Important user information

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

Activities including installation, adjustments, putting into service, use, assembly, disassembly, and maintenance are required to be carried out by suitably trained personnel in accordance with applicable code of practice. If this equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

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

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

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

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

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

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

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

- **Important**: Identifies information that is critical for successful application and understanding of the product.

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

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

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

- **ARC FLASH HAZARD**: Labels may be on or inside the equipment, for example, a motor control center, to alert people to potential Arc Flash. Arc Flash will cause severe injury or death. Wear proper Personal Protective Equipment (PPE). Follow ALL Regulatory requirements for safe work practices and for Personal Protective Equipment (PPE).
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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.
- managing process device calibration, including scheduling and tracking (optional Calibration Management capability).
- managing and configuring DTM devices (optional Process Device Configuration capability).

DTM stands for Device Type Manager. It is a software component for devices that contains device information and configuration parameters for that device. The device manufacturer provides the DTM for the device. DTMUs are designed according to FDT (Field Device Tool) standards.

**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-IN005F). Use this manual to install the FactoryTalk AssetCentre system. This manual is also available on the FactoryTalk AssetCentre installation package. The file name is FTAC-InstallGuide.pdf.
• **Help.** Use the comprehensive Help for assistance while using the FactoryTalk AssetCentre system. For information about getting started, see the help topic *Get started with FactoryTalk AssetCentre* from the Help menu.

### 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® communication software
- Rockwell Software programming tools for programmable logic controllers
- control networks such as DeviceNet and programmable logic controllers such as PLC-5® 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 10). 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 11).
  - 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 16).

• 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 14).

• is connected to the FactoryTalk AssetCentre server.

Tip: When the system needs to run a schedule it searches the network for an available agent to perform that function.

**System requirements**

FactoryTalk AssetCentre works within the system requirements of all Rockwell Automation software products. For the latest information regarding software platform support, refer to Rockwell Automation Product Compatibility and Download Center.
Server computer requirements

FactoryTalk AssetCentre server computers must meet the following minimum requirements. The operating system can be in English, Portuguese, French, Spanish, Italian, German, Japanese, Korean, or Chinese.

Tip: Some FactoryTalk AssetCentre capabilities are only supported on an English language operating system. At this time, the Calibration Management capability requires an English language operating system. The Process Device Configuration capability requires an English, Portuguese, French, or Italian operating system.

Hardware requirements

- Server class computer with 2.4 GHz or higher dual core processor recommended
- DVD drive
- 4 GB of RAM (or more, depending on application requirements)
- 3 GB of free hard disk space (or more, depending on application requirements), and an additional 100 GB of free hard disk space for data (10 GB additional free space for data is acceptable if SQL Server will be on a separate computer)
- Graphics adapter capable of a minimum resolution of 1024 x 768 pixels
- Keyboard and pointing device (mouse)
- Network adapter card

Supported operating systems and databases

FactoryTalk AssetCentre servers are tested on operating systems and databases installed from original Microsoft media only. FactoryTalk AssetCentre servers run on either the 32-bit or 64-bit versions of the following Windows operating systems and databases:

- Windows Server 2016 Datacenter Edition v1607*
- Windows Server 2016 Standard Edition v1607*
- Windows Server 2012 R2 Datacenter Edition
- Windows Server 2012 Datacenter Edition
- Windows Server 2012 R2 Standard Edition
- Windows Server 2008 R2 Enterprise Edition with Service Pack 1
- Windows Server 2008 R2 Standard Edition with Service Pack 1
- Microsoft SQL Server 2016 Express Edition with Service Pack 1 (64-bit)
- Microsoft SQL Server 2016 Enterprise Edition with Service Pack 1 (64-bit)
- Microsoft SQL Server 2016 Standard Edition with Service Pack 1 (64-bit)
• Microsoft SQL Server 2014 Enterprise Edition with Service Pack 1 (64-bit)
• Microsoft SQL Server 2014 Standard Edition with Service Pack 2 (64-bit)
• Microsoft SQL Server 2012 Express Edition with Service Pack 3 (32-bit or 64-bit)
• Microsoft SQL Server 2012 Enterprise Edition with Service Pack 2 (32-bit or 64-bit)
• Microsoft SQL Server 2012 Standard Edition with Service Pack 3 (32-bit or 64-bit)
• Microsoft SQL Server 2008 R2 Standard Edition with Service Pack 3 (32-bit or 64-bit)

*Siemens S5 controllers are not supported by FactoryTalk AssetCentre on Windows Server 2016 and Windows 10 operating systems and therefore may not work properly.

Tip: Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:


Software requirements

• Microsoft Internet Explorer version 6.0 or later
  The version 11.0 is recommended for Windows Server 2012 and Windows Server 2016 operating systems.
• FactoryTalk Activation version 4.02.00 or later
• FactoryTalk Services Platform version 2.60.00 or later

Client computer requirements

Computers running the FactoryTalk AssetCentre client must meet the following minimum requirements. The operating system can be in any language.

Tip: Some FactoryTalk AssetCentre capabilities are only supported on an English language operating system. At this time, the Calibration Management capability requires an English language operating system.

Hardware requirements

• PC with 2 GHz or higher dual core processor recommended
• 2 GB of RAM (or more, depending on application requirements)
• 3 GB of free hard disk space (or more, depending on application requirements)
• Graphics adapter capable of a minimum resolution of 1024 x 768 pixels
• Keyboard and pointing device (mouse)
• Network adapter card

**Supported Operating Systems**

• Windows Server 2016 Datacenter Edition v1607*
• Windows Server 2016 Standard Edition v1607*
• Windows Server 2012 R2 Datacenter Edition
• Windows Server 2012 Datacenter Edition
• Windows Server 2012 R2 Standard Edition
• Windows Server 2008 R2 Enterprise Edition with Service Pack 1
• Windows Server 2008 R2 Standard Edition with Service Pack 1
• Windows 10 IoT Enterprise 2016 Long Term Servicing Branch (LTSB) Embedded v1607
• Windows 10 Enterprise Edition v1709
• Windows 10 Professional Edition v1709
• Windows 10 Enterprise Edition v1703
• Windows 10 Professional Edition v1703
• Windows 10 Enterprise Edition v1607
• Windows 10 Professional Edition v1607
• Windows 8.1 Enterprise Edition
• Windows 8.1 Professional Edition
• Windows 8.1 Standard Edition
• Windows 8 Enterprise Edition
• Windows 8 Professional Edition
• Windows 7 Ultimate Edition with Service Pack 1
• Windows 7 Enterprise Edition with Service Pack 1
• Windows 7 Professional Edition with Service Pack 1

*Siemens S5 controllers are not supported by FactoryTalk AssetCentre on Windows Server 2016 and Windows 10 operating systems and therefore may not work properly.
Tip: Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:


Software requirements

- Microsoft Internet Explorer version 6.0 and later
  The version 11.0 is recommended for Windows Server 2012, Windows Server 2016, and Windows 8.1 operating systems.
- FactoryTalk Services Platform 2.60.00 or later
- RSLinx Classic Lite version 3.74 or later
- (optional) RSLogix 5 version 7.30 or later, RSLogix 500 version 8.10 or later, RSLogix 5000 version 12 or later, Studio 5000 Logix Designer version 21 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, or MicroLogix processors, you must have RSLogix 5 or RSLinx 500 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 device...</th>
<th>Install...</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLC-5</td>
<td>RSLogix 5</td>
</tr>
<tr>
<td>SLC 500, MicroLogix</td>
<td>RSLinx 500</td>
</tr>
<tr>
<td>ControlLogix, CompactLogix</td>
<td>RSLogix 5000 or Studio 5000 Logix Designer; and RSLogix 500 Compare Utility or Studio 5000 Logix Designer Compare Tool</td>
</tr>
<tr>
<td>Rockwell Automation drives</td>
<td>DriveExecutive™ Lite</td>
</tr>
</tbody>
</table>

- (optional) FactoryTalk Linx version 6.00 or RSLinx Enterprise version 5.60 or later if your system includes PanelView Plus operator interfaces
- (optional) FactoryTalk Linx version 6.00 or RSLinx Enterprise version 5.71 or later if your system includes MobileView operator interfaces
- (optional) FactoryTalk View ME Transfer Utility version 5.00 or later if your system includes PanelView Plus operator interfaces
- (optional) FactoryTalk View ME Transfer Utility version 8.00 or later if your system includes MobileView operator interfaces
- (optional) DriveExecutive Lite version 5.01 or later if your system includes Rockwell Automation drives
• (optional) Editing software for Siemens S5 or S7 processors, including SIMATIC Manager (Step 7), Step 5, S5 for Windows, ACCON-PG, and PG-2000
• (optional) Connected Components Workbench if using RA Motor Control assets

Agent computer requirements

Computers running FactoryTalk AssetCentre agents must meet the following minimum requirements.

Hardware requirements

• PC with 2 GHz or higher dual core processor recommended
• 2 GB of RAM (or more, depending on application requirements)
• 3 GB of free hard disk space (or more, depending on application requirements)
• Graphics adapter capable of a minimum resolution of 1024 x 768 pixels
• Keyboard and pointing device (mouse)
• Network adapter card

Supported Operating Systems

• Windows Server 2016 Datacenter Edition v1607
• Windows Server 2016 Standard Edition v1607
• Windows Server 2012 R2 Datacenter Edition
• Windows Server 2012 Datacenter Edition
• Windows Server 2012 R2 Standard Edition
• Windows Server 2008 R2 Enterprise Edition with Service Pack 1
• Windows Server 2008 R2 Standard Edition with Service Pack 1
• Windows 10 IoT Enterprise 2016 Long Term Servicing Branch (LTSB) Embedded v1607
• Windows 10 Enterprise Edition v1709
• Windows 10 Professional Edition v1709
• Windows 10 Enterprise Edition v1703
• Windows 10 Professional Edition v1703
• Windows 10 Enterprise Edition v1707
• Windows 10 Professional Edition v1607
• Windows 8.1 Enterprise Edition
• Windows 8.1 Professional Edition
• Windows 8.1 Standard Edition
• Windows 8 Enterprise Edition
• Windows 8 Professional Edition
• Windows 7 Ultimate Edition with Service Pack 1
• Windows 7 Enterprise Edition with Service Pack 1
• Windows 7 Professional Edition with Service Pack 1

*Siemens S5 controllers are not supported by FactoryTalk AssetCentre on Windows Server 2016 and Windows 10 operating systems and therefore may not work properly.

**Tip:** Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:


**Software requirements**

• Microsoft Internet Explorer version 6.0 and later
  The version 11.0 is recommended for Windows Server 2012, Windows Server 2016, and Windows 8.1 operating systems.
  
• FactoryTalk Services Platform 2.60.00 or later
• RSLinx Classic Lite version 3.74 or later
• RSLinx Classic version 3.74 or later
• FactoryTalk Linx version 6.00 or RSLinx Enterprise version 5.60 or later
• RSLogix 5000 Compare utility version 3.40.01.118 or later
• Unified Device Configuration (UDC) version 3.09 or later
• For Disaster Recovery functions, the programming software for your devices MUST be installed on the agent computer.

RSLogix 5 version 7.30 or later, RSLogix 500 version 8.10 or later, RSLogix 5000 version 12 or later, Studio 5000 Logix Designer version 21 or later, or any other version released as part of CPR 9 or later

<table>
<thead>
<tr>
<th>For this device</th>
<th>Install...</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLC-5</td>
<td>RSLogix 5</td>
</tr>
<tr>
<td>SLC 500, MicroLogix</td>
<td>RSLogix 500</td>
</tr>
<tr>
<td>ControlLogix, CompactLogix</td>
<td>RSLogix 5000 or Studio 5000 Logix Designer; and RSLogix 5000 Compare Utility or Studio 5000 Logix Designer Compare Tool</td>
</tr>
</tbody>
</table>
PanelView Plus, MobileView | View ME Transfer Utility and FactoryTalk Linx, formerly known as RSLinx Enterprise
---|---
Rockwell Automation drives | DriveExecutive Lite
RA Motor Control | Unified Device Configuration

- PLC-5 version 7.30.10.3 or later
- SLC-500 version 8.00.05.1 and later
- FactoryTalk View ME Transfer Utility version 5.00 or later if your system includes PanelView Plus operator interfaces
- FactoryTalk View ME Transfer Utility version 8.00 or later if your system includes MobileView operator interfaces
- DriveExecutive™ version 4.05 or later
- DriveExecutive Lite version 5.01 or later if your system includes Rockwell Automation drives
- (optional) SIMATIC NET if you want to connect to Siemens S7 processors via MPI (Multi Point Interface) or PROFIBUS protocol
- (optional) INAT H1 driver if you are using an H1 protocol with a Siemens S5 controller (The driver is available at http://www.inat.de/index.php?18&backPID=18&tt_products_sof=226&L=1)

**Web Client computer or device requirements**

Computers or devices running FactoryTalk AssetCentre Web Client must meet the following minimum requirements.

**Supported Operating Systems**

- Windows Server 2016 Datacenter Edition v1607*
- Windows Server 2016 Standard Edition v1607*
- Windows Server 2012 R2 Datacenter Edition
- Windows Server 2012 Datacenter Edition
- Windows Server 2012 R2 Standard Edition
- Windows Server 2008 R2 Enterprise Edition with Service Pack 1
- Windows Server 2008 R2 Standard Edition with Service Pack 1
- Windows 10 IoT Enterprise 2016 Long Term Servicing Branch (LTSB) Embedded v1607
- Windows 10 Enterprise Edition v1709
- Windows 10 Professional Edition v1709
- Windows 10 Enterprise Edition v1703
- Windows 10 Professional Edition v1703
• Windows 10 Enterprise Edition v1607
• Windows 10 Professional Edition v1607
• Windows 8.1 Enterprise Edition
• Windows 8.1 Professional Edition
• Windows 8.1 Standard Edition
• Windows 8 Enterprise Edition
• Windows 8 Professional Edition
• Windows 7 Ultimate Edition with Service Pack 1
• Windows 7 Enterprise Edition with Service Pack 1
• Windows 7 Professional Edition with Service Pack 1
• Android version 6 (Marshmallow)
• Android version 5 (Lollipop)
• Android version 4.4 (KitKat)
• iOS version 9.3
• iOS version 9.2
• iOS version 9.1

*Siemens S5 controllers are not supported by FactoryTalk AssetCentre on Windows Server 2016 and Windows 10 operating systems and therefore may not work properly.

Tip: Before you install FactoryTalk AssetCentre, it is required that you install the following Windows updates:


Software requirements

• Microsoft Internet Explorer version 11
• Google Chrome version 53

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>This port</th>
<th>is used for</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCP port 25</td>
<td>SMTP mail</td>
</tr>
<tr>
<td>TCP port 80</td>
<td>Standard WWW port</td>
</tr>
</tbody>
</table>
TCP port 135 | Remote Process Calls
---|---
TCP port 139 | File and printer sharing
TCP port 445 | File and printer sharing
TCP port 1433 | Communications to SQL Server
TCP ports 7002 - 7004 | FactoryTalk AssetCentre
UDP port 137 | File and printer sharing
UDP port 138 | File and printer sharing
UDP port 1434 | Browsing for SQL Servers
UDP port 21060 | Rockwell Automation Trace Diagnostics
UDP port 21061 | Rockwell Automation Trace Diagnostics

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 [Rockwell Automation Knowledgebase Answer ID 29402](#).

**About the installation process**

FactoryTalk AssetCentre supports two installation methods:

- Setup wizard installation
- Unattended or silent installation

The Setup wizard installs the software through the installation interface step by step. 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 3 for detailed instructions.

If you choose the standard Setup wizard to install FactoryTalk AssetCentre software, Chapter 4 through Chapter 7 guides you through the following tasks:

1. Install the prerequisite software for the FactoryTalk AssetCentre server.

2. If you have purchased the Calibration Management capability, install the ProCalV5 server.

3. Install the FactoryTalk AssetCentre server.

4. Install FactoryTalk AssetCentre clients.

5. If you have purchased the Calibration Management capability, install the ProCalV5 clients.
6. If you have purchased the Process Device Configuration capability, install DTM s.

7. Install FactoryTalk AssetCentre agents.

8. Configure users and security.
Chapter 2

Upgrade FactoryTalk AssetCentre

If you upgrade from a previous version of FactoryTalk AssetCentre, use the following steps to upgrade from FactoryTalk AssetCentre versions later than 4.00 to version 8.00.00.


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.

To upgrade from CPR 9-compatible versions later than 4.00:

2. If you have Calibration Management, install the ProCalV5 server software. See Install the ProCalV5 server software on page 46.
3. 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.

Tip: If you have Studio 5000 Logix Designer Compare Tool v4.10.01 (formerly RSLogix 5000 Compare Tool) installed on your agent computer, after you upgrade to FactoryTalk AssetCentre 8.00.00, you need to manually configure the agent computer using the Agent Services Logon Configuration utility. Otherwise, the compare and backup schedule may not run. For more instructions, see To configure the agent computer using the Agent Services Logon Configuration utility on page 92.

Optional software upgrades

The FactoryTalk AssetCentre 8.00.00 installation package contains installations for these software products used with FactoryTalk AssetCentre:
• FactoryTalk Activation Manager
• FactoryTalk Linx (formerly RSLinx Enterprise)
• FactoryTalk Services Platform
• FactoryTalk View ME Transfer Utility
• RSLinx Classic Lite
• RSLogix 5
• RSLogix 500
• Studio 5000 Logix Designer Compare Tool (formerly RSLogix 5000 Compare Tool)

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 23.

• FactoryTalk View ME Transfer Utility
• ProCalV5
• 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.

• FactoryTalk Activation Manager
• FactoryTalk Services Platform
• RSLinx Classic Lite
• FactoryTalk Linx (formerly RSLinx Enterprise)
• Studio 5000 Logix Designer Compare Tool (formerly RSLogix 5000 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>10.00.00-FTView\Tools\ME Transfer Utility\Setup.exe</td>
</tr>
<tr>
<td>RSLinx 5</td>
<td>8.00.00-RSLinx 5\setup.exe</td>
</tr>
<tr>
<td>RSLinx 500</td>
<td>10.00.00-RSLinx 500\setup.exe</td>
</tr>
</tbody>
</table>
Chapter 3

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.

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 RSLinx 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 on page 26
- Before you install the FactoryTalk AssetCentre client software using silent or unattended setup on page 27
- Before you install FactoryTalk AssetCentre agents using unattended silent or setup on page 29

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 installing the software has administrative rights in Windows.
- Ensure that the following Windows updates are installed on the computer running Windows Server 2012 R2:
  
  **Tip:** Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:
- Ensure that the following versions of .NET Framework are installed before installing the server on the following operating systems:
  - .NET Framework 4.6 or newer
    - Windows Server 2012 R2
    - Windows Server 2012
    - Windows Server 2008 R2
  - .NET Framework 3.5
    - Windows Server 2016
    - Windows Server 2012 R2
    - Windows Server 2012
- Ensure the following software or services is installed on the computer:
Use silent or unattended setup to install the FactoryTalk AssetCentre software

Chapter 3

- Microsoft SQL Server (can be located on a separate computer)
- (Optional) ProCalV5 server software (for the Calibration Management capability)

**Tip:** Normally, you would install the ProCalV5 server software before installing the FactoryTalk AssetCentre server software. However, you can also install it after the FactoryTalk AssetCentre server software. Unattended installation doesn’t support the installation of ProCalV5 software. You can only use unattended installation to specify its database properties, such as the ProCalV5 database server location, login name and password, and the name of the database.

- To install the ProCalV5 server software before the FactoryTalk AssetCentre server software, see Install the ProCalV5 server software on page 46.
- To install the ProCalV5 server software after the FactoryTalk AssetCentre server software, see Install the ProCalV5 server software after the FactoryTalk AssetCentre server software on page 64.

- 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 35.

**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, managing and configuring DTMs (if you have the Process Device Configuration capability), 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).

Before you install the client, ensure that the following Windows updates are installed on the computer running Windows Server 2012 R2 or Windows 8.1:

**Tip:** Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:


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 11).
- that is connected to the FactoryTalk AssetCentre server.
- that you want to use remotely to manage process device configurations (using the Field Edition software in conjunction with the Process Device Configuration capability).
- from which FactoryTalk audits are desired.

You need to manually install the following versions of .NET Framework before installing the client on the following operating systems:

- .NET Framework 4.6 or newer
  - Windows Server 2012 R2
  - Windows Server 2012
  - Windows Server 2008 R2
  - Windows 8.1
  - Windows 7
- .NET Framework 3.5
  - Windows Server 2016
  - Windows Server 2012 R2
  - Windows Server 2012
  - Windows 10
  - Windows 8.1
  - Windows 8

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.
If you have purchased the Calibration Management capability for FactoryTalk AssetCentre, you must also install the ProCalV5 client software on the FactoryTalk AssetCentre client computer. This step comes after you have installed the FactoryTalk AssetCentre client software. See Install the ProCalV5 client software on page 76.

**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.

Before you install the agent, ensure that the following Windows updates are installed on the computer running Windows Server 2012 R2 or Windows 8.1:

**Tip:** Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:


**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 14).
- is connected to the FactoryTalk AssetCentre Server.
- runs the FactoryTalk AssetCentre server, or the FactoryTalk AssetCentre client.

You need to manually install the following versions of .NET Framework before installing the agent on the following operating systems:

- .NET Framework 4.6 or newer
Use silent or unattended setup to install the FactoryTalk AssetCentre software

- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2
- Windows 8.1
- Windows 7
- .NET Framework 3.5
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows 10
- Windows 8.1
- Windows 8

See Before you install the FactoryTalk AssetCentre agent software on page 81 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 and press Enter.

Use silent or unattended setup to install the FactoryTalk AssetCentre software

Chapter 3

[SqlServerPwd=SQL_admin_password] [SqlServer=SQL_username] [SqlPwd=sql_user_password] [ProCalV5ConfigureSkip]

**Tip:** To specify the ProCalV5 connection, omit the "/ProCalV5ConfigureSkip" command, and use the following syntax:

/ProCalV5Server=ProCalV5_server_location /ProCalV5User=logon_name /ProCalV5Pwd=sql_user_password /ProCalV5Db=ProCalV5_database_name

For more information about parameters, type **Setup.exe /?** or see [Command-line parameters for silent or unattended installation](#) on page 31.

## 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>/?</td>
<td>Displays the usage options for installation parameters.</td>
</tr>
<tr>
<td>/Q</td>
<td>Silent Install, install runs in a quiet mode without any user interface.</td>
</tr>
<tr>
<td></td>
<td>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 /QS or /Record is not specified.</td>
</tr>
<tr>
<td>/QS</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 /Q or /Record is not specified.</td>
</tr>
<tr>
<td>/IAcceptAllLicenseTerms</td>
<td>Acknowledges acceptance of the license terms. This parameter is required for /Q or /QS parameters.</td>
</tr>
<tr>
<td>/AutoRestart</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.</td>
</tr>
<tr>
<td></td>
<td>The value must be one of the following:</td>
</tr>
<tr>
<td></td>
<td>• ENU</td>
</tr>
<tr>
<td></td>
<td>• CHS</td>
</tr>
<tr>
<td></td>
<td>• DEU</td>
</tr>
<tr>
<td></td>
<td>• ESP</td>
</tr>
<tr>
<td></td>
<td>• FRA</td>
</tr>
<tr>
<td></td>
<td>• ITA</td>
</tr>
<tr>
<td></td>
<td>• JPN</td>
</tr>
<tr>
<td></td>
<td>• KOR</td>
</tr>
<tr>
<td></td>
<td>• PTB</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. If this parameter is not used, the default</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional.</td>
</tr>
<tr>
<td>/Playback</td>
<td>Plays back a recording file to specify the installation options.</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional.</td>
</tr>
<tr>
<td>/Product=&quot;value&quot;</td>
<td>Specifies which sub-products will be installed.</td>
</tr>
<tr>
<td></td>
<td>The product name must be one of followings:</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>
<tr>
<td>/ProductLanguage=&quot;value&quot;</td>
<td>Specifies the language version of the software being installed.</td>
</tr>
<tr>
<td></td>
<td>The value must be one of the following:</td>
</tr>
<tr>
<td></td>
<td>• ENU</td>
</tr>
<tr>
<td></td>
<td>• CHS</td>
</tr>
<tr>
<td></td>
<td>• DEU</td>
</tr>
<tr>
<td></td>
<td>• ESP</td>
</tr>
<tr>
<td></td>
<td>• FRA</td>
</tr>
<tr>
<td></td>
<td>• ITA</td>
</tr>
<tr>
<td></td>
<td>• JPN</td>
</tr>
<tr>
<td></td>
<td>• KOR</td>
</tr>
<tr>
<td></td>
<td>• PTB</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. If this parameter is not used, the default</td>
</tr>
<tr>
<td></td>
<td>language is the same as the setup language. If the software does not</td>
</tr>
<tr>
<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>to activate the software during installation. This parameter is optional.</td>
</tr>
<tr>
<td></td>
<td>If it is not specified the software must be activated manually after</td>
</tr>
<tr>
<td></td>
<td>installation if activation is required. Some software does not require</td>
</tr>
<tr>
<td></td>
<td>activation. If activation is not required this parameter is not available.</td>
</tr>
<tr>
<td>/ProductKey=&quot;value&quot;</td>
<td>Specifies the product key used to get activation keys during installation.</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. If it is not specified the software must be</td>
</tr>
<tr>
<td></td>
<td>activated manually after installation if activation is required. Some</td>
</tr>
<tr>
<td></td>
<td>software does not require activation. If activation is not required this</td>
</tr>
<tr>
<td></td>
<td>parameter is not available.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</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.</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. If it is not specified the installer will use the most recent product version available.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. If this parameter is not used, the default install location is &quot;C:\Program Files (x86)\Rockwell Software&quot;.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
<tr>
<td>/SqlAdmin=&quot;value&quot;</td>
<td>Specifies the Microsoft SQL Server administrator account name.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
<tr>
<td>/SqlPwd=&quot;value&quot;</td>
<td>Specifies the Microsoft SQL Server database user account password.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
<tr>
<td></td>
<td>The database user account password cannot be the following terms associated with the installation computer:</td>
</tr>
<tr>
<td></td>
<td>• The name of the user currently logged onto the machine.</td>
</tr>
<tr>
<td></td>
<td>• The computer name.</td>
</tr>
<tr>
<td></td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>• It must contain uppercase letters.</td>
</tr>
<tr>
<td></td>
<td>• It must contain lowercase letters.</td>
</tr>
<tr>
<td></td>
<td>• It must contain numbers.</td>
</tr>
<tr>
<td></td>
<td>• It must contain non-alphanumeric characters; for example, #, %, or ^</td>
</tr>
<tr>
<td>/ProCalV5ConfigureSkip=&quot;value&quot;</td>
<td>Skips the configuration of the ProCalV5 server software.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software.</td>
</tr>
<tr>
<td>/ProCalV5Server=&quot;value&quot;</td>
<td>Specifies the ProCalV5 database server location.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software and the ProCalV5ConfigureSkip parameter is omitted.</td>
</tr>
<tr>
<td>/ProCalV5User=&quot;value&quot;</td>
<td>Specifies the ProCalV5 database logon name.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software and the ProCalV5ConfigureSkip parameter is omitted.</td>
</tr>
<tr>
<td>/ProCalV5Pwd=&quot;value&quot;</td>
<td>Specifies the ProCalV5 database logon password.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software and the ProCalV5ConfigureSkip parameter is omitted.</td>
</tr>
<tr>
<td>/ProCalV5Db=&quot;value&quot;</td>
<td>Specifies the ProCalV5 database name.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required when installing the FactoryTalk AssetCentre server software and the ProCalV5ConfigureSkip parameter is omitted.</td>
</tr>
<tr>
<td>/AddLogixMenuitem=&quot;value&quot;</td>
<td>Adds Compare Tool as a menu command in the Tools menu of Logix Designer. This is supported for Logix Designer version 13.00 or later.</td>
</tr>
<tr>
<td></td>
<td>This parameter is optional. The default value is 0, which specifies that Compare Tool will not be added as a menu command. Values except for 0 specify that Compare Tool will be added as a menu command.</td>
</tr>
</tbody>
</table>
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_BAD_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_INITIATED</td>
<td>1641</td>
<td>The installer has initiated a restart. After restart installation will continue.</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_SUCCESS_RELAUNCH_REQUIRED</td>
<td>3011</td>
<td>Restart of setup needed before installation can continue.</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 Activate FactoryTalk AssetCentre.

After the installation using the unattended setup, you can configure FactoryTalk AssetCentre.

For details, see:

- Configure the SSL protocol for FactoryTalk AssetCentre on page 103
- Configure FactoryTalk AssetCentre on page 113
Install the FactoryTalk AssetCentre server software

This chapter describes:

- Before you install the FactoryTalk AssetCentre server software on page 35
- Steps to install the FactoryTalk AssetCentre server software on page 51
- Install the ProCalV5 server software after the FactoryTalk AssetCentre server software on page 64

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

- Ensure that the user installing the software has administrative rights in Windows.

- Ensure that the following Windows updates are installed on the computer running Windows Server 2012 R2:

  Tip: Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:

- Ensure that the following software or services is installed on the computer:

  - .NET Framework 3.5
    You need to manually install .NET Framework 3.5 before installing the FactoryTalk AssetCentre server, if you are using one of the following operating systems:
    - Windows Server 2016
    - Windows Server 2012 R2
    - Windows Server 2012
    - Microsoft SQL Server (can be located on a separate computer)
    - ProCalV5 software (for the Calibration Management capability)

- 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.

**Enable .NET Framework 3.5 features**

You need to manually install .NET Framework 3.5 SP1 before installing the FactoryTalk AssetCentre server, if you are using one of the following operating systems:

- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012

**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
```

**Tip:** 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 on Windows 8 and newer, including tips on troubleshooting problems, visit:

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

### 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 DVD. 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 http://msdn2.microsoft.com/en-us/library/ms143508.aspx, or search the Microsoft MSDN site for SQL Server collation settings.

After you install Microsoft SQL Server 2016, you must install Service Pack 1 for it.

The service pack is necessary for the software to run properly and protects your SQL Server 2016 server from certain types of attacks.

The service pack is available here: https://support.microsoft.com/en-us/kb/3182545.

To install Microsoft SQL Server 2016:

1. Log on to the server computer as an administrator or as a user with administrative rights.

   Tip: It is possible to install SQL Server 2016 on a different computer from the one, on which you install the FactoryTalk AssetCentre server software.

2. Start the SQL Server 2016 installation from the SQL Server 2016 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 features of SQL Server 2016 that you want to install. If you like, or if your business requires you to do so, you may install the complete SQL Server 2016 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
      - Client Tools Connectivity
• Client Tools Backwards Compatibility
• Management Tools - Basic

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 2016 Database Engine Collation dialog box, 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.


   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.
Install Microsoft SQL Server 2014 Service Packs

After you install Microsoft SQL Server 2014, you must install Service Pack 2 for it.

The service pack is necessary for the software to run properly and protects your SQL Server 2014 server from certain types of attacks.

The service pack is available here: https://support.microsoft.com/en-us/kb/3171021.

To install Microsoft SQL Server 2014:

1. Log on to the server computer as an administrator or as a user with administrative rights.

   Tip: It is possible to install SQL Server 2014 on a different computer from the one, on which you install the FactoryTalk AssetCentre server software.

2. Start the SQL Server 2014 installation from the SQL Server 2014 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 features of SQL Server 2014 that you want to install. If you like, or if your business requires you to do so, you may install the complete SQL Server 2014 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
      • Client Tools Connectivity
      • Client Tools Backwards Compatibility
      • Management Tools - Basic

   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 2014 Database Engine Collation dialog box, 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.


    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.

Install Microsoft SQL Server 2012 Service Packs

After you install Microsoft SQL Server 2012, you must install Service Pack 3 for it.

The service pack is necessary for the software to run properly and protects your SQL Server 2012 server from certain types of attacks.

The service pack is available here: https://support.microsoft.com/en-us/kb/3072779.
To install Microsoft SQL Server 2012:

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

1. Log on to the server computer as an administrator or as a user with administrative rights.

Tip: It is possible to install SQL Server 2012 on a different computer from the one, on which you install the FactoryTalk AssetCentre server software.

2. Start the SQL Server 2012 installation from the SQL Server 2012 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 features of SQL Server 2012 that you want to install. If you like, or if your business requires you to do so, you may install the complete SQL Server 2012 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
   • Client Tools Connectivity
   • Client Tools Backwards Compatibility
   • Management Tools - Basic

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 2012 Database Engine Collation** dialog box, 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.

10. Under **Authentication Mode**, 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.

---

**Install Microsoft SQL Server 2008 R2 Service Packs**

After you install Microsoft SQL Server 2008 R2, you must install Service Pack 3 for it.

The service pack is necessary for the software to run properly and protects your SQL Server 2008 R2 server from certain types of attacks.

The service pack is available here:


**To install Microsoft SQL Server 2008 R2:**

**Tip:** If you want to install Microsoft SQL Server 2008 R2 on a Windows Server 2012 operating system, you need to enable **.NET Framework 3.5 Feature** from **Server Manager**.

1. Log on to the server computer as an administrator or as a user with administrative rights.
Install the FactoryTalk AssetCentre server software

Tip: It is possible to install SQL Server 2008 R2 on a different computer from the one, on which you install the FactoryTalk AssetCentre server software.

2. Start the SQL Server 2008 R2 installation from the SQL Server 2008 R2 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 features of SQL Server 2008 R2 that you want to install. If you like, or if your business requires you to do so, you may install the complete SQL Server 2008 R2 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 Search
      - Client Tools Connectivity
      - Client Tools Backwards Compatibility
      - Management Tools - Basic

   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 2008 R2 Database Engine Collation dialog box, select SQL collation, used for backwards compatibility and SQL_Latin1_General_CP1_CI_AS.
Install the FactoryTalk AssetCentre server software

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 **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.

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

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.

Minimum Microsoft SQL Server permissions
Install the ProCalV5 server software

If you have purchased the Calibration Management capability for FactoryTalk AssetCentre, you next install the ProCalV5 server software on the FactoryTalk AssetCentre server computer. The ProCalV5 server software must be installed on the same computer as the Microsoft SQL Server. This step comes after you have installed the Microsoft SQL Server software.

Tip: You can also install the ProCalV5 server software after the FactoryTalk AssetCentre server software as described in Install the ProCalV5 server software after the FactoryTalk AssetCentre server software on page 64.

To install the ProCalV5 server:

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 **ProCalV5 (Optional)**.

5. Click **Install now** to install the software on the default installation drive, which is drive C.

   To specify another drive to install the software, click **Customize**.

6. Click **Install**.
Chapter 4  Install the FactoryTalk AssetCentre server software

The ProCalV5 installation wizard appears.

7. Click **Product Documentation**.

   The **Product_Documentation** window appears.

8. Open the **Installation Guide** folder.

9. Open and review the **ProCalV5 Installation Guide**.

   Use Microsoft Word to read or print the guide.

10. Close the window.

11. In the installation wizard window, click **Server Setup**.

    The ProCalV5 installation wizard appears.

12. Follow the on-screen instructions to complete the installation.
The ProCalV5 Server Setup window appears.

13. Under Select SQL Server, select the name of the SQL server that you have set up.

14. Under SysAdmin Login Info, leave the Use a specific SQL Server Login check box selected.

15. In the User Name and Password boxes, type the user name and password for your SQL server.

16. Click Connect.

The ProCalV5 Server Setup window is populated with new items.

17. Under Database Name, type name of the ProCalV5 SQL database, or leave the default ones (PROCAL55RS).
18. Under **ProCalV5 Database Login**, type the database login, or leave the
default one (pcV5us01) and the password.

19. (Optional). Set the data and log locations.

   **Tip:** This step applies only when you install ProCalV5 with Microsoft SQL Server 2008.

20. Provide the following paths depending on the version of SQL Server that
    you have:

    For SQL Server 2016, the default paths are:

    - **Data File Physical Location:**
      
      C:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.mdf

    - **Log File Physical Location:**
      
      C:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.ldf

    For SQL Server 2014, the default paths are:

    - **Data File Physical Location:**
      
      C:\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.mdf

    - **Log File Physical Location:**
      
      C:\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.ldf

    For SQL Server 2012, the default paths are:

    - **Data File Physical Location:**
      
      C:\Program Files\Microsoft SQL Server\MSSQL11.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.mdf

    - **Log File Physical Location:**
      
      C:\Program Files\Microsoft SQL Server\MSSQL11.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.ldf

    For SQL Server 2008 R2, the default paths are:
Install the FactoryTalk AssetCentre server software

Chapter 4

Steps to install the FactoryTalk AssetCentre server software

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.

3. Run D:\setup.exe, where D:\ is the drive containing the DVD.

4. If Microsoft .NET Framework 4.0 or later is not installed on your computer, the Microsoft .NET Framework Setup dialog box shows. Click Install.

Step 2: Configure the AssetCentre server

Step 3: Configure the AssetCentre server user account password

Step 4: Configure ProCalV5

Step 5: Read and accept license agreements

Step 6: Start the installation

Step 7: Finish the installation

Data File Physical Location:
C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\DATA\PROCAL55 RS.mdf

Log File Physical Location:
C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\DATA\PROCAL55 RS.ldf

21. Click Load Database.

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

The Setup wizard installation process includes the following steps:

- Step 1: Launch the Setup wizard and select what to install on page 51
- Step 2: Configure the AssetCentre server on page 53
- Step 3: Configure the AssetCentre server user account password on page 55
- Step 4: Configure ProCalV5 on page 57
- Step 5: Read and accept license agreements on page 59
- Step 6: Start the installation on page 60
- Step 7: Finish the installation on page 61
5. 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.

6. Click **Next**.
7. On the Customize page:

```
FactoryTalk AssetCentre

Customize

- FactoryTalk Services Platform v3.00.00 (415.4 MB)
- FactoryTalk Web Services
  - FactoryTalk Security Web Service
  - FactoryTalk Activation Manager v4.02.00 (69.4 MB)
  - AssetCentre Server v8.00.00 (146.5 MB)

Total: 808.8 MB

Drive: C: 15.9 GB free
```

- To install web service for FactoryTalk Security, expand FactoryTalk Services Platform v3.00.00 and select FactoryTalk Security Web Service.

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

9. Click Next.

**Step 2: Configure the AssetCentre server**
Configure AssetCentre Server

Database Server

Location: localhost

Please specify user credentials for the database server administrator. The login account must have permissions to create new database and modify user accounts in the data server. A Windows User account cannot be used for this operation.

User Name: 
Password: 

Database User Configuration

Please specify the user credentials for the account that will be used by the server to access the database. This account cannot be a Windows User account.

User Name: AssetCentreUser

1. Under Database Server, in the Location list, choose the location of the database server.

2. In the User Name and Password boxes, type the user name and password for the database server administrator.

   The database server administrator (sa) credentials are created in SQL Server. See Install Microsoft SQL Server on page 37.

3. Under Database User Configuration, in the User Name box, type the user name for the account that will be used to access the database.

   You can provide a SQL Server user account, instead of a Windows user account. By default, the database user account is AssetCentreUser. If you want to enter another name, make sure to follow the user name policies, for example:
• User names must be no more than 128 characters in length.
• User names only accept characters such as uppercase letters, lowercase letters, numbers and underline (_).
Other special characters are invalid.

4. Click Next.
Chapter 4  Install the FactoryTalk AssetCentre server software

Configure AssetCentre Server database

Database User Configuration

Please specify the user account’s password that will be used by the server to access the database.

User Name: AssetCentreUser2
Password: 
Verify Password: 

- If the user account AssetCentreUser is created with a user-defined password or you use another existing user account, you need to specify the user account’s password to proceed.

- If the user account does not already exist, type a new password. See Database user account password requirements on page 56.

- If the default AssetCentreUser account already exists from a previous installation, you need to change the password before proceeding. See Database user account password requirements on page 56.

1. Type the password.

2. Click Next.

Database user account password requirements

The database user account password cannot use prohibited conditions or terms,
including:

- A blank or NULL condition
- Password
- Admin
- Administrator
- sa
- sysadmin

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 ^

**Step 4: Configure ProCalV5**
Configure ProCalV5
Please specify the ProCalV5 database server location.

Server: localhost

Please specify the user credentials for the account that will be used by the server to access the ProCalV5 database. This account cannot be a Windows User account.

User Name: pcV5us01
Password: 

Please specify the ProCalV5 database name.

Database: 

Test Connection Skip

Click "Skip" if
1. You have not purchased Calibration Management for FactoryTalk AssetCentre.
2. You have purchased Calibration Management for FactoryTalk AssetCentre but have not yet installed the ProCalV5 Data Source Configuration.

You can install the database later and set up the connection information at that time by selecting Start>Programs>Rockwell Software>FactoryTalk AssetCentre Server>ProCalV5 Data Source Configuration.

This step is optional.

- If you have not installed the ProCalV5 server software, or if you do not want to configure the database connection now, click Skip. The installation will continue.

You can install the ProCalV5 software after installing the FactoryTalk AssetCentre server software, and then create the ProCalV5 connection. See Install the ProCalV5 server software after the FactoryTalk AssetCentre server software on page 64.

- If you want to configure the database connection, you need to provide the following information:
Step 5: 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
Rev (02/2016)

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 WILLING 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 A FULL REFUND, OR IF YOU

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 6: Start the installation

![Image of installation progress]

After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. Installation is automatic and does not require any input.
Step 7: 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**: Enter the serial number.
- **Product key**: Enter the product key.
- **Earliest version**: Select the earliest version you will use.
- **Activate locally**
  - Activate the software on this workstation.
- **Activate using a dongle**
  - Activate the software on any workstation using a dongle.

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

- To finish the installation without activation, select **Skip activation** and click **Next**.
Install the FactoryTalk AssetCentre server software

• 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 Rockwell Automation Knowledgebase Answer ID 473892.

• Configure the SSL protocol.
  See **Configure the SSL protocol for FactoryTalk AssetCentre** on page 103.
Chapter 4  Install the FactoryTalk AssetCentre server software

Install the ProCalV5 server software after the FactoryTalk AssetCentre server software

If you have purchased the Calibration Management capability for FactoryTalk AssetCentre and you haven’t installed the ProCalV5 server before you installed the FactoryTalk AssetCentre server, you can do it now. Otherwise, skip this step.

To install the ProCalV5 server:

1. Install the ProCalV5 server software.
   See Install the ProCalV5 server software on page 46.

2. Connect the ProCalV5 server to FactoryTalk AssetCentre, described next.

Connect the ProCalV5 server to FactoryTalk AssetCentre

This step is required if you installed the ProCalV5 server AFTER you installed the FactoryTalk AssetCentre server.

Before you begin:

Prepare the following information:

- The name of the SQL Server for the ProCalV5 database.
- The ProCalV5 SQL Server login name (default is pcV5us01) and password.
- The name of the ProCalV5 SQL database (default is PROCAL55RS).

To connect the ProCalV5 server to FactoryTalk AssetCentre:

1. In the Search programs and files box in Windows, type ProCalV5 Data Source Configuration.
   The search results list appear.

2. Click ProCalV5 Data Source Configuration.
   The ProCalV5 Data Source Edit wizard appears.

3. Follow the on-screen instructions.
Install FactoryTalk AssetCentre clients

This chapter describes:

- Before you install FactoryTalk AssetCentre clients on page 65
- Steps to install FactoryTalk AssetCentre clients on page 67
- Check whether the client is installed correctly on page 75
- Install the ProCalV5 client software on page 76
- Install DTMs on page 79
- Run Process Device Configuration Field Edition on page 80

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, managing and configuring DTMs (if you have the Process Device Configuration capability), 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).

Before you install the client, ensure that the following Windows updates are installed on the computer running Windows Server 2012 R2 or Windows 8.1:

Tip: Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:


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 11).
- that is connected to the FactoryTalk AssetCentre server.
- that you want to use remotely to manage process device configurations (using the Field Edition software in conjunction with the Process Device Configuration capability).
- 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.

If you have purchased the Calibration Management capability for FactoryTalk AssetCentre, you must also install the ProCalV5 client software on the FactoryTalk AssetCentre client computer. This step comes after you have installed the FactoryTalk AssetCentre client software. See Install the ProCalV5 client software on page 76.

Enable .NET Framework 3.5 features

You need to manually install .NET Framework 3.5 SP1 before installing the FactoryTalk AssetCentre client, if you are using one of the following operating systems:

- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows 10
- Windows 8.1
- Windows 8
To enable the .NET Framework features, you need to log on to the computer as an administrator or a user with administrative privileges.

**Tip:**

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
   ```

   **Tip:** 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 on Windows 8 and newer, including tips on troubleshooting problems, visit:

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

**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 67](#)
- **Step 2:** Read and accept license agreements on [page 72](#)
- **Step 3:** Start the installation on [page 74](#)
- **Step 4:** Finish the installation on [page 74](#)

**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.

3. Run \D:\setup.exe, where \D:\ is the drive containing the DVD.

4. If Microsoft .NET Framework 4.0 or later is not installed on your computer, the Microsoft .NET Framework Setup dialog box shows. Click Install.
5. Select **AssetCentre Client**.

**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.

6. 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 72.

7. To select which components to install, click **Customize**.
8. On the **Customize** page:

- To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v3.00.00** and select **FactoryTalk Security Web Service**.
- To enable security for Rockwell Software security clients, expand **RSLinx Classic v4.00.00** 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 5.4** 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`
Install FactoryTalk AssetCentre clients

Chapter 5

- 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 v8.00.00 and select Step7 Version 5.4.
4. Click Modify.

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

10. 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 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.

   **Tip:** If Microsoft .NET Framework 4.6 is not installed on your computer, the page also provides the installation of .NET Framework 4.6. Follow the on-screen instructions to install .NET Framework 4.6 before you 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 126.

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 (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**.
After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. Installation is automatic and does not require any input.

**Step 4: Finish the installation**
Click Close to complete the installation.

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

- Install the latest FactoryTalk AssetCentre patches.
  See Rockwell Automation Knowledgebase Answer ID 473892.
- Configure the SSL protocol.
  See Configure the SSL protocol for FactoryTalk AssetCentre on page 103

**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 67.

   For information on getting started with the software, see the *FactoryTalk AssetCentre Help*.

---

**Install the ProCalV5 client software**

If you have purchased the Calibration Management capability for FactoryTalk AssetCentre, install the ProCalV5 client software on the FactoryTalk AssetCentre client computer. This step comes after you have installed the FactoryTalk AssetCentre client software.

**To install the ProCalV5 client:**

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 **ProCalV5 (Optional)**.

5. Click **Install now** to install the software on the default installation drive, which is drive C.

   To specify another drive to install the software, click **Customize**.

6. Click **Install**.
The ProCalV5 installation wizard appears.

7. Click **Product Documentation**.

   The **Product Documentation** window appears.

8. Open the **Installation Guide** folder.

9. Open and review the **ProCalV5 Installation Guide**.

   Use Microsoft Word to read or print the guide.

10. Close the window.

11. In the installation wizard window, click **Client Setup**.

    The ProCalV5 installation wizard appears.

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

    The **ProCalV5 Client Configuration Assistant: Client Setup Method** window appears.

    The assistant creates the client connection to the ProCalV5 database server.

13. Leave the **Load From File** check box selected, and then click **Next**.

    The **Specify CFG File** tab appears.

14. Click **Change**.
Install FactoryTalk AssetCentre clients

The Open window appears.

15. Open the Client Connection File folder, select PROCAL55S.CFG, and then click Open.

16. Follow the on-screen instructions to continue.

Install DTMs

DTM stands for Device Type Manager. It is a software component for devices that contains device information and configuration parameters for that device.

If you have purchased the Process Device Configuration capability, install DTMs for the devices you use on every client computer that will communicate with the device.

The device manufacturer provides the DTM for the device. Follow the manufacturer’s instructions to install the DTM.

After you have installed DTMs on the client computers, update the DTM Catalog on every client computer. For information about how to do this, see the FactoryTalk AssetCentre Help.

Install Rockwell Automation DTMs

Rockwell Automation provides some device and communications DTMs on a separate disc from the FactoryTalk AssetCentre installation. These include communication DTMs and device DTMs. The communication DTMs provided are for use with Rockwell Automation connectivity products. For example, the RSLinx 1756 DTM routes communication between a computer and the backplane of a ControlLogix 1756 chassis. The iDTM is a generic device DTM for use with HART or FOUNDATION fieldbus protocol devices that do not come with a DTM. The iDTM is limited in that it may not have all the parameters and functions specific to the physical device. The iDTM is only available to go online with the device and does not support an offline mode.

To install a Rockwell Automation DTM

1. Place the FactoryTalk AssetCentre Device Type Manager (DTM) Libraries disc in the client computer’s DVD drive.

2. The installation menu should open automatically. If it does not, open the disc in My Computer and then run the Setup.exe program. We recommend reading the Release Notes before continuing.

3. From the installation menu, select the protocol type for the DTM you want to install.

4. Select the appropriate library menu item for the DTM you want to install.
5. Follow the on-screen instructions to complete the installation.

6. Perform these steps on every client computer according to the following table.

<table>
<thead>
<tr>
<th>Install...</th>
<th>If...</th>
</tr>
</thead>
<tbody>
<tr>
<td>the iDTM for HART</td>
<td>the computer will communicate with a HART device that lacks its own DTM</td>
</tr>
<tr>
<td>the iDTM for FOUNDATION Fieldbus</td>
<td>the computer will communicate with a FOUNDATION Fieldbus device that lacks its own DTM</td>
</tr>
<tr>
<td>a communications DTM</td>
<td>the DTM network includes Rockwell Automation devices or gateways</td>
</tr>
</tbody>
</table>

Run Process Device Configuration Field Edition

To run Process Device Configuration Field Edition:

1. Click **Start**, and then use search to search for **PDC Field Edition**.

2. Click **PDC Field Edition**.

Install FactoryTalk AssetCentre agents

This chapter describes:

- Before you install the FactoryTalk AssetCentre agent software on page 81
- Steps to install the FactoryTalk AssetCentre agent software on page 83
- Configure for security-enabled RSLogix family software on page 90
- Check whether the agent software is current on page 94

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.

Before you install the agent, ensure that the following Windows updates are installed on the computer Windows Server 2012 R2 or Windows 8.1:

Tip: Before you install FactoryTalk AssetCentre it is required that you install the following Windows updates:

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 14).
- is connected to the FactoryTalk AssetCentre Server.
- runs the FactoryTalk AssetCentre server, or the FactoryTalk AssetCentre client.

Ensure that Server Manager is closed on Windows Server 2008 Standard Edition with Service Pack 2 operating system. When installing prerequisites, the .NET Framework 4.5 installation requires Server Manager to be closed. If Server
Manager is open, an error occurs during installation. You need to restart the computer and install the FactoryTalk AssetCentre agent software with Server Manager closed.

If you intend to perform a large number of Disaster Recovery operations, we recommend the following limitations on your network:

<table>
<thead>
<tr>
<th>Items</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent computers</td>
<td>15</td>
</tr>
<tr>
<td>Agent groups</td>
<td>10</td>
</tr>
<tr>
<td>Agent computers in each agent group</td>
<td>5</td>
</tr>
</tbody>
</table>

If items exceed the limits (for example, if you need more than 15 agent computers, more than 10 agent groups, or more than five agent computers in each agent group), contact Rockwell Automation.

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 Rockwell Automation Knowledgebase Answer ID 106118.

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 ME Transfer Utility\Setup.exe.

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 one of the following operating systems:

- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows 10
Install FactoryTalk AssetCentre agents

Chapter 6

- Windows 8.1
- Windows 8

**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

   **Tip:** 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 on Windows 8 and newer, including tips on troubleshooting problems, visit:


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

The Setup wizard installation process includes the following steps:

- **Step 1:** Launch the Setup wizard and select what to install on page 84
- **Step 2:** Read and accept license agreements on page 88
- **Step 3:** Start the installation on page 89
- **Step 4:** Finish the installation on page 89
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.

3. Run \setup.exe, where D: is the drive containing the DVD.

4. If Microsoft .NET Framework 4.0 or later is not installed on your computer, the Microsoft .NET Framework Setup dialog box shows. Click Install.
5. Select **AssetCentre Agent**.

![AssetCentre Agent Selection Screen]

**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.

6. 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 88.

7. To select which components to install, click **Customize**.
8. On the **Customize** page:

![Customize Page Image]

- To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v3.00.00** and select **FactoryTalk Security Web Service**.
- To enable security for Rockwell Software security clients, expand **RSLinx Classic v4.00.00** and select **Enable Security**.

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

10. Click **Next**.

11. On the **Options** page, to show **Compare Tool** as an additional command in Logix Designer Tools menu, select the **Add Compare Tool to Logix Designer Tools menu** check box.
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 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.

   **Tip:** If Microsoft .NET Framework 4.6 is not installed on your computer, the page also provides the installation of .NET Framework 4.6. Follow the on-screen instructions to install .NET Framework 4.6 before you 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 the Web page for installing the FactoryTalk AssetCentre client and agent cannot be shown on page 126.

   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.

4. View the installation order below.
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
Rev (02/2016)

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 WILLING 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 A FULL REFUND, OR IF YOU

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. Installation is automatic and does not require any input.

Step 4: Finish the installation
Chapter 6  Install FactoryTalk AssetCentre agents

Restart the computer to complete the installation.

If FactoryTalk Security is enabled in your RSLogix family software (Logix Designer, 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 RSLogix 5000 version 20, and Logix Designer version 21 or later.

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 91.
To configure the FactoryTalk AssetCentre agents and FactoryTalk Security in a Windows workgroup, follow instructions in If operating in a Windows workgroup on page 92.

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 To configure the agent computer using the Agent Services Logon Configuration utility on page 92 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 AgentController** service, and the **VerificationAgent** service are 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.

d. If a message is shown asking to restart the agent service, click **Yes** to restart immediately, or click **No** to manually restart later.

**To manually restart the service, open the Services utility in Microsoft Windows**
- find the FactoryTalk AssetCentre AgentController service, right-click and select **Restart**.

Tip: If a Windows user account AssetCentre_DR with administrative privileges already exists, you will be prompted to enter the password to continue the configuration.

**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 **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.

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.)


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 83. 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.
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.

3. Run D:\setup.exe, where D: is the drive containing the DVD.

4. If Microsoft .NET Framework 4.0 or later is not installed on your computer, the Microsoft .NET Framework Setup dialog box shows. Click Install.
5. Select **AssetCentre Custom Installation**.

6. Click **Next**.

7. 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 v8.00.00**
- **AssetCentre Client v8.00.00**
- **AssetCentre Agent v8.00.00**

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 v3.00.00** and select **FactoryTalk Security Web Service**.

To enable security for Rockwell Software security clients, expand **RSLinx Classic v4.00.00** 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 5.4** 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 v8.00.00** and select **Step7 Version 5.4**.
4. Click **Modify**.

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

9. Click **Next**.

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

---

**Example 1: Custom install the FactoryTalk AssetCentre server and client software**
This example shows when you custom install the FactoryTalk AssetCentre server and client software on Windows Server 2012 R2 Standard Edition operating system. When you clear the **AssetCentre Agent v8.00.00** check box, the **Logix Designer Compare Tool v6.30** check box is turned on. You can clear it or selected as needed.
The FactoryTalk AssetCentre server software is installed on your computer, but a component (for example, FactoryTalk AssetCentre Process Device Configuration Server) is uninstalled. When you custom install the FactoryTalk AssetCentre software, the **AssetCentre Server v8.00.00** check box becomes available. Keep the check box selected and proceed with the installation. The Setup wizard will install the component (that is FactoryTalk AssetCentre Process Device Configuration Server in the example).
Configure the SSL protocol for FactoryTalk AssetCentre

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

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

The SSL configuration consists of the following steps:

- **Create an SSL certificate** on page 103
- **Import the SSL certificate to the Internet Information Services (IIS) Manager** on page 104
- **Add the certificate authority to client and agent computers** on page 105
- **Configure a site binding** on page 105
- **Enable secure communication between the server, client(s) and agent(s)** on page 106
- **Configure SSL settings for FactoryTalk AssetCentre Web Client** on page 107

**Create an SSL certificate**

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

When creating an SSL certificate, follow these recommendations:

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

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

- Make sure that the certificate meets the following requirements:
Chapter 8  Configure the SSL protocol for FactoryTalk AssetCentre

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

**Import the SSL certificate to the Internet Information Services (IIS) Manager**

To import the SSL certificate:

1. Open Internet Information Services (IIS) Manager on the FactoryTalk AssetCentre server computer:
   
   On Windows Server 2016 and Windows Server 2012:
   a. On the taskbar click.
   b. In the search box, type `inetmgr` and then press Enter.
   c. Click the best match result.

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

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

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

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

4. Under **Actions**, click **Import**.

   The **Import Certificate** dialog box appears.

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

   The **Open** dialog box appears.
6. Select your certificate file, and then click **Open**.

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

8. Under **Select Certificate Store**, select **Web Hosting**.

9. Click **OK**.

The certificate is listed under **Server Certificates**.

**Add the certificate authority to client and agent computers**

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


**Configure a site binding**

**Prerequisites**

- Make sure that you have an SSL certificate.

  See [Create an SSL certificate](#) on page 103.

**To configure a site binding:**

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

   On Windows Server 2016 and Windows Server 2012:
   a. On the taskbar click ![Run](#)
   b. In the search box, type `inetmgr`, and then press Enter.
   c. Click the best match result.

   On Windows Server 2008 R2:
   d. Click **Start**.
   e. In the search box, type `inetmgr` and press ENTER.
The **Internet Information Services (IIS) Manager** window appears.

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

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

   The **Site Bindings** dialog box appears.

4. Click **Add**.

   The **Add Site Binding** dialog box windows.

5. Configure the following settings:

<table>
<thead>
<tr>
<th>For this option...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Select <strong>https</strong></td>
</tr>
<tr>
<td>Host name</td>
<td>Type the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server.</td>
</tr>
<tr>
<td>SSL certificate</td>
<td>Select your SSL certificate. See <a href="#">Create an SSL certificate on page 103</a>.</td>
</tr>
</tbody>
</table>

6. Click **OK**.

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

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

To enable secure communication:

1. Open the **Configure Server Settings Utility** window:
   
   On Windows Server 2016 and Windows Server 2012:
   
   a. On the taskbar click **[ ]**
   
   b. Expand **Rockwell Software**, and then click **Server Settings**.
   
   On Windows Server 2008 R2:
   
   a. Click **Start**.
   
   b. In the search box, type **Server Settings**, and then press Enter.
   
   c. In the search results list, click **Server Settings**.

   The **Configure Server Settings Utility** window appears.
Configure SSL settings for FactoryTalk AssetCentre Web Client

Before you begin

Make sure that:

- You have an SSL certificate.
  See Create an SSL certificate on page 103
- You have configured a https binding in the Internet Information Services (IIS) Manager.
  See Configure a site binding on page 105.

To configure SSL settings for FactoryTalk AssetCentre Web Client:

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

   On Windows Server 2016 and Windows Server 2012:
   a. On the taskbar click  
   b. In the search box, type inetmgr, and then press Enter.

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

   ![Configure Server Settings Utility](image)

   **Note:** Make sure that the FQDN is complete. Otherwise you may encounter some issues.
   See Troubleshoot FactoryTalk AssetCentre on page 123.

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

4. Click **Apply**.
c. Click the best match result.

On Windows Server 2008 R2:

d. Click **Start**.

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

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

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

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

4. Make sure the following options are selected:

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

   - **Ignore**
     This option applies to the client certificates.

5. In the right pane, click **Apply**.
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)://accetcentre_server_full_name/rockwellsoftware/assetcentre

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

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

This chapter describes:

- Turn on Windows Authentication mode in Internet Information Services (IIS) on page 109

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

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

On Windows Server 2016 and Windows Server 2012:

   a. On the taskbar click

---

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

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

c. Click the best match result.

![Best match](image)

On Windows Server 2008 R2:

d. Click **Start**.

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

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

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

![Connections](image)

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

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

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

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

![Providers Configuration](image)

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

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

![Authentication Configuration](image)
Configure FactoryTalk AssetCentre

This chapter describes:

- Configure for client access to the server on page 113
- Configure feature security for FactoryTalk AssetCentre users on page 115

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.

**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 **User** or a **Windows-Linked User**.
   - User accounts are visible only to the FactoryTalk system and their access is independent of Windows.
   - A Windows-linked user is validated by Windows.

See the FactoryTalk help topic "Choosing between FactoryTalk Security accounts and Windows-linked accounts" for more information. (A FactoryTalk Security account is the same as a **User** account.) To find this help topic, open the FactoryTalk Administration Console. Select **Help > Contents**. On the **Search** tab, look up **Choosing between FactoryTalk Security accounts and Windows-linked accounts**.

- 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.

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.

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**.
Configure FactoryTalk AssetCentre

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.


   **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. See Policy settings and their meanings on page 117.

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 meanings**

The following table shows the policy settings and their meanings.

<table>
<thead>
<tr>
<th>This policy setting...</th>
<th>Controls whether users can...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Address Book</td>
<td>View the Address Book (which contains addresses for the purpose of sending automatic e-mail notifications).</td>
</tr>
<tr>
<td>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>
<tr>
<td>Override Archive Undo Check Out</td>
<td>Undo a check out even if a different user checked the file out.</td>
</tr>
<tr>
<td>Override Removal of Local Copies</td>
<td>Choose to keep local copies of checked-in files on their computer. If this right is allowed, the user can keep local copies. If this right is denied, the user is not given this option.</td>
</tr>
<tr>
<td>Configure Personal Archive File Associations</td>
<td>Configure which software product launches when opening a particular type of file. If a personal file association is set, it will take precedence over the system file association.</td>
</tr>
<tr>
<td>Configure System Archive File Associations</td>
<td>Configure which software product launches when opening a particular type of file. This setting applies unless the user has specified a personal file association.</td>
</tr>
<tr>
<td>Configure Personal Archive Working Folders</td>
<td>Set a personal working folder for checking out files. For more information on working folders and personal working folders see the FactoryTalk AssetCentre Client Help.</td>
</tr>
<tr>
<td>Configure System Archive Working Folders</td>
<td>Set the system working folder to which all users check out files unless they have a personal working folder. For more information on working folders and system working folders, see the FactoryTalk AssetCentre Client Help.</td>
</tr>
<tr>
<td>Run Archive Database Cleanup Wizard</td>
<td>Run the Archive Database Cleanup Wizard to delete unused versions of files.</td>
</tr>
<tr>
<td>Allow Empty Comment at Check In</td>
<td>Leave the comment field empty as they check in an asset.</td>
</tr>
<tr>
<td>Configure Assets Lifecycle Sync</td>
<td>Synchronize life cycle information in the FactoryTalk AssetCentre server and client with the Rockwell Automation life cycle website.</td>
</tr>
<tr>
<td>Display Calibration Management Data</td>
<td>View Calibration Management data in FactoryTalk AssetCentre.</td>
</tr>
<tr>
<td>Perform Calibration Management</td>
<td>Access Calibration Management functionality in ProCalVS software.</td>
</tr>
<tr>
<td>Administer Calibration Users</td>
<td>Administer users, groups, and permissions in ProCalVS software. Note that this policy only determines if the user is automatically added to the Administrator group in the ProCalVS software. Once the user is added to ProCalVS, changing this policy for an AssetCentre user does not change the user’s ProCalVS security permissions.</td>
</tr>
<tr>
<td>Switch to Design mode</td>
<td>Enter Design mode, in which the user can edit the asset tree.</td>
</tr>
<tr>
<td>View Event Log</td>
<td>Show the Event Log and run a search on the Event Log.</td>
</tr>
<tr>
<td>View Audit Log</td>
<td>Show the Audit Log and run a search on the Audit Log.</td>
</tr>
<tr>
<td>View Diagnostics and Health Log</td>
<td>Show the Diagnostics and Health Log and run a search on the Diagnostics and Health Log.</td>
</tr>
<tr>
<td>Change Diagnostics and Health Log Message</td>
<td>Change the status of or add a comment to a Diagnostics and Health Log record.</td>
</tr>
<tr>
<td>View Diagnostics and Health Log Status</td>
<td>View a status history for a Diagnostics and Health Log record.</td>
</tr>
<tr>
<td>Run Log Database Cleanup Wizard</td>
<td>Run the Log Database Cleanup Wizard to remove old records from the logs. Data can be exported and saved in a separate file.</td>
</tr>
<tr>
<td>Enable or Disable DTMs</td>
<td>Enable and disable DTMs in the DTM Catalog.</td>
</tr>
<tr>
<td>Task</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Edit DTM Network</td>
<td>Show the DTM Networks dialog box to edit the DTM network.</td>
</tr>
<tr>
<td>Create a schedule</td>
<td>Create a schedule.</td>
</tr>
<tr>
<td>Edit a schedule</td>
<td>Change existing schedules.</td>
</tr>
<tr>
<td>Delete a schedule</td>
<td>Delete schedules.</td>
</tr>
<tr>
<td>View a schedule</td>
<td>Show the Schedules tab.</td>
</tr>
<tr>
<td>Command a schedule</td>
<td>Issue commands to a schedule, such as making the schedule active or running the schedule immediately.</td>
</tr>
<tr>
<td>Create a search</td>
<td>Set up a new search to find entries matching specified criteria in one of the logs, in the Archive History, or in Archive Check Out Status information.</td>
</tr>
</tbody>
</table>
Chapter 11

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 103.

To access FactoryTalk AssetCentre Web Client:

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

   https://FQDN/RockwellSoftware/AssetCentreWebClient

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

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

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

3. Tap or click **Log in.**
Chapter 12

Uninstall FactoryTalk AssetCentre

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

- **Uninstall from the Control Panel** on page 121
- **Uninstall using a command** on page 121

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

### Uninstall from the Control Panel

To uninstall FactoryTalk AssetCentre version 8.00 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 8.00.00**.
   - If only installed with **AssetCentre Client**, double-click **FactoryTalk AssetCentre Client 8.00.00**.
   - If only installed with **AssetCentre Agent**, double-click **FactoryTalk AssetCentre Agent 8.00.00**.
   - If installed with **AssetCentre Custom Installation**, double-click **FactoryTalk AssetCentre 8.00.00**.

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 version 8.00 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. 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. 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. Uninstalls components that are already installed with the product specified.</td>
</tr>
<tr>
<td>/Product=product_name</td>
<td>Required. Specifies which product will be uninstalled. The parameter value must be one of the 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 123
- Server installation on page 123
- Client and agent installation on page 126
- Start the client on page 128
- Start the agent on page 134
- Use Calibration Management on page 134

**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 37 for detailed directions.

Unable to log on to SQL Server during server installation

The logon during the installation process requires the use of the SQL Server sa (system administrator) account.

- 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.

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

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.

FTACServiceManager has stopped working

When you install the FactoryTalk AssetCentre server on a computer using Windows Server 2008 R2, the installation may be unable to stop the FactoryTalk AssetCentre service.

To resolve this problem, make sure IIS is correctly installed.

For details on installing IIS, see Install Internet Information Services (IIS) on Windows Server 2008 R2 on page 124.

Install Internet Information Services (IIS) on Windows Server 2008 R2

To install IIS on Windows Server 2008 R2:

1. Log on to the FactoryTalk AssetCentre server computer as an administrator or a user with administrative privileges.
2. From the Windows Start menu, select Settings > Control Panel.
   Windows Control Panel appears.
3. Double-click Programs and Features.
   The Programs and Features window appears.
4. Click **Turn Windows features on or off**.

   The **Server Manager** window appears.

5. In the right pane of the **Server Manager** window, click **Add Roles**.

   The **Add Roles Wizard** appears.

6. Follow the wizard until you come to the **Select Server Roles** screen.

7. On the **Select Server Roles** screen, select **Web Server (IIS)**.

   If you are asked to add features required for Web Server (IIS), click **Add Required Features** to continue.

8. Follow the wizard until you come to the **Select Role Services** screen.

9. On the **Select Role Services** screen, use the default settings for IIS.

   Make sure the default check boxes are all selected.

   - Under **Common HTTP Features**:
     - Static Content
     - Default Document
     - Directory Browsing
     - HTTP Errors

   - Under **Health and Diagnostics**:
     - HTTP Logging
     - Request Monitor

   - Under **Security**:
     - Request Filtering

   - Under **Performance**:
     - Static Content Compression

   - Under **Management Tools**:
     - IIS Management Console

10. Under **Application Development**, select **ASP.NET**. Then when asked if you want to add the role services required for ASP, click **Add Required Role Services**.

11. Make sure the following check boxes under **Management Tools** are selected:
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. For instructions, see the gray box, next.
- 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.

12. Click Install.

Tip: If you want to use a web site other than the Default Web Site for IIS, create that web site now in the Server Manager. Right-click Computer, select Manage. Then select Roles > Web Server (IIS) > Internet Information Services (IIS) Manager. For more information, see your Windows Server documentation.

Client and agent installation

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

- IIS Management Console
- IIS Management Scripts and Tools
- Management Service
- IIS 6 Management Compatibility
- IIS 6 Metabase Compatibility
- IIS 6 WMI Compatibility
- IIS 6 Scripting Tools
- IIS 6 Management Console
Click Next. If these check boxes are already selected, click Cancel. IIS is already installed.
To make sure IIS is running on the server computer

1. On supported operating systems (Windows Server 2016, 2012 and 2008 R2) 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.


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.

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.


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
Start the client

Error initializing FactoryTalk AssetCentre

To solve the problem

- Check the server (see Other errors starting the client on page 133).
- 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 115.
- See If the FactoryTalk AssetCentre server is installed to a drive other than C on page 132.

Error initializing FactoryTalk AssetCentre: could not load file or assembly… CalibrationPlugin.dll

If the FactoryTalk AssetCentre Calibration Management client was not installed in the same directory as the FactoryTalk AssetCentre client, this message shows when you start the FactoryTalk AssetCentre client.

To fix this problem, you must uninstall and then reinstall the FactoryTalk AssetCentre client, making sure to install the FactoryTalk AssetCentre Calibration Management client in the same directory as the FactoryTalk AssetCentre client. See Install FactoryTalk AssetCentre clients on page 65.

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

When starting the FactoryTalk AssetCentre client, you may get the following error:
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](page 103).
- 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.

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

![Error initializing FactoryTalk AssetCentre: the underlying connection was closed](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 Enable secure communication between the server, client(s) and agent(s) on page 106.

- Add the certificate authority that issued the SSL certificate to the Trusted Root Certification Authorities certificate store for the SSL configuration.
- See Add the certificate authority to client and agent computers on page 105.

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

![Error Initializing FactoryTalk AssetCentre: The remote server returned error (404) Not Found](image)

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 105.

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

See Enable secure communication between the server, client(s) and agent(s) on page 106.

- Add the certificate authority that issued the SSL certificate to the Trusted Root Certification Authorities certificate store for the SSL configuration.
- See Add the certificate authority to client and agent computers on page 105.

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 Enable secure communication between the server, client(s) and agent(s) on page 106

The error message may appear when you have enabled Windows Authentication for FactoryTalk AssetCentre computers that are not added to a Microsoft Active Directory domain:

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

The error message may appear when you have enabled Windows Authentication for FactoryTalk AssetCentre computers that are not added to a Microsoft Active Directory domain.
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 109

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 75.

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 132.

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 Rockwell Automation Knowledgebase article 34128.

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.


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 the gray box To make sure IIS is running on the
  server computer on page 126.

- 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.
Chapter 13  Troubleshoot FactoryTalk AssetCentre

• 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 17, and Rockwell Automation Knowledgebase Answer ID 29402.

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 94.

Use Calibration Management
No ProCalV5 Server connection information exists on the FTAC server
This error message shows when you attempt to use the Calibration Management capability, but have not installed the FactoryTalk AssetCentre Calibration Management server. See Install the ProCalV5 server software after the FactoryTalk AssetCentre server software on page 64.

Error executing ProCalV5 commands, check ProCalV5 installation
This error message shows when you attempt to use the Calibration Management capability, but have not installed the FactoryTalk AssetCentre Calibration Management client. See Install the FactoryTalk AssetCentre client software on page 67.

Error initializing FactoryTalk AssetCentre: could not load file or assembly… CalibrationPlugin.dll
If the FactoryTalk AssetCentre Calibration Management client was not installed in the same directory as the FactoryTalk AssetCentre client, this message shows when you start the FactoryTalk AssetCentre client.

To fix this problem, you must uninstall and then reinstall the FactoryTalk AssetCentre client, making sure to install the FactoryTalk AssetCentre Calibration Management client in the same directory as the FactoryTalk AssetCentre client. See Install FactoryTalk AssetCentre clients on page 65.

Unable to run the ProCalV5 software
You must be logged on to the client computer as an administrator or as a user with administrative privileges to run the ProCalV5 software from within FactoryTalk.
Unable to run the ProCalV5 Data Source Edit Wizard

If the ProCalV5 Data Source Edit Wizard shows an error when you run it (from Windows Start menu, select All Programs > Rockwell Software > FactoryTalk AssetCentre Server > ProCalV5 Data Source Configuration), the cause may be that the FactoryTalk AssetCentre Calibration Management server was not installed in the same directory as the FactoryTalk AssetCentre server. To fix this problem, you must uninstall and then reinstall the FactoryTalk AssetCentre server, making sure to install the FactoryTalk AssetCentre Calibration Management server in the same directory as the FactoryTalk AssetCentre server.
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Environmental compliance


Contact Rockwell Automation

Customer Support Telephone — 1.440.646.3434

Online Support — http://www.rockwellautomation.com/support/
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Rockwell Automation support

Rockwell Automation provides technical information on the web to assist you in using its products. At http://www.rockwellautomation.com/support you can find technical and application notes, sample code, and links to software service packs. You can also visit our Support Center at https://rockwellautomation.custhelp.com for software updates, support chats and forums, technical information, FAQs, and to sign up for product notification updates.

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

Installation assistance

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

<table>
<thead>
<tr>
<th>United States or Canada</th>
<th>1.440.646.3434</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside United States or Canada</td>
<td>Use the Worldwide Locator available at <a href="http://www.rockwellautomation.com/locations">http://www.rockwellautomation.com/locations</a>, or contact your local Rockwell Automation representative.</td>
</tr>
</tbody>
</table>

New product satisfaction return

Rockwell Automation tests all of its products to ensure that they are fully operational when shipped from the manufacturing facility. However, if your product is not functioning and needs to be returned, follow these procedures.

<table>
<thead>
<tr>
<th>United States</th>
<th>Contact your distributor. You must provide a Customer Support case number (call the phone number above to obtain one) to your distributor to complete the return process.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside United States</td>
<td>Please contact your local Rockwell Automation representative for the return procedure.</td>
</tr>
</tbody>
</table>

Documentation feedback

Your comments will help us serve your documentation needs better. If you have any suggestions on how to improve this document, complete the feedback form, publication RA-DU002.

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