Installation Instructions

Original Instructions

FactoryTalk AssetCentre Installation Guide
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.

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

![WARNING](image)

**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](image)

**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](image)

**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](image)

**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](image)

**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](image)

**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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<td></td>
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Introduction

About FactoryTalk AssetCentre

FactoryTalk® AssetCentre monitors your factory automation system and provides centralized tools to minimize downtime due to unauthorized actions or failing devices. It does this by:

- Providing version control and archiving of program files and documents.
- 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 (optional Disaster Recovery capability).
- Monitoring FactoryTalk-enabled software products and logging system events and user actions (recorded in the Event log and Audit log respectively).
- Managing device configuration files.

FactoryTalk Services Platform

FactoryTalk AssetCentre uses the FactoryTalk Services Platform to provide seamless connectivity with other FactoryTalk-enabled software. Users and computers are defined in the FactoryTalk Directory; access to actions within the FactoryTalk AssetCentre system is controlled with FactoryTalk Security.

About the documentation set

The documentation set includes:

- **FactoryTalk AssetCentre Installation Guide** (Document ID FTAC-IN005). Use this manual to install the FactoryTalk AssetCentre system. This manual is also available on the FactoryTalk AssetCentre installation package in 10.00.00-FTAssetCentre\Docs. The file name is FTAC-InstallGuide.pdf. You can find it in [Rockwell Automation Literature Library](http://www.rockwellautomation.com).

- **Help**. Use the comprehensive Help for assistance while using the FactoryTalk AssetCentre system.

- **FactoryTalk AssetCentre Getting Results Guide** (Document ID FTAC-GR002). Use this manual to get started with the FactoryTalk AssetCentre system. You can find it in [Rockwell Automation Literature Library](http://www.rockwellautomation.com).

- **FactoryTalk AssetCentre Utilities User Manual** (Document ID FTAC-UM001). Use this manual for assistance while using an array of utilities whose capabilities are not present in the FactoryTalk AssetCentre system. You can find it in [Rockwell Automation Literature Library](http://www.rockwellautomation.com).
About this book

This book is written for FactoryTalk AssetCentre administrators and IT professionals. To perform many of the tasks described in this book, you need to log on to the computers onto which you are installing software as an Administrator, or log on using an account that has administrative privileges.

We assume you are familiar with:

- Microsoft® Windows® operating systems including basic Windows networking and administration tasks
- Microsoft SQL Server
- RSLinx® Classic and FactoryTalk® Linx™ communication software
- Rockwell Automation programming tools for programmable logic controllers
- control networks such as DeviceNet and programmable logic controllers such as ControlLogix® processors

The components of FactoryTalk AssetCentre

There are four primary components of a FactoryTalk AssetCentre system:

- **FactoryTalk AssetCentre server**, which controls the rest of the system and governs its operations. The server requires Microsoft SQL Server to function (see Server computer requirements on page 9). The SQL Server is typically on the same computer as the FactoryTalk AssetCentre server. The instructions in this manual are written for that case, although the SQL Server could be installed on a different computer.

- **FactoryTalk AssetCentre clients**, which permit users to configure and use the server, view logged events, and perform other tasks associated with the software. The client can be installed on any computer that:
  - is capable of running the client software (see Client computer requirements on page 9).
  - is connected to the FactoryTalk AssetCentre server.

- **FactoryTalk AssetCentre Web Client**, which allows users to access a FactoryTalk AssetCentre client through a web interface on computers and mobile devices. FactoryTalk AssetCentre Web Client supports several FactoryTalk AssetCentre client functions. FactoryTalk AssetCentre Web Client can be accessed on any computer and mobile device that:
  - is capable of running the Web Client software (See Web Client computer or device requirements on page 12).
  - is connected to the FactoryTalk AssetCentre server.

- **FactoryTalk AssetCentre agents**, which are programs that perform certain scheduled operations, such as Disaster Recovery and searches. Agents run independently of the server and independently from each other—users schedule operations and the agents perform them at the scheduled time. By spreading the processing load over multiple computers, FactoryTalk AssetCentre agents speed up operations. When a server needs a scheduled operation to begin, it tries to locate an available computer running the appropriate agent to perform that task. When it locates an agent to perform the task, it assigns the task to that agent. When the agent has completed the task, the agent reports back to the server that the task is done.

Agents can be installed on any computer that:

- is capable of running the agent software (see Agent computer requirements on page 11).
is connected to the FactoryTalk AssetCentre server.

System requirements
FactoryTalk AssetCentre works within the system requirements of all Rockwell Automation software products.

Hardware requirements
- For the optimal performance of the FactoryTalk AssetCentre system, computers running FactoryTalk AssetCentre Server, FactoryTalk AssetCentre Client, or FactoryTalk AssetCentre Agent are recommended to meet or exceed the following hardware requirements.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>CPU</th>
<th>RAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Workstation</td>
<td>FactoryTalk AssetCentre Client</td>
<td>Intel® Core™ i5 Standard Power processor</td>
<td>4 GB</td>
</tr>
<tr>
<td>Engineering Workstation</td>
<td>FactoryTalk AssetCentre Client</td>
<td>Intel Core i5 Standard Power processor</td>
<td>8 GB</td>
</tr>
<tr>
<td></td>
<td>FactoryTalk AssetCentre Agent</td>
<td></td>
<td>8 GB</td>
</tr>
<tr>
<td>System Agent</td>
<td>FactoryTalk AssetCentre Agent</td>
<td>Intel Core i5 Standard Power processor</td>
<td>8 GB</td>
</tr>
<tr>
<td>Application Server</td>
<td>FactoryTalk AssetCentre Server</td>
<td>Small systems: Intel Core i5 Standard Power processor</td>
<td>8 GB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medium to large systems: Intel® Xeon® quad-core family processor</td>
<td>8 GB</td>
</tr>
</tbody>
</table>

- For display resolution, 1024x768 or higher resolution is required.

Product compatibility
FactoryTalk AssetCentre version 10.00.00 is compatible with the following Rockwell Automation products. For the latest information regarding software platform support, refer to Rockwell Automation Product Compatibility and Download Center.
FactoryTalk AssetCentre Server

- FactoryTalk Activation version 4.04.14 or later
- FactoryTalk Services Platform version 6.20.00 or later

FactoryTalk AssetCentre Client

- FactoryTalk Services Platform version 6.20.00 or later
- FactoryTalk Linx version 6.20.00 or later
- RSLinx Classic Lite version 4.20 or later
- (optional) RSLogix 5 version 8.00 or later, RSLogix 500 version 8.40 or later, RSLogix 5000 version 16 or later, Studio 5000 Logix Designer version 21 or later, FactoryTalk View Studio Enterprise version 12.00 or later, or any other version released as part of CPR 9 or later

- To take advantage of auditing, the FactoryTalk AssetCentre client must be installed on each computer running your RSLogix family software.
- To edit the file and data settings for a compare operation for PLC-5, SLC 500, MicroLogix, or FactoryTalk View Site Edition assets, you must have RSLogix 5, RSLogix 500, or FactoryTalk View Studio Enterprise software installed on the client computer.
- To do a Rockwell Automation Compare, you must install the programming software on the client computer.

<table>
<thead>
<tr>
<th>For this asset...</th>
<th>Install...</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLC-5</td>
<td>RSLogix 5</td>
<td>10.00</td>
</tr>
<tr>
<td>SLC 500, MicroLogix</td>
<td>RSLogix 500</td>
<td>12.00</td>
</tr>
<tr>
<td>ControlLogix, CompactLogix</td>
<td>RSLogix 5000</td>
<td>16 or later</td>
</tr>
<tr>
<td></td>
<td>Studio 5000 Logix Designer</td>
<td>21 or later</td>
</tr>
<tr>
<td></td>
<td>RSLogix 5000 Compare Utility or Logix Designer Compare Tool</td>
<td>8.12</td>
</tr>
<tr>
<td>Rockwell Automation drives</td>
<td>DriveExecutive™ Lite</td>
<td>5.02 or later</td>
</tr>
</tbody>
</table>
- (optional) FactoryTalk View ME Transfer Utility version 12.00 or later if your system includes PanelView Plus and MobileView operator interfaces
- (optional) DriveExecutive Lite version 5.02 or later

FactoryTalk AssetCentre Agent

- FactoryTalk Services Platform version 6.20.00 or later
- FactoryTalk Linx version 6.20.00 or later
- RSLinx Classic Lite version 4.20 or later
- RSLogix 5000 Compare Tool version 3.40.01.118 or later
- UDC version 4.06 or later
  - UDC will be installed by default as FactoryTalk AssetCentre installation
- FactoryTalk View ME Transfer Utility version 12.00 or later if your system includes PanelView Plus and MobileView operator interfaces
- DriveExecutive Lite version 5.02 or later
For Disaster Recovery functions, the programming software for your devices MUST be installed on the agent computer.

<table>
<thead>
<tr>
<th>Asset</th>
<th>Compatible Software</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLC-5</td>
<td>RSLogix 5</td>
<td>8.00 or later</td>
</tr>
<tr>
<td>SLC 500, MicroLogix</td>
<td>RSLogix 500</td>
<td>8.60 or later</td>
</tr>
<tr>
<td>ControlLogix, CompactLogix</td>
<td>Studio 5000 Logix Designer</td>
<td>21.00 or later</td>
</tr>
<tr>
<td></td>
<td>RSLogix 5000</td>
<td>16.00 or later</td>
</tr>
<tr>
<td></td>
<td>RSLogix 5000 Compare Utility or Logix Designer Compare Tool</td>
<td>8.12</td>
</tr>
<tr>
<td>PanelView Plus, MobileView</td>
<td>FactoryTalk View ME Transfer Utility</td>
<td>12.00</td>
</tr>
<tr>
<td></td>
<td>FactoryTalk Linx (formerly known as RSLinx Enterprise)</td>
<td>6.20</td>
</tr>
<tr>
<td>FactoryTalk View Site Edition</td>
<td>FactoryTalk View Studio Enterprise</td>
<td>12.00</td>
</tr>
<tr>
<td>Rockwell Automation drives</td>
<td>DriveExecutive Lite</td>
<td>5.02 or later</td>
</tr>
<tr>
<td>PowerFlex Drive</td>
<td>UDC</td>
<td>4.06</td>
</tr>
</tbody>
</table>

**Operating systems**

FactoryTalk AssetCentre is tested and supported on the operating systems installed from original Microsoft media only. FactoryTalk AssetCentre runs on either the 32-bit or 64-bit versions of the following operating systems.

*Important:* Turn off the Windows updates on production computers. Installing Microsoft Service Pack release or Windows operating system updates may affect the operation of Rockwell Automation software installed on the computer. To avoid this problem, see Knowledgebase Document ID: QA2151 - Microsoft Patch Qualifications.

**FactoryTalk AssetCentre Server**

- Windows Server® 2019 Datacenter Edition (64-bit)
- Windows Server 2016 Datacenter Edition (64-bit)
- Windows Server 2016 Standard Edition (64-bit)
- Windows Server 2012 R2 Datacenter Edition (64-bit)
- Windows Server 2012 Datacenter Edition (64-bit)
- Windows Server 2012 R2 Standard Edition (64-bit)
- Windows Server 2012 Standard Edition (64-bit)

**FactoryTalk AssetCentre Client and Agent**

- Windows Server 2019 Datacenter Edition (64-bit)
- Windows Server 2016 Datacenter Edition (64-bit)
- Windows Server 2016 Standard Edition (64-bit)
- Windows Server 2012 R2 Datacenter Edition (64-bit)
- Windows Server 2012 Datacenter Edition (64-bit)
- Windows Server 2012 R2 Standard Edition (64-bit)
• Windows Server 2012 Standard Edition (64-bit)
• Windows® 10 IoT Enterprise Edition 2019 LTSC (64-bit)
• Windows 10 Enterprise Edition v1903 and v1909 (64-bit)
• Windows 10 Professional Edition v1809, v1903, and v1909 (64-bit)

See the Windows Lifecycle FAQ and Windows as a Service (WaaS) topics on the Microsoft Web site for details regarding servicing requirements and other important information.

• Windows 10 Semi-Annual Channel v2004 (64-bit)

Windows 10 Semi-Annual Channel is governed by the Microsoft Modern Lifecycle Policy. Refer to the Microsoft Web site for details.

• Windows 7 Enterprise Edition with Service Pack 1 (32-bit, 64-bit)
• Windows 7 Professional Edition with Service Pack 1 (32-bit, 64-bit)

FactoryTalk AssetCentre Web Client

• For Windows Operating Systems:

Please reference the list of compatible Microsoft Windows Operating Systems list under FactoryTalk AssetCentre Client.

• Android version 9
• iOS version 13.3.1

Tip: Before you install FactoryTalk AssetCentre on the computer running Windows Server 2012 R2, it is required that you install the following Windows update:

Windows Server 2012 R2 update: April 2014

Software requirements

FactoryTalk AssetCentre Server

The following are minimum software requirements for FactoryTalk AssetCentre Server.

• Microsoft Internet Explorer version 11.0 or later


SQL Server databases

The following are SQL Servers supported by FactoryTalk AssetCentre.

• Microsoft SQL Server 2019 Express Edition (64-bit)
• Microsoft SQL Server 2019 Standard Edition (64-bit)
• Microsoft SQL Server 2017 Standard Edition (64-bit)
• Microsoft SQL Server 2016 Standard Edition with Service Pack 2 (64-bit)
• Microsoft SQL Server 2014 Standard Edition with Service Pack 3 (64-bit)
• Microsoft SQL Server 2012 Standard Edition with Service Pack 4 (64-bit)
**FactoryTalk AssetCentre Client**

The following are minimum software requirements for FactoryTalk AssetCentre Client.

- Microsoft Internet Explorer version 11.0 and later
  

- (optional) Editing software for Siemens S7 processors, such as SIMATIC Manager

**FactoryTalk AssetCentre Agent**

The following are minimum software requirements for FactoryTalk AssetCentre Agent.

- Microsoft Internet Explorer version 11.0 and later
  

- (optional) SIMATIC NET if you want to connect to Siemens S7 processors via MPI (Multi Point Interface) or PROFIBUS protocol

**FactoryTalk AssetCentre Web Client**

The following are minimum software requirements for FactoryTalk AssetCentre Web Client.

- Microsoft Internet Explorer version 11
- Google Chrome version 81
- Apple Safari version 13.0.4
- Mozilla® Firefox® version 75
- Microsoft® Edge™ version 80

**Network requirements**

Your Microsoft Windows network must use the TCP/IP protocol.

If you use a firewall, you must configure the firewall to permit traffic on the following ports.

<table>
<thead>
<tr>
<th>Port type and name</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCP port 25</td>
<td>Standard SMTP email port</td>
</tr>
<tr>
<td>TCP port 80</td>
<td>Standard WWW port</td>
</tr>
<tr>
<td>TCP port 135</td>
<td>RPC/DCOM endpoint mapper</td>
</tr>
<tr>
<td>TCP port 139</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>TCP port 445</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>TCP port 1433</td>
<td>Communications to SQL Server</td>
</tr>
<tr>
<td>TCP port 2222</td>
<td>Source port for connections</td>
</tr>
<tr>
<td>TCP port 4241</td>
<td>FactoryTalk Live Data Message for FactoryTalk Linx (RSLinxNG.exe)</td>
</tr>
<tr>
<td>TCP port 5241</td>
<td>FactoryTalk Application Services</td>
</tr>
<tr>
<td>TCP ports 7002 - 7004</td>
<td>FactoryTalk AssetCentre</td>
</tr>
<tr>
<td>Port</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>UDP port 137</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>UDP port 138</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>UDP port 1434</td>
<td>Browsing for SQL Servers</td>
</tr>
<tr>
<td>UDP port 21060</td>
<td>Rockwell Automation Trace Diagnostics</td>
</tr>
<tr>
<td>UDP port 21061</td>
<td>Rockwell Automation Trace Diagnostics</td>
</tr>
<tr>
<td>TCP/UDP 44818</td>
<td>Ethernet/IP, messaging, data transfer, or peer messaging</td>
</tr>
</tbody>
</table>

Some of these ports may vary on your network. Work with your network administrators to determine the correct port numbers to open.

You may need to open ports for other Rockwell Automation products as well. See Knowledgebase Document ID: BF7490 - TCP/UDP Ports Used by Rockwell Automation Products.

### About the installation process

FactoryTalk AssetCentre supports two installation methods:

- **Setup wizard installation**
- **Unattended or silent installation**

**Important:** In FactoryTalk AssetCentre version 10.0 or earlier, .NET Remoting on the FactoryTalk AssetCentre Server is set to accept remote client connection by default, which may allow an attacker to execute arbitrary code with SYSTEM level privileges. .NET Remoting is used for communication between the FactoryTalk AssetCentre Servers, FactoryTalk AssetCentre Agents, and FactoryTalk AssetCentre Clients. As a general recommendation, users should ensure that actions have been taken to safeguard network security. For more information, see Knowledgebase Document ID: QA46277 - Deploying FactoryTalk Software with IPsec.

The Setup wizard installs the software through the installation interface step by step. If you choose the standard Setup wizard to install FactoryTalk AssetCentre software, Chapter 2 through Chapter 5 guides you through the following tasks:

1. Install the prerequisite software for the FactoryTalk AssetCentre server.
2. Install the FactoryTalk AssetCentre server.
3. Install FactoryTalk AssetCentre agents.
4. Install FactoryTalk AssetCentre clients.

The unattended or silent installation uses command lines to specify installation properties so that the software is installed without user intervention. Unattended or silent installation doesn’t omit any installation components against the standard method. It allows you to specify all installation properties before the installation starts, and then installs the software automatically. To install FactoryTalk AssetCentre software with silent or unattended installation, see Chapter 8 for detailed instructions.
Install the FactoryTalk AssetCentre server software

This chapter describes:

- Before you install the FactoryTalk AssetCentre server software on page 15
- Steps to install the FactoryTalk AssetCentre server software on page 18

Before you install the FactoryTalk AssetCentre server software

The following checklist summarizes the basic tasks involved in installing FactoryTalk AssetCentre server software along with supporting software.

- Ensure that the user performing installation has administrative rights in Windows.
- Ensure that the Windows account of the user performing the installation, or a Windows group of which the user performing the installation is a member, is assigned the Microsoft SQL Server System Administrator role before attempting the installation. This change is optional for Upgrade installations.
- Ensure that the following software or services is installed on the computer:
  - Microsoft SQL Server (can be located on a separate computer)
- Schedule downtime for the system if you are upgrading operating applications or replacing computers during the installation.

Important: If you use a software firewall (such as the Windows Firewall), you must manually permit File and Printer Sharing through your firewall. Consult the documentation for your firewall software for instructions. You must also open Port 80 (or whatever port is used for HTTP).

Ensure that the current Windows user has administrative rights

As part of the installation process, FactoryTalk AssetCentre creates program folders and modifies registry entries. For this part of the process to succeed, the user installing the software must have administrative rights in Windows on the computer where the software is being installed.

For example, the Windows domain Administrator account has these rights and will be able to install FactoryTalk AssetCentre software.
Install Microsoft SQL Server

FactoryTalk AssetCentre uses a Microsoft SQL Server database to store project files and user data. You may install SQL Server on the FactoryTalk AssetCentre server computer or on a separate server computer. Microsoft SQL Server is not included in FactoryTalk AssetCentre installation package. You need to purchase Microsoft SQL Server separately.

Tip: Before you install Microsoft SQL Server, you need to turn off Windows Firewall from Windows Control Panel.

If a supported edition of SQL Server is installed, you can skip these steps, however, you may need to reconfigure the SQL Server.

If you use an existing SQL Server installation

The SQL Server collation must be dictionary-order, case-insensitive for use with FactoryTalk AssetCentre software. If your existing SQL Server collation is case-sensitive, the FactoryTalk AssetCentre database installation will fail. Follow the directions here if your SQL Server collation is NOT dictionary-order, case-insensitive.

If this SQL Server has no other databases on it, do one of the following:

- Uninstall SQL Server and reinstall it using the default collation in the setup program. (This statement applies to English language Microsoft Windows operating systems and SQL Server software. For other languages, be sure to select a dictionary-order, case-insensitive collation when reinstalling.)
- Rebuild the master database using a dictionary-order, case-insensitive collation. Refer to the SQL Server online books for instructions.

If this SQL Server has other databases on it, set up or use another SQL Server that is configured with a dictionary-order, case-insensitive collation.

If you have an MSDN subscription you can find more information at https://docs.microsoft.com/en-us/previous-versions/sql/sql-server-2008-r2/ms143508(v=sql.105)?redirectedfrom=MSDN, or search the Microsoft MSDN site for SQL Server collation settings.

Install Microsoft SQL Server with Service Packs

After you install a Microsoft SQL Server, you must install an appropriate service pack, which is necessary for the software to run properly and protects your SQL Server from certain types of attacks.

- For Microsoft SQL Server 2016, install Service Pack 2.
The service pack is available here: https://support.microsoft.com/en-us/kb/4052908.
- For Microsoft SQL Server 2014, install Service Pack 2.
The service pack is available here: https://support.microsoft.com/en-us/kb/3171021.
- For Microsoft SQL Server 2012, install Service Pack 4.
The service pack is available here: https://support.microsoft.com/en-us/kb/4018073.

Tip: If you want to install Microsoft SQL Server 2012 on a Windows Server 2008 operating system, you need to turn on .NET Framework 3.5.1 Features from Server Manager.
To install Microsoft SQL Server

1. Log on to the server computer as an administrator or as a user with administrative rights.
   
   **Tip:** It is possible to install the SQL Server on a different computer from the one, on which you install the FactoryTalk AssetCentre server software.

2. Start the SQL Server installation from the SQL Server media.

3. Follow the on-screen instructions for installation until you get to the Feature Selection screen.

4. On the Feature Selection screen, choose the SQL Server features that you want to install. If you like, or if your business requires you to do so, you may install the complete SQL Server installation.

   If you want to install only those features necessary to run the FactoryTalk AssetCentre server:

   a. On the Feature Selection screen, make sure the following features are selected:

      • Database Engine Services
      • Full-Text and Semantic Extractions for Search (Full-Text Search, if you are installing Microsoft SQL Server 2008 R2 or Microsoft SQL Server 2008)
      • Client Tools Connectivity
      • Client Tools Backwards Compatibility
      • Management Tools - Basic (not applicable for Microsoft SQL Server 2016 or Microsoft SQL Server 2017)

   b. Click Next.

5. Follow the on-screen instructions for installation until you get to the Server Configuration screen.

6. In the Server Configuration screen, the Services Accounts tab asks how you want to run the services for the SQL Server. Specify the account name and password for each SQL Server service.

   **Tip:** You can run the SQL Server using a domain account. This can, however, complicate system maintenance (for instance, when changing passwords). If you are not sure of the type of account you should use for running the SQL Server, consult your network administrator.

7. In the Server Configuration screen, click the Collation tab.

8. Under Database Engine, make sure that SQL_Latin1_General_CP1_CI_AS is selected (it is the default setting).

   If it isn’t, click Customize, and then, in the Customize the SQL Server Version Database Engine Collation dialog box (where version is your SQL Server version), select SQL collation, used for backwards compatibility and SQL_Latin1_General_CP1_CI_AS.

   **Important:** The collation settings must be case-insensitive! If the settings are case-sensitive, the FactoryTalk AssetCentre database installation will fail.

9. In the Database Engine Configuration window, click the Server Configuration tab.

   **Tip:** If you are installing Microsoft SQL Server 2008 R2 or Microsoft SQL Server 2008, in the Database Engine Configuration window, click the Account Provisioning tab, and then select Mixed Mode (SQL Server Authentication and Windows authentication).


    This means that both the SQL Server and the Windows domain can authenticate users for the SQL Server. FactoryTalk AssetCentre uses SQL Server authentication.
When you click **Mixed Mode**, fields open for entering the password for the sa (SQL Server system administrator) account password. Do not forget the password. You will need this password when you install the FactoryTalk AssetCentre server.

**Important:** Do not leave the password blank. Doing so leaves your SQL Server and your computer open to attack.

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

**Minimum Microsoft SQL Server permissions**

The permissions discussed here are set automatically during the FactoryTalk AssetCentre Database installation. The information is provided for reference for the SQL administrator.

The AssetCentreUser SQL user’s default database value can be **master** or **AssetCentre**. By default, the database value is set to **AssetCentre**. The AssetCentreUser SQL user needs to belong to the following AssetCentre database roles:

- db_dataexecute
- db_datareader
- db_datawriter
- public

The db_dataexecute database role was added to the FactoryTalk AssetCentre database during the FactoryTalk AssetCentre server installation. It is used to group **Execute** permissions of stored procedures and functions within the AssetCentre database.

All of the user stored procedures and user functions in the FactoryTalk AssetCentre database need to have the **Execute** permission granted to the db_dataexecute database role.

**Steps to install the FactoryTalk AssetCentre server software**

The Setup wizard installation process includes the following steps:

- **Step 1:** Launch the Setup wizard and select what to install on page 18
- **Step 2:** Configure the AssetCentre server on page 21
- **Step 3:** Read and accept license agreements on page 22
- **Step 4:** Start the installation
- **Step 5:** Finish the installation on page 24

**Step 1: Launch the Setup wizard and select what to install**

Before starting the installation of FactoryTalk AssetCentre server, you should ensure:

- Select **Mixed Mode**, when you install Microsoft SQL Server.
- Windows local user account, Windows Active Directory (AD) user account or a Windows AD group where your user account is a member has been assigned SQL Server system administrator role.

When installing FactoryTalk AssetCentre server, you can follow the steps as below:
Note: When installing FactoryTalk AssetCentre server and SQL Server database on the same computer, you can use use a local Windows user account or an AD user account. When you install FactoryTalk AssetCentre server and SQL Server database on different computers, only an AD user account is available.

1. Log on to your server computer as an administrator, or as a user with administrative privileges.
2. If necessary, close all open Windows programs, and then place the FactoryTalk AssetCentre Installation DVD in the computer's DVD drive.
3. Run D:\setup.exe, where D:\ is the drive containing the DVD.
4. Select AssetCentre Server.

Tip: To install AssetCentre Server, AssetCentre Client, and AssetCentre Agent at the same time, select AssetCentre Custom Installation. Custom installation allows you to install more than one or all of the installation components.

5. Click Customize.
6. On the **Customize** page:

   ![Customize page screenshot]

   - To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.20.00** and select **FactoryTalk Security Web Service**.
   - If no other FactoryTalk-enabled software of the computer needs FactoryTalk Linx, expand **FactoryTalk Services Platform v6.20.00**, clear **FactoryTalk Linx v6.20.00**.
   - If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear **FactoryTalk Alarms and Events v6.20.00**.
   - If no other FactoryTalk-enabled software of the computer needs FactoryTalk Activation Manager, clear **FactoryTalk Activation Manager v4.04.14**.
   - To install the FactoryTalk Updater utility, expand **Tools** and then select **FactoryTalk Updater Agent v2.00.00**. It assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups. Registering for updates is not required to receive announcements from the FactoryTalk Updater.

7. Select the location for the software. The default location is **C: \**.

8. Click **Next**.
Step 2: Configure the AssetCentre server

1. Under **Database Server**, enter the name of the database server, or in the **Location** list, choose the location of the database server.
2. Click **Install**.
Step 3: Read and accept license agreements

End-user license agreements (EULA) spell out your rights and responsibilities. Depending on the components being installed, there may be more than one license agreement on this page. The individual license agreements are listed above the text box.

Some software products may be delivered or made available only after you agree to the terms and conditions of each of the license agreements.

1. On the End User License Agreements page, select each agreement and read the agreement carefully.
2. When all license agreements have been read, click Accept All.
Step 4: Start the installation

After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. No further user input is required.
Step 5: Finish the installation

After the installation completes, you need to activate the software for its full feature capabilities. You can activate the software now or later.

- To activate the installed software, select **Activate your software** and click **Next**.
The **Software Activation** dialog box opens.

![Software Activation dialog box]

- **Serial number** box, enter the serial number.
- **Product key** box, enter the product key.
- Select the earliest version you will use.
- Select **Activate locally** or **Activate using a dongle**.
- Click **Continue**.

You will be prompted to restart the computer after the activation.

- To finish the installation without activation, select **Skip activation** and click **Next**.
- To view the installation details, click **Installation Summary**.
- To receive the latest product updates and patch notification, click **Register for updates**.
• To install the latest version of Adobe® Acrobat® Reader®, click **Download it free** and follow the on-screen instructions.

Restart the computer to complete the installation.

When the installation is finished, it is recommended that you:

- Install the latest FactoryTalk AssetCentre patches.
  See Knowledgebase Document ID: **QA15600 - FactoryTalk AssetCentre Patch Roll-up for 3.0 and later**.
- Configure the SSL protocol.
  See **Configure the SSL protocol for FactoryTalk AssetCentre** on page 91.

For FactoryTalk AssetCentre v8.00 and earlier version, the repair function executes the same workflow which PlantPax team uses. Since FactoryTalk AssetCentre v9.00, FactoryTalk AssetCentre starts to use the silent repair of the common install. You cannot change the FactoryTalk AssetCentre SQL server instance during repair progress. If you need to change the FactoryTalk AssetCentre SQL server instance after installing the FactoryTalk AssetCentre server component, you can follow the steps as below:

1. Install FactoryTalk AssetCentre server, client, agent, and SQL Express on a single Server 2016 instance.
2. Install SQL Server 2016 on a separated computer.
3. On the FactoryTalk AssetCentre server computer, run the utility **FTAssetCentre.DbInstaller.exe** in C:\Program Files (x86)\Rockwell Software\AssetCentre Server\Bin\RockwellAutomation, and then enter their SQL information which is on the separated computer.
4. Then run **FTAssetCentre.AosCatalogImport.exe** in `C:\Program Files (x86)\Rockwell Software\AssetCentre Server\Bin\ RockwellAutomation`.

5. Restart FactoryTalk AssetCentre server computer. At this time, the FactoryTalk AssetCentre server has pointed the new SQL DB server. The FactoryTalk AssetCentre server, agent, and client are working normally with new FactoryTalk AssetCentre SQL server instance.
Install FactoryTalk AssetCentre agents

This chapter describes:

- **Before you install the FactoryTalk AssetCentre agent software** on page 29
- **Steps to install the FactoryTalk AssetCentre agent software** on page 31
- **Configure for security-enabled RSLogix family software** on page 41
- **Check whether the agent software is current** on page 42

**Before you install the FactoryTalk AssetCentre agent software**

Agents are programs that communicate with the FactoryTalk AssetCentre server and perform scheduled tasks on behalf of the FactoryTalk AssetCentre 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. The Search feature, as well as purchased capabilities, such as Disaster Recovery capabilities, require the use of agents to perform scheduled operations.

**Tip:** Before you install FactoryTalk AssetCentre on the computer running Windows Server 2012 R2, it is required that you install the following Windows update:


**Where to install the FactoryTalk AssetCentre agent software**

Agents can be installed on any computer that:

- is capable of running the agent software (see **Agent computer requirements** on page 11).
- is connected to the FactoryTalk AssetCentre Server.
- runs the FactoryTalk AssetCentre server, or the FactoryTalk AssetCentre client.

**The amount of clients, agents, and agent groups qualified within one FactoryTalk AssetCentre system**

The following is the amount of clients, agents, and agent groups qualified within one FactoryTalk AssetCentre system at the same time. More clients, agents, or agent groups running will impact the system performance.

- Client: 150
- Agent: 50
- Agent groups: 50
- Agent computers in each agent group: 5
If scheduled operations are taking longer than desired to complete, you may need install more Disaster Recovery agents. To estimate the number of necessary FactoryTalk AssetCentre agents in your system, see Knowledgebase Document ID: **IN29429 - Determining the Necessary Number of FactoryTalk AssetCentre Agents**.

You can use the Agent Controller Launch Control Panel to start the agent controller application automatically following a reboot of the computer. To do so, you must turn off User Account Control on the operating system.

If your system uses PanelView Plus operator interfaces, you must install FactoryTalk Linx (formerly known as RSLinx Enterprise), and the FactoryTalk View ME Transfer Utility software on every agent computer in the system. FactoryTalk Linx (formerly RSLinx Enterprise) must be version 5.00 or later. FactoryTalk View ME Transfer Utility is a separate installation. The installation is included on the FactoryTalk AssetCentre installation DVD in **12.00.00-FTView\Tools\ME Transfer Utility\FactoryTalk View ME Transfer Utility.msi**.

Also, for Disaster Recovery functions, the agent computer MUST have the appropriate RSLogix family software for your devices.

### Enable .NET Framework 3.5 features

You need to manually install .NET Framework 3.5 SP1 before installing the FactoryTalk AssetCentre agent, if you are using Logix Designer Compare Tool on one of the following operating systems:

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows 10

**Tip:** To enable the .NET Framework features, you need to log on to the computer as an administrator or a user with administrative privileges.

### To install .NET Framework 3.5 SP1

- If you do not have an Internet connection, install .NET Framework 3.5 SP1 with **DISM (Deployment Image Servicing and Management) command-line tool**. You need the original Windows installation DVD and administrative rights in the operating system. Perform the following steps.
  1. Insert the Windows installation DVD.
  2. Open a Command Prompt window with administrative credentials (that is, click **Search** in the charms bar, type **CMD** in the search box; in the searching results, right-click the **Command Prompt** icon, and choose **Run as administrator**.)
  3. In the Command Prompt window, type the following command, and then press **Enter**:

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:E:\sources\sxs
```
In the command, the /Source: specifies the location of the files needed for the .NET Framework 3.5 SP1 installation. You need to specify this location according to the path to your Windows installation DVD. In this example, the location is E:sources\sxs. When the installation is completed, the following message shows in the Command Prompt window: “The operation completed successfully.”

For more information on installing .NET 3.5 SP1, including tips on troubleshooting problems, visit:

- [http://support.microsoft.com/kb/2734782](http://support.microsoft.com/kb/2734782)

**Steps to install the FactoryTalk AssetCentre agent software**

The Setup wizard installation process includes the following steps:

- **Step 1:** Launch the Setup wizard and select what to install on page 31
- **Step 2:** Read and accept license agreements on page 39
- **Step 3:** Start the installation on page 40
- **Step 4:** Finish the installation on page 41

**Step 1: Launch the Setup wizard and select what to install**

You must have the appropriate RSLogix family software for your devices installed on the agent computer to run Disaster Recovery schedules.

You can install the agent using either the installation package or the FactoryTalk AssetCentre server website.

**To install a FactoryTalk AssetCentre agent using the installation package**

1. Log on to your server computer as an administrator, or as a user with administrative privileges.
2. If necessary, close all open Windows programs, and then place the FactoryTalk AssetCentre Installation DVD in the computer's DVD drive.

Run D:\setup.exe, where D:\ is the drive containing the DVD.
3. Select **AssetCentre Agent**.

![AssetCentre Setup](image)

**Tip:** To install AssetCentre Server, AssetCentre Client, and AssetCentre Agent at the same time, select **AssetCentre Custom Installation**. Custom installation allows you to install more than one or all of the installation components.

4. To install all components available in the selected software using the recommended settings, click **Install now** and skip to **Step 2: Read and accept license agreements** on page 39.

5. To select which components to install, click **Customize**.
6. On the **Customize** page:

- To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.20.00** and select **FactoryTalk Security Web Service**.
- To register EDS files from devices to allow device communications in the Network Browser, expand **FactoryTalk Services Platform v6.20.00**, expand **FactoryTalk Linx v6.20.00**, and then select **Register EDS Files**. If you are running out of storage, clear this check box. However, clearing this check box turns off the EDS Parameter shortcut function.
- If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear **FactoryTalk Alarms and Events v6.20.00**.
- To enable security for Rockwell Software security clients, expand **RSLinx Classic v4.20.00** and select **Enable Security**.
- To install the additional software, expand Tools to select the following software:
  - **Logix Designer Compare Tool v8.12.00**
  - **RSLogix 5 v10.00.00**
  - **RSLogix 500 v12.00.00**
  - **FactoryTalk View ME Transfer Utility v12.00.00**
  - **FactoryTalk Updater Agent v2.00.00**

7. Select the location for the software. The default location is **C:\**.
8. Click **Next**.
9. In the **Security options** box, select the options for RSLogix 5 as needed. If you do not want to use FactoryTalk Security, clear the **Enable FactoryTalk® Security** check box.

**Note:** For more information about the RSLogix 5 installation, refer to *RSLogix 5 Getting Results Guide*.

10. Click **Next**.

11. In the **Security options** box, select the options for RSLogix 500 as needed. If you do not want to use FactoryTalk Security, clear the **Enable FactoryTalk® Security** check box.

**Note:** For more information about the RSLogix 500 installation, refer to *RSLogix 500 Getting Results Guide*. 
12. Click **Install**.

**To install a FactoryTalk AssetCentre agent using the FactoryTalk AssetCentre server website**

1. Open Internet Explorer, and in the **Address** box, type the following:

   \[
   \text{http://servername/rockwellsoftware/assetcentre}
   \]

   where **servername** is the name of your FactoryTalk AssetCentre server computer.

   For example, if your FactoryTalk AssetCentre server computer name is **MYSERVER**, type the following:

   \[
   \text{http://MYSERVER/rockwellsoftware/assetcentre}
   \]

   **Tip:**
   - If you are using SSL, then start the address with `https://` instead of `http://`.
   - If you have changed the default port in site binding on page 95, you need to include the self-defined port number in the computer name part in the form as **MYSERVER:PortNumber**.
   - If you install the FactoryTalk AssetCentre agent software on the FactoryTalk AssetCentre server computer, type the following in the **Address** box:

     \[
     \text{http://localhost/rockwellsoftware/assetcentre}
     \]

2. Press **Enter**.

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

3. Click **Install AssetCentre Agent on this computer**.
The installation automatically starts when the installation package is downloaded.

**Tip:** If Internet Explorer shows an error message that it cannot connect to the install web page, try bypassing the proxy for local addresses. Also make sure that IIS is running on the server. For information on running IIS see Web page for installing the FactoryTalk AssetCentre client and agent cannot be shown on page 130.

If in one of the following situations:
- Internet Explorer shows a warning about opening possibly unsafe content or downloading possibly unsafe files
- Windows SmartScreen prevents the installation

Add the FactoryTalk AssetCentre Web site (URL above) to your Trusted Sites. See your Internet Explorer documentation for more information.

---

### If operating in a Windows domain

1. Create a domain account for the VerificationAgent service and the FactoryTalk AssetCentre AgentController service to run as. This is generally performed by someone in your Information Technology department. This account must be used exclusively for the service, not by users.

2. On each agent computer:
   - Add the new domain account to the Administrator user group in Windows.
   - Configure both services to run as the new domain account created above. To do so, open the Services utility in Microsoft Windows, find the FactoryTalk AssetCentre AgentController service and edit its properties to log on as the account. Find the VerificationAgent service and edit its properties to log on as the account.

3. On any computer in the system, open the FactoryTalk Administration Console (logging on to the Network directory using a FactoryTalk Administrator account) and add the new domain account as a new Windows-linked user.

4. Grant this user read access to the FactoryTalk Directory. To do so, right-click the Network node at the top of the tree, and then select Security. On the Permissions tab, select the domain account and then expand the Common permissions group. Make sure the Read permission is set to Allow.

5. Set permissions for your RSLogix family software packages (depending on what type of processors you are using). Under System in the Explorer pane, right-click Networks and Devices and select Security. On the Permissions tab, select the new domain user. (If the user account you just created does not appear in the list of users, add it.) Expand the permissions group for the appropriate software and set the following permissions to Allow:
   - For RSLogix 5 grant Offline Program File Monitoring, Save, and Upload.
   - For RSLogix 500 grant Offline Program File Monitoring, Save, and Upload.
   - For RSLogix 5000 grant Project: Export, Project: Go Online, Project: Open, Project: Save, and Project: Upload. (Use this group for Logix Designer applications and grant the same permissions.)

The preceding configurations can be done using the Agent Services Logon Configuration utility. See below for detailed instructions.

If operating in a Windows workgroup

On each agent computer

Perform these steps on each agent computer in the system. These steps show you how to create a new Windows user account and a new FactoryTalk user account for each agent computer.

FactoryTalk AssetCentre provides a utility to facilitate the process of creating and setting security credentials necessary for secured RSLogix editors. You can configure the agent computer using the utility or manually configure the agent computer.

To configure the agent computer using the Agent Services Logon Configuration utility

1. From Windows Start menu, select All Programs > Rockwell Software > FactoryTalk AssetCentre Agent > Agent Services Logon Configuration.
2. Use the Agent Services Logon Configuration dialog box to create and set security credentials:
   a. In the User Name field, enter a user name. The default user name is AssetCentre_DR.
      Tip: The name must follow the Windows user name policies, for example:
      • User names must be no more than 20 characters in length.
      • User names cannot contain certain characters. Invalid characters include:
        "/\[\]:;|=,*<>
      a. In the Password field, enter a password for the user.
      b. In the Confirm Password field, enter the password again.
      c. When complete, click OK.

The utility creates the user as a local Windows administrator account and adds it to FactoryTalk as a Windows-linked user account. The FactoryTalk AssetCentre VerificationAgent service is logged on as the user. The utility also configures the necessary security permissions for Logix Designer application, RSLogix 5000, RSLogix 500, and RSLogix 5 software packages.

To manually configure the agent computer

1. On the agent computer, use the Computer Management utility in Microsoft Windows to create a Windows user account that can be used to authenticate with FactoryTalk Security.
2. Add the new Windows user account to the local Administrators group.
3. Configure both services to run as the new Windows user account created in step 1. To do so, open the Services utility in Microsoft Windows, find the VerificationAgent service and edit its properties to log on as the account.
4. Open the FactoryTalk Administration Console and add the new Windows user account created above as a new Windows-linked user.
On any computer in the system

Perform these steps on any computer connected to the FactoryTalk Network Directory. These steps need only be performed once and will be in effect for the entire FactoryTalk Network Directory.

1. In the FactoryTalk Administration Console, create a new user group called Local Agent Users.
2. The users created on different agent computers in the previous section (whether using the utility, or added manually) all appear in the FactoryTalk Network Directory as individual users. Add each of these new FactoryTalk users to the Local Agent Users group. This will facilitate making security settings because you will be able to set them once for the whole group, rather than for each user.
3. Grant the Local Agent Users group read access to the FactoryTalk Directory. To do so, right-click the Network node at the top of the tree, and then select Security. On the Permissions tab, select the Local Agent Users group and then expand the Common permissions group. Make sure the Read permission is set to Allow.
4. Set permissions for your RSLogix family software packages (depending on what type of processors you are using). Under System in the Explorer pane, right-click Networks and Devices and select Security. If the Local Agent Users group does not appear in the list, add it. On the Permissions tab, select the Local Agent Users group. Expand the permissions group for the appropriate software and set the following permissions to Allow:
   - For RSLogix 5 grant Offline Program File Monitoring, Save, and Upload.
   - For RSLogix 500 grant Offline Program File Monitoring, Save, and Upload.
   - For RSLogix 5000 grant Project: Export, Project: Go Online, Project: Open, Project: Save, and Project: Upload. (Use this group for Logix Designer application and grant the same permissions.)
Step 2: Read and accept license agreements

End-user license agreements (EULA) spell out your rights and responsibilities. Depending on the components being installed, there may be more than one license agreement on this page. The individual license agreements are listed above the text box.

Some software products may be delivered or made available only after you agree to the terms and conditions of each of the license agreements.

1. On the **End User License Agreement** page, select each agreement and read the agreement carefully.
2. When all license agreements have been read, click **Accept All**.
Step 3: Start the installation

After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. No further user input is required.
Step 4: Finish the installation

Restart the computer to complete the installation.

Configure for security-enabled RSLogix family software

If FactoryTalk Security is enabled in your RSLogix family software (RSLogix 5000, RSLogix 500, or RSLogix 5), you must configure the Disaster Recovery agent, and FactoryTalk Security to grant the necessary permissions for Disaster Recovery operations. FactoryTalk Security is always enabled in Studio 5000 Logix Designer and RSLogix 5000.

These instructions assume that the FactoryTalk AssetCentre agent software has been installed, and that all RSLogix family software packages that will be used in the system are also installed on each agent computer.

- To configure the FactoryTalk AssetCentre agents and FactoryTalk Security in a Windows domain, follow instructions in If operating in a Windows domain on page 36.
- To configure the FactoryTalk AssetCentre agents and FactoryTalk Security in a Windows workgroup, follow instructions in If operating in a Windows workgroup on page 37.
Check whether the agent software is current

Unlike the FactoryTalk AssetCentre client, the FactoryTalk AssetCentre agent does not show a message if the agent does not have the latest version of the software. Instead, the agent does not start, and logs a message in the System Event log and the AssetCentre Event log.

To check whether the FactoryTalk AssetCentre software on the agent is up to date

1. Click Start, and then use search to search for AssetCentre Client.
2. Click AssetCentre Client.
   FactoryTalk AssetCentre client appears.
3. Check the number of running agent computers.
   It is displayed in the bottom right corner of the window on the status bar. If one or more agents are not running, and the client software has been recently updated, then the agent software may need to be updated as well.
   To update the agent software, follow the Steps to install the FactoryTalk AssetCentre agent software on page 31. If you start the installation from the FactoryTalk AssetCentre server website, the installer searches the computer for components that need to be updated, and shows the results in this window. Components that will be updated are indicated with a computer icon and a checked box.
Install FactoryTalk AssetCentre clients

This chapter describes:

- Before you install FactoryTalk AssetCentre clients on page 43
- Steps to install FactoryTalk AssetCentre clients on page 44
- Check whether the client is installed correctly on page 50

Before you install FactoryTalk AssetCentre clients

The FactoryTalk AssetCentre client software provides the user interface for FactoryTalk AssetCentre. It is through the client that you perform tasks such as checking files in and out, creating and running scheduled events, and viewing logs. For more information on what you can do with FactoryTalk AssetCentre client software, see the FactoryTalk AssetCentre Help (once the client is installed).

Tip: Before you install FactoryTalk AssetCentre on the computer running Windows Server 2012 R2, it is required that you install the following Windows update:

Windows Server 2012 R2 update: April 2014

Install the FactoryTalk AssetCentre client software on all computers on which you want to use FactoryTalk AssetCentre.

The client is not required on the FactoryTalk AssetCentre server computer, but you can install it on the server if desired.

Where to install FactoryTalk AssetCentre clients

Note: For current information on the system requirements for the FactoryTalk AssetCentre software, see FactoryTalk AssetCentre Release Notes and the Product Compatibility and Download Center.

Install the client on any computer

- from which you want to access the FactoryTalk AssetCentre client software (to edit the representation of your assets, to view logs, to create schedules, to search the logs, and so on).
- that is capable of running the client software (see Client computer requirements on page 9).
- that is connected to the FactoryTalk AssetCentre server.
- from which FactoryTalk audits are desired.
The Disaster Recovery capability provides the ability to schedule a comparison between master files, and processor program and data files. To edit the file and data settings for a compare operation for PLC-5, SLC 500, or MicroLogix processors, you must have RSLogix 5, or RSLogix 500 software installed on the client computer.

**Steps to install FactoryTalk AssetCentre clients**

The Setup wizard installation process includes the following steps:

- **Step 1: Launch the Setup wizard and select what to install** on page 44
- **Step 2: Read and accept license agreements** on page 48
- **Step 3: Start the installation** on page 49
- **Step 4: Finish the installation** on page 50

**Step 1: Launch the Setup wizard and select what to install**

You can install the client using either the installation package or the FactoryTalk AssetCentre server website.

**To install a FactoryTalk AssetCentre client using the installation package**

1. Log on to your server computer as an administrator, or as a user with administrative privileges.
2. If necessary, close all open Windows programs, and then place the FactoryTalk AssetCentre Installation DVD in the computer's DVD drive.

Run D:\setup.exe, where D:\ is the drive containing the DVD.
3. Select **AssetCentre Client**.

   ![AssetCentre Client Setup](image)

   **Tip:** To install AssetCentre Server, AssetCentre Client, and AssetCentre Agent at the same time, select **AssetCentre Custom Installation**. Custom installation allows you to install more than one or all of the installation components.

4. To install all components available in the selected software using the recommended settings, click **Install now** and skip to Step 2: Read and accept license agreements on page 48.

5. To select which components to install, click **Customize**.
6. On the **Customize** page:

![Customize Page](image)

- To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.20.00** and select **FactoryTalk Security Web Service**.
- To register EDS files from devices to allow device communications in the **Network Browser**, expand **FactoryTalk Services Platform v6.20.00**, expand **FactoryTalk Linx v6.20.00**, and then select **Register EDS Files**. If you are running out of storage, clear this check box. However, clearing this check box turns off the **EDS Parameter** shortcut function.
- If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear **FactoryTalk Alarms and Events v6.20.00**.
- To enable security for Rockwell Software security clients, expand **RSLinX Classic v4.20.00** and select **Enable Security**.
- If the installation detects the Step7 editor file (S7tgtopx.exe) at either of the following paths, you can choose to select **Step7 Version 5.6 sp1** and install the feature. If you have the Step7 editor file installed, make sure they are located at either of the following paths for the installation to detect.
  - C:\Siemens\Step7\s7bin
  - C:\Program Files\Siemens\Step7\s7bin or C:\Program Files (x86)\Siemens\Step7\s7bin

<table>
<thead>
<tr>
<th>Customized Software</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>FactoryTalk Services v6.20.00</td>
<td>2.52 GB</td>
</tr>
<tr>
<td>FactoryTalk Services Platform v6.20.00</td>
<td></td>
</tr>
<tr>
<td>FactoryTalk Linx v6.20.00</td>
<td></td>
</tr>
<tr>
<td>FactoryTalk Alarms and Events v6.20.00</td>
<td></td>
</tr>
<tr>
<td>FactoryTalk Activation Manager v4.04.14</td>
<td>0.07 GB</td>
</tr>
<tr>
<td>AssetCentre Client v10.00.00</td>
<td>0.23 GB</td>
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<tr>
<td>FactoryTalk AssetCentre Client v10.00.00</td>
<td></td>
</tr>
<tr>
<td>RSLinX Classic v4.20.00</td>
<td>1.83 GB</td>
</tr>
<tr>
<td>RSLinX Classic v4.20.00</td>
<td></td>
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</tr>
<tr>
<td>SmartGuard USB-KernelDrivers</td>
<td></td>
</tr>
<tr>
<td>Tools</td>
<td></td>
</tr>
<tr>
<td>FactoryTalk Updater Agent v2.00.00</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>4.79 GB</td>
</tr>
</tbody>
</table>
Tip: If you have S7 processors, you may also need to install the Step7 feature. This step is not required for Disaster Recovery actions, it merely associates project files with the appropriate editor. You can install the Step7 feature at this point or install it after the installation. To install it after installing FactoryTalk AssetCentre Client:
1. Run `setup.exe` in the installation package.
2. Select `AssetCentre Client` and click Modify.
3. Expand `AssetCentre Client v10.00.00` and select Step7 Version 5.6. Click Modify.
4. Click Modify.

- To install the FactoryTalk Updater utility, expand **Tools** and then select **FactoryTalk Updater Agent v2.00.00**. It assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups. Registering for updates is not required to receive announcements from the FactoryTalk Updater.

7. Select the location for the software. The default location is **C:|**.
8. Click **Install**.

**To install a FactoryTalk AssetCentre client using the FactoryTalk AssetCentre server website**

1. Open Internet Explorer, and in the **Address** box, type the following:

   `http://servername/rockwellsoftware/assetcentre`

   where **servername** is the name of your FactoryTalk AssetCentre server computer.

   For example, if your FactoryTalk AssetCentre server computer name is MYSERVER, type the following:

   `http://MYSERVER/rockwellsoftware/assetcentre`

   **Tip:**
   - If you are using SSL, then start the address with `https://` instead of `http://`.
   - If you have changed the default port in site binding on page 95, you need to include the self-defined port number in the computer name part in the form as `MYSERVER:PortNumber`.
   - If you install the FactoryTalk AssetCentre agent software on the FactoryTalk AssetCentre server computer, type the following in the **Address** box:

   `http://localhost/rockwellsoftware/assetcentre`

2. Press **Enter**.

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

3. Click **Install AssetCentre Client on this computer**.

   The installation automatically starts when the installation package is downloaded.
Tip: If Internet Explorer shows an error message that it cannot connect to the install web page, try bypassing the proxy for local addresses. Also make sure that IIS is running on the server. For information on running IIS see Web page for installing the FactoryTalk AssetCentre client and agent cannot be shown on page 130. If in one of the following situations:
- Internet Explorer shows a warning about opening possibly unsafe content or downloading possibly unsafe files
- Windows SmartScreen prevents the installation
Add the FactoryTalk AssetCentre Web site (URL above) to your Trusted Sites. See your Internet Explorer documentation for more information.

Step 2: Read and accept license agreements

End User License Agreements

Please read and accept all license agreements.

Rockwell Automation Technologies Inc.

ROCKWELL AUTOMATION END USER LICENSE AGREEMENT

IMPORTANT—READ THIS AGREEMENT CAREFULLY

This end user license agreement ("EULA") is a legal contract between You (either an individual or a single entity) and Rockwell Automation, Inc. ("Rockwell Automation") for the Software product(s) and Documentation that Rockwell Automation licenses to You. ROCKWELL AUTOMATION IS MANDATORY TO LICENSE THE SOFTWARE AND DOCUMENTATION TO YOU ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS AND CONDITIONS IN THIS EULA. YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY DOWNLOADING, INSTALLING, COPYING, OR OTHERWISE USING THE SOFTWARE. IF YOU ARE ACCEPTING THESE TERMS ON BEHALF OF ANOTHER PERSON, COMPANY, OR OTHER LEGAL ENTITY, YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND THAT PERSON, COMPANY, OR LEGAL ENTITY TO THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT DOWNLOAD, INSTALL, COPY, ACCESS, OR USE THE SOFTWARE, AND PROMPTLY RETURN THE SOFTWARE WITH ALL ACCOMPANYING ITEMS TO YOUR PLACE OF PURCHASE FOR

End-user license agreements (EULA) spell out your rights and responsibilities. Depending on the components being installed, there may be more than one license agreement on this page. The individual license agreements are listed above the text box.

Some software products may be delivered or made available only after you agree to the terms and conditions of each of the license agreements.
1. On the **End User License Agreements** page, select each agreement and read the agreement carefully.
2. When all license agreements have been read, click **Accept All**.

**Step 3: Start the installation**

![Installation Progress]

After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. No further user input is required.
Step 4: Finish the installation

Restart the computer to complete the installation.

When the installation is finished, it is recommended that you:

- Install the latest FactoryTalk AssetCentre patches.
  See Knowledgebase Document ID: QA15600 - FactoryTalk AssetCentre Patch Roll-up for 3.0 and later.
- Configure the SSL protocol.
  See Configure the SSL protocol for FactoryTalk AssetCentre on page 91

Check whether the client is installed correctly

To check whether the client is correctly installed and connected to the FactoryTalk AssetCentre server

1. Click Start, and then use search to search for AssetCentre Client.
2. Click AssetCentre Client.
   FactoryTalk AssetCentre Client appears.
   When the client runs, it checks the server for the latest version of the client software. If the client software is not the latest version, the following message is displayed:
The client and server versions are incompatible.
To update the client software, follow the Steps to install the FactoryTalk AssetCentre clients on page 44 at the start of Chapter 4.
For information on getting started with the software, see the FactoryTalk AssetCentre Getting Results Guide.
Custom install the FactoryTalk AssetCentre software

FactoryTalk AssetCentre supports custom installation of the FactoryTalk AssetCentre software. Custom installation allows you to install more than one or all of the installation components, including AssetCentre Server, AssetCentre Client, and AssetCentre Agent.

To custom install FactoryTalk AssetCentre

1. Log on to your server computer as an administrator, or as a user with administrative privileges.
2. If necessary, close all open Windows programs, and then place the FactoryTalk AssetCentre Installation DVD in the computer's DVD drive.
   Run D:\setup.exe, where D\ is the drive containing the DVD.
3. Select AssetCentre Custom Installation.
4. Click Customize.
5. On the **Customize** page, select the product components to install.

The grayed-out and selected check boxes indicate that the software will be automatically installed.
FactoryTalk AssetCentre allows selecting or clearing the following check boxes:

- **AssetCentre Server v10.00.00**
- **AssetCentre Agent v10.00.00**
- **AssetCentre Client v10.00.00**
- **FactoryTalk Alarms and Events v6.20.00**
- **Logix Designer Compare Tool v8.12.00**
- **RSLogix 5 v10.00.00**
- **RSLogix 500 v12.00.00**
- **FactoryTalk View ME Transfer Utility v12.00.00**
- **FactoryTalk Updater Agent v2.00.00**

If the computer to which you install the FactoryTalk AssetCentre software meets the system requirements, the software product check boxes are selected by default.
If you cleared any product check box, the related prerequisite product check boxes will be turned on for you to clear.

- To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.20.00** and select **FactoryTalk Security Web Service**.
- To register EDS files from devices to allow device communications in the **Network Browser**, expand **FactoryTalk Services Platform v6.20.00**, expand **FactoryTalk Linx v6.20.00**, and then select **Register EDS**
Files. If you are running out of storage, clear this check box. However, clearing this check box turns off the 
EDS Parameter shortcut function.

- If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear 
FactoryTalk Alarms and Events v6.20.00.

- To enable security for Rockwell Software security clients, expand RSLinx Classic v4.20.00 and select 
Enable Security.

- If the installation detects the Step7 editor file (S7tgtopx.exe) at either of the following paths, you can 
choose to select Step7 Version 5.6 sp1 and install the feature. If you have the Step7 editor file installed, 
make sure they are located at either of the following paths for the installation to detect.

  - C:\Siemens\Step7\s7bin
  - C:\Program Files\Siemens\Step7\s7bin or C:\Program Files (x86)\Siemens\Step7\s7bin

  **Tip:** If you have S7 processors, you may also need to install the Step7 feature. 
  This step is not required for Disaster Recovery actions, it merely 
  associates project files with the appropriate editor.
  You can install the Step7 feature at this point or install it after the 
  installation. To install it after installing FactoryTalk AssetCentre Client:
  1. Run setup.exe in the installation package.
  2. Select AssetCentre Client and click Modify.
  3. Expand AssetCentre Client v10.00.00 and select Step7 Version 5.6 
     sp1.
  4. Click Modify.

- To install the FactoryTalk Updater utility, expand Tools and then select FactoryTalk Updater Agent 
v2.00.00. It assists management of installed Rockwell Automation software by announcing new versions 
and patch roll-ups. Registering for updates is not required to receive announcements from the 
FactoryTalk Updater.

6. Select the location for the software. The default location is C:\.
7. Click Next.
8. Follow the on-screen instructions to complete the installation.
Example: Custom install the FactoryTalk AssetCentre server and client software

This example shows when you custom install the FactoryTalk AssetCentre server and client software. The **AssetCentre Agent v10.00.00** check box and the **Logix Designer Compare Tool v8.12** check box are cleared. You can clear or select it as needed.
Install the AssetCentre Diagnostics Connector

If you want the diagnostics information generated by other Rockwell Automation software products of the same FactoryTalk Directory to be recorded in the FactoryTalk AssetCentre database, install the AssetCentre Diagnostics Connector. The **AssetCentre Diagnostics Connector** option only includes the FactoryTalk AssetCentre components that are necessary for the log experience without having to install the full FactoryTalk AssetCentre Client.

**Steps to install the AssetCentre Diagnostics Connector**

The Setup wizard installation process includes the following steps:

- **Step 1:** Launch the Setup wizard and select what to install on page 57
- **Step 2:** Read and accept license agreements on page 60
- **Step 3:** Start the installation on page 61
- **Step 4:** Finish the installation on page 62

**Step 1: Launch the Setup wizard and select what to install**

1. Log on to your server computer as an administrator, or as a user with administrative privileges.
2. If necessary, close all open Windows programs, and then place the FactoryTalk AssetCentre Installation DVD in the computer's DVD drive.

Run **D:\setup.exe**, where **D:** is the drive containing the DVD.
3. Select **AssetCentre Diagnostics Connector (Optional)**.

4. To install all components available in the selected component using the recommended settings, click **Install now** and skip to Step 2: Read and accept license agreements on page 60.

5. To select which components to install, click **Customize**.
6. On the **Customize** page:

   ![Customize Page Screenshot]

   - To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.20.00** and select **FactoryTalk Security Web Service**.
   - **AssetCentre Common Components** are what you need to install as the diagnostics connector.

7. Select the location for the software. The default location is **C:**.

8. Click **Install**.
Step 2: Read and accept license agreements

End-user license agreements (EULA) spell out your rights and responsibilities. Depending on the components being installed, there may be more than one license agreement on this page. The individual license agreements are listed above the text box.

Some software products may be delivered or made available only after you agree to the terms and conditions of each of the license agreements.

1. On the End User License Agreements page, select each agreement and read the agreement carefully.
2. When all license agreements have been read, click Accept All.
Step 3: Start the installation

After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. No further user input is required.
Step 4: Finish the installation

Restart the computer to complete the installation.
Upgrade FactoryTalk AssetCentre

If you upgrade from a previous version of FactoryTalk AssetCentre, use the following steps to upgrade from FactoryTalk AssetCentre versions 7.00.00 and later to version 10.00.00.

- To upgrade an RSMACC system to FactoryTalk AssetCentre, follow the instructions in Knowledgebase Document ID: IN3311 - Upgrade an existing RSMACC system to FactoryTalk AssetCentre.

In rare situations, especially on low-performance computers, a dialog box may open during the installation when upgrading FactoryTalk AssetCentre. The dialog box indicates that the FactoryTalk AssetCentre server service needs to be stopped. If you use the unattended setup to upgrade FactoryTalk AssetCentre, you need to click Yes to stop the service or click No to cancel the installation.

Starting from FactoryTalk AssetCentre version 10.00.00, process device capabilities are not supported.

Important: After upgrading to FactoryTalk AssetCentre version 10.00 from earlier versions, you will no longer be able to use Process Device Configuration and Calibration Management functionality.

After upgrading from FactoryTalk AssetCentre version 9.00 or earlier to version 10.00, General DTM Device, Equipment, Instrument, Loop, System, and Test Instrument process devices are not available in the asset catalog. The Process Device Configuration Field Edition, ProcalV5 Data Source Configuration, and Procal DB Connector Installer will be removed.

If Process Device Configuration is required for your system, we recommend you considering Endress+Hauser FieldCare which offers a comprehensive tool for managing process instruments called FieldCare SFE500. Endress+Hauser FieldCare is scalable, which allows to fulfill tasks from Device Setup to Plant Asset Management. FieldCare can be used with instruments communicating via Profibus-PA, Foundation Fieldbus, and HART.

All calibration records and information are retained in ProCalV5, thus the previously existing process device assets will be displayed in the asset tree. You can still cut, copy, and paste the existing process devices in the asset tree. However, their hardware and asset properties will be disabled. The ProCalV5 Company and ProCalV5 Linked Item properties of Instrument, Equipment, Loop, System, and Test Instrument are removed from the asset properties dialog box. Process devices will still consume the capacity activation. If you are still owning FactoryTalk AssetCentre Calibration Management, we recommend you contacting the following vendors for more solutions:

- Prime Technologies (https://www.primetechpa.com/)
- CompuCal (https://compucalcalibrations.com/)

When upgrading FactoryTalk AssetCentre to version 9.00.00, the logon user of the FactoryTalk AssetCentre AgentController service will be set to the default LocalSystem no matter what the previous logon user was. Do not
change the default LocalSystem logon user. Doing so will cause disaster recovery schedule failures of FactoryTalk View Site Edition assets.

When upgrading FactoryTalk AssetCentre to version 10.00.00, the FactoryTalk AssetCentre Verification Agent service will be reset to the default LocalSystem account regardless of the previous configuration. If the previous service configuration was configured to use a user account, such as AssetCentre_DR, it is required to open Agent Controller Launch Control Panel to re-configure the Verification Agent to use a user account.

If upgrading from a previous version of FactoryTalk AssetCentre, your customized settings will be kept. If repairing the components of FactoryTalk AssetCentre, your customized settings will be restored to the default.

**To upgrade from CPR 9-compatible version 7.00 or later**

2. Install the FactoryTalk AssetCentre server, client and agent software. Follow the instructions in Chapter 3 to use the silent or unattended installation or Chapter 4 through Chapter 7 to use the standard Setup wizard.

**Upgrade to new version of AssetCentre and move existing database to new server**

If you are installing FactoryTalk AssetCentre on a 64 bit operating system see the Rockwell Automation Product Compatibility & Download Center website for a list of operating systems that FactoryTalk AssetCentre supports.

**Note:** Always backup the AssetCentre database prior to making any changes to your system configuration.

Ensure on the new server that following components are in place prior to installing the FactoryTalk AssetCentre server components:

- Microsoft Internet Information Services (IIS)
- Microsoft SQL Server

**Note:** If you are upgrading your system to a new version of Microsoft SQL Server you will need to include the Integration Tools of the Microsoft SQL server installation to ensure SQL can successfully migrate a database to the new version.

**To Update FactoryTalk AssetCentre Database to New Version on a New Server**

1. Move the FactoryTalk AssetCentre database backup (.bak) file from the old server to the new server.
2. Using the Microsoft SQL Server Management Studio on the new server restore the .bak file to this server, for more information on how to backup and restore a Microsoft SQL database, see [Backing up and Restoring FactoryTalk AssetCentre with Microsoft SQL Server](#) on page 65.
3. On the new server from the SQL Management Studio expand the AssetCentre Database > Security folder.
4. Find the AssetCentreUser user and delete this user from the newly restored database.
5. Click Yes when asked to delete the associated schema with this user.

**Note:** This user must be deleted as the installation of the AssetCentre server installation will re-create a new AssetCentreUser tied to the AssetCentre Server instance running on this system.
6. Now that the AssetCentreUser has been removed from the AssetCentre database, also delete the AssetCentreUser SQL login user.

7. Proceed with the AssetCentre Server installation, see Install the FactoryTalk AssetCentre server software on page 15.

   Note: After upgrading FactoryTalk AssetCentre from previous version to version 10.00.00 and restarting your computer, you can check the SDF file to confirm whether the migration from SDF to MDF succeeded. If the size of the SDF file is still large (for example, more than 1GB), in the Control Panel, you can repair FactoryTalk AssetCentre Common Components to restart the migration.

---

**Backing up and Restoring FactoryTalk AssetCentre with Microsoft SQL Server**

Proper retention of data is a mission critical task in any industry. For FactoryTalk AssetCentre, this means backing up the data stored in the FactoryTalk AssetCentre database. All information in FactoryTalk AssetCentre, from audits and events, to the asset tree itself, is stored in the AssetCentre database within the Microsoft SQL (MSSQL) server.

**Planning an AssetCentre Maintenance Window**

When backing up any production system, such as FactoryTalk AssetCentre, it is critical to plan the event as a scheduled maintenance window. A maintenance window is a period of time that is planned to make a production system unavailable to its users, thus allowing for proper maintenance to that system to ensure continued system health. During the backup of the FactoryTalk AssetCentre system, user access should be limited. While users can continue to query the system during the backup, it is not recommended to have any user activity occur during this time. Fortunately, the Microsoft SQL server is capable of handling user queries of a database it is currently backing up, meaning that the FactoryTalk AssetCentre system does not need to be stopped in order to proceed with a backup.

**Backing Up FactoryTalk AssetCentre in Microsoft SQL Server 2012**

The following set of instructions is intended for use on systems using Microsoft SQL Server 2012. Proper steps for manual backup of the AssetCentre database and the accompanying transaction log will be shown. A backup operation will essentially create a copy of the current database contents, and store them in a user-defined location. It should be noted that this process can also be automated, which is covered at the end of this section.

**AssetCentre Database Backup**

During the backup of the FactoryTalk AssetCentre system, user access should be limited. While users can continue to query the system during the backup, it is not recommended to have any user activity occur during this time. Additionally, it is advisable to run the Database Cleanup Wizard from the FactoryTalk AssetCentre client prior to backing up the system to clean out any aged data that no longer needs to be retained (see online help in FactoryTalk AssetCentre client for this procedure.)
1. From the **Start** menu select **SQL Server Management Studio**.

2. Click **Connect**.

3. Once the Microsoft SQL Server 2012 Management Studio has connected to the database server, navigate to the **AssetCentre** database.
4. Right-click on the **AssetCentre database** and then select **Tasks > Back Up...**

5. The **Back Up Database – AssetCentre** screen is displayed, Observe the following information:

6. Note the **Options** from the tree on the left of the screen. In this example, all options are left at default.

7. Click **OK** to initiate the backup.
8. Note the **Progress** panel in the bottom left of the screen.

![Progress Panel](image)

9. Upon successful completion of the backup, the following window will be displayed.

![Backup Confirmation](image)

The AssetCentre database is now backed up.

**AssetCentre Database Transaction Logs Backup**

It is strongly recommended to backup the database transaction logs in addition to the database itself. The transaction logs essentially keep audits of the database, recording actions performed upon it. Both the transaction logs and database can be stored in the same file, specified in the section above on how to back up the database.

1. Right-click on the **AssetCentre database**, and then select **Tasks > Back Up**....
The following screen will be displayed:

![Backup Screen](image)

2. Note the **Options** from the tree on the left of the screen. In this example, all options are left at default.

![Options Screen](image)

3. Click **OK** to initiate the backup.

   Note the **Progress** panel in the bottom left of the screen.

4. Upon successful completion of the backup, the following window will be displayed, click **OK**.

![Backup Complete](image)

The AssetCentre database’s transaction logs have now been backed up successfully.

**Scheduling Backups**

Using the Microsoft SQL Server Agent, it is possible to schedule backups of the AssetCentre database and transaction logs on a user defined schedule. Typically, an entire database backup is scheduled less often than the transaction log backup (for example, the database might be backed up weekly, whereas the transaction logs are backed up daily.)

Since the Microsoft SQL Server Agent is performing the operation, its service must be running. It is recommended to set this service to automatic, such that the service will start on reboots without user intervention.
Note: The steps below assume a configuration of two separate maintenance plans: one for the transaction log and one for the database itself. It is possible to configure both in the same plan.

1. Ensure that the SQL Server Agent is started. This can be accomplished directly from the Microsoft SQL Server Management Studio, at the bottom of the navigation tree.

2. If the Agent is not started, right-click on it, and then select **Start**.

3. Click **Yes** when prompted to start the service.
4. Once the SQL Server Agent is started, right-click on Management > Maintenance Plans, and then select Maintenance Plan Wizard.

5. Enter AssetCentre_DB_Backup as the name for the maintenance plan, and then click the Change button to schedule the plan.
6. Use the following screen to configure the schedule for the operation, then click **OK** to continue.

![New Job Schedule](image1.png)

7. Click **Next** to progress past this screen now that the schedule is configured.

8. Select **Back Up Database (Full)** to configure this maintenance task to back up the database itself. Click **Next** to continue.

![Maintenance Plan Wizard](image2.png)

9. Click **Next** again.
10. Select the **AssetCentre** database from the drop down menu and click **OK**.

![Backup Wizard Image]

11. Under **Create a backup file for every database**, specify the location to store the backup file.
   **Note:** A preferred location would be a separate hard drive from the one on which the database resides (thus saving the backup location if the database’s hard drive fails.)

12. Click **Next**.

13. Enter the location to save the log files of the backup.

14. Click **Next**.
   **Note:** It is possible to configure email reporting from this screen.
15. Click **Finish** to finalize the maintenance plan.

16. When complete, the following screen will be displayed:

![Maintenance Plan Wizard](image)

17. Once the success of the operation is reported, click **Close**.

18. A database backup has now been scheduled.

**Note:** If a maintenance plan for the transaction log is also desired, simply follow these steps again and select Back Up Database (Transaction Log) instead of Back Up Database (Full).

**Restoring FactoryTalk AssetCentre in Microsoft SQL Server 2012**

Before beginning the process of restoring the database, all users of the FactoryTalk AssetCentre system should be disconnected. It is advisable to simply stop the FactoryTalk AssetCentre server service until the Microsoft SQL
database restore and subsequent re-connecting of the FactoryTalk AssetCentre server is complete. Additionally, the World Wide Web Publishing service should be stopped until the entire procedure is complete.

1. To disable the FactoryTalk AssetCentre server service, open up the Service Control Manager (**Start > Services**).

2. Right-click on the FactoryTalk AssetCentre Server listing and select **Stop**.


4. Return to the SQL Server Management Studio
5. Right-click on **Databases**, then select **Restore Database**.

6. Select **Device**, and then click the **Browse** button.

7. Click **Add**.

8. Browse to the location where you store the backup file, and then select it, then press **OK** twice to continue.

9. The backup list below the browse button will populate. Check all check boxes.
Note: If different options are selected, such as overwriting on each backup, or if a previous backup file is used, there will be a different number of rows to select from. Additionally, if no transaction logs were backed up, there may only be one checkbox available, corresponding to the AssetCentre database itself. It is also possible to perform restores of just the transaction log or database, depending on the checkbox selections. These steps show the process for restoring both at the same time.

10. Click **Options**.

11. Select **Overwrite the existing database**.

12. Click **OK**. SQL will now restore the AssetCentre database. Progress is reported at the top of the window:

**FactoryTalk AssetCentre Data Source Configuration Wizard**

If the AssetCentre database has been moved or restored on an Microsoft SQL Server, it is important to reconnect the FactoryTalk AssetCentre server to this new database. The steps below will walk through the FactoryTalk AssetCentre Data Source Configuration Wizard, installed by default along with the FactoryTalk AssetCentre server.

Note: The FactoryTalk AssetCentre server and World Wide Web Publishing services should still be stopped at this point, following the restoration of the database. If this is not so, stop them now.
1. From the FactoryTalk AssetCentre server machine, go to the **Start** menu and select **Data Source Configuration**.

![Data Source Configuration](image)

2. Click **Next** on the first screen.

3. Input the name of the Microsoft SQL Server in the **FactoryTalk AssetCentre SQL Server** dropdown menu, and leave the **AssetCentre SQL Server Authentication** settings at default. These settings will be used to reset the AssetCentreUser settings in the new SQL server, including the password.

![Data Source Edit Wizard - Step 2 of 6](image)

**Note:** If the password specified in SQL for the AssetCentreUser account is desired, simply input it as the password here instead of accepting the default.

4. Click **Next** to continue.
5. Configure the FactoryTalk AssetCentre SQL Server Mirror properties if applicable and click **Next**.

6. Confirm the **Database name** and **Connection Timeout** values in the FactoryTalk AssetCentre SQL Server window and click **Next**.
7. Enter the user credentials of a SQL Server administrator on the new SQL Server. Leave the **Change FactoryTalk AssetCentre SQL Server** checkbox checked.

8. Click **Next** to continue.

9. Click **Finish**, and a data source test window will appear.

10. Press **Test Data Source** to test the connection that you've just configured and verify that the test completes successfully.

11. Click **Done** to close the wizard.
12. Finally, start the FactoryTalk AssetCentre and World Wide Web Publishing services. From the **Start** menu, open the **Services** program. Start the World Wide Web Publishing service first Right-click on the World Wide Web Publishing listing and select **Start**.

![Services](image)

13. Start the FactoryTalk AssetCentre Server service in the same way.

The FactoryTalk AssetCentre Server is now connected to the newly restored database.

**Optional software upgrades**

The FactoryTalk AssetCentre 10.00.00 installation package contains the following optional installations for these software products:

- FactoryTalk Services Platform
- FactoryTalk Activation Manager
- FactoryTalk Linx (formerly RSLinx Enterprise)
- FactoryTalk Alarms and Events
- FactoryTalk View ME Transfer Utility
- RSLinx Classic Lite
- RSLogix 5
- RSLogix 500
- Logix Designer Compare Tool
- FactoryTalk Updater Agent

If earlier versions of the following software are installed on your computer, and you want their latest versions, you need to install them manually. See **Location of setup files** on page 82.

- FactoryTalk View ME Transfer Utility
- RSLogix 5
- RSLogix 500

If earlier versions of the following software are installed on your computer, and they are lower than the minimum versions required to install FactoryTalk AssetCentre, the FactoryTalk AssetCentre Setup wizard will upgrade the software automatically.

- RSLinx Classic Lite
• Logix Designer Compare Tool

If the software versions are equal to or higher than the minimum versions required to install FactoryTalk AssetCentre, but lower than the versions included in the FactoryTalk AssetCentre installation package, the installation process will not upgrade the software automatically. If you want to use the latest versions instead, you must select the software check boxes during the installation of FactoryTalk AssetCentre.

**Tip:** If you use FactoryTalk Services Platform CPR 9 SR 8, be sure to use the CPR 9 SR 8 versions of RSLinx Enterprise and RSLinx Classic Lite.

If you want to upgrade the optional software products, we recommend that you upgrade them before installing FactoryTalk AssetCentre.

**Location of setup files**

The setup files for the optional upgrades are available in the FactoryTalk AssetCentre installation package.

<table>
<thead>
<tr>
<th>This product's installation file...</th>
<th>Is located in this folder...</th>
</tr>
</thead>
<tbody>
<tr>
<td>FactoryTalk View ME Transfer Utility</td>
<td>12.00.00-FTView\Tools\ME Transfer Utility\FactoryTalk View ME Transfer Utility.msi</td>
</tr>
<tr>
<td>RSLinx 5</td>
<td>10.00.00-RSLinx 5\ENU\RSLinx 5 English 10.00.00 (CPR 9).msi</td>
</tr>
<tr>
<td>RSLinx 500</td>
<td>12.00.00-RSLinx 500\ENU\RSLinx 500 English 12.00.00.msi</td>
</tr>
</tbody>
</table>
Use silent or unattended setup to install the FactoryTalk AssetCentre software

FactoryTalk AssetCentre supports silent or unattended installation. Silent installation runs in a quiet mode without any user interface, while unattended installation runs in a quiet simple mode and shows progress through the UI. Unattended installation does not accept any input, but still shows error or restart messages.

**Important:** Before starting silent or unattended setup to install the FactoryTalk AssetCentre software, ensure that your Windows Active Directory (AD) user account has been assigned the SQL Server system administrator (SA) role.

Use command lines to specify properties to install FactoryTalk AssetCentre software automatically with little interaction. The silent or unattended installation supports the following installation modes:

- FactoryTalk AssetCentre server
- FactoryTalk AssetCentre client
- FactoryTalk AssetCentre agent
- FactoryTalk AssetCentre custom installation

**Tip:** Unlike custom installation using the standard Setup wizard that allows you to select software products to install, the custom installation mode in silent or unattended setup automatically installs all FactoryTalk AssetCentre software, including FactoryTalk AssetCentre server, client, and agent.

If you install FactoryTalk AssetCentre client or agent with RSLogix Classic using silent or unattended installation on 32-bit operating systems, you must manually install the USB CIP package first. To manually install the USB CIP package, run it from FactoryTalk AssetCentre installation directory: `\Redist\USBCIP_3.18.06\Setup.exe`.

During the silent or unattended installation, all associated Rockwell Automation software processes will be automatically terminated. Make sure to shut down all associated Rockwell Automation software products before installation.

This chapter describes how to use silent or unattended setup to install the FactoryTalk AssetCentre software. If you want to use the standard Setup wizard to install the software step by step, see Chapter 4 through Chapter 7 for detailed instructions.

**Before performing the silent or unattended installation**

This section describes things you need to know:
Before you install the FactoryTalk AssetCentre server software using silent or unattended setup

The following checklist summarizes the basic tasks involved in the unattended installation of FactoryTalk AssetCentre server software along with supporting software.

- Ensure that the user performing installation has administrative rights in Windows.

  **Tip:** Before you install FactoryTalk AssetCentre on the computer running Windows Server 2012 R2, it is required that you install the following Windows update:
  Windows Server 2012 R2 update: April 2014

- Ensure that the Windows account of the user performing the installation, or a Windows group of which the user performing the installation is a member, is assigned the Microsoft SQL Server System Administrator role before attempting the installation. This change is optional for Upgrade installations.

- Ensure the following software or services is installed on the computer:
  - Microsoft SQL Server (can be located on a separate computer)

- Schedule downtime for the system if you are upgrading operating applications or replacing computers during the installation.

  **Important:** If you plan to install on a remote machine and your current machine uses a software firewall (such as the Windows Firewall), you must manually permit File and Printer Sharing through your firewall. Consult the documentation for your firewall software for instructions. You must also open Port 80 (or whatever port is used for HTTP).

The tasks listed above are the same as you perform with the standard step-to-step installation method. For detailed instructions, see Before you install the FactoryTalk AssetCentre server software on page 15.

Before you install the FactoryTalk AssetCentre client software using silent or unattended setup

**Note:** For current information on the system requirements for the FactoryTalk AssetCentre software, see FactoryTalk AssetCentre Release Notes and the Product Compatibility and Download Center.

The FactoryTalk AssetCentre client software provides the user interface for FactoryTalk AssetCentre. It is through the client that you perform tasks such as checking files in and out, creating and running scheduled events, and viewing logs. For more information on what you can do with FactoryTalk AssetCentre client software, see the FactoryTalk AssetCentre Help (once the client is installed).
Tip: Before you install FactoryTalk AssetCentre on the computer running Windows Server 2012 R2, it is required that you install the following Windows update:
Windows Server 2012 R2 update: April 2014

Install the FactoryTalk AssetCentre client software on all computers on which you want to use FactoryTalk AssetCentre.

The client is not required on the FactoryTalk AssetCentre server computer, but you can install it on the server if desired.

Install the client on any computer

- from which you want to access the FactoryTalk AssetCentre client software (to edit the representation of your assets, to view logs, to create schedules, to search the logs, and so on).
- that is capable of running the client software (see Client computer requirements on page 9).
- that is connected to the FactoryTalk AssetCentre server.
- from which FactoryTalk audits are desired.

The Disaster Recovery capability provides the ability to schedule a comparison between master files, and processor program and data files. To edit the file and data settings for a compare operation for PLC-5, SLC 500, or MicroLogix processors, you must have RSLogix 5, or RSLogix 500 software installed on the client computer.

Before you install FactoryTalk AssetCentre agents using silent or unattended setup

Note: For current information on the system requirements for the FactoryTalk AssetCentre software, see FactoryTalk AssetCentre Release Notes and the Product Compatibility and Download Center.

Agents are programs that communicate with the FactoryTalk AssetCentre server and perform scheduled tasks on behalf of the FactoryTalk AssetCentre 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. The Search feature, as well as purchased capabilities, such as Disaster Recovery capabilities, require the use of agents to perform scheduled operations.

Tip: Before you install FactoryTalk AssetCentre on the computer running Windows Server 2012 R2, it is required that you install the following Windows update:
Windows Server 2012 R2 update: April 2014

Where to install the FactoryTalk AssetCentre agent software

Agents can be installed on any computer that:

- is capable of running the agent software (see Agent computer requirements on page 11).
- is connected to the FactoryTalk AssetCentre Server.
- runs the FactoryTalk AssetCentre server, or the FactoryTalk AssetCentre client.

If you also want to install Logix Designer Compare Tool, you need to manually install .NET Framework 3.5 before installing the agent on the following operating systems:
• Windows Server 2019
• Windows Server 2016
• Windows Server 2012 R2
• Windows Server 2012
• Windows 10

See Before you install the FactoryTalk AssetCentre agent software on page 29 for more information about FactoryTalk AssetCentre agents.

Perform silent or unattended installation

Use command-line parameters to perform a silent or unattended installation of the software.

The command-line installation requires the administrator permission. The steps may vary slightly depending on your operating system.

To perform silent or unattended installation

1. Close all Windows programs.
2. Open the Command Prompt window.
3. In the Command Prompt window, navigate to D:, where D: is the drive containing the FactoryTalk AssetCentre installation package.
   In this example, type D: and press Enter.
   Tip: If User Account Control dialog box shows, click Yes.
4. Type a command with the following syntax:

   • Perform silent or unattended installation with Windows Authentication

     Setup.exe {/Q | /QS} /IAcceptAllLicenseTerms [/AutoRestart]
     [SetupLanguage=language] [/Record] [/Playback] /Product=product_name
     [/SerialNumber=serial_number] [/ProductKey=product_key]
     [/Version=product_version] [/InstallDrive=drive] [/SqlServer=SQL_location]
     [/DirectoryServer=FTD_server_location]

     Example:
     C:\Users\Administrator\Desktop\10.00.00-FTAssetCentre-DVDD\Setup.exe /Q
     /IAcceptAllLicenseTerms /AutoRestart /SetupLanguage=ENU /Product="AssetCentre Server" /SerialNumber=2740J00396 /ProductKey=RYN62-LWBQ6 /Version=10.00.00
     /InstallDrive=D: /SqlServer="(local)" /DirectoryServer=APCNDAEbQSOQM2

   • Perform silent or unattended installation with SQL Server Authentication

     Setup.exe {/Q | /QS} /IAcceptAllLicenseTerms [/AutoRestart]
     [SetupLanguage=language] [/Record] [/Playback] /Product=product_name
     [/SerialNumber=serial_number] [/ProductKey=product_key]
     [/Version=product_version] [/InstallDrive=drive] [/SqlServer=SQL_location]
     [/sa] [/SqlAdmin=SQL_administrator] [/SqlAdminPwd=SQL_admin_password]
     [/SqlUser=SQL_username] [/SqlPwd=sql_user_password]
     [/DirectoryServer=FTD_server_location]

     Example:
     C:\Users\Administrator\Desktop\10.00.00-FTAssetCentre-DVDD\Setup.exe /Q
     /IAcceptAllLicenseTerms /AutoRestart /SetupLanguage=ENU /Product="AssetCentre Server" /SerialNumber=2740J00396 /ProductKey=RYN62-LWBQ6 /Version=10.00.00
Important: When installing FactoryTalk AssetCentre through silent or unattended installation, quotes are required for the parameters with space (for example, /Product="AssetCentre Server").

5. Press Enter.

For more information about parameters, type `Setup.exe /?` or see Command-line parameters for silent or unattended installation on page 87.

**Command-line parameters for silent or unattended installation**

**Unattended or silent install**

Use command-line parameters to perform an unattended or silent installation of the software.

**Command-line parameters**

The following table identifies the installation command-line parameters. Command-line parameters are case-insensitive. However, if a specified value includes a space, be sure to enclose the value in quotation marks (for example, "value with spaces").

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>/?</code></td>
<td>Displays the usage options for installation parameters.</td>
</tr>
<tr>
<td><code>/Q</code></td>
<td>Silent Install, install runs in a quiet mode without any user interface. This parameter is recommended if you are deploying the software installation using an IT tool or script, and don't expect to see any error or restart messages. When using this parameter, your IT tool or script should check the error codes, and respond as needed. For example, if the installation returns error code 1641, then the IT tool or script should restart the computer and relaunch the installation after restart. This parameter is required if <code>/QS</code> or <code>/Record</code> is not specified.</td>
</tr>
<tr>
<td><code>/QS</code></td>
<td>Unattended Install, install runs in a quiet simple mode and shows progress through the UI, it does not accept any input but still shows error or restart messages. When using this parameter, you will not have to check the error codes, and the installation will stop and display a prompt if there are error or restart messages. For example, if an immediate restart is required to complete the install, a restart message will be displayed for you to confirm the restart. Installation resumes automatically from the point of interruption after restart. This parameter is required if <code>/Q</code> or <code>/Record</code> is not specified.</td>
</tr>
<tr>
<td><code>/IAcceptAllLicenseTerms</code></td>
<td>Acknowledges acceptance of the license terms. This parameter is required for <code>/Q</code> or <code>/QS</code> parameters.</td>
</tr>
<tr>
<td><code>/AutoRestart</code></td>
<td>Automatically restarts the computer after the installation is complete. Used when a restart is required to complete the installation. This parameter is optional. If this parameter is not used silent install (/Q) will return either error code 1641 or 3010 if a restart is required, and unattended install (/QS) will result in a confirmation prompt that must be agreed to before the installation is completed.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>/SetupLanguage=&quot;value&quot;</td>
<td>Specifies which language will be displayed during install process. The value must be one of the following: ● ENU ● CHS ● DEU ● ESP ● FRA ● ITA ● JPN ● KOR ● PTB</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. If this parameter is not used, the default language is the current user or operating system user interface language.</td>
</tr>
<tr>
<td>/Record</td>
<td>Records the installation options chosen to a recording file. This parameter is optional.</td>
</tr>
<tr>
<td>/Playback</td>
<td>Plays back a recording file to specify the installation options. This parameter is optional.</td>
</tr>
<tr>
<td>/IgnoreWarning</td>
<td>Specifies that the setup ignores warnings and continues. This parameter is optional. If it is not specified, the setup exits when a warning occurs.</td>
</tr>
<tr>
<td>/Product=&quot;value&quot;</td>
<td>Specifies which sub-products will be installed. The product name must be one of followings: ● AssetCentre Server ● AssetCentre Client ● AssetCentre Agent ● AssetCentre Custom Installation</td>
</tr>
<tr>
<td>/Uninstall</td>
<td>Uninstalls the product. This parameter is optional.</td>
</tr>
<tr>
<td>/ProductLanguage=&quot;value&quot;</td>
<td>Specifies the language version of the software being installed. The value must be one of the following: ● ENU ● CHS ● DEU ● ESP ● FRA ● ITA ● JPN ● KOR ● PTB</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. If this parameter is not used, the default language is the same as the setup language. If the software does not support multiple languages this parameter is not available.</td>
</tr>
<tr>
<td>/SerialNumber=&quot;value&quot;</td>
<td>Specifies the serial number of the software being installed. This is used to activate the software during installation. This parameter is optional. If it is not specified the software must be activated manually after installation if activation is required. Some software does not require activation. If activation is not required this parameter is not available.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>/ProductKey=&quot;value&quot;</td>
<td>Specifies the product key used to get activation keys during installation. This parameter is optional. If it is not specified the software must be activated manually after installation if activation is required. Some software does not require activation. If activation is not required this parameter is not available.</td>
</tr>
<tr>
<td>/Version=&quot;value&quot;</td>
<td>Specifies the version of the software to activate which corresponds to the product version associated with the SerialNumber and ProductKey. This parameter is optional. If it is not specified the installer will use the most recent product version available. Some software does not require activation. If activation is not required this parameter is not available.</td>
</tr>
<tr>
<td>/InstallDrive=&quot;value&quot;</td>
<td>Specifies the install drive. This parameter is optional. If this parameter is not used, the default install location is &quot;C:\Program Files (x86)\Rockwell Software&quot;. Some software restricts the installer to only change the drive the software is installed on. Use /? to determine which parameter is supported.</td>
</tr>
<tr>
<td>/SqlServer=&quot;value&quot;</td>
<td>Specifies FactoryTalk AssetCentre database server (Microsoft SQL Server) location. This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
<tr>
<td>/sa=&quot;value&quot;</td>
<td>Uses SQL Authentication for SQL Server Logins. If you use SQL Server Authentication to perform silent or unattended installation, the parameters /SqlAdmin, /SqlAdminPwd, /SqlUser, and /SqlPwd are required.</td>
</tr>
<tr>
<td>/SqlAdmin=&quot;value&quot;</td>
<td>Specifies the Microsoft SQL Server administrator account name. This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
<tr>
<td>/SqlAdminPwd=&quot;value&quot;</td>
<td>Specifies the Microsoft SQL Server administrator account password. This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
<tr>
<td>/SqlUser=&quot;value&quot;</td>
<td>Specifies the user name for the account that will be used to access the Microsoft SQL Server database. This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
</tbody>
</table>
| /SqlPwd="value"        | Specifies the Microsoft SQL Server database user account password. This parameter is required when installing the FactoryTalk AssetCentre server software. The database user account password cannot be the following terms associated with the installation computer:  
  - The name of the user currently logged onto the machine.  
  - The computer name.  
  The database user account password must be more than 8 characters and no more than 128 characters in length and satisfy at least three of the following four criteria:  
  - It must contain uppercase letters.  
  - It must contain lowercase letters.  
  - It must contain numbers.  
  - It must contain non-alphanumeric characters; for example, #, %, or ^  |
Error codes

The following table identifies the error codes that can be returned by an installation.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERROR_SUCCESS</td>
<td>0</td>
<td>The installation completed successfully.</td>
</tr>
<tr>
<td>ERROR_INVALID_PARAMETER</td>
<td>87</td>
<td>One of the parameters was invalid.</td>
</tr>
<tr>
<td>ERROR_INSTALL_USEREXIT</td>
<td>1602</td>
<td>The installation was cancelled by the user.</td>
</tr>
<tr>
<td>ERROR_INSTALL_FAILURE</td>
<td>1603</td>
<td>A fatal error occurred during installation or the software component to be installed already exists on the computer.</td>
</tr>
<tr>
<td>ERROR_BAO_CONFIGURATION</td>
<td>1610</td>
<td>The configuration data for this product is corrupt. Contact your support personnel.</td>
</tr>
<tr>
<td>ERROR_SUCCESS_REBOOT_REQUIRED</td>
<td>3010</td>
<td>A restart is required to complete the installation. After restart the product is successfully installed.</td>
</tr>
<tr>
<td>ERROR_REBOOT_PENDING</td>
<td>3012</td>
<td>A restart is pending and is required before the installation can continue.</td>
</tr>
<tr>
<td>ERROR_SUCCESS_NOT_APPLICABLE</td>
<td>3013</td>
<td>The installation cannot proceed because the products are already installed.</td>
</tr>
</tbody>
</table>

After the installation using the unattended setup

You can find the installation logs and view the installation status in the following path:

- On 32-bit operating systems:
  C:\Program Files\Common Files\Rockwell\Install Logs
- On 64-bit operating systems:
  C:\Program Files (x86)\Common Files\Rockwell\Install Logs

Once the installation is complete, you need to activate FactoryTalk AssetCentre. For more information, see Step 5: Finish the installation on page 24.

After the installation using the unattended setup, you can configure FactoryTalk AssetCentre. For details, see:

- Configure the SSL protocol for FactoryTalk AssetCentre on page 91
- Configure FactoryTalk AssetCentre on page 119
Configure the SSL protocol for FactoryTalk AssetCentre

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

**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.

The SSL configuration consists of the following steps:

- [Create an SSL certificate](#) on page 91
- [Export the created SSL certificate for FactoryTalk AssetCentre client and agent computers](#) on page 94
- [Configure a site binding](#) on page 95
- [Configure SSL settings for FactoryTalk AssetCentre Web Client](#) on page 98
- [Turn on secure communication between the server, client(s), and agent(s)](#) on page 100
- [Import the SSL certificate to client and agent computers](#) on page 101
- [Configure a firewall rule and web services URL if the default port is modified](#) on page 110

### Create an SSL certificate

In order to use the SSL protocol you need to have an SSL certificate on the FactoryTalk AssetCentre server computer.

**To create an SSL certificate**

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer.
   
   
   a. On the taskbar, click 📡.
   
   b. In the search box, type `inetmgr`, and then press **Enter**.
c. Click the best match result.

2. Under **Connections**, click the FactoryTalk AssetCentre server.

3. In **Features View**, double-click **Server Certificates**.
4. Under **Actions**, click **Create Self-Signed Certificate**.

5. In the **Create Self-Signed Certificate** dialog box:
   - Specify a name for the certificate.
   - Select **Web Hosting** as the certificate store.

6. Click **OK**.

   The created SSL certificate is listed.
Export the created SSL certificate for FactoryTalk AssetCentre client and agent computers

After creating an SSL certificate on the FactoryTalk AssetCentre server computer, export the certificate which will need to be imported on the FactoryTalk AssetCentre client and agent computers.

To export the created SSL certificate

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer.
   
   a. On the taskbar, click 🔍.
   b. In the search box, type `inetmgr`, and then press Enter.
   c. Click the best match result.

2. Under Connections, click the FactoryTalk AssetCentre server.
3. In **Features View**, double-click **Server Certificates**.

4. Select the SSL certificate that you have created.

5. Under **Actions**, click **Export**.

6. In the **Export Certificate** dialog box:

   - Under **Export to**, click ..., and then specify the location and name to save the certificate.
   - Specify the password for the certificate.

7. Click **OK**.

**Configure a site binding**

**Before you begin**

- **Create an SSL certificate** on page 91.
To configure a site binding

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer.
   a. On the taskbar, click 📯.
   b. In the search box, type inetmgr, and then press Enter.
   c. Click the best match result.

2. Navigate to localhost > Sites > Default Web Site.
3. Under **Actions**, click **Bindings**.

4. In the **Site Bindings** dialog box, click **Add**.

5. In the **Add Site Binding** dialog box, 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 <strong>https</strong>.</td>
</tr>
<tr>
<td>IP address</td>
<td>Select <strong>All Unassigned</strong>.</td>
</tr>
<tr>
<td>Port</td>
<td>Keep the default port number 443 or if you needed, you may change it to a self-defined port. If you use a self-defined port, you need to configure a firewall rule and web services URL on page 110.</td>
</tr>
<tr>
<td>Host name</td>
<td>Type the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server. <strong>Tip</strong>: On Window Server 2008 R2, this option is not editable after selecting <strong>https</strong>.</td>
</tr>
</tbody>
</table>
Configure SSL settings for FactoryTalk AssetCentre Web Client

Before you begin

- Create an SSL certificate on page 91.
- Configure a site binding on page 95.

To configure SSL settings for FactoryTalk AssetCentre Web Client

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer.
   
   a. On the taskbar, click
   b. In the search box, type inetmgr, and then press Enter.
   c. Click the best match result.

Tip: You can remove the default HTTP site binding and only keep the created HTTPS site binding.
2. Navigate to localhost > Sites > Default Web Site > RockwellSoftware > AssetCentreWebClient.

3. In Features View, 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.

```
SSL Settings

This page lets you modify the SSL settings for the content of a website or application.

☑ Require SSL

Client certificates:

☐ Ignore
☑ Accept
☐ Require
```

5. Under **Actions**, click **Apply**.

Tip: To turn on secure communication for FactoryTalk AssetCentre Client or Agent, navigate to `localhost > Sites > Default Web Site > RockwellSoftware > AssetCentre`, and follow Step 3 through Step 5 above.

---

**Turn on secure communication between the server, client(s), and agent(s)**

Once you configured the SSL protocol, turn on 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.
   
   
   a. On the taskbar, click ![Search Icon](image)
   
   b. In the search box, type **Server Settings**.
   
   c. Click **Server Settings**.

2. Enter the user name and password to log on to FactoryTalk, and then click **OK**.
3. In the Configure Server Settings Utility window, 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.

4. Select the Use the secure communication channel option.
5. Click OK.

**Import the SSL certificate to client and agent computers**

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

**Before you begin**

- [Create an SSL certificate](#) on page 91.
- [Export the created SSL certificate](#) on page 94.

The steps to import the SSL certificate on all the supported operating systems are the same except for Windows 7 operating systems.

**To import the SSL certificate on operating systems except for Windows 7**

1. Copy the created SSL certificate on the computer.
2. Double-click the SSL certificate.
3. Select **Local Machine**, and then click **Next**.

4. When prompted to confirm the operation, click **Yes**.

5. Follow the on-screen instructions until you get to the **Certificate Store** screen.
6. On the **Certificate Store** screen, select **Place all certificates in the following store**.

7. Click **Browse**, select **Trusted Root Certification Authorities**, and then click **OK**.
8. Click Next.

![Certificate Import Wizard]

9. Follow the on-screen instructions to complete the import.

To import the SSL certificate on Windows 7 operating systems

1. Copy the created SSL certificate on the computer.
2. Click Start, type mmc, and then press Enter.
   The Microsoft Management Console opens.
3. In the Microsoft Management Console, navigate to Console Root > Certificates (Local Computer) > Trusted Root Certification Authorities > Certificates.
4. Right-click Certificates, and then select All Tasks > Import.
5. In the Certificate Import Wizard, click **Next**.

6. On the **File to Import** page, browse for the SSL certificate file, and then click **Next**.

7. (Optional) Enter the password if it has been defined.

8. On the **Certificate Store** page, make sure:

   - **Place all certificates in the following store** is selected.
- **Trusted Root Certification Authorities** is selected as the certificate store.

Click **Next**.

9. Click **Finish**.

After the import operation, you may want to verify whether the SSL certificate is successfully imported.
To verify the import operation

1. Click **Start**, type *mmc*, and then press **Enter**.
   The Microsoft Management Console opens.

2. Click **File > Add/Remove Snap-in**.

3. In the *Add or Remove Snap-ins* dialog box, select **Certificates**, and then click **Add**.

4. In the **Certificates snap-in** dialog box, select **Computer account**, and then click **Next**.
5. Click **Finish**.

6. In the **Add or Remove Snap-ins** dialog box, click **OK**.

7. In the Microsoft Management Console, navigate to **Console Root > Certificates (Local Computer) > Trusted Root Certification Authorities > Certificates**, and verify that the SSL certificate is listed.
8. If the SSL certificate is not listed, make sure to select **Certificates** under **Trusted Root Certification Authorities > Certificates**, and then click **Action > All Tasks > Import**.
9. Follow the on-screen instructions to complete the import.

**Manage TLS Protocols**

In FactoryTalk AssetCentre v10.00.00, it is required to use TLS 1.1 and TLS 1.2 or later for the communication security over your network. You can manage TLS Protocols through modifying the registry keys located in the following location:

\`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\`.

**Important:** If you want to configure the protocols as needed, you should use the same protocol for all computers deployed in your network.

### To turn on the Client of TLS 1.1 and TLS 1.2

1. Press **Window + R**.
2. In the **Run** dialog box, enter `regedit`, and then select **OK**.
3. In the **Registry Editor** window, go to **Protocols**. Then you can create the necessary subkeys for TLS 1.1, create the Client subkey, and create the `DisabledByDefault` DWORD value.
4. Double-click **DisabledByDefault** to open the **Edit DWORD Value** dialog box.
5. In the **Value data** box, enter 0 and then select **OK** to save the changes.

**Note:** You can repeat the above steps to create the subkey for TLS 1.2, the Client subkey, `DisabledByDefault` value, and set `DisabledByDefault` to 0.

### To turn off the Client of TLS 1.0

1. Press **Window + R**.
2. In the **Run** dialog box, enter `regedit`, and then select **OK**.
3. In the **Registry Editor** window, go to **Protocols > TLS 1.0 > Client** as the above picture.
4. Double-click **Enabled** to open the **Edit DWORD Value** dialog box.
5. In the **Value data** box, enter 0 and then select **OK** to save the changes.
6. Double-click **DisabledByDefault** to open the **Edit DWORD Value** dialog box.
7. In the **Value data** box, enter 1 and then select **OK** to save the changes.

**Configure a firewall rule and web services URL if the default port is modified**

If the default port 443 is modified during the site binding configuration, you need to:

- Configure a Windows firewall rule for the self-defined port.
- Configure the primary server web services base URL.

**To configure a Windows firewall rule**

1. On the FactoryTalk AssetCentre server computer, click **Start**, type **firewall**, and then click **Windows Firewall with Advanced Security**.
2. Click **Inbound Rules**.
3. Click **Action > New Rule**.
4. In the **New Inbound Rule Wizard**, select **Port**, and then click **Next**.
5. In the **Specific local ports** box, enter the self-defined port as set during the site binding configuration, for example 9000, and then click **Next**.

6. Follow the on-screen instructions until you get to the **Name** page.

7. In the **Name** box, enter the name for the new inbound rule, and then click **Finish**.
The new rule is shown in the list.

To configure the primary server web services base URL

1. On the FactoryTalk AssetCentre server computer, click Start > All Programs > Rockwell Software > FactoryTalk Administration Console.
2. In the Explorer, navigate to Network > System > Policies > Product Policies > FactoryTalk AssetCentre, and then double-click Server Settings.
3. In the **Server Settings Properties** dialog box, click the **Primary Server Web Services Base URL** box, and then change the computer name part in the form as `MYSERVER:PortNumber`.

4. Click **OK**.
Configure Windows Authentication

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)://assetcentre_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 chapter describes:

- Turn on Windows Authentication mode in Internet Information Services (IIS) on page 115

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

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

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer.
   
   
   a. On the taskbar, click Internet Information Services (IIS). 
   b. In the search box, type inetmgr, and then press Enter.
c. Click the best match result.

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.

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.
Configure FactoryTalk AssetCentre

This chapter describes:

- Configure for client access to the server on page 119
- Configure feature security for FactoryTalk AssetCentre users on page 121

Configure for client access to the server

For clients to be able to access the FactoryTalk AssetCentre server, the FactoryTalk Directory and FactoryTalk Security must be configured to give clients access. To configure access, you will need to use the FactoryTalk Administration Console.

The FactoryTalk Directory uses two factors to determine who should have access to any given function:

- **The user’s account**, which can either be a FactoryTalk Directory account or a Windows domain account. This identifies the user.
- **The computer from which the user is accessing the FactoryTalk Directory.** This allows you to limit which computers can access the directory, and also allows you to determine whether certain functions can or cannot be performed from a given computer. For example, you can configure the FactoryTalk Directory to give access to a user from her or his own computer but not from another computer.

At a minimum, you must add the FactoryTalk AssetCentre users and their computers to the FactoryTalk Directory, and you must configure access privileges for FactoryTalk AssetCentre in the FactoryTalk Directory.

Add users to the FactoryTalk Directory

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

**Tip:**
This section contains only basic instructions for using the FactoryTalk Directory and FactoryTalk Security. For background information and information regarding more advanced procedures, please see the Help for the FactoryTalk Administration Console.

By default, all members of the Administrators group on the computers on which you installed the FactoryTalk Services Platform were added to the Administrators group in the FactoryTalk Directory. Also, any rights that you assign to a Windows User Group are assigned to all members of that group.

It is recommended to use a native FactoryTalk Group to which Windows AD user accounts and groups are added. This practice simplifies the process of confirming the security configuration as testing is performed on the native
FactoryTalk Group, and policy is written about which Windows user and groups are added to the native FactoryTalk group.

To add a user to the FactoryTalk Directory

1. Start the FactoryTalk Administration Console:
   a. Click Start, and then use search to search for FactoryTalk Administration Console.
   b. Click FactoryTalk Administration Console.
      FactoryTalk Administration Console appears.
2. Log on to the Network directory using a FactoryTalk Administrator account.
3. Open the Users and Groups folder.
4. Under the Users and Groups folder, right-click the Users folder, and then select New.
5. Specify whether you want to create a new FactoryTalk User or a Windows-Linked User.
   • FactoryTalk user accounts are visible only to the FactoryTalk system and their access is independent of Windows.
   • A Windows-linked user is validated by Windows domain.
   A FactoryTalk Security account is the same as a FactoryTalk user account. For more information, see "Accounts and groups" in the FactoryTalk Help.
   • If you may need to use FactoryTalk AssetCentre while disconnected from the network, use FactoryTalk Security user accounts. Windows-linked user accounts will not be able to authenticate with the domain while disconnected.
   • If you choose to use Windows-linked users, consider using Windows-linked group accounts rather than Windows-linked user accounts if possible. This simplifies the process if you ever move your software to a different domain. You cannot move individual Windows-linked user accounts from one domain to another. You can move Windows-linked group accounts to a new domain, while retaining all of the security permissions for the group. If you change the domain an individual Windows-linked user account belongs to, you must delete the old account, create the new account, and then recreate all of the security permissions for the new account.
      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 information about grouping users, see the Help for the FactoryTalk Administration Console.
6. Enter the information for the user.

Add computers to the FactoryTalk Directory

When FactoryTalk Services Platform is installed on a computer, that computer is automatically added to the FactoryTalk Network Directory. Because FactoryTalk Services Platform is included in the FactoryTalk AssetCentre installation, your client computers should already be in the FactoryTalk Network Directory.
By default, for a user to be able to use FactoryTalk AssetCentre, the user's computer must be in the FactoryTalk Directory. For instructions on how to add a computer, refer to the FactoryTalk Help in the FactoryTalk Administration Console.

**Tip:** If you have a significant number of computers for which you need to permit or restrict access, consider grouping them 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. For information about grouping computers, see the Help for the FactoryTalk Administration Console.

**Configure feature security for FactoryTalk AssetCentre users**

By default, all users and the Administrators group 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 using any FactoryTalk CPR 9 version.

**To change which users can perform tasks in FactoryTalk AssetCentre**

1. Start the FactoryTalk Administration Console:
   a. Click **Start**, and then use search to search for *FactoryTalk Administration Console*.
   b. Click **FactoryTalk Administration Console**.

   FactoryTalk Administration Console appears.

2. Log on to the Network directory using a FactoryTalk Administrator account.

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

4. Double-click **Feature Security**.

   **Important:** There is also a Server Settings object in the FactoryTalk AssetCentre folder. Do NOT attempt to change any of the settings in this object. Doing so may render your FactoryTalk AssetCentre system inoperative. If you need to change server settings (to use a different mail server, for example), from **Windows Start** menu, select **All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings**.

5. In the **Feature Security Properties** window, click the policy you want to change, and then click the browse button for the policy.
6. In 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 then click **OK**.

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

8. Click **OK**.

**Policy settings and their functions**

The following table shows the policy settings and their functions.

<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>Edit Address Book</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>Override Archive Check In</td>
<td>Check in a file regardless of who checked it out or from where it was checked out.</td>
</tr>
<tr>
<td>Configure Database Limitations</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>Configure Asset Inventory Settings</td>
<td>Configure the settings in the Asset Inventory window.</td>
</tr>
<tr>
<td>Configure Archive Options Settings</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>
</tbody>
</table>
Clear the Get Writable Copy check box by default

Enable or clear the Get Writable Copy check box during get. Denying this permission enables the Get Writable Copy check box; a Get retrieves a writable copy of an Archive object. Allowing this permission (by default) clears the Get Writable Copy check box; a Get retrieves a read-only copy of an Archive object.

Override Archive Undo Check Out

Undo a check out even if a different user checked the file out.

Override Removal of Local Copies

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.

Configure Personal Archive File Associations

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.

Configure System Archive File Associations

Configure which software product launches when opening a particular type of file. This setting applies unless the user has specified a personal file association.

Configure Personal Archive Working Folders

Set a personal working folder for checking out files.

Configure System Archive Working Folders

Set the system working folder to which all users check out files unless they have a personal working folder.

Run Archive Database Cleanup Wizard

Run the Archive Database Cleanup Wizard to delete unused versions of files.

Allow Empty Comment at Check In

Leave the comment field empty as they check in an asset.

Store latest version only

Choose to store only the latest version in the Archive.

Set maximum versions

Configure the total maximum number of versions stored in the Archive.

Configure Assets Lifecycle Sync

Synchronize life cycle information in the FactoryTalk AssetCentre server and client with the Rockwell Automation life cycle website.

Display Calibration Management Data*

View Calibration Management data in FactoryTalk AssetCentre.

Perform Calibration Management*

Access Calibration Management functionality in ProCalV5 software.

Administer Calibration Users*

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.

Configure Database Maintenance

Configure automatic database maintenance, manually analyze, or rebuild index fragmentation.

Switch to Design mode

Enter Design mode, in which the user can edit the asset tree.

View Event Log

Show the Event Log and run a search on the Event Log.

View Audit Log

Show the Audit Log and run a search on the Audit Log.

View Diagnostics and Health Log

Show the Diagnostics and Health Log and run a search on the Diagnostics and Health Log.

Change Diagnostics and Health Log Message

Change the status of or add a comment to a Diagnostics and Health Log record.

View Diagnostics and Health Log Status

View a status history for a Diagnostics and Health Log record.

Run Log Database Cleanup Wizard

Run the Log Database Cleanup Wizard to remove old records from the logs. Data can be exported and saved in a separate file.

Enable or Disable DTMs*

Enable and disable DTMs in the DTM Catalog.

Edit DTM Network*

Show the DTM Networks dialog box to edit the DTM network.

Run PDC Field Edition*

Use the Process Device Configuration Field Edition software.

Create a new schedule

Create a schedule.

Edit a schedule

Change existing schedules.

Delete a schedule

Delete schedules.

View a schedule

Show the Schedules tab.

Command a schedule

Issue commands to a schedule, such as making the schedule active or running the schedule immediately.

Create a search

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.

* Starting from FactoryTalk AssetCentre version 10.00, process device capabilities are not supported. The policies marked with asterisk are only kept for viewing purposes if you have upgraded FactoryTalk AssetCentre from version 9.00 or earlier.
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 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 Configure the SSL protocol for FactoryTalk AssetCentre on page 91.

Access FactoryTalk AssetCentre Web Client

To access FactoryTalk AssetCentre Web Client

1. Open the device's browser, and type the following address:
   
   \texttt{https://FQDN/RockwellSoftware/AssetCentreWebClient}

   \textbf{Tip:} \texttt{FQDN} is the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre Server computer. If you are changed the default port in site binding on page 95, you need to include the self-defined port number in the computer name part in the form as 	exttt{MYSERVER:PortNumber}.

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

   \textbf{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 \textbf{Log in}.
Uninstall FactoryTalk AssetCentre

Uninstall FactoryTalk AssetCentre software version 8.00 or later from Programs and Features in Windows Control Panel or using a command.

- Uninstall from the Control Panel on page 127
- Uninstall using a command on page 127

Tip: To uninstall FactoryTalk AssetCentre version 7.10 or earlier, use Windows Control Panel.

Uninstall from the Control Panel

To uninstall FactoryTalk AssetCentre from the Control Panel

1. Depending on how the software component was installed with the Setup wizard, the uninstallation varies.
   - If only installed with AssetCentre Server, double-click FactoryTalk AssetCentre Server 10.00.00.
   - If only installed with AssetCentre Agent, double-click FactoryTalk AssetCentre Agent 10.00.00.
   - If only installed with AssetCentre Client, double-click FactoryTalk AssetCentre Client 10.00.00.
   - If installed with AssetCentre Custom Installation, double-click FactoryTalk AssetCentre 10.00.00.

2. Click Uninstall.
3. Click Close or restart the computer.

Uninstall using a command

When uninstalling with a command, it uninstalls components that are already installed with the product specified. It does not uninstall components, such as FactoryTalk Activation Manager, that are shared with other products. You need to manually uninstall them in Control Panel.

To uninstall FactoryTalk AssetCentre using a command

1. Close all Windows programs.
2. Open the Command Prompt window.
3. In the Command Prompt window, navigate to D:, where D: is the drive containing the FactoryTalk View installation package.

   In this example, type D: and press Enter.

   Tip: If User Account Control dialog box shows, click Yes.
4. Type a command with the following syntax and press **Enter**.

   `Setup.exe /Q /Uninstall /Product=product_name`

   For example, to uninstall FactoryTalk AssetCentre client, use the following command:
   
   `Setup.exe /Q /Uninstall /Product="AssetCentre Client"

The following table shows command-line parameters for this mode:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>/Q</td>
<td>Required if /QS is not specified.</td>
</tr>
<tr>
<td></td>
<td>Uninstalls the product in the silent mode without any user interface during uninstallation.</td>
</tr>
<tr>
<td>/QS</td>
<td>Required if /Q is not specified.</td>
</tr>
<tr>
<td></td>
<td>Uninstalls the product in the unattended mode during uninstallation, and shows the progress, errors, or complete messages on the user interface.</td>
</tr>
<tr>
<td>/Uninstall</td>
<td>Required.</td>
</tr>
<tr>
<td></td>
<td>Uninstalls components that are already installed with the product specified.</td>
</tr>
<tr>
<td>/Product=product_name</td>
<td>Required.</td>
</tr>
<tr>
<td></td>
<td>Specifies which product will be uninstalled.</td>
</tr>
<tr>
<td></td>
<td>The parameter value must be the one of following:</td>
</tr>
<tr>
<td></td>
<td>• AssetCentre Server</td>
</tr>
<tr>
<td></td>
<td>• AssetCentre Client</td>
</tr>
<tr>
<td></td>
<td>• AssetCentre Agent</td>
</tr>
<tr>
<td></td>
<td>• AssetCentre Custom Installation</td>
</tr>
</tbody>
</table>
Troubleshoot FactoryTalk AssetCentre

This chapter describes:

- **General installation** on page 129
- **Server installation** on page 129
- **Client and agent installation** on page 130
- **Start the client** on page 132
- **Start the agent** on page 137

**General installation**

A red x appears next to an item to be installed

The initial window in each installation (server, client, and agent) shows a list of all necessary components, whether they were found on the computer, and whether they will be installed. If the installer could not determine whether the correct version already exists on that computer, a red x is shown next to a component.

Contact Technical Support using the contact information provided on the copyright page at the beginning of this guide.

A Program Maintenance window appears

This indicates that the component of the software you are installing is already installed. You do not need to install it again. If you suspect your installation is damaged, you can choose to repair the installation.

**Server installation**

SQL collation error encountered during database installation

The SQL Server collation must be case-insensitive for use with FactoryTalk AssetCentre software. If your SQL Server collation is case-sensitive, the FactoryTalk AssetCentre database installation will fail. If your SQL Server collation is case-sensitive, see [Install Microsoft SQL Server](#) on page 16 for detailed directions.
Unable to log on to SQL Server during server installation

In FactoryTalk AssetCentre Server version 10.00.00 and later, SQL Server sa (system administrator) account is only available for silent or unattended installation.

- If you configured your SQL Server to use mixed (both SQL Server and Windows domain) authentication, the sa account is available. Use the password you created for the sa account when the installation program prompts you for it.
- If your SQL Server installation is not configured for mixed authentication, you will need to change the authentication method. See the documentation for SQL Server for more information.

**Tip:** New installations of FactoryTalk AssetCentre Server installation require that the Windows account of the user performing the installation, or a Windows group of which the user performing the installation is a member, is assigned the Microsoft SQL Server System Administrator role before attempting the installation. This change is optional for Upgrade installations.

- If you have forgotten your sa account password, you will need to change it. See the Microsoft SQL Server documentation for more information.

The application failed to initialize properly

This is a known issue with Symantec Endpoint Protection. When installing the FactoryTalk AssetCentre server on a computer that has Symantec Endpoint Protection version 11.0.5002.333, you may receive an error message indicating that the application you are installing fails to initialize properly.

**To fix this issue**

- Use a different Symantec Endpoint Protection version.
- Disable the Symantec Application and Device Controller service by following the steps below:
  a. From Windows Start menu, select All Programs > Accessories > Command Prompt.
  b. In the Command Prompt window, enter `sc config sysplant start=disabled` and press Enter.
  c. Restart the computer and try to install the server again.

Client and agent installation

Web page for installing the FactoryTalk AssetCentre client and agent cannot be shown

**To solve this problem**

- Make sure the FactoryTalk AssetCentre server computer is running. In the Windows Services utility, make sure that the FactoryTalk AssetCentre Server service is running.
- Make sure you have access to your local area network.
- Make sure you are installing the software as an administrator, or an account with administrative privileges.
- Make sure IIS is running on the server computer.
• Try logging on to the server computer from the client. On the client computer, click **Start**, then select **Run**. In the **Open** field type two backslashes, and then the server name (for example, `\ourserver`). Click **OK**. You will be asked to log in to the server.

• If you are using a firewall, make sure File and Printer Sharing is permitted through the firewall. Port 80 (or whatever port used for HTTP on the server machine) also needs to be permitted.

**To make sure IIS is running on the server computer**

1. On supported operating systems (Windows Server 2019, 2016, and 2012) of FactoryTalk AssetCentre Server, click **Start**.
2. On the **Start** menu, right-click **My Computer**, and then click **Manage**.
   
   Server Manager appears.
3. In the **Server Manager** tree, expand **Roles**.
4. Under **Roles**, expand **Web Server (IIS)**.
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**.

**Error reading Primary Server Name from FactoryTalk Directory**

This error occurs when the computer on which you are installing the client is not using the same FactoryTalk Directory as the computer running the FactoryTalk AssetCentre server, or there was an error in the FactoryTalk Services Platform.

**To solve this problem**

1. On the FactoryTalk AssetCentre server computer, set the FactoryTalk Directory location.
   
   From **Windows Start** menu, select **All Programs > Rockwell Software > FactoryTalk Tools > Specify FactoryTalk Directory Location**.
2. Log in if prompted to do so, and then specify the location of the FactoryTalk Directory.
3. Close any clients that are connected to the server.

**Logged in user is not part of the Administrators group**

Currently logged in Windows user is not part of the Administrators group.

To resolve this problem, make sure you are installing the software as an administrator, or a user with administrative privileges.
Start the client

**Error initializing FactoryTalk AssetCentre**

The FactoryTalk AssetCentre server may have failed (or you may have lost your network connection to the server), or the computer on which you installed the client may not be part of the FactoryTalk Directory.

**To solve the problem**

- Check the server (see [Other errors starting the client](#) on page 137).
- 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. See [Add computers to the FactoryTalk Directory](#) on page 120.
- See [If the FactoryTalk AssetCentre server is installed to a drive other than C](#) on page 136.

**Error initializing FactoryTalk AssetCentre: unable to connect to the remote server**

When starting the FactoryTalk AssetCentre client, you may get the following error:

![Error message](image)

The error message may appear when you have checked the **Use the secure communication channel** option in the Configure Server Settings Utility window, but you haven’t configured the SSL protocol.

**To solve the problem**

- Configure the SSL protocol.
  See [Configure the SSL protocol for FactoryTalk AssetCentre](#) on page 91.
- Clear the **Use the secure communication channel** check box in the Configure Server Settings Utility window, if you don't want to use the SSL protocol.
**Error initializing FactoryTalk AssetCentre: the underlying connection was closed**

When starting the FactoryTalk AssetCentre client, you may get the following error:

![Error message](Image)

The error message may appear in the following cases:

- You have provided an incomplete fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server computer in the **Configure Server Settings Utility** window for the SSL configuration.
- You haven't added the certificate authority that issued the SSL certificate to the Trusted Root Certification Authorities certificate store for the SSL configuration.

**To solve the problem**

- Make sure that the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server computer in the Configure Server Settings Utility window is complete.
  
  See [Turn on secure communication between the server, client(s) and agent(s)](page 100).
- Add the certificate authority that issued the SSL certificate to the Trusted Root Certification Authorities certificate store for the SSL configuration.
- See [Import the SSL certificate to client and agent computers](page 101).
Error initializing FactoryTalk AssetCentre: the remote server returned error (404) Not Found

When starting the FactoryTalk AssetCentre client, you may get the following error:

The error message may appear when you have misspelled the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server computer in the site binding for the SSL configuration in the Internet Information Services (IIS) Manager.

To solve the problem

- Correct the spelling of the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server computer in the site binding.

  See Configure a site binding on page 95.

Error initializing FactoryTalk AssetCentre: the remote name could not be resolved

When starting the FactoryTalk AssetCentre client, you may get the following error:

The error message may appear when you have misspelled the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server computer in the Configure Server Settings Utility window for the SSL configuration.
To solve the problem

- Correct the spelling of the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server computer in the Configure Server Settings Utility window.

  See Turn on secure communication between the server, client(s) and agent(s) on page 100

Error initializing FactoryTalk AssetCentre: the remote server returned an error (401) Unauthorized

When starting the FactoryTalk AssetCentre client, you may get the following error:

![Error message](image)

The error message may appear when you have enabled Windows Authentication for FactoryTalk AssetCentre computers that are not added to a Microsoft Active Directory, and the local account with which you are starting the client doesn’t exist on the remote FactoryTalk AssetCentre server computer to which the client is trying to connect.

To solve the problem

- On the remote FactoryTalk AssetCentre server computer, add an account that has the username and the password identical with the local account credentials that were used to start the FactoryTalk AssetCentre client.

  See Configure Windows Authentication on page 115

The client and server versions are incompatible

The FactoryTalk AssetCentre software installed on the server has been updated, and the software on the client needs to be updated. See Check whether the client is installed correctly on page 50.
Cannot initialize application eventing subsystem or No connection could be made because the target machine actively refused it

If you see the error *Cannot initialize application eventing subsystem*, or an error indicating that the target machine actively refused the connection, then:

- Make sure the FactoryTalk AssetCentre Server service is started on the server computer.
- Restart the client computer.
- If you still see the error, stop and disable all schedules. Restart the FactoryTalk AssetCentre server computer.

---

**Important:** While the server is restarting other users will not be able to edit the asset tree, create or edit schedules and searches, view information in the logs, and so on. Also, most data will not be logged during the reboot. The exception is audit data generated by other software products such as RSLogix software, which is cached and will appear in the audit log when the server comes back online.

- See [If the FactoryTalk AssetCentre server is installed to a drive other than C](#) on page 136.

At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details

This message may appear when launching RSLinx Classic on a system that has both RSLinx Classic and FactoryTalk Linx, formerly known as RSLinx Enterprise, installed. The System Event log contains the message, *The A-B Virtual Backplane service failed to start due to the following error: The system cannot find the file specified.*

In some cases, the Virtual Backplane driver does not get installed correctly. For more information, see the Knowledgebase Document ID: [BF16472 - AB Virtual Backplane Failed to Start Message](#).

If the FactoryTalk AssetCentre server is installed to a drive other than C:

If the server was installed to a drive other than C, and necessary permissions to the Users group were removed on that drive, you may encounter error messages when starting the client. The FactoryTalk AssetCentre Server service will be stopped and, if you attempt to manually start it, will fail to start.

To rectify this problem, you must set permissions for the Users group on that drive as follows:

1. On the server computer in Windows Explorer, or My Computer, navigate to the **Program Files** folder on the drive, on which the FactoryTalk AssetCentre server was installed.
2. Right-click the **Rockwell Software** folder and select **Properties**.
3. Select the **Security** tab.
4. Add the group **Users (computername\Users)** if it is not in the list. If it is in the list, skip to step 5.

   To add the Users group:
   a. Click **Add**.
   b. Make sure the local computer name appears in the **From this location** field.
   c. In the **Enter the object names to select** field, type:
Users
d. Click **Check Names**, then **OK**.

5. Select the group **Users (computername\Users)**.
6. Set the **Read & Execute, List Folder Contents**, and **Read** permissions to **Allow**.

Other errors starting the client

If the client won't start or you see other error messages not specifically mentioned above, try the following:

- Make sure the client computer is connected to the network, and the network is operational.
- Make sure the 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). To check IIS, see To make sure IIS is running on the server computer on page 130.
- Make sure the correct FactoryTalk Directory is specified. On the machine running the client, from Windows Start menu, select All Programs > Rockwell Software > FactoryTalk Tools > Specify FactoryTalk Directory Location.
- If you are running in an environment without a domain controller (in a workgroup), you may need to turn off the single sign-on feature of FactoryTalk. See the FactoryTalk Help for more information.
- Make sure the server location setting is correct. On the server computer, from Windows Start menu, select 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, from Windows Start menu, select All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Data Source Configuration.
- If you are using a firewall, make sure your firewall is configured properly to permit access to the FactoryTalk AssetCentre Server. See Network requirements on page 13, and Knowledgebase Document ID: BF7490 - TCP/UDP Ports Used by Rockwell Automation Products.

Start the agent

If the FactoryTalk AssetCentre software installed on the server has been updated, the agent will not start until the software on the agent is updated. See Check whether the agent software is current on page 42.
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C:\Program Files (x86)\Common Files\Rockwell\Help\FactoryTalk AssetCentre\Release Notes\OPENSOURCE\index.htm

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