Important user information

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

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

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

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

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

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

**WARNING:** 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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  - Unable to log on to SQL Server during server installation
  - The application failed to initialize properly
  - FTACServiceManager has stopped working
  - Install Internet Information Services (IIS) on Windows Server 2008 R2
- Client and agent installation
  - Web page for installing the FactoryTalk AssetCentre client and agent cannot be shown
  - Error reading Primary Server Name from FactoryTalk Directory
  - Logged in user is not part of the Administrators group
  - Start the client
  - Error initializing FactoryTalk AssetCentre
  - Error initializing FactoryTalk AssetCentre: could not load file or assembly
  - Error initializing FactoryTalk AssetCentre: unable to connect to the remote server
  - Error initializing FactoryTalk AssetCentre: the underlying connection was closed
  - Error initializing FactoryTalk AssetCentre: the remote server returned error (404) Not Found
  - Error initializing FactoryTalk AssetCentre: the remote name could not be resolved
  - Error initializing FactoryTalk AssetCentre: the remote server returned an error (401) Unauthorized
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<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error executing ProCalV5 commands, check ProCalV5 installation</td>
<td>156</td>
</tr>
<tr>
<td>Error initializing FactoryTalk AssetCentre: could not load file or</td>
<td></td>
</tr>
<tr>
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<td>156</td>
</tr>
<tr>
<td>Unable to run the ProCalV5 software</td>
<td>156</td>
</tr>
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<td>157</td>
</tr>
<tr>
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<td>159</td>
</tr>
</tbody>
</table>
Chapter 1

Introduction

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. DTM s are designed according to FDT (Field Device Tool) standards.

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.

The documentation set includes:

- FactoryTalk AssetCentre Installation Guide (Document ID FTAC-IN005). Use this manual to install the FactoryTalk AssetCentre system. This manual is also available on the FactoryTalk AssetCentre installation package in 9.00.00-FTAssetCentre\Docs. The file name is FTAC-InstallGuide.pdf.
• **Help.** Use the comprehensive Help for assistance while using the FactoryTalk AssetCentre system.

• **FactoryTalk AssetCentre Getting Results Guide** (Document ID FTAC-GR002). Use this manual to get started with the FactoryTalk AssetCentre system.

• **FactoryTalk AssetCentre Utilities User Manual** (Document ID FTAC-UM001). Use this manual for assistance while using an array of utilities whose capabilities are not present in the FactoryTalk AssetCentre system.

**About this book**

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

We assume you are familiar with:

• Microsoft® Windows® operating systems including basic Windows networking and administration tasks

• Microsoft SQL Server

• RSLinx® Classic and FactoryTalk® Linx™ communication software

• Rockwell 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 11). 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 12).
  
  • 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.

### 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.

### Hardware requirements

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

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

**Product compatibility**

FactoryTalk AssetCentre version 9.00.00 is compatible with the following Rockwell Automation products.

**FactoryTalk AssetCentre Server**

- FactoryTalk Activation version 4.03.03 or later
- FactoryTalk Services Platform version 6.10.00 or later

**FactoryTalk AssetCentre Client**

- FactoryTalk Services Platform version 6.10.00 or later
- FactoryTalk Linx version 6.10.00 or later
- RSLinx Classic Lite version 3.74 or later
- (optional) RSLogix 5 version 7.40 or later, RSLogix 500 version 8.10 or later, RSLogix 5000 version 19 or later, Studio 5000 Logix Designer version 21 or later, FactoryTalk View Studio Enterprise version 11.00 or later, or any other version released as part of CPR 9 or later
  - To take advantage of auditing, the FactoryTalk AssetCentre client must be installed on each computer running your RSLogix family software.
  - To edit the file and data settings for a compare operation for PLC-5, SLC 500, MicroLogix, or FactoryTalk View Site Edition assets, you must have RSLogix 5, RSLogix 500, or FactoryTalk View Studio Enterprise software installed on the client computer.
  - To do a Rockwell Automation Compare, you must install the programming software on the client computer.

<table>
<thead>
<tr>
<th>For this asset...</th>
<th>Install...</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLC-5</td>
<td>RSLogix 5</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>SLC 500, MicroLogix</th>
<th>RSLogix 500</th>
</tr>
</thead>
<tbody>
<tr>
<td>ControlLogix, CompactLogix</td>
<td>RSLogix 5000 or Studio 5000 Logix Designer; and RSLogix 5000 Compare Utility or Logix Designer Compare Tool</td>
</tr>
<tr>
<td>Rockwell Automation drives</td>
<td>DriveExecutive™ Lite</td>
</tr>
</tbody>
</table>

- (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 5.02 or later

**FactoryTalk AssetCentre Agent**

- FactoryTalk Services Platform version 6.10.00 or later
- FactoryTalk Linx version 6.10.00 or later
- RSLinx Classic Lite version 3.74 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.

**For this asset...**

<table>
<thead>
<tr>
<th>Install...</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLC-5</td>
</tr>
<tr>
<td>SLC 500, MicroLogix</td>
</tr>
<tr>
<td>ControlLogix, CompactLogix</td>
</tr>
<tr>
<td>PanelView Plus, MobileView</td>
</tr>
<tr>
<td>FactoryTalk View Site Edition</td>
</tr>
<tr>
<td>Rockwell Automation drives</td>
</tr>
<tr>
<td>RA Motor Control</td>
</tr>
</tbody>
</table>

- 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
Operating systems

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

**Important:** To make sure all functions of FactoryTalk AssetCentre work properly, keep the supported operating systems up to date by turning on the Windows Update feature or install updates manually.

The operating system can be in English, Portuguese, French, Spanish, Italian, German, Japanese, Korean, or Chinese. 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.

### FactoryTalk AssetCentre Server

- Windows Server 2016 Datacenter Edition
- Windows Server 2016 Standard Edition
- Windows Server 2012 R2 Datacenter Edition
- Windows Server 2012 Datacenter Edition
- Windows Server 2012 Standard Edition
- Windows Server 2008 R2 Enterprise Edition with Service Pack 1
- Windows Server 2008 R2 Standard Edition with Service Pack 1

### FactoryTalk AssetCentre Client and Agent

- Windows Server 2016 Datacenter Edition
- Windows Server 2016 Standard Edition
- Windows Server 2012 R2 Datacenter Edition
- Windows Server 2012 Datacenter Edition
- Windows Server 2012 Standard Edition
- Windows Server 2008 R2 Enterprise Edition with Service Pack 1
- Windows Server 2008 R2 Standard Edition with Service Pack 1
- Windows 10 Enterprise Edition
- Windows 10 Professional Edition
See the *Windows Lifecycle FAQ* and *Windows as a Service (WaaS)* topics on the Microsoft Web site for details regarding servicing requirements and other important information.

- **Windows 10 Semi-Annual Channel v1709, v1803, and v1809**
  Windows 10 Semi-Annual Channel is governed by the Microsoft *Modern Lifecycle Policy*. Refer to the Microsoft Web site for details.

- **Windows 10 IoT Enterprise 2016 Long-Term Servicing Channel**
  Windows 10 Long-Term Servicing Channel is governed by the Microsoft *Fixed Lifecycle Policy*. Refer to the Microsoft Web site for details.

- **Windows 7 Enterprise Edition with Service Pack 1**
- **Windows 7 Professional Edition with Service Pack 1**

**FactoryTalk AssetCentre Web Client**

- **Windows Server 2016 Datacenter Edition**
- **Windows Server 2016 Standard Edition**
- **Windows Server 2012 R2 Datacenter Edition**
- **Windows Server 2012 Datacenter Edition**
- **Windows Server 2012 R2 Standard Edition**
- **Windows Server 2012 Standard Edition**
- **Windows Server 2008 R2 Enterprise Edition with Service Pack 1**
- **Windows Server 2008 R2 Standard Edition with Service Pack 1**
- **Windows 10 Enterprise Edition**
- **Windows 10 Professional Edition**

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

- **Windows 10 Semi-Annual Channel v1709, v1803, and v1809**
  Windows 10 Semi-Annual Channel is governed by the Microsoft *Modern Lifecycle Policy*. Refer to the Microsoft Web site for details.

- **Windows 10 IoT Enterprise 2016 Long-Term Servicing Channel**
  Windows 10 Long-Term Servicing Channel is governed by the Microsoft *Fixed Lifecycle Policy*. Refer to the Microsoft Web site for details.

- **Windows 7 Enterprise Edition with Service Pack 1**
Software requirements

FactoryTalk AssetCentre Server

The following are minimum software requirements for FactoryTalk AssetCentre Server.

- Microsoft Internet Explorer version 9.0 or later
  The version 11.0 is recommended for Windows Server 2012 and Windows Server 2016 operating systems.

SQL Server databases

The following are SQL Servers supported by FactoryTalk AssetCentre.

- Microsoft SQL Server 2017 Express Edition (64-bit)
- Microsoft SQL Server 2017 Enterprise Edition (64-bit)
- Microsoft SQL Server 2017 Standard Edition (64-bit)
- Microsoft SQL Server 2016 Express Edition with Service Pack 2 (64-bit)
- Microsoft SQL Server 2016 Enterprise Edition with Service Pack 2 (64-bit)
- Microsoft SQL Server 2016 Standard Edition with Service Pack 2 (32-bit, 64-bit)
- Microsoft SQL Server 2014 Enterprise Edition with Service Pack 2 (32-bit, 64-bit)
- Microsoft SQL Server 2012 Express Edition with Service Pack 4 (32-bit, 64-bit)
• Microsoft SQL Server 2012 Enterprise Edition with Service Pack 4 (32-bit, 64-bit)
• Microsoft SQL Server 2012 Standard Edition with Service Pack 4 (32-bit, 64-bit)
• Microsoft SQL Server 2008 R2 Standard Edition with Service Pack 3 (32-bit, 64-bit)
• Microsoft SQL Server 2008 Standard Edition with Service Pack 4 (32-bit)

FactoryTalk AssetCentre Client

The following are minimum software requirements for FactoryTalk AssetCentre Client.

• Microsoft Internet Explorer version 9.0 and later
  The version 11.0 is recommended for Windows Server 2012 and Windows Server 2016 operating systems.
• (optional) Editing software for Siemens S7 processors, such as SIMATIC Manager

FactoryTalk AssetCentre Agent

The following are minimum software requirements for FactoryTalk AssetCentre Agent.

• Microsoft Internet Explorer version 9.0 and later
  The version 11.0 is recommended for Windows Server 2012 and Windows Server 2016 operating systems.
• (optional) SIMATIC NET if you want to connect to Siemens S7 processors via MPI (Multi Point Interface) or PROFIBUS protocol

FactoryTalk AssetCentre Web Client

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

• Microsoft Internet Explorer version 11
• Google Chrome version 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:
### This port is used for

<table>
<thead>
<tr>
<th>Port</th>
<th>Description</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>
<tr>
<td>TCP port 135</td>
<td>Remote Process Calls</td>
</tr>
<tr>
<td>TCP port 139</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>TCP port 445</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>TCP port 1433</td>
<td>Communications to SQL Server</td>
</tr>
<tr>
<td>TCP ports 7002 - 7004</td>
<td>FactoryTalk AssetCentre</td>
</tr>
<tr>
<td>UDP port 137</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>UDP port 138</td>
<td>File and printer sharing</td>
</tr>
<tr>
<td>UDP port 1434</td>
<td>Browsing for SQL Servers</td>
</tr>
<tr>
<td>UDP port 21060</td>
<td>Rockwell Automation Trace Diagnostics</td>
</tr>
<tr>
<td>UDP port 21061</td>
<td>Rockwell Automation Trace Diagnostics</td>
</tr>
</tbody>
</table>

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

You may need to open ports for other Rockwell Automation products as well. See Rockwell Automation Knowledgebase Answer ID 898270.

**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.
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 9.00.00.


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.

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

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

1. Upgrade optional software products. See Optional software upgrades on page 22.

2. If you have Calibration Management, install the ProCalV5 server software. See Install the ProCalV5 server software on page 41.

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 Logix Designer Compare Tool v4.10.01 (formerly RSLogix 5000 Compare Tool) installed on your agent computer, after you upgrade to FactoryTalk AssetCentre 9.00.00, 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 88.

Optional software upgrades

The FactoryTalk AssetCentre 9.00.00 installation package contains installations for these software products:

- FactoryTalk Activation Manager
- FactoryTalk Linx (formerly RSLinx Enterprise)
- FactoryTalk Services Platform
- FactoryTalk Alarms and Events
- FactoryTalk View ME Transfer Utility
- RSLinx Classic Lite
- RSLogix 5
- RSLogix 500
- Logix Designer Compare Tool (formerly RSLogix 5000 Compare Tool)
- ProCalV5

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
- RSLogix 5
- RSLogix 500
- ProCalV5

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

- RSLinx Classic Lite
- Logix Designer Compare Tool (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>11.00.00-FTView\Tools\ME Transfer Utility\Setup.exe</td>
</tr>
<tr>
<td>RSLogix 5</td>
<td>9.00.00-RSLogix 5\setup.exe</td>
</tr>
<tr>
<td>RSLogix 500</td>
<td>12.00.00-RSLogix 500\setup.exe</td>
</tr>
<tr>
<td>ProCalVS</td>
<td>Redist\ProCalVS_5.5.0\Launch.exe</td>
</tr>
</tbody>
</table>
Use silent or unattended setup to install the FactoryTalk AssetCentre software

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

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.

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

- Ensure that the 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 41.
- 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 59.

- 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).

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

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

The client is not required on the FactoryTalk AssetCentre server computer, but you can install it on the server if desired.
Chapter 3  Use silent or unattended setup to install the FactoryTalk AssetCentre software

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 12).
- 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 7
- .NET Framework 3.5
  - Windows Server 2016
  - Windows Server 2012 R2
  - Windows Server 2012
  - Windows 10

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 71.
Before you install FactoryTalk AssetCentre agents using silent or unattended setup

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

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

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

Where to install the FactoryTalk AssetCentre agent software

Agents can be installed on any computer that:

- is capable of running the agent software (see Agent computer requirements on page 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
  - Windows Server 2012 R2
  - Windows Server 2012
  - Windows Server 2008 R2
  - Windows 7
- .NET Framework 3.5
Use silent or unattended setup to install the FactoryTalk AssetCentre software

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

See Before you install the FactoryTalk AssetCentre agent software on page 77 for more information about FactoryTalk AssetCentre agents.

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.

   ```
   Setup.exe {/Q | /QS} /IAcceptAllLicenseTerms [/AutoRestart] [/SetupLanguage=language] [/Record] [/Playback]
   /Product=product_name [/SerialNumber=serial_number] [/ProductKey=product_key] [/Version=product_version]
   [/InstallDrive=drive] [/SqlServer=SQL_location] [/SqlAdmin=SQL_administrator] [/SqlAdminPwd=SQL_admin_password]
   [/SqlUser=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.
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>/SetupLanguage=&quot;value&quot;</td>
<td>Specifies which language will be displayed during install process. The value must be the one of the following: ENU, CHS, DEU, ESP, FRA, ITA, JPN, KOR, PTB. This parameter is optional. If this parameter is not used, the default language is the current user or operating system user interface language.</td>
</tr>
<tr>
<td>/Record</td>
<td>Records the installation options chosen to a recording file. This parameter is optional.</td>
</tr>
</tbody>
</table>
Use silent or unattended setup to install the FactoryTalk AssetCentre software

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>/Playback</td>
<td>Plays back a recording file to specify the installation options. This parameter is optional.</td>
</tr>
<tr>
<td>/IgnoreWarning</td>
<td>Specifies that the setup ignores warnings and continues. This parameter is optional. If it is not specified, the setup exits when a warning occurs.</td>
</tr>
<tr>
<td>/Product=&quot;value&quot;</td>
<td>Specifies which sub-products will be installed. The product name must be one of followings:</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>/Uninstall</td>
<td>Uninstalls the product. This parameter is optional.</td>
</tr>
<tr>
<td>/ProductLanguage=&quot;value&quot;</td>
<td>Specifies the language version of the software being installed. The value must be one of the following:</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 language is the same as the setup language. If the software does not support multiple languages this parameter is not available.</td>
</tr>
<tr>
<td>/SerialNumber=&quot;value&quot;</td>
<td>Specifies the serial number of the software being installed. This is used to activate the software during installation. This parameter is optional. If it is not specified the software must be activated manually after installation if activation is required. Some software does not require activation. If activation is not required this parameter is not available.</td>
</tr>
<tr>
<td>/ProductKey=&quot;value&quot;</td>
<td>Specifies the product key used to get activation keys during installation. This parameter is optional. If it is not specified the software must be activated manually after installation if activation is required. Some software does not require activation. If activation is not required this parameter is not available.</td>
</tr>
<tr>
<td>/Version=&quot;value&quot;</td>
<td>Specifies the version of the software to activate which corresponds to the product version associated with the SerialNumber and ProductKey. This parameter is optional. If it is not specified the installer will use the most recent product version available. Some software does not require activation. If activation is not required this parameter is not available.</td>
</tr>
<tr>
<td>/InstallDrive=&quot;value&quot;</td>
<td>Specifies the install drive. This parameter is optional. If this parameter is not used, the default install location is &quot;C:\Program Files (x86)\Rockwell Software&quot;. Some software restricts the installer to only change the drive the software is installed on. Use /? to determine which parameter is supported.</td>
</tr>
</tbody>
</table>
Use silent or unattended setup to install the FactoryTalk AssetCentre software

### Parameter Description

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>/SqlServer=“value”</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=“value”</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=“value”</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=“value”</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=“value”</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</td>
</tr>
<tr>
<td></td>
<td>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=“value”</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=“value”</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=“value”</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=“value”</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=“value”</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>
</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>
</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 105
- Configure FactoryTalk AssetCentre on page 135
Chapter 4

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 46
- **Install the ProCalV5 server software after the FactoryTalk AssetCentre server software** on page 59

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

- Ensure that the 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)

    - (Optional) 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 have an Internet connection, install .NET Framework 3.5 SP1 via Control Panel. Learn how at http://msdn.microsoft.com/en-us/library/hh506443.aspx.
• 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, 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 package. You need to purchase Microsoft SQL Server separately.

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

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

### If you use an existing SQL Server installation

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

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.

### Install Microsoft SQL Server with Service Packs

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

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

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

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

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

- For Microsoft SQL Server 2008 R2, install Service Pack 3.
  The service pack is available here: https://support.microsoft.com/en-us/kb/2979597.

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

  The service pack is available here: https://support.microsoft.com/en-us/kb/2979596.
To install Microsoft SQL Server:

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

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

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

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

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

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

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

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

   b. Click **Next**.

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

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

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

7. In the **Server Configuration** screen, click the **Collation** tab.
8. Under **Database Engine**, make sure that SQL_Latin1_General_CP1_CI_AS is selected (it is the default setting).

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

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

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

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

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.

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
Install the FactoryTalk AssetCentre server software

- 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.

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 59.

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

The **ProCalV5 Server Setup** window appears.

13. Under **Select SQL Server**, select or enter 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 2017, the default paths are:

    - **Data File Physical Location**:
      
      ```
      C:\Program Files\Microsoft SQL Server\MSSQL14.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.mdf
      ```

    - **Log File Physical Location**:
      
      ```
      C:\Program Files\Microsoft SQL Server\MSSQL14.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.ldf
      ```

    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:
Chapter 4  Install the FactoryTalk AssetCentre server software

- **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:

- **Data File Physical Location:**

  C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.mdf

- **Log File Physical Location:**

  C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\DATA\PROCAL55RS.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 46
- **Step 2: Configure the AssetCentre server** on page 49
- **Step 3: Configure the AssetCentre server user account password** on page 51
- **Step 4: Configure ProCalV5** on page 52
- **Step 5: Read and accept license agreements** on page 54
- **Step 6: Start the installation** on page 55
- **Step 7: Finish the installation** on page 55

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**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**.

![Microsoft .NET Framework Setup dialog box](image1)

5. Select **AssetCentre Server**.

![FactoryTalk AssetCentre setup](image2)
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 **Customize**.

7. On the **Customize** page:

![Customize page screenshot]

Select the following components for installation:
- FactoryTalk Services Platform v6.11.00 (0.43 GB)
- FactoryTalk Web Services
  - FactoryTalk Security Web Service
- FactoryTalk Activation Manager v4.03.03 (0.07 GB)
- FactoryTalk Linx v6.11.00 (1.87 GB)
- Register EDS Files
- FactoryTalk Alarms and Events v6.11.00 (0.02 GB)
- AssetCentre Server v9.00.00 (0.14 GB)
- FactoryTalk Updater v1.00.01 (0.00 GB)

Total size: 2.90 GB

Drive: C:
33.4 GB free

Click **Next** to proceed with the installation.
• To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.11.00** and select **FactoryTalk Security Web Service**.

• If no other FactoryTalk-enabled software of the computer needs FactoryTalk Linx, clear **FactoryTalk Linx v6.11.00**.

• If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear **FactoryTalk Alarms and Events v6.11.00**.

• To install the FactoryTalk Updater utility, select **FactoryTalk Updater v1.00.00**. It assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups. Registering for updates is not required to receive announcements from the FactoryTalk Updater.

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

9. Click **Next**.

**Step 2: Configure the AssetCentre server**
Chapter 4  Install the FactoryTalk AssetCentre server software

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:
Step 3: Configure the AssetCentre server user account password

4. Click Next.

- 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.

- 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 52.
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 52.

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 ^
Install the FactoryTalk AssetCentre server software

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 59.

- If you want to configure the database connection, follow the steps below.

  1. Provide the following information:
     - The ProCalV5 database server location.
Chapter 4  
Install the FactoryTalk AssetCentre server software

- The ProCalV5 database logon name (default is `pcV5us01`) and password.
- The name of the ProCalV5 database (default is `PROCAL55RS`).

2. Click **Test Connection**. The Setup wizard prompts you the connection status.

3. Click **Install**.

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Step 5: Read and accept license agreements

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**End User License Agreements**

*Please read and accept all license agreements.*

Rockwell Automation Technologies Inc.
Microsoft SQL Server Compact 4.0

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**ROCKWELL AUTOMATION END USER LICENSE AGREEMENT**

Rev (02/2018)

**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**

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](image)

- **Serial number:** Enter the serial number.
- **Product key:** Enter the product key.
- **Product 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.

a. In the **Serial number** box, enter the serial number.

b. In the **Product key** box, enter the product key.

c. Select the earliest version you will use.

d. Select **Activate locally** or **Activate using a dongle**.

e. Click **Continue**.

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

- To finish the installation without activation, select **Skip activation** and click **Next**.
Chapter 4  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.

That’s it!

Once you restart your computer you are ready to run FactoryTalk AssetCentre.

**Installation Summary**

Want to know when there is an update? **Register for updates**

Want to install Adobe Acrobat Reader? **Download it free**

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 105
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 41.

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

   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 61
- Steps to install FactoryTalk AssetCentre clients on page 63
- Check whether the client is installed correctly on page 70
- Install the ProCalV5 client software on page 71
- Install DTMs on page 74
- Run Process Device Configuration Field Edition on page 75

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).

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

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

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

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.

Where to install FactoryTalk AssetCentre clients

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 12).

- 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 71.

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

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, 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 63
- **Step 2:** Read and accept license agreements on page 68
- **Step 3:** Start the installation on page 69
- **Step 4:** Finish the installation on page 69

**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 68.

7. To select which components to install, click **Customize**.

8. On the **Customize** page:

![Customize page](image)

- **FactoryTalk Services Platform v6.11.00** 0.43 GB
- **FactoryTalk Web Services**
  - **FactoryTalk Security Web Service**
- **FactoryTalk Activation Manager v4.03.03** 0.07 GB
- **FactoryTalk Linx v6.11.00** 1.87 GB
- **Register EDS Files**
- **FactoryTalk Alarms and Events v6.11.00** 0.02 GB
- **RSLinx Classic v4.11.00** 1.83 GB
- **Enable Security**
- **AssetCentre Client v9.00.00** 0.30 GB
- **FactoryTalk AssetCentre Client v9.00.00**
  - **3rd party editor integration**
  - **FactoryTalk Updater v1.00.01** 0.00 GB

**Total:** 5.19 GB

**Drive:** C:

33.3 GB free
• To install web service for FactoryTalk Security, expand FactoryTalk Services Platform v6.11.00 and select FactoryTalk Security Web Service.

• To register EDS files from devices to allow device communications in the Network Browser, expand FactoryTalk Linx v6.11.00 and select Register EDS Files. If you are running out of storage, clear this check box. However, clearing this check box turns off the EDS Parameter shortcut function.

• If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear FactoryTalk Alarms and Events v6.11.00.

• To enable security for Rockwell Software security clients, expand RSLogix Classic v4.10.00 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 v9.00.00 and select Step7 Version 5.4.
  4. Click Modify.

• To install the FactoryTalk Updater utility, select FactoryTalk Updater v1.00.00. It assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups. Registering for updates is not required to receive announcements from the FactoryTalk Updater.

  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 \(\textit{servername}\) is the name of your FactoryTalk AssetCentre server computer.

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

   \[http://MYSERVER/rockwellsoftware/assetcentre\]

   Tip:
   - If you are using SSL, then start the address with https:// instead of http://.
   - If you have changed the default port in site binding on page 110, you need to include the self-defined port number in the computer name part in the form as MYSERVER:PortNumber.
   - If you install the FactoryTalk AssetCentre agent software on the FactoryTalk AssetCentre server computer, type the following in the Address box:
     \[http://localhost/rockwellsoftware/assetcentre\]

2. Press Enter.

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

   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 148.
   - 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.
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.
Install FactoryTalk AssetCentre clients

Chapter 5

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
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 105.

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 63.
   
   For information on getting started with the software, see the *FactoryTalk AssetCentre Getting Results Guide*.

---

**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**.
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**.

Chapter 6

Install FactoryTalk AssetCentre agents

This chapter describes:

- Before you install the FactoryTalk AssetCentre agent software on page 77
- Steps to install the FactoryTalk AssetCentre agent software on page 79
- Configure for security-enabled RSLogix family software on page 86
- Check whether the agent software is current on page 90

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

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

Windows Server 2012 R2 update: April 2014

Where to install the FactoryTalk AssetCentre agent software

Agents can be installed on any computer that:

- is capable of running the agent software (see Agent computer requirements on page 14).
- is connected to the FactoryTalk AssetCentre Server.
- runs the FactoryTalk AssetCentre server, or the FactoryTalk AssetCentre client.

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

The following is the amount of clients, agents, and agent groups qualified within one FactoryTalk AssetCentre system at the same time. More clients, agents, or agent groups running will impact the system performance.
• Client: 100
• Agent: 35
• Agent groups: 35
• Agent computers in each agent group: 5

If scheduled operations are taking longer than desired to complete, you may need to 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

**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 have an Internet connection, install .NET Framework 3.5 SP1 via Control Panel. Learn how at http://msdn.microsoft.com/en-us/library/hh506443.aspx.
• 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, 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 79
- **Step 2: Read and accept license agreements** on page 83
- **Step 3: Start the installation** on page 85
- **Step 4: Finish the installation** on page 85

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 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 Agent.
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 83.

To select which components to install, click **Customize**.

On the **Customize** page:

- FactoryTalk Services Platform v6.11.00 0.43 GB
- FactoryTalk Web Services
  - FactoryTalk Security Web Service
- FactoryTalk Activation Manager v4.03.03 0.07 GB
- FactoryTalk Linx v6.11.00 1.87 GB
- Register EDS Files
- FactoryTalk Alarms and Events v6.11.00 0.02 GB
- RSLinx Classic v4.11.00 1.83 GB
- Enable Security
- Logix Designer Compare Tool v7.00 0.08 GB
- AssetCentre Agent v9.00.00 0.22 GB
- FactoryTalk Updater v1.00.01 0.00 GB

**Total:** 5.18 GB

**Drive:** C:

33.3 GB free
• To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.11.00** and select **FactoryTalk Security Web Service**.

• To register EDS files from devices to allow device communications in the **Network Browser**, expand **FactoryTalk Linx v6.11.00** and select **Register EDS Files**. If you are running out of storage, clear this check box. However, clearing this check box turns off the **EDS Parameter** shortcut function.

• If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear **FactoryTalk Alarms and Events v6.11.00**.

• To enable security for Rockwell Software security clients, expand **RSLinx Classic v4.10.00** and select **Enable Security**.

• To install the FactoryTalk Updater utility, select **FactoryTalk Updater v1.00.00**. It assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups. Registering for updates is not required to receive announcements from the FactoryTalk Updater.

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 Studio 5000 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:

   \[http://servername/rockwellsoftware/assetcentre\]

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

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

   \[http://MYSERVER/rockwellsoftware/assetcentre\]
Tip:

- If you are using SSL, then start the address with https:// instead of http://.
- If you have changed the default port in site binding on page 110, you need to include the self-defined port number in the computer name part in the form as MYSERVER:PortNumber.
- If you install the FactoryTalk AssetCentre agent software on the FactoryTalk AssetCentre server computer, type the following in the Address box: http://localhost/rockwellsoftware/assetcentre

2. **Press Enter.**

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

   **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 Web page for installing the FactoryTalk AssetCentre client and agent cannot be shown on page 148. 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**.
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
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 87.
To configure the FactoryTalk AssetCentre agents and FactoryTalk Security in a Windows workgroup, follow instructions in If operating in a Windows workgroup on page 88.

If operating in a Windows domain

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

2. On each agent computer:

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

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

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

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

• For RSLogix 500 grant Offline Program File Monitoring, Save, and Upload.

• For RSLogix 5000 grant Project: Export, Project: Go Online, Project: Open, Project: Save, and Project: Upload. (Use this group for Logix Designer applications and grant the same permissions.)


The preceding configurations can be done using the Agent Services Logon Configuration utility. See To configure the agent computer using the Agent Services Logon Configuration utility on page 88 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.)

5. Configure FactoryTalk Security to use single sign-on. Still in the FactoryTalk Administration Console, navigate to **System > Policies > System Policies** in the **Explorer** pane. Double-click **Security Policy**. Set the Use single sign-on policy to **Enabled**.

**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 79](#). 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.
Chapter 7

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 \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 **Customize**.

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:
Custom install the FactoryTalk AssetCentre software

Chapter 7

- AssetCentre Server v9.00.00
- AssetCentre Client v9.00.00
- AssetCentre Agent v9.00.00
- FactoryTalk Alarms and Events v6.11.00

If the computer to which you install the FactoryTalk AssetCentre software meets the system requirements, the software product check boxes are selected by default.

If you cleared any product check box, the related prerequisite product check boxes will be turned on for you to clear.
• To install web service for FactoryTalk Security, expand **FactoryTalk Services Platform v6.11.00** and select **FactoryTalk Security Web Service**.

• To register EDS files from devices to allow device communications in the **Network Browser**, expand **FactoryTalk Linx v6.11.00** and select **Register EDS Files**. If you are running out of storage, clear this check box. However, clearing this check box turns off the **EDS Parameter shortcut function**.

• If no other FactoryTalk-enabled software of the computer needs FactoryTalk Alarms and Events, clear **FactoryTalk Alarms and Events v6.11.00**.

• To enable security for Rockwell Software security clients, expand **RSLink Classic v4.10.00** 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 v9.00.00** and select **Step7 Version 5.4**.
  4. Click **Modify**.

• To install the FactoryTalk Updater utility, select **FactoryTalk Updater v1.00.00**. It assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups. Registering for updates is not required to receive announcements from the FactoryTalk Updater.

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 v9.00.00** check box, the **Logix Designer Compare Tool v7.00** check box is turned on. You can clear or select it as needed.
Example 2: Partial installation

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 v9.00.00** 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).

![Customize](image)

**Customize**

- FactoryTalk Services Platform v6.11.00
- FactoryTalk Activation Manager v4.03.03
- FactoryTalk Linx v6.11.00
- FactoryTalk Alarms and Events v6.11.00
- RSLinx Classic v4.11.00
- Logix Designer Compare Tool v7.00
- AssetCentre Server v9.00.00
- AssetCentre Client v9.00.00
- AssetCentre Agent v9.00.00
- FactoryTalk Updater v1.00.01

**Total**: 1.92 GB

**Drive**: C. 6.0 GB free
Chapter 8

Install the AssetCentre Diagnostics Connector

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

The Setup wizard installation process includes the following steps:

- **Step 1: Launch the Setup wizard and select what to install** on page 99
- **Step 2: Read and accept license agreements** on page 101
- **Step 3: Start the installation** on page 103
- **Step 4: Finish the installation** on page 103

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**.

![Microsoft .NET Framework Setup dialog box](image.png)
5. Select **AssetCentre Diagnostics Connector (Optional)**.

6. To install all components available in the selected component using the recommended settings, click **Install now** and skip to **Step 2: Read and accept license agreements** on page 101.

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 v6.11.00** and select **FactoryTalk Security Web Service**.
- **AssetCentre Common Components** are what you need to install as the diagnostics connector.

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

10. Click **Install**.

---

**Step 2: Read and accept license agreements**
End-user license agreements (EULA) spell out your rights and responsibilities. Depending on the components being installed, there may be more than one license agreement on this page. The individual license agreements are listed above the text box.

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

1. On the End User License Agreements page, select each agreement and read the agreement carefully.

2. When all license agreements have been read, click Accept All.
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 8  Install the AssetCentre Diagnostics Connector

That’s it!

Once you restart your computer you are ready to run FactoryTalk AssetCentre.

Installation Summary

Want to know when there is an update?
Register for updates

Want to install Adobe Acrobat Reader?
Download it free

Restart the computer to complete the installation.
Configure the SSL protocol for FactoryTalk AssetCentre

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

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

The SSL configuration consists of the following steps:

- [Create an SSL certificate](#) on page 105
- [Export the created SSL certificate for FactoryTalk AssetCentre client and agent computers](#) on page 108
- [Configure a site binding](#) on page 110
- [Configure SSL settings for FactoryTalk AssetCentre Web Client](#) on page 112
- [Turn on secure communication between the server, client(s), and agent(s)](#) on page 115
- [Import the SSL certificate to client and agent computers](#) on page 116
- [Configure a firewall rule and web services URL if the default port is modified](#) on page 125

### Create an SSL certificate

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

**To create an SSL certificate**

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

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

On Windows Server 2008 R2:

1. Click **Start**.
2. In the search box, type `inetmgr`, and then 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 **Create Self-Signed Certificate**.

![Actions]

5. In the **Create Self-Signed Certificate** dialog box:

   - Specify a name for the certificate.
   - Select **Web Hosting** as the certificate store.

![Create Self-Signed Certificate]

6. Click **OK**.

The created SSL certificate is listed.

![Server Certificates]
Export the created SSL certificate for FactoryTalk AssetCentre client and agent computers

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

To export the created SSL certificate

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

   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 then 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**.

![](diagram.png)

4. Select the SSL certificate that you have created.

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

![](actions.png)

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

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

7. Click **OK**.
Configure a site binding

Before you begin

- Create an SSL certificate on page 105.

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 Open Internet Information Services (IIS) Manager.
   
   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 then press ENTER.

   The Internet Information Services (IIS) Manager window appears.

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

![Image showing Actions menu with Bindings highlighted.]

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

![Image showing Site Bindings dialog box.]

5. In the **Add Site Binding** dialog box, configure the following settings.

<table>
<thead>
<tr>
<th>For this option...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Select <strong>https</strong>.</td>
</tr>
<tr>
<td>IP address</td>
<td>Select <strong>All Unassigned</strong>.</td>
</tr>
<tr>
<td>Port</td>
<td>Keep the default port number 443 or if you needed, you may change it to a self-defined port. If you use a self-defined port, you need to configure a firewall rule and web services URL on page 125.</td>
</tr>
</tbody>
</table>
### Configure SSL settings for FactoryTalk AssetCentre Web Client

#### Before you begin
- Create an SSL certificate on page 105.
- Configure a site binding on page 110.

#### 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.

<table>
<thead>
<tr>
<th>For this option...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host name</td>
<td>Type the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip</strong>: On Windows Server 2008 R2, this option is not editable after selecting <strong>https</strong>.</td>
</tr>
<tr>
<td>SSL certificate</td>
<td>Select your SSL certificate.</td>
</tr>
<tr>
<td></td>
<td><strong>See Create an SSL certificate on page 105.</strong></td>
</tr>
</tbody>
</table>

6. Click OK.

7. In the Site Bindings dialog box, the created site binding is listed. Click Close.

   **Tip:** You can remove the default HTTP site binding and only keep the created HTTPS site binding.
c. Click the best match result.

On Windows Server 2008 R2:

d. Click **Start**.

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

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

2. Navigate to **localhost > Sites > Default Web Site > RockwellSoftware > AssetCentreWebClient**.
3. In Features View, double-click SSL Settings.

4. Make sure the following options are selected:

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

- **Ignore**
  This option applies to the client certificates.
5. Under Actions, click Apply.

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

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

To enable secure communication

1. Open the Configure Server Settings Utility window.

   On Windows Server 2016 and Windows Server 2012:
   a. On the taskbar, click 
   b. In the search box, type Server Settings.
   c. 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.

2. Enter the user name and password to log on to FactoryTalk, and then click OK.
3. In the **Configure Server Settings Utility** window, under **Server Location**, type the fully qualified domain name (FQDN) of the FactoryTalk AssetCentre server computer.

![Configure Server Settings Utility](image)

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

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

5. Click **OK**.

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

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

**Before you begin**

- Create an SSL certificate on page 105.
- Export the created SSL certificate on page 108.

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

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

1. Copy the created SSL certificate on the computer.

2. Double-click the SSL certificate.
3. Select **Local Machine**, and then click **Next**.

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

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

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

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

To import the SSL certificate on Windows 7 operating systems

1. Copy the created SSL certificate on the computer.

2. Click Start, type mmc, and then press Enter.

   The Microsoft Management Console opens.

3. In the Microsoft Management Console, navigate to Console Root > Certificates (Local Computer) > Trusted Root Certification Authorities > Certificates.

4. Right-click Certificates, and then select All Tasks > Import.
5. In the Certificate Import Wizard, click **Next**.

6. On the **File to Import** page, browse for the SSL certificate file, and then click **Next**.
7. (Optional) Enter the password if it has been defined.

8. On the **Certificate Store** page, make sure:
   - **Place all certificates in the following store** is selected.
   - **Trusted Root Certification Authorities** is selected as the certificate store.

   Click **Next**.
9. Click Finish.

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

To verify the import operation

1. Click Start, type mmc, and then press Enter.

   The Microsoft Management Console opens.

2. Click File > Add/Remove Snap-in.
3. In the **Add or Remove Snap-ins** dialog box, select **Certificates**, and then click **Add**.

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

6. In the Add or Remove Snap-ins dialog box, click OK.
7. In the Microsoft Management Console, navigate to **Console Root > Certificates (Local Computer) > Trusted Root Certification Authorities > Certificates**, and verify that the SSL certificate is listed.

8. If the SSL certificate is not listed, make sure to select Certificates under **Trusted Root Certification Authorities > Certificates**, and then click **Action > All Tasks > Import**.

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

   If the default port 443 is modified during the site binding configuration, you need to:
   
   • Configure a Windows firewall rule for the self-defined port.
   
   • Configure the primary server web services base URL.

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

To configure a Windows firewall rule

1. On the FactoryTalk AssetCentre server computer, click **Start**, type **firewall**, and then click **Windows Firewall with Advanced Security**.

2. Click **Inbound Rules**.

3. Click **Action > New Rule**.
4. In the **New Inbound Rule Wizard**, select **Port**, and then click **Next**.

5. In the **Specific local ports** box, enter the self-defined port as set during the site binding configuration, for example **9000**, and then click **Next**.

6. Follow the on-screen instructions until you get to the **Name** page.
7. In the **Name** box, enter the name for the new inbound rule, and then click **Finish**.

The new rule is shown in the list.

To configure the primary server web services base URL

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

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

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

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

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

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

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

http(s)://acctcentre_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 131

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)
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 then press ENTER.

The Internet Information Services (IIS) Manager window appears.

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

3. In Features View, double-click Authentication.


5. Under Actions, click Providers.

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

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

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

Chapter 11

Configure FactoryTalk AssetCentre

This chapter describes:

- Configure for client access to the server on page 135
- Configure feature security for FactoryTalk AssetCentre users on page 137

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 FactoryTalk User or a Windows-Linked User.

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

   A FactoryTalk Security account is the same as a FactoryTalk user account. For more information, see "Accounts and groups" in the FactoryTalk Help.
• If you may need to use FactoryTalk AssetCentre while disconnected from the network, use FactoryTalk Security user accounts. Windows-linked user accounts will not be able to authenticate with the domain while disconnected.

• If you choose to use Windows-linked users, consider using Windows-linked group accounts rather than Windows-linked user accounts if possible. This simplifies the process if you ever move your software to a different domain. You cannot move individual Windows-linked user accounts from one domain to another. You can move Windows-linked group accounts to a new domain, while retaining all of the security permissions for the group. If you change the domain an individual Windows-linked user account belongs to, you must delete the old account, create the new account, and then recreate all of the security permissions for the new account.

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

6. Enter the information for the user.

When FactoryTalk Services Platform is installed on a computer, that computer is automatically added to the FactoryTalk Network Directory. Because FactoryTalk Services Platform is included in the FactoryTalk AssetCentre installation, your client computers should already be in the FactoryTalk Network Directory.

By default, for a user to be able to use FactoryTalk AssetCentre, the user’s computer must be in the FactoryTalk Directory. For instructions on how to add a computer, refer to the FactoryTalk Help in the FactoryTalk Administration Console.

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

Configure feature security for FactoryTalk AssetCentre users

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

Add computers to the FactoryTalk Directory
Important: Never explicitly deny rights to the All Users or Administrators group in FactoryTalk. Rather, set up specific user groups of your own and deny rights to those groups. Denying rights to All Users or Administrators could lock everyone out of the system and would deny rights in all FactoryTalk-enabled products using any FactoryTalk CPR 9 version.

To change which users can perform tasks in FactoryTalk AssetCentre

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

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

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

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

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

5. In the **Feature Security Properties** window, click the policy you want to change, and then click the browse button for the policy.
6. In the **Configure Securable Action** dialog box, select the user or group for whom you want to assign permissions. If the user or group does not appear in the list, click **Add**, click **Show all**, select the user or group, and then click **OK**.

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

8. Click **OK**.

### Policy settings and their 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>
</tbody>
</table>

See [Policy settings and their meanings](#) on page 139.
Configure Archive Options Settings

| Configure Archive Undo Check Out | Undo a check out even if a different user checked the file out. |
| Configure Removal of Local Copies | Choose to keep local copies of checked-in files on their computer. If this right is allowed, the user can keep local copies. If this right is denied, the user is not given this option. |
| Configure Personal Archive File Associations | Configure which software product launches when opening a particular type of file. If a personal file association is set, it will take precedence over the system file association. |
| Configure System Archive File Associations | Configure which software product launches when opening a particular type of file. This setting applies unless the user has specified a personal file association. |
| Configure Personal Archive Working Folders | Set a personal working folder for checking out files. For more information on working folders and personal working folders see the FactoryTalk AssetCentre Client Help. |
| Configure System Archive Working Folders | 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. |
| Run Archive Database Cleanup Wizard | Run the Archive Database Cleanup Wizard to delete unused versions of files. |
| Allow Empty Comment at Check In | Leave the comment field empty as they check in an asset. |
| Configure Assets Lifecycle Sync | Synchronize life cycle information in the FactoryTalk AssetCentre server and client with the Rockwell Automation life cycle website. |
| Display Calibration Management Data | View Calibration Management data in FactoryTalk AssetCentre. |
| Perform Calibration Management | Access Calibration Management functionality in ProCalVS software. |
| Administer Calibration Users | 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. |
| Switch to Design mode | Enter Design mode, in which the user can edit the asset tree. |
| View Event Log | Show the Event Log and run a search on the Event Log. |
| View Audit Log | Show the Audit Log and run a search on the Audit Log. |
| View Diagnostics and Health Log | Show the Diagnostics and Health Log and run a search on the Diagnostics and Health Log. |
| Change Diagnostics and Health Log Message | Change the status of or add a comment to a Diagnostics and Health Log record. |
| View Diagnostics and Health Log Status | View a status history for a Diagnostics and Health Log record. |
| Run Log Database Cleanup Wizard | Run the Log Database Cleanup Wizard to remove old records from the logs. Data can be exported and saved in a separate file. |
| Enable or Disable DTMs | Enable and disable DTMs in the DTM Catalog. |
| Edit DTM Network | Show the DTM Networks dialog box to edit the DTM network. |
| Create a new schedule | Create a schedule. |
| Edit a schedule | Change existing schedules. |
| Delete a schedule | Delete schedules. |
| View a schedule | Show the Schedules tab. |
| Command a schedule | Issue commands to a schedule, such as making the schedule active or running the schedule immediately. |
| Create a search | Set up a new search to find entries matching specified criteria in one of the logs, in the Archive History, or in Archive Check Out Status information. |
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 105.

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. If you are changed the default port in site binding on page 110, you need to include the self-defined port number in the computer name part in the form as MYSERVER:PortNumber.

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.
Uninstall FactoryTalk AssetCentre

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

- **Uninstall from the Control Panel** on page 143
- **Uninstall using a command** on page 143

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

**Uninstall from the Control Panel**

To uninstall FactoryTalk AssetCentre version 9.00 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 9.00.00**.
   - If only installed with **AssetCentre Client**, double-click **FactoryTalk AssetCentre Client 9.00.00**.
   - If only installed with **AssetCentre Agent**, double-click **FactoryTalk AssetCentre Agent 9.00.00**.
   - If installed with **AssetCentre Custom Installation**, double-click **FactoryTalk AssetCentre 9.00.00**.

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

This chapter describes:

- **General installation** on page 145
- **Server installation** on page 145
- **Client and agent installation** on page 148
- **Start the client** on page 150
- **Start the agent** on page 156
- **Use Calibration Management** on page 156

**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.

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 146.

**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:
• 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.

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**

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.
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**.

4. Under **Roles**, expand **Web Server (IIS)**.

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

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

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

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

   If it is not, start it:

   - In the right pane, under **Manage Web Site**, click **Start**.

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

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

To solve the problem

- Check the server (see Other errors starting the client on page 155).
- 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 137.
- See If the FactoryTalk AssetCentre server is installed to a drive other than C on page 154.

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 61.

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

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

![Error Message](image)
The error message may appear when you have checked the **Use the secure communication channel** option in the **Configure Server Settings Utility** window, but you haven’t configured the SSL protocol.

**To solve the problem:**

- Configure the SSL protocol.  
  See [Configure the SSL protocol for FactoryTalk AssetCentre](#) on page 105.

- 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](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 115.

- 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 116.

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

Error initializing FactoryTalk AssetCentre: the remote server returned error (404) Not Found

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 110.

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

Error initializing FactoryTalk AssetCentre: the remote name could not be resolved
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 115

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

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

**To solve the problem:**

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

  See [Configure Windows Authentication](#) on page 131

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 70.

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 154.

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.

---

**The client and server versions are incompatible**

**Cannot initialize application eventing subsystem or No connection could be made because the target machine actively refused it**

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

**If the FactoryTalk AssetCentre server is installed to a drive other than C:**
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 148.
- Make sure the correct FactoryTalk Directory is specified. On the machine running the client, from Windows Start menu, select All Programs > Rockwell Software > FactoryTalk Tools > Specify FactoryTalk Directory Location.
• If you are running in an environment without a domain controller (in a workgroup), you may need to turn off the single sign-on feature of FactoryTalk. See the FactoryTalk help for more information.

• Make sure the server location setting is correct. On the server computer, from Windows Start menu, select All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings. The server location must be set in this utility, NOT in the FactoryTalk Administration Console.

• Make sure the SQL Connection is set properly. On the server computer, from Windows Start menu, select All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Data Source Configuration.

• If you are using a firewall, make sure your firewall is configured properly to permit access to the FactoryTalk AssetCentre Server. See Network requirements on page 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 90.

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 59.

This error message is also shown if you have installed the FactoryTalk AssetCentre Calibration Management server, but have not run the ProCalV5 Data Source Edit Wizard.

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 63.

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 61.

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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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>
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<tr>
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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.

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<th>United States</th>
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<td>Please contact your local Rockwell Automation representative for the return procedure.</td>
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