learn about the data fields shown in each log, click Help while the desired log is shown.

3. To show the contents of a log entry in the Log Item Details pane, click the log entry.

4. To update the shown log with any additional records, click the Refresh button. This updates the records in the log with events that occurred in your system since the log display was last refreshed. The log display is automatically refreshed at the rate determined in the client software settings. To change the number of seconds between automatic refreshes, see the online help. Select Help > Contents. Open the Logs chapter and click the Change the refresh rate and number of shown records topic.

Tip: To learn about additional log tasks (for example, sorting, filtering, printing, showing attachments, or changing the status of a Diagnostics & Health Log record) see the online help. Select Help > Contents. Open the Logs chapter and click the desired topic.

Step 2: Create a search

Use FactoryTalk AssetCentre Searches to show specified log records from the Event Log, Audit Log, Diagnostics and Health Log, the Archive History, or the Archive Check Out Status. Search results can be based on any column of data in a log and are generated based on complex conditions that you set.
Tip: To create unscheduled searches, you must have Create a Search permission. To create scheduled searches, you must also be granted Create a Schedule, Edit a Schedule, View a Schedule, and Command a schedule permissions. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

To create a search:

1. Select View > Searches (or click the Searches button).
2. Click the New button (Keyboard users: Press Ctrl-N).
3. Complete the Search Properties page of the New Search Wizard dialog box. Be sure to enter a unique name for the search and select its data source (the log you want to search). For information to complete any of the fields, click Help.
4. To create an unscheduled search for the selected log, click Finished and go to Step 6.
5. To create a scheduled search to run at a later time, click Schedule, complete the New Schedule Wizard: Step 2 Timing Properties dialog box.

To create a start time that does not begin on the hour or half hour, type the time (and AM or PM) in the field. Be aware that it is possible to create a search that will not run on a specific date. For example, if you choose to have a search run on the 31st day of every month, it will not execute in months that do not have 31 days. For more information on a particular field, click Help. When the dialog box is complete, click Finished.

6. To configure how the search results will appear, complete the Source and Display tab. If you do not complete this tab, the default format will be used for the search results. The following table lists this tab’s buttons and options:

<table>
<thead>
<tr>
<th>Button or graphic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Move Column Left" /></td>
<td>Move the selected column one column to the left. Columns appear in the search results report in the order in which they are shown here. The columns of data available vary depending on the log you are searching. Sort precedence is determined by column display order. For example, if you want to sort the results by user name and then logged time, place User Name as the first column and Logged Time as the second column.</td>
</tr>
<tr>
<td><img src="image" alt="Move Column Right" /></td>
<td>Move the selected column one column to the right. Columns are sorted in the order in which they are shown. The columns shown vary depending on the log you are searching. For example, if you want to sort the results by user name and then logged time, place User Name as the first column and Logged Time as the second column.</td>
</tr>
<tr>
<td><img src="image" alt="Show all Columns" /></td>
<td>Show all of the selected log’s columns in the search results. This is helpful if you have de-selected some of the columns and want to re-select all of the columns without doing so manually.</td>
</tr>
</tbody>
</table>
Show none of the selected log’s columns in the search results. This is helpful if you want to show very few columns because you can deselect all of the columns and then select only those that you want.

Show (row heading)  
Show the log’s selected data fields in the search results. In the Show row beneath the column heading, select the checkbox for each field of data to show in the search results.

Sort (row heading)  
Select the shown data fields (above) to sort the search results. In the Sort row beneath the column heading, click the cell to select the desired sort order (Ascending, Descending, or No Sorting). Columns are sorted in the order in which they are shown. To change column order, use the Move Column buttons described above.

Display all rows  
In the search results, show all records of the source log that meet the search criteria.

Display only the first (number) rows  
In the search results, limit the matching records shown up to the number indicated.

Tabular style  
Tabular style arranges each record with column-style headings.

Card style  
Card style arranges each record with row-style headings.

7. To create or modify the search criteria for the selected search definition, complete the Conditions tab. The conditions you create determine the log records that will appear in the search results. For example, you can create a condition to include only those search results logged before or after a specific date and time. If you do not complete this tab, there will be no conditions placed on the log records returned in the search results. That is, the search will return all records.

How FactoryTalk AssetCentre Evaluates Search Conditions

Evaluating ungrouped conditions is pretty straightforward. FactoryTalk AssetCentre evaluates conditions from top to bottom. Place conditions in the order you want them evaluated by using the Move Up and Move Down buttons.

More complicated expressions can have a different meaning depending on how the elements are grouped. With no grouping, FactoryTalk AssetCentre evaluates first the AND operators and then the OR operators. Conditions grouped with parenthesis override this, so anything in parenthesis is evaluated first.

Example 1:

Occurred Time Equals ’7/22/2007’

And Username Equal To Sally

Or Username Equal To Harry

And Resource Equal To Line1Computer
In this case, FactoryTalk AssetCentre evaluates first the ANDs and then the OR, so it is as if the expression were written:

\[(7/22/2007 \text{ AND } \text{Sally}) \text{ Or } (\text{Harry AND Line1Computer})\]

Meaning: Include anything Sally did on July 22. Include anything Harry did on the Line1Computer.

**Example 2:**

Occurred Time Equals '7/22/2007'

And (Username Equal to Sally

Or Username Equal to Harry)

And Resource Equal To Line1Computer

The following table lists the **Conditions** tab’s buttons for creating conditions:

<table>
<thead>
<tr>
<th>Button or graphic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![New Condition]</td>
<td>Create a new condition on which to search. The <strong>New Condition</strong> dialog box fields and options that appear vary depending on the log data for which you are creating the condition.</td>
</tr>
<tr>
<td>![Properties]</td>
<td>Change the properties of the selected condition. The <strong>Condition Properties</strong> dialog box fields and options that appear vary depending on log data for which you are creating the condition.</td>
</tr>
<tr>
<td>![Delete]</td>
<td>Delete the selected condition.</td>
</tr>
<tr>
<td>![Left Parenthesis]</td>
<td>Place a left parenthesis at the beginning of the selected condition. Use parenthesis to group conditions to control the way the entire expression is evaluated.</td>
</tr>
<tr>
<td>![Right Parenthesis]</td>
<td>Place a right parenthesis at the end of the selected condition. Use parenthesis to control the way the entire expression is evaluated.</td>
</tr>
<tr>
<td>![And]</td>
<td>Place an <strong>And</strong> in front of the selected condition. By default, each condition has an <strong>And</strong> in front of it. Use <strong>And</strong> when you want results to appear in the search results only if both conditions are met.</td>
</tr>
<tr>
<td>![Or]</td>
<td>Place an <strong>Or</strong> in front of the selected condition. Use <strong>Or</strong> when you want an item to appear in the search results if either one or the other condition is met.</td>
</tr>
<tr>
<td>![Not]</td>
<td>Place a <strong>Not</strong> in front of the selected condition. Use <strong>Not</strong> when you want to exclude log records that meet the condition.</td>
</tr>
<tr>
<td>![Move Up]</td>
<td>Move a condition higher in the list of shown conditions. While FactoryTalk AssetCentre does evaluate conditions in a specific order (parenthetical conditions before <strong>And</strong> conditions, and <strong>Or</strong> conditions last), it does also evaluate those conditions from top to bottom.</td>
</tr>
<tr>
<td>![Move Down]</td>
<td>Move a condition lower in the list of shown conditions. FactoryTalk AssetCentre evaluates the conditions in the order they appear.</td>
</tr>
</tbody>
</table>

8. When the conditions are created, click **Save (Search Name)**.

9. To quickly see the search results, view the **Preview** tab.
Chapter 7  Quick Start 4: View and search logs

10. To format and modify the recipient list for scheduled search results as well as set the time zone for the computer running the search, complete the **Scheduled Search Operation** tab. For information on completing this tab, click Help.

   **Tip:** The **Scheduled Search Operation** tab only appears when you select a scheduled search definition on the **Searches** tab. To add a schedule to an existing search definition, see the online help. Select Help > Content. Open the Searches chapter and click the **Create or modify a search schedule** topic.

   **Step 3: Set search security**

You can set security for a search definition to determine which users can set security for, save, execute, and delete the search.

   **Tip:** To modify security settings for a search, you must be granted **Configure Security** permission. In addition, you must be granted the **Read** and **Write** permissions. See the steps below.

Do not deny yourself **Read** permission or you will no longer be able to show the **Security Settings for (Search name)** dialog box to change security for the selected search definition. Generally, all FactoryTalk AssetCentre users are initially granted each permission related to search security. To prevent other users from changing your search definition, deny them **Configure Security** permission.

To set search security:

1. Select View > Searches, or click the **Searches** button.

2. On the **Searches** tab, select the search for which you want to change security.

3. Select Edit > Security (or click the **Security** button at the bottom of the **Searches** tab).

4. Complete the **Security Settings for (Search name)** dialog box. To do this, select the user and then set that user’s permissions for the selected search definition, and then click **OK**. To add a user for whom to set security for the selected search definition, at the top of the dialog box, click **Add**.

   The **Common** permissions that apply to searches are:

<table>
<thead>
<tr>
<th>This permission</th>
<th>Allows the selected user to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configure Security</td>
<td>modify the Read, Write, Execute, and Delete settings for this search</td>
</tr>
<tr>
<td>Read</td>
<td>show these security settings for the this search</td>
</tr>
<tr>
<td>Write</td>
<td>save this search</td>
</tr>
<tr>
<td>Execute</td>
<td>run this search</td>
</tr>
<tr>
<td>Delete</td>
<td>delete this search</td>
</tr>
</tbody>
</table>

5. Click **OK**.
Step 4: Run searches

To run schedules, you can either activate scheduled searches or manually run a scheduled or unscheduled search. You may want to run a scheduled search manually if you do not want to have to wait for the search’s next run time. Running a scheduled search manually does not affect that search’s next scheduled run time.

Time Zones

A scheduled search may actually run on a different computer than your client computer. If some computers in your FactoryTalk AssetCentre system are in different time zones, this could confuse the time-related information in your search results. To set the time zone for a computer that is to run a selected scheduled search, see the online help. Select Help > Contents. Open the Searches chapter and click the About modifying and saving searches topic. To set the default time zone for a computer that is to run scheduled searches, click the Set scheduled search options topic.

Tip:

To run a search, you must be granted Execute permission. See Step 3: Set search security on page 66. To activate and deactivate scheduled searches, you must be granted Command a Schedule permission. To run a search immediately, you must be granted the appropriate permission for the type of search you are going to run — View Audit Log, View Event Log, or View Diagnostics & Health Log permission. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

Make a search active

To activate scheduled searches so that they run at their next scheduled run time:

1. Select View > Searches, or click the Searches button.

2. Next to the searches you want to activate, select the Active check box. If the selected search is scheduled to run daily at 4:00 P.M., the search will run next at 4:00 P.M. today (or 4:00 P.M. tomorrow if it is already later than 4:00 P.M. today).

Run searches manually

To run a scheduled or unscheduled search immediately:

1. Select View > Searches, or click the Searches button.

2. On the Searches tab, select the search row.

3. Click the Run Now button.
Step 5: View and print search results

Once you run a search, the results appear on a separate tab. Use the **Report** (Search Name) tab to view and navigate the results of a search you have run, as well as export and print the search’s results.

**Tip:** To preview a search instead of showing the report, click the **Preview** tab.

**To view and print search results:**

1. After you run the search, click the **Report** (Search Name) tab.

2. Use the **Report** tab’s toolbar to navigate, export, and print the results. The following table lists the **Report** tab’s toolbar buttons and provides a brief description of each button’s functions.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Export Report</td>
<td>Export the search results to the desired location on your hard drive. Results are saved in PDF format.</td>
</tr>
<tr>
<td>Print Report</td>
<td>Print the search results. Complete the Print dialog box and click Print.</td>
</tr>
<tr>
<td>Go To First Page</td>
<td>Show the first page of the search results.</td>
</tr>
<tr>
<td>Go To Previous Page</td>
<td>Show the previous page of the search results.</td>
</tr>
<tr>
<td>Go To Next Page</td>
<td>Show the next page of the search results.</td>
</tr>
<tr>
<td>Go To Last Page</td>
<td>Show the last page of the search results.</td>
</tr>
<tr>
<td>Go To Page</td>
<td>Show a specific page of the search results by entering the page number.</td>
</tr>
<tr>
<td>Zoom</td>
<td>Show the search results as larger or smaller using different percentages.</td>
</tr>
</tbody>
</table>

3. To close the **Report** tab, click the **Close** button on the right side of the tab.

**Tip:** To learn about additional search tasks (for example, filtering, modifying, renaming, sorting, or deleting searches), refer to the online help. Select **Help > Contents**. Open the Searches chapter and then click the desired topic.
Quick Start 5: Open and edit files in Archive

The FactoryTalk AssetCentre Archive is a version control tool that helps manage asset files. Use Archive to keep secure copies of asset configuration files, pin file versions as masters, track versions, and control file use so that only one person at a time can modify a file.

Tip: File size is not limited in Archive; file size is only limited by your Microsoft SQL Server’s capabilities.

Using Archive, you can:

- **Keep automation files securely archived.** FactoryTalk AssetCentre’s Archive uses Microsoft SQL Server to safely store archived files in a relational database. When you store assets in Archive, you reduce your need to back up work and prevent accidental deletion of asset data.

- **Ensure that files are modified by one user at a time.** Designate a file you want to work on and ensure no other users can work on the same archived file until your changes are saved in the Archive database.

- **Version files.** Archive is similar to a library. To use an archived file, check it out and when you are done, check it in again. As with a library book, only one person can check out a file at a time. The difference is that you can make changes to the checked-out file, so the library keeps a copy of each version of the file. This way, if someone needs to see a version of a file before it was changed, the earlier version can still be obtained. See Step 2: Check out a file for editing on page 71 and Step 3: Check in a file on page 73.

- **Keep an existing version available for use while development continues.** Pin the version of a file that you want other users to use. Development can continue on that file and each revision is saved in Archive, but if another user gets the file, they get the pinned version. Also, scheduled operations use the pinned version of the master file. For information about pinning files, refer to the online help. Select Help > Contents. Open the Archive chapter and click the Pin or unpin files or binders topic.

Tip: To add files to Archive, all you need to do is add assets and their associated files to the asset tree. See Step 2: Add assets to the asset tree on page 41.
Quick Start steps for managing files in Archive

To work with files in Archive:

- **Step 1: Set a working folder** on page 70
- **Step 2: Check out a file for editing** on page 71
- **Step 3: Check in a file** on page 73
- **Step 4: Get a read-only version of a file** on page 74
- **Step 5: Open a file for viewing** on page 76

Step 1: Set a working folder

To edit a file or binder stored in the Archive database, you must place a copy of the file or binder on your local hard drive. The location on your hard drive is called a **working folder**. Without a working folder, you cannot retrieve files or binders from the Archive database. When you set a working folder for an asset, you set the working folder for all files and binders within the asset.

Types of Working Folders

FactoryTalk AssetCentre has two types of working folders:

- **System working folder**. The location where images of files and binders will be stored when you check out the files for editing or get a read-only version of a file. When the system working folder is set, this working folder applies to all files and binders in an asset, and all FactoryTalk AssetCentre users. For example, if you set a system working folder located at C:\BOTTLING PLANT for an asset called East Conveyor, when a user gets or checks out the East Conveyor asset, the path C:\BOTTLING PLANT is created on that user’s local computer and will contain all of the East Conveyor asset’s files. Each asset can only have one system working folder. Any user with Configure System Archive Working folders permission can set a system working folder for an asset.

- **Personal working folder**. The working folder that overrides the system working folder. When you set a personal working folder in Archive, that folder is created on your computer and remains your personal working folder for an asset’s files and binders. Other users use the system working folder until they set their own personal working folders. If users set personal working folders for assets on one computer and then launch FactoryTalk AssetCentre on another computer and want to use the same personal working folders, they must set the working folders again.

**Tip:** When you check out, check in, or get a file or binders, you have the option of overriding the current working folder with a temporary location. See **Step 2: Check out a file for editing** on page 71, **Step 3: Check in a file** on page 73, or **Step 4: Get a read-only version of a file** on page 74.

To set a system working folder, you must have **Configure System Archive Working Folders** permission. To set a personal working folder (or to override a working folder when checking in, checking out, or getting a file or binder), you
To set a working folder:

1. Select View > Archive (or click the Archive button).
2. In the asset tree, select the asset containing the files and binders for which you want to set the working folder.
3. On the Archive tab, after the Working folder field, click Set.
4. Complete the Set Working Folders dialog box. The current working folder for the selected asset appears at the bottom of this dialog. If you set a personal working folder for yourself, it will override the system working folder. However, all other users will use the system working folder for the asset’s files.
5. Click OK.
6. To show the contents of a working folder in Windows Explorer, right-click the asset in the asset tree and select Open Working Folder. To show the contents of a working folder from within Archive, with the asset selected in the asset tree, and click the link at the top of the Archive tab:

Step 2: Check out a file for editing

Before modifying any file stored in Archive, you must retrieve a copy of the file to the current working folder on your computer. Retrieving a file and making it available for editing is called checking out a file. Only one user at a time can check out a file. If a file is checked out by another user, you must wait until that user checks in the file again before you can check out and edit the file. However, you can get a file that is checked out by another user so that you can view it in your project. For information about getting a read-only version of a file, see Step 4: Get a read-only version of a file on page 74.
When you check out an asset, you automatically check out all of the files within the asset. You have the option of checking out any files located in subfolders of the asset.

FactoryTalk AssetCentre makes it easy to locate a file you check out by duplicating the asset tree structure in folders and subfolders on your hard drive. A check out duplicates the asset tree structure from the container or folder where you set the working folder to the container or folder where the file you checked out is located.

**Tip:** To check out files, you must have CheckOut - CheckIn permission for the asset. See Step 3: Change security settings for an asset on page 48.

**To check out a file or folder of files:**

1. In the asset tree, select the asset containing the file(s) to check out. Once you select an asset in the asset tree, you can also select the file to check out on the **Archive** tab.

2. On the **Archive** tab, click the **Check Out** button.

   **Tip:** You can also right-click an asset in the asset tree (or a file on the **Archive** tab after you select an asset in the asset tree) and select **Check Out**.

3. Complete the **Check out** dialog box by selecting any of the following options:

<table>
<thead>
<tr>
<th>This option</th>
<th>Performs the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get local copy</td>
<td>Select this option to check out the version of a file from the Archive database and place it in your working folder; any version of the file in your current working folder will be overwritten by the version checked out from the Archive database. Clear this option to preserve the file version in your current working folder. This is useful when you've performed a Get to retrieve a writable version of the file to your current working folder and now want to back up changes you make to that file in <strong>Archive</strong>. Clearing this option allows you to continue editing the version in your current working folder and back up those changes in <strong>Archive</strong> the next time you check in the file. For information about getting a version of a file, see Step 4: Get a read-only version of a file on page 74.</td>
</tr>
<tr>
<td>Recursively check out files from subfolders</td>
<td>Normally when you check out an asset, you check out all of the files within the asset. Select this option to also check out all of the files located in subfolders of the asset. This option is only available if you select an asset that contains files in the asset tree.</td>
</tr>
<tr>
<td>Override working folders</td>
<td>Select this option to override your current working folder and check out files to a temporary working folder used for this one check out operation only. Type the path of the temporary working folder (you can type the path of a new temporary working folder and the working folder will be created automatically), or click <strong>Browse</strong> to select the path of the working folder you want to use temporarily. To override the working folder, you must have Configure Personal Archive Working Folders permission (see Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25) and Set Working Folders permission (see Step 3: Change security settings for an asset on page 48).</td>
</tr>
</tbody>
</table>
4. Enter an optional comment to summarize the work. This is helpful when tracking work done in a file. The maximum length for a comment is 2500 characters.

5. Click OK. A checkmark appears next to the file link and the check out location of the file appears on the Archive tab.

   **Tip:** You can undo a check-out. This reverts a file or an asset’s files to the previous version and marks the file as no longer checked out. For information about undoing a check-out, refer to the online help. See **Help > Contents**. Open the Archive chapter and click the **Undo a check out** topic.

---

**Step 3: Check in a file**

Once edits are completed to a checked-out file, return it to the Archive database. Checking in a file saves a new version so that changes are backed up and protected in the Archive database. When you are working on a file over a long period of time, it is good practice to check in the file daily.

If you check in an asset, you automatically check in all files within the asset. You have the option of checking in any files located in subfolders of the asset as well.

You can only check in a file that someone else has checked out if you have permission.

**Tip:** To check in files, you must have **CheckOut - CheckIn** permission (see **Step 3: Change security settings for an asset** on page 48). To check in a file someone else has checked out, you must have **Override Archive CheckIn** permission (see **Step 3: Set Feature Security for FactoryTalk AssetCentre** on page 25).

**To check in a file or folder of files:**

1. In the asset tree, select the file or the asset containing the files to check in.

2. On the Archive tab, click the **Check In** button.

   **Tip:** You can also right-click the asset or file in the asset tree (or a file on the Archive tab if you select an asset in the asset tree) and select Check In.

3. Complete the **Check in** dialog box. The following options are available:

<table>
<thead>
<tr>
<th>This option:</th>
<th>Performs the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check in and delete the local copy</td>
<td>Check in the file so the changes are backed up in the Archive database, and delete the copy of the modified file from your current working folder.</td>
</tr>
</tbody>
</table>
   | Check in but keep a local copy                        | Check in the file so the changes are backed up in the Archive database, and keep a read-only copy of the file in your current working folder. When you check out this file again, you will have to decide whether or not you want to overwrite the file in your working folder. This option is only available when you have **Override Removal of Local Copies** permission. See **Step 3: Set Feature Security for FactoryTalk AssetCentre** on page 25.
Keep checked out | Check in the file so the changes are backed up in the Archive database, but immediately check out the file to yourself again so that you can keep editing it.

Recursively check in files from subfolders | Normally when you check in a device or container, you check in all of the files within that asset. Select this option to also check in any files located in subfolders of the device or container. This option is only available if you select a device or container in the asset tree.

Override check-out location with path | Select this option to check in files from a temporary working folder instead of your current working folder. This is useful if you made a copy of a file and placed it in a location other than the working folder to which you originally checked out the file. To save any changes to the file you copied, click **Browse** and select the location from which you want to check in the file. To override the working folder, you must have Configure Personal Archive Working Folders permission (see Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25) and Set Working Folders permission (see Step 3: Change security settings for an asset on page 48).

4. Enter a comment to summarize the work. This is helpful when tracking work done in a file. The maximum length for a comment is 2500 characters.

**Note:** Depending on the value assigned to the Allow Empty Comment at Check In security setting for a particular user or group, typing a comment may or may not be obligatory upon the check-in.

5. Click **OK**. The checkmark is removed from the asset or file on the **Archive** tab. The check-in action, as well as the date and time the file is checked in, appears on the **History** tab. To learn about the **History** tab, see the online help. Select **Help > Contents**. Open the **Archive** chapter and click the **View file history** topic.

**Step 4: Get a read-only version of a file**

Use **Get** to retrieve a read-only copy of a file or the files in an asset to your current working folder. **Get** allows people who need to use the file (but don’t need to edit it) to get the necessary file version. For example, if you want to copy rungs from another ladder program, you can get that program (even if another user has the file checked out), copy the rungs, and then paste them into your file. Getting a file eliminates accidental changes to the master file.

You can get the current version of a file or the files in an asset, or you can select an earlier version. You can also get a file that is marked as checked out, even if you have the file checked out.

FactoryTalk AssetCentre makes it easy to locate a file that you get by duplicating the asset tree structure in folders and subfolders on your hard drive. Getting a file duplicates the asset tree structure from the container or folder where you set the working folder to the container or folder where the file you get is located.

The date and time a file is retrieved appears in the file history. To learn about how Archive sets dates and times for files, see the online help. Select **Help > Contents**. Open the **Archive** chapter and click the **Date and time settings** topic.
Tip: To get read-only versions of files, you must have **Get** permission. See Step 3: Change security settings for an asset on page 48.

To get the current version of a file:

1. In the asset tree, select the file or asset containing the files to retrieve and click the **Get** button.

2. Complete the **Get** dialog box. The following options are available:

<table>
<thead>
<tr>
<th>This option:</th>
<th>Performs the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get writable copy</td>
<td>Retrieve an editable instead of read-only copy of the file. This retrieves the most recent or pinned file version into the current working folder.</td>
</tr>
<tr>
<td>Recursively get files from subfolders</td>
<td>Place a copy of all files located in subfolders of the selected device, container, or folder into the current working folder. This option is only available when you select a device, container, or folder in the asset tree. It is not available if you select a file.</td>
</tr>
<tr>
<td>Overwrite checked-out files</td>
<td>Overwrite any versions of the file in the current working folder with the version you are retrieving from the Archive database.</td>
</tr>
<tr>
<td>Override local name</td>
<td>Select this option to provide another name for the file to be placed in the working folder. Select the check box and type a name for the file. When you click <strong>OK</strong>, the file is placed in the working folder with the specified name.</td>
</tr>
<tr>
<td>Override working folders</td>
<td>Select this option to retrieve the file into a temporary working folder, instead of the current working folder, for this <strong>Get</strong> operation only. Type the exact path of the temporary working folder or click <strong>Browse</strong> to select the working folder location where you would like to store the retrieved files. To override the working folder, you must have <strong>Configure Personal Archive Working Folders</strong> permission (see Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25) and <strong>Set Working Folders</strong> permission (see Step 3: Change security settings for an asset on page 48).</td>
</tr>
</tbody>
</table>

3. Enter an optional comment to summarize the work. This is helpful when tracking work done in a file. The maximum length for a comment is 2500 characters.

4. Click **OK**. The file appears in your current working folder. The **Get** action is shown in the file history unless you select to show version-related activities.

Tip: To get a specific (labeled) version of a file, see the online help. Select **Help > Contents**. Open the **Archive** chapter and click the **Label a file or binder version and Get a read-only version of a file or binder** topics. You can also get a pinned version of a file, if there is one. For more information, see the online help. Select **Help > Contents**. Open the **Archive** chapter and click the **Pin or unpin files or binders** topic.

To learn about additional Archive tasks (for example, promoting, or deleting files from the FactoryTalk AssetCentre Archive), also refer to the online help. Open the **Archive** chapter and click the desired topic.
Step 5: Open a file for viewing

If you have set a working folder for a file, you can choose to open that file to view its contents. This is helpful when you want to make sure you have selected the correct file. Opening a file also allows you to copy its content.

When you open a file and have already placed a local copy of that file in the working folder by either checking out or getting the file, the software program associated with the file opens the file. To set a file association for a file, see the online help. Select Help > Contents. Open the Archive chapter and click the Set file associations topic.

If you do not have a local copy of the file in your working folder when you choose to open the file, FactoryTalk AssetCentre prompts you to either check out the file for editing (see Step 2: Check out a file for editing on page 71) or Get a read-only version of the file (see Step 4: Get a read-only version of a file on page 74). This allows you to place a local copy of the file in your working folder and have the associated software program open the file at the same time.

To open a file:

1. In the asset tree, right-click the file and select Open Working Folder. You can also double-click the file or select it in the asset tree and then at the top of the Archive tab, click the file link:

If there is a copy of the file in your working folder, the file’s associated software program launches and opens the file.

**Tip:** If you do not have a working folder set for the file’s asset, the message dialog box Unable to Launch File appears instead of the File Retrieval Options dialog box. See Step 1: Set a working folder on page 70.

If there is not a copy of the file in your working folder, complete the File Retrieval Options dialog box to place the file in your working folder and then either checking out or getting the file. For more information about checking out a file, see Step 2: Check out a file for editing on page 71. For more information about getting a file, see Step 4: Get a read-only version of a file on page 74.

If the message No program is associated with the specified file for this operation, see If you cannot open a file on page 91.

2. Close the file when you are done viewing it. Any changes you make to an open file will not be saved unless you check out the file from Archive. See Step 2: Check out a file for editing on page 71.
If the automatic check-in feature is enabled, after done editing the file that checked out from Archive, you will be asked if you need to save a new version. For more information on automatic check-in, see the online help. Select Help > Contents, and navigate to the Options dialog box: File Associations topic.
Quick Start 6: Manage Rockwell Automation hardware life cycle

Assets Lifecycle provides the life-cycle information for Rockwell Automation hardware devices in the system. It shows the life-cycle status in the form of a list that allows you to easily manage the hardware life cycle and make decisions about which device needs upgrade or replacement.

To manage the life cycle of Rockwell Automation hardware devices:

- Step 1: Synchronize life-cycle status on page 79
- Step 2: Refresh life-cycle status on page 80
- Step 3: View detailed life-cycle status on page 81

For more information, refer to the online help. Select Help > Contents. Open the Assets Lifecycle chapter and click the desired topic.

Quick Start steps for managing Rockwell Automation hardware life cycle

Step 1: Synchronize life-cycle status

Synchronize life-cycle information in the FactoryTalk AssetCentre server and client with the data on the Rockwell Automation life cycle website. You can synchronize the life-cycle information of either assets or asset inventory in the AssetCentre server. The life-cycle synchronization is recommended to run during server null time (time when no scheduled tasks or user interaction is taking place) if possible. With the synchronization process being based on product ID or catalog number quantity, it can take some time to complete based on the total collected, and will require server resources during run time.

Make sure you have an Internet connection for this operation.

To synchronize life-cycle status of assets:

1. Select View > Assets Lifecycle, or click the Assets Lifecycle button.
2. Click the Asset tab.
3. Click Sync. A progress bar shows.
4. After the progress, the life-cycle information is updated to the FactoryTalk AssetCentre database and the life-cycle status is updated on the asset list.
To synchronize life-cycle status of asset inventory:

1. Select View > Assets Lifecycle, or click the Assets Lifecycle button.

2. Click the Asset Inventory tab.

3. If you have used an asset inventory file before and don’t want to use another version, skip to Step 7.

   If this is the first time to use an asset inventory file, the Asset Inventory tab is empty. You need to specify an RAAI file. On the right of the Asset Inventory File box, click ...

4. On the left of the Select File dialog box, select an RAAI file in the asset tree view.

5. On the right of the Select File dialog box, select an RAAI file version.

   • Filter by label
     Select this option to filter the RAAI files by label.

   • Filter by version
     Select this option to filter the RAAI files by version.

   • Latest version
     Select this option to use the latest version of the RAAI file.

6. Click OK.

7. Click Sync. A progress bar shows.

8. After the progress, the life-cycle information is updated to the FactoryTalk AssetCentre database and the life-cycle status is updated on the asset list.

*Step 2: Refresh life-cycle status*

Refreshing life-cycle information only updates the data on the AssetCentre client with the AssetCentre server. You can refresh the life-cycle information of either assets or asset inventory on the AssetCentre client.

This operation doesn’t need an Internet connection.

To refresh life-cycle status of assets or asset inventory:

1. Select View > Assets Lifecycle, or click the Assets Lifecycle button.

2. To refresh assets, click the Asset tab.

   To refresh asset inventory, click the Asset Inventory tab.
3. Click **Refresh**. A progress bar shows.

4. After the progress, the life-cycle information is updated from the FactoryTalk AssetCentre database to the client and the life-cycle status is updated on the asset list.

### Step 3: View detailed life-cycle status

In the asset list on the **Asset** or **Asset Inventory** tab, you can view the detailed life-cycle status of devices, including:

- **Product ID**: product ID of a device.
- **Product Description**: product description of a device.
- **Lifecycle Status**: life-cycle status of a device.
- **Discontinued Date**: the announced discontinued date.
- **Last Update Date**: the last time when the life-cycle status was updated.
- **Recommended Replacement Product**: the recommended product to replace the current one.
- **Replacement Category**: the nature of the replacement.

**To view detailed life-cycle status:**

1. Select **View > Assets Lifecycle**, or click the **Assets Lifecycle** button.

2. Click the **Asset** tab or the **Asset Inventory** tab.

3. Click a device in the list. A window of life-cycle information opens.

**Tip:** For devices in the Active Mature, End of Life or Discontinued status, you can expand the **Replacement Information** to view the recommended replacement product and replacement category.

4. To close the window, click anywhere outside the window.

**Tip:** If you want to reopen the life-cycle window of an asset you just closed, click another asset then click the one whose life-cycle window you want to open again.

### Life-cycle statuses

In the asset list of Assets Lifecycle, there are five statuses appended to each asset, showing their current life-cycle stage.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Indicates the life-cycle status is not available for the asset.</td>
</tr>
<tr>
<td>Active</td>
<td>Most current offering within a product category.</td>
</tr>
<tr>
<td>Active Mature</td>
<td>Product is fully supported, but a newer product or family exists. Gain value by migrating.</td>
</tr>
<tr>
<td>End of Life</td>
<td>Discontinued date announced – actively execute migrations and last time buys. Product generally orderable until the discontinued date.</td>
</tr>
</tbody>
</table>

1. Discontinued date announced – actively execute migrations and last time buys. Product generally orderable until the discontinued date.
<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discontinued</td>
<td>New product no longer manufactured or procured. ² Repair/exchange services may be available.</td>
</tr>
</tbody>
</table>

¹ Outages on specific items may occur prior to the Discontinued date.

² Limited stock may be available in run-out mode, regionally.
Chapter 10

Troubleshoot

For additional troubleshooting information see the online help.

This section includes the following topics:

- If the client fails to start on page 83
- If the client cannot communicate with the server on page 84
- If you cannot enter Design Mode on page 85
- If you cannot connect to PanelView Plus devices on page 85
- If you cannot connect to MobileView devices on page 85
- Make sure the client computer is connected to the network and the network is operational.
- Make sure your FactoryTalk AssetCentre server computer is running.
- Make sure the FactoryTalk AssetCentre Server service, IIS and SQL server are all running on the server computer (and the database computer if separate).
- Make sure the correct FactoryTalk Directory is specified. On the machine running the client, select Start > All Programs > Rockwell Software > FactoryTalk Tools > Specify FactoryTalk Directory Location.
- If your computer is not authenticated by a domain controller (for example, if it is part of a workgroup instead), turn off the FactoryTalk single sign-in feature. For information about single sign-in, see the FactoryTalk help file. Select Start > All Programs > Rockwell Software > FactoryTalk Tools > FactoryTalk Help.
- Make sure the server location setting is correct. On the server computer go to Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings. The server location must be set in this utility, NOT in the FactoryTalk Administration Console.
- Make sure the SQL Connection is set properly. On the server computer go to Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Data Source Configuration.
- If the message The client and server versions are incompatible appears when you attempt to start the FactoryTalk AssetCentre client, and the

Troubleshoot the FactoryTalk AssetCentre client

If the client fails to start

For additional troubleshooting information see the online help.

This section includes the following topics:

- If the client fails to start on page 83
- If the client cannot communicate with the server on page 84
- If you cannot enter Design Mode on page 85
- If you cannot connect to PanelView Plus devices on page 85
- If you cannot connect to MobileView devices on page 85
- Make sure the client computer is connected to the network and the network is operational.
- Make sure your FactoryTalk AssetCentre server computer is running.
- Make sure the FactoryTalk AssetCentre Server service, IIS and SQL server are all running on the server computer (and the database computer if separate).
- Make sure the correct FactoryTalk Directory is specified. On the machine running the client, select Start > All Programs > Rockwell Software > FactoryTalk Tools > Specify FactoryTalk Directory Location.
- If your computer is not authenticated by a domain controller (for example, if it is part of a workgroup instead), turn off the FactoryTalk single sign-in feature. For information about single sign-in, see the FactoryTalk help file. Select Start > All Programs > Rockwell Software > FactoryTalk Tools > FactoryTalk Help.
- Make sure the server location setting is correct. On the server computer go to Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings. The server location must be set in this utility, NOT in the FactoryTalk Administration Console.
- Make sure the SQL Connection is set properly. On the server computer go to Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Data Source Configuration.
- If the message The client and server versions are incompatible appears when you attempt to start the FactoryTalk AssetCentre client, and the
FactoryTalk AssetCentre software installed on the server has been updated, then the software on the client needs to be updated. See the FactoryTalk AssetCentre Installation Guide for information on updating the client and agent software.

- If the message Error initializing FactoryTalk AssetCentre appears when you attempt to start the FactoryTalk AssetCentre client, your FactoryTalk AssetCentre server may have failed (or you may have lost your network connection to the server) or the client computer may not be part of the FactoryTalk Directory. If you have checked the server (as directed earlier in this list), try adding the client computer to the FactoryTalk Network Directory. From another computer that has access to the FactoryTalk Directory (the FactoryTalk AssetCentre server, for example), use the FactoryTalk Administration Console to add the computer to the FactoryTalk Directory.

- If you are using a firewall, make sure your firewall is configured properly to permit access to the FactoryTalk AssetCentre Server. See the FactoryTalk AssetCentre Installation Guide for information on firewall settings.

Tip: For information on port requirements, see the topic Network requirements in the FactoryTalk AssetCentre Installation Guide. Select Help > Installation Guide to open the guide.

If the client cannot communicate with the server

If a client cannot connect to the server (if the server status in the Status Bar is Disconnected) or the client cannot connect to capabilities located on the network (for example, if logs won’t show or schedule information does not appear) check the following:

- client computer is connected to the network and the network is operational.
- FactoryTalk AssetCentre Server service, IIS, and SQL Server are all on-line. See below for more information on IIS.
- server location setting is correct. On the server computer select Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings. The server location must be set in this utility, not in the FactoryTalk Administration Console.
- SQL Connection is set properly. On the server computer select Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Data Source Configuration.

To make sure IIS is running on the server computer:

1. On supported operating systems (Windows Server 2012 and 2008 R2) of FactoryTalk AssetCentre Server, click Start.

2. On the Start menu, right-click the My Computer icon, and then click Manage.
Server Manager appears.

3. In the Server Manager tree, expand Roles.


5. Under Web Server (IIS), click Internet Information Services (IIS) Manager.

6. In the right pane, under Connections, expand the server node.

7. Expand Sites, and then click Default Web Site.

8. In the right pane, under Actions, check if the site is running.

If it is not, start it:

- In the right pane, under Manage Web Site, click Start.
- You might not have the appropriate permissions to enter Design mode. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.
- Only one user in your system can be in Design mode at a time. If another user is in Design mode, you will not be able to enter Design mode until that user exits Design mode.
- The server might not be activated. To see if the server is activated, select Help > About. Under Components, select FactoryTalk AssetCentre Server Features, and then below that select FactoryTalk AssetCentre Server. Activation information for the server appears on the right.

If the server needs to be activated, on the About dialog box, click Refresh. If the server is still not activated, see the FactoryTalk Activation Manager online help for more information.

- The server, database, or FactoryTalk Directory may be offline or unavailable.

If you cannot enter Design Mode

If you cannot connect to PanelView Plus devices

FactoryTalk Linx, formerly known as RSLinx Enterprise, must be installed on the client computer to communicate with PanelView Plus operator interfaces. See the FactoryTalk AssetCentre Installation Guide for information on installing FactoryTalk Linx.

FactoryTalk View ME must be installed on the agent computer to communicate with PanelView Plus operator interfaces. This is a separate installation that is not included as part of the FactoryTalk AssetCentre installation.

If you cannot connect to MobileView devices

FactoryTalk Linx, formerly known as RSLinx Enterprise, must be installed on the client computer to communicate with MobileView operator interfaces. FactoryTalk Linx must be version 5.71 or higher. See the FactoryTalk AssetCentre
Installation Guide for information on installing FactoryTalk Linx.

FactoryTalk View ME must be installed on the agent computer to communicate with MobileView operator interfaces. This is a separate installation that is not included as part of the FactoryTalk AssetCentre installation.

Troubleshoot Schedules

This section includes the following topics:

- If a schedule did not run on page 86
- If a schedule no longer appears on the Schedules tab on page 86
- If an asset is missing from a schedule on page 86
- My schedule contains extra devices that I don’t want in the schedule on page 87
- If you are prompted to install agents when creating a Disaster Recovery schedule on page 88
- If you see the message "Failed to create RSLogix 5 [or 500] data [or program ladder] file list" on page 88
- If the scheduled Disaster Recovery operation never completes on page 89

If a schedule did not run

You must make a schedule active for its status to be Waiting to Run or Running. See Step 3: Run schedules on page 57.

If a schedule no longer appears on the Schedules tab

Any user with Delete a schedule permission can delete any schedule from FactoryTalk AssetCentre. You do not have to create a schedule to be able to delete that schedule. If you or another FactoryTalk AssetCentre user has permission and deletes an asset from the asset tree, the schedule will be deleted. This occurs if an asset is the starting point (the top level asset) of a schedule. The schedule cannot be retrieved. You must add the device to the asset tree again and then recreate the asset’s schedule. For more information about deleting assets, see the online help. Select Help > Contents. Open the Assets chapter and click the Delete an asset topic.

If an asset is missing from a schedule

If you or another FactoryTalk AssetCentre user deletes an asset from the asset tree, that asset will be removed from any schedules in which it was included. To restore that asset to the schedule, you would have to add the asset back into the container in the asset tree that is the starting point of the schedule. When you add the asset back to the container, it will appear in the schedule again, but it will have the default operation properties set under Tools > Options. If these are not the desired properties, you can change the properties for that asset in that schedule. See the online help. Select Help > Contents. Open the Schedules chapter and click the Modify scheduled operation properties topic.
My schedule contains extra devices that I don't want in the schedule

Devices meeting the necessary criteria will automatically be added to a scheduled container as soon the device is added to the container in the asset tree. To exclude assets from a schedule, disable the assets you do not want to include in the schedule. See the online help. Select Help > Contents. Open the Schedules chapter and click the Enable or disable scheduled assets topic.

If a scheduled operation fails

- Certain operations, such as Backup and Compare, may fail if the operation requires that a device has a master file and it does not. To select which version of the file in Archive will serve as the master file to the device, see the online help. Select Help > Contents. Open the Assets chapter and click the Add an asset topic.

- The RSLinx path on the client computer where the device’s addressing information was set may not match the RSLinx path on the agent computer running the schedule. All computers in the FactoryTalk AssetCentre system must have the same RSLinx drivers and paths.

- Scheduled events for Rockwell Automation Logix 5000 processors will fail if FactoryTalk Security is enabled for that devices’ programming software (RSLogix 5000 versions 16 and earlier). The problem is fixed in RSLogix 5000 versions higher than 16. For RSLogix 5000 versions 16 and earlier, running scheduled events requires single sign-on for these versions. This issue does not affect other device’s schedules (such as robots or PanelView devices). If a schedule contains both Logix 5000 processors and other devices, the scheduled event will only fail for those Logix 5000 processors for which FactoryTalk Security is enabled in the programming software; the event will complete for the other devices.

To configure the system so that scheduled operations will succeed even with security enabled in the RSLogix software, see the online help. Select Help > Contents. Open the Welcome to FactoryTalk AssetCentre chapter and click the About the configuration for security-enabled RSLogix products topic.

You will be unable to create a schedule for an asset that is to be the starting point of a schedule if the asset isn’t supported by the scheduled operation. Also, a schedule will not include an asset that is not supported by the selected operation. For example, if you have Disaster Recovery for Rockwell devices, but did not purchase Disaster Recovery for Motoman Robots, you won’t be able to create a schedule for a Motoman robot, nor will a Motoman robot appear in a schedule for its parent container.
If you are prompted to install agents when creating a Disaster Recovery schedule

An agent is a program capability (such as Disaster Recovery) that can be located and run on a computer to help another computer complete a task. Agents or operations allow work to be distributed and shared among multiple computers to spread processing load and speed up operations. When a server needs an agent to perform a task, it locates the computer running the operation and assigns the task to that agent. The agent then reports the task’s completion to the server.

If you receive a message to install agents or that no agents are installed, the software cannot contact any agents (for example, Unable to create a new schedule ... No licensed agents are available). The computers running the agents are not currently available on the network, the agent software needs to be updated, or there are no computers with agents installed on the network.

- When you create a Disaster Recovery schedule, make sure you have not selected an invalid asset, such as a binder or a file. You cannot create any schedules on a binder or file.
- Make sure you have selected a device asset for which you have the Disaster Recovery capability. The Disaster Recovery capability operates only on device assets for which you have purchased the Disaster Recovery capability. You can get Disaster Recovery activation for Rockwell Automation devices, for FANUC robots, and for Motoman robots. See the FactoryTalk AssetCentre Installation Guide.
- Creating a Disaster Recovery schedule requires that at least one computer on your network has the Disaster Recovery agent installed on it. If there are no computers with the agent software installed, install the agent software. See the topic "Install FactoryTalk AssetCentre agents" in the FactoryTalk AssetCentre Installation Guide.
- If the agent is installed, make sure the computers on which the agent is installed are running and available on your network and that the Disaster Recovery capability is activated. See the FactoryTalk AssetCentre Installation Guide.
- The agent software must be the same version as the server. To update the agent software, see the topic "Install FactoryTalk AssetCentre agents" in the FactoryTalk AssetCentre Installation Guide.

If you see the message "Failed to create RSLogix 5 [or 500] data [or program ladder] file list"

This message appears if you do not have the RSLogix 5 or RSLogix 500 programming software installed on the client computer on which you are specifying which files and data will be compared during a Backup and Compare operation. Install the appropriate RSLogix programming software on the client computer or use a client computer that already has the programming software.
If the scheduled Disaster Recovery operation never completes

The agent that actually performs the operation may be busy, unavailable, or uninstalled. If Waiting for Interface appears next to the scheduled assets in the lower left pane of the Schedules tab and it never changes, then either all agents are busy or no agents are online. You can check all schedules on the Schedules tab to see whether any are running (and thus using the available agent or agents). You can also check the status bar to see how many agent computers are connected to the system.

If all agents are online, you may need to install the Disaster Recovery agent on more computers or change the execution times so schedules are not running at the same time. To do this, see the topic "Install FactoryTalk AssetCentre agents" in the FactoryTalk AssetCentre Installation Guide.

Another reason can be that the FactoryTalk AssetCentre server has been updated, but the software on the agent computer has not been updated. If the agent software version is not compatible with the server software, the agent will not run. A message is logged in the System Event log and the AssetCentre Event log. You can also see the number of active agents appears in the status bar of the FactoryTalk AssetCentre client. To update the agent software, see "Install FactoryTalk AssetCentre agents" in the FactoryTalk AssetCentre Installation Guide.

Troubleshoot e-mail notifications

If e-mail notifications do not reach their recipients

This section includes the following topic:

- If e-mail notifications do not reach their recipients on page 89

- Make sure you are using valid e-mail addresses. E-mail addresses must be in standard SMTP format (for example, myaddress@domain.com). Other types of e-mail addresses are not handled by FactoryTalk AssetCentre.

- Check the Event log to make sure the scheduled operation is completing. See Step 1: View Logs on page 60.

- Check your schedule definitions on the Schedules tab to make sure there are e-mail addresses assigned to receive notifications. See Step 2: Set up recipient lists for schedule results on page 55.

- Make sure the FactoryTalk AssetCentre server is set up to send e-mail. To do this, log onto the FactoryTalk AssetCentre server computer, and then select Start > Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings. Consult with your e-mail administrator for the correct settings.

- If you are using a firewall (such as the Windows Firewall), make sure the ports used to send e-mail traffic are open. Also make sure that SMTP services are permitted to send traffic through your firewall.

Troubleshoot Logs

This section includes the following topics:
If you cannot view a log

- If you cannot view a log on page 90
- If no data appears in a log on page 90
- If you cannot refresh a log on page 90
- If you cannot show a previously viewed log on page 90

You might not have the appropriate permissions to view the specific log. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

Your server may not be activated. To see if the server is activated, select Help > About. Under Components, select FactoryTalk AssetCentre Server Features and then in the left pane, select FactoryTalk AssetCentre Server. Activation information on the server appears on the right.

If the server needs to be activated, on the About dialog box, click Refresh. If the server is still not activated, refer to the FactoryTalk Activation Manager online help and contact your system administrator.

If no data appears in a log

- All logs. If no data appears in a log, you may not have permission to view the log. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25. There might also be an error regarding your connection to the server. See If the client cannot communicate with the server on page 84.
- Diagnostics and Health Log. Initially, only previously existing data appears in the Diagnostics and Health Log if that data was imported from the RSMACC Network Health Solution. This data is not updated by FactoryTalk AssetCentre.

New data is logged in the Diagnostics and Health Log only if RSNetWorx MD is installed on your system. Contact your system administrator.

If you cannot refresh a log

If you try and refresh the data in the currently shown log and the message You do not have permission to view the selected log appears, your permission to view the log was removed after you shown the log. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

If you cannot show a previously viewed log

If you try and show a log which you could view previously and the message You do not have permission to view the selected log appears, your permission to view the log was removed since you last viewed the log. See Step 3: Set Feature Security for FactoryTalk AssetCentre on page 25.

Troubleshoot Archive

This section includes the following topics:

- If you cannot check in a file on page 91
- If you cannot open a file on page 91
- If the wrong program opens a file on page 91
- If a button is not available on page 91
• **If you performed a recursive check out and the subfolders didn’t copy** on page 91

**If you cannot check in a file**

You may have changed an asset’s working folder since checking out the file. Make sure that the working folder points to the correct location of the checked-out file. See *Step 1: Set a working folder* on page 70.

**If you cannot open a file**

Before opening a file, you must retrieve an image of the file to the current working folder or you will be prompted to either get a read-only copy of the file or check out the file for editing. See *Step 5: Open a file for viewing* on page 76. If the message *No program associated with the specified file for this operation* appears, you need to specify the software program that should open the file. See the online help. Select **Help > Contents**. Open the *Archive* chapter and click the *Set file associations* topic.

**If the wrong program opens a file**

FactoryTalk AssetCentre allows you to set file associations to determine the software product that opens a file. The wrong file association may be set for a file type. See the online help. Select **Help > Contents**. Open the *Archive* chapter and click the *Set file associations* topic.

**If a button is not available**

If a button or field on the *Archive* tab is disabled, it generally means the operation cannot be performed because the user doesn’t have the required permission. See *Step 3: Set Feature Security for FactoryTalk AssetCentre* on page 25. Also, the asset state may not permit the operation. For example, you cannot check in a file that has not been checked out.

**If you performed a recursive check out and the subfolders didn’t copy**

If an asset’s subfolder has its own working folder specified, files will be copied to that working folder rather than the working folder of the asset. See *Step 1: Set a working folder* on page 70.
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**Environmental compliance**


**Contact Rockwell Automation**

Customer Support Telephone — 1.440.646.3434

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Rockwell Automation support

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In addition, we offer multiple support programs for installation, configuration, and troubleshooting. For more information, contact your local distributor or Rockwell Automation representative, or visit http://www.rockwellautomation.com/services/online-phone.

Installation assistance

If you experience a problem within the first 24 hours of installation, review the information that is contained in this manual. You can contact Customer Support for initial help in getting your product up and running.

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