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.

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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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## Chapter 2

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Preface

This manual describes:

- FactoryTalk® View Machine Edition (ME) Product and System
- Tasks before installation
- Detailed installation steps
- How to use FactoryTalk Activation Manager to license the installed product

About the FactoryTalk View documentation

The FactoryTalk View documentation set includes the following documents.

<table>
<thead>
<tr>
<th>Documents</th>
<th>Descriptions</th>
</tr>
</thead>
</table>
| FactoryTalk View Machine Edition Installation Guide Publication VIEWME-IN003_ | Available in PDF format:  
  - On the FactoryTalk View installation DVD  
  - From the Help menu in FactoryTalk View Studio  
  - From the Rockwell Automation® Literature Library |
  - On the FactoryTalk View installation DVD  
  - From the Help menu in FactoryTalk View Studio  
  - From the Rockwell Automation Literature Library |
| Release Notes | Provides the latest information about updates and program features. Available in HTML format:  
  - On the FactoryTalk View installation DVD  
  - On the installation Welcome page  
  - From the Help menu in FactoryTalk View Studio  
  - From the Rockwell Automation Product Compatibility and Download Center |
| Help | Provides procedures and reference information. Available in HTML format:  
  - From the Help menu in FactoryTalk View Studio  
  - From editors and dialog boxes used to develop FactoryTalk View Machine Edition applications. |
| Activation Instructions Publication FTA-QS002_ | Describes how to get and install activations for all the computers in your system. Available from the Rockwell Automation Literature Library. |
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You can view the Rockwell Automation End-User License Agreement ("EULA") by opening the License.rtf file located in your product’s install folder on your hard drive.

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The software included in this product contains copyrighted software that is licensed under one or more open source licenses. Copies of those licenses are included with the software. Corresponding Source code for open source packages included in this product are located at their respective web site(s).

Alternately, obtain complete Corresponding Source code by contacting Rockwell Automation via the Contact form on the Rockwell Automation website: http://www.rockwellautomation.com/global/about-us/contact/contact.page
Please include "Open Source" as part of the request text.

A full list of all open source software used in this product and their corresponding licenses can be found in the OPENSOURCE folder included with these Release Notes. The default installed location of these licenses is C:\Program Files (x86)\Common Files\Rockwell\Help\<Product>\ReleaseNotes\OPENSOURCE\index.htm.

Other Licenses

Symbol Factory 2.5 License

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This document is current as of the time of release of the product; however, the accompanying software may have changed since the release. Rockwell Automation, Inc. reserves the right to change any information contained in this document or the software at any time without prior notice. It is your responsibility to obtain the most current information available from Rockwell when installing or using this product.

**Environmental compliance**


**Contact Rockwell Automation**

Customer Support Telephone — 1.440.646.3434

Online Support — http://www.rockwellautomation.com/support/
Chapter 1

FactoryTalk View Machine Edition system basics

This chapter describes:

- What FactoryTalk View Machine Edition is
- FactoryTalk View Machine Edition software package
- FactoryTalk View installation DVD
- Methods of contacting Rockwell Automation Technical Support

What is FactoryTalk View Machine Edition?

FactoryTalk View Machine Edition (ME) software is a versatile HMI application that provides a dedicated and powerful solution for machine-level operator interface devices. As an integral element of the Rockwell Automation visualization solution, FactoryTalk View Machine Edition provides superior graphics, run-time user management, language switching, and faster commissioning time through a common development environment.

FactoryTalk View Machine Edition allows for a consistent operator interface across multiple platforms, including PanelView Plus and Windows desktop solutions and consists of:

- **FactoryTalk View Studio.** Configuration software for developing and testing HMI applications.
- **FactoryTalk View Machine Edition Station.** A traditional stand-alone HMI solution that provides an integrated operator interface that runs the same HMI application on PanelView Plus 7, PanelView Plus 6, MobileView terminal, Rockwell Automation Industrial Computers, or other industrial PC.

FactoryTalk View Machine Edition software package

In addition to FactoryTalk View Studio for Machine Edition and FactoryTalk View Machine Edition Station, the FactoryTalk View Machine Edition software package also includes:

<table>
<thead>
<tr>
<th>Software</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FactoryTalk Services Platform</td>
<td>FactoryTalk Services Platform provides a set of common services (such as diagnostic messages, health monitoring services, and access to real-time data) for all the FactoryTalk products and applications used in a control system. FactoryTalk Services Platform is installed automatically.</td>
</tr>
<tr>
<td>FactoryTalk Administration Console</td>
<td>FactoryTalk Administration Console is a stand-alone tool for developing, managing, and securing multiple applications.</td>
</tr>
</tbody>
</table>
### Software Description

<table>
<thead>
<tr>
<th>Software</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FactoryTalk Diagnostics</td>
<td>FactoryTalk Diagnostics collects and provides access to activity, status, warning, and error messages generated throughout a FactoryTalk system.</td>
</tr>
<tr>
<td>FactoryTalk Activation Manager</td>
<td>All FactoryTalk View software must be activated using FactoryTalk Activation Manager. FactoryTalk Activation Manager is automatically installed when you install FactoryTalk View.</td>
</tr>
<tr>
<td>FactoryTalk Linx</td>
<td>FactoryTalk Linx is a communication server built around FactoryTalk technology to assist in developing and running your FactoryTalk View Machine Edition applications. For communications with Allen-Bradley local and remote devices, particularly with Logix 5000™ controllers, FactoryTalk Linx is the recommended data communications software for FactoryTalk View applications.</td>
</tr>
<tr>
<td>FactoryTalk Updater</td>
<td>FactoryTalk Updater utility assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups</td>
</tr>
</tbody>
</table>

### FactoryTalk View installation DVD

The FactoryTalk View installation DVD provides all the software you need to develop and run local applications confined to a single computer, or distributed control systems that involve several computers, connected over a network.

Depending on needs, the architecture of a FactoryTalk View application represents different parts of your plant or process. To accommodate those requirements, these FactoryTalk View programs are included in this Setup wizard:

- Studio for Machine Edition
- Machine Edition Station for Windows
- Stand-alone ME Transfer Utility
- Stand-alone FactoryTalk Linx Server
- Stand-alone FactoryTalk Directory server

**Tip:** Additional FactoryTalk View SE applications can also be installed from this Setup wizard.

### Contact Rockwell Automation Technical Support

If you cannot find the answer to your question in the documentation or on the Internet, contact Rockwell Automation Technical Support, using any of these methods:

- **Telephone:** 1-440-646-3434
- **Online:** [http://support.rockwellautomation.com](http://support.rockwellautomation.com)
- **Knowledgebase:** [https://rockwellautomation.custhelp.com](https://rockwellautomation.custhelp.com)

Support staffs are available Monday to Friday from 8:00 A.M. through 5:00 P.M. local time (North America only), except on statutory holidays.
When you call Rockwell Automation Technical Support

When you call, it is recommended that you be at your computer and ready to provide the following information:

- The product’s serial number and product key, which are printed on the Activation Certificate enclosed with the product software DVD
- FactoryTalk View version number
- FactoryTalk Services Platform version number
- FactoryTalk Linx or RSLinx Classic version number
- The type of hardware you are using
- The names of other Rockwell Automation products installed on the computer
- The exact wording of any messages shown on the computer
- A description of what happened and what you were doing when the problem occurred
- A description of how you tried to solve the problem

To view the list of installed add-ons and updates

1. In FactoryTalk View Studio, select Help > About FactoryTalk View Studio.
2. To view the list of installed add-ons, click Add-Ons.
Chapter 2

Install, activate, and uninstall FactoryTalk View on a personal computer

This chapter describes:

- System requirements
- RSNetWorx™ compatibility requirements
- How to install FactoryTalk View Machine Edition software
- How to activate the FactoryTalk View Machine Edition software
- How to uninstall FactoryTalk View Machine Edition and related software

System requirements

FactoryTalk View Machine Edition works within the system requirements of all Rockwell Automation® software products. For the latest compatibility information, refer to the Product Compatibility and Download Center.

Hardware requirements

For the optimal performance of the FactoryTalk View Machine Edition application, the personal computer is recommended to meet or exceed the following hardware requirements:

- Intel® Core™ i5 Standard Power processor
- 4 GB of memory (RAM)

Software requirements

FactoryTalk View Machine Edition has been tested on the following operating systems:

- Windows® 7 Enterprise with Service Pack 1 (32-bit, 64-bit)
- Windows 7 Professional with Service Pack 1 (32-bit, 64-bit)
- Windows 7 Ultimate with Service Pack 1 (32-bit, 64-bit)
- Windows 7 Embedded Standard with Service Pack 1^* |
- Windows 10 Enterprise* (32-bit, 64-bit)
- Windows 10 Professional* (32-bit, 64-bit)
See the *Windows Lifecycle FAQ* and *Windows as a Service (WaaS)* topics on the Microsoft® Web site for details regarding servicing requirements and other important information.

- Windows 10 Semi-Annual Channel 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 10 IoT Enterprise 2016 Long Term Servicing Branch (LTSB) Embedded**
- Windows Server® 2008 R2 Enterprise with Service Pack 1 (64-bit)
- Windows Server 2008 R2 Standard with Service Pack 1 (64-bit)
- Windows Server 2012 Datacenter (64-bit)
- Windows Server 2012 Standard (64-bit)
- Windows Server 2012 R2 Datacenter (64-bit)
- Windows Server 2012 R2 Standard (64-bit)
- Windows Server 2016 Datacenter* (64-bit)
- Windows Server 2016 Standard* (64-bit)

For operating systems installed by the computer vendor, see [Answer ID 26842](#) in the Rockwell Automation Knowledgebase.

* For more information about the Windows 10 operating system support, see "Anomalies" in *FactoryTalk View Machine Edition Release Notes*.

** This operating system is supported with the Allen-Bradley® 61xx family of industrial computers and CompactLogix® 5480 family of controllers.

^ For more information about the Windows 7 Embedded Standard with Service Pack 1 operating system support, see [Answer ID 619825](#) in the Rockwell Automation Knowledgebase.

**Supported browsers**

The following web browsers have been tested and are supported for use with this release:

- Google® Chrome™ browser
Install, activate, and uninstall FactoryTalk View on a personal computer

Chapter 2

- Internet Explorer® 11
- Mozilla® Firefox®

**Supported SQL Server**

FactoryTalk View Machine Edition version 11.00.00 supports SQL Server 2014 Express LocalDB as HMI tag databases.

**RSNetWorx compatibility requirements**

If you use RSNetWorx on your computer, RSNetWorx v10.00 or later is required. We recommend that you upgrade it to v21.00 or later.

The current version of RSNetWorx and Prior Incompatibility with Rockwell Automation Software Products is available from the Rockwell Automation Support Center, as Product Notice ID 566967.

If you are under a current technical support contract, you may download RSNetWorx v21.00 or later from the Rockwell Automation Compatibility and Download Center.

**To download RSNetWorx**

1. Click the **Download Software Updates** link and enter your Rockwell Automation Member identification.
2. Enter your Company Name and the Software Serial Number for your current RSNetWorx.
3. Follow the instructions to download and install the updated software product.

If you are not under a current technical support contract, you may purchase an update for RSNetWorx by contacting Rockwell Automation sales.

**Tip:** RSNetWorx v21.00 or later is also available in Studio 5000® Professional v21.00 or later.

**Prepare for the installation**

Before installing FactoryTalk View Machine Edition, complete the following tasks:

- Read the Release Notes.
- Ensure that the user installing the software has administrative rights in Windows.
As part of the installation process, FactoryTalk View 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 View software.

- Disable automatic Windows updates.

When you install Microsoft Service Pack releases and other Windows operating system updates, you introduce new software that could affect the operation of FactoryTalk View ME components on the computer. Updates may cause unexpected behaviors, including shutting down running applications.

Windows updates should be disabled in all production computers. For more information about disabling automatic Windows updates, see Windows Help.

- Locate the serial numbers for all the products you will be installing or updating. Serial numbers are generally on the original packaging of the installation media.

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

### Install FactoryTalk View Machine Edition software

FactoryTalk View Machine Edition supports two installation methods:

- Setup wizard installation
- Unattended or silent installation

### Setup wizard installation

The Setup wizard installation process includes the following steps:

- **Step 1: Launch the Setup wizard and select what to install** on page 16
- **Step 2: Read and accept license agreements** on page 19
- **Step 3: Start the installation** on page 20
- **Step 4: Finish the installation** on page 20

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

1. Close all open programs.

2. Place the FactoryTalk View installation DVD in the computer’s DVD drive, or double click **Setup.exe** within the installation package.
Tip: If the installation does not start automatically, double-click D:\Setup.exe, where D:\ is the drive containing the DVD.

3. 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]

4. On the Welcome page, select a Machine Edition software to be installed:
Chapter 2
Install, activate, and uninstall FactoryTalk View on a personal computer

- Studio for Machine Edition
- Machine Edition Station for Windows
- Stand-alone ME Transfer Utility

5. (Optional) Select a language to be shown during the installation process. By default, your system language is selected.

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 19.

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

8. On the **Customize** page, select the components. There may be three options shown:
• **Mandatory** (grayed-out and selected check box) indicates software that will be automatically installed as part of the selected application.

• **Recommended** (selected check box) indicates software that Rockwell recommends for the application. You may decide to clear the check box so the software does not install.

• **Optional** (clear check box) indicates software that you may wish to include depending on your system. Select the box to include the software during installation.

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

   **Tip:** If Device Status and Diagnostics Faceplates are selected, the faceplates will be installed to: \Users\Public\Documents\RSView Enterprise\ME\Faceplates

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.

Tip: If you click Decline, you will return to the FactoryTalk View Setup page.

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

After the FactoryTalk View software finishes installing, you can activate the software now or later.

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

- 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 of FactoryTalk View 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**.
- To view the installation details, click **Installation Summary**.
- To receive the latest product updates and patch notification, click **Register for updates and subscribe**.
- 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 View.

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.
```

**Tip:** After installing the software, you can repair, modify, or uninstall the software from the Setup wizard or Windows Control Panel.

For continuous use of the installed software, you must activate the software using FactoryTalk Activation Manager. For more details, see Activate the FactoryTalk View software.

### Unattended or silent installation

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. When using this parameter, 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 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, 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 to confirm the restart. Installation resumes automatically from the point of interruption after restart. This parameter is required if /Q is not specified.</td>
</tr>
<tr>
<td>/AcceptAllLicenseTerms</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>*/Record</td>
<td>Records the installation options chosen to a recording file. This parameter is optional.</td>
</tr>
<tr>
<td>*/Playback</td>
<td>Plays back a recording file to specify the installation options. This parameter is optional.</td>
</tr>
<tr>
<td>*/Repair</td>
<td>Runs a repair operation on the installed products. This parameter is optional.</td>
</tr>
<tr>
<td>*/Uninstall</td>
<td>Uninstalls the product.</td>
</tr>
<tr>
<td>*/SetupLanguage= &quot;value&quot;</td>
<td>Specifies which language will be displayed during install process. The value must be one of the following:</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 current user or operating system user interface language.</td>
</tr>
<tr>
<td>*/Product= &quot;value&quot;</td>
<td>Specifies which sub-products will be installed. This parameter is required.</td>
</tr>
</tbody>
</table>
Parameter | Description
---|---
/ProductLanguage="value" | Specifies the language version of the software being installed. The value must be one of the following:
• ENU
• CHS
• DEU
• FRA
• JPN
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.

/InstallDrive="value" | Specifies the installation drive. This parameter is optional. If this parameter is not used, the default install drive is C:.

/IgnoreWarning | Specifies that the setup ignores warnings and continues. This parameter is optional. If it is not specified, the setup exits when a warning occurs.

/SerialNumber="value" | 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.

/ProductKey="value" | 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.

/Version="value" | 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.

**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.</td>
</tr>
<tr>
<td>ERROR_BAD_CONFIGURATION</td>
<td>1610</td>
<td>The configuration data for this product is corrupt. Contact your support personnel.</td>
</tr>
<tr>
<td>ERROR_SUCCESS_REBOOT_INITIATED</td>
<td>1641</td>
<td>The installer has initiated a restart. After restart installation will continue.</td>
</tr>
<tr>
<td>ERROR_SUCCESS_REBOOT_REQUIRED</td>
<td>3010</td>
<td>A restart is required to complete the installation. After restart the product is successfully installed.</td>
</tr>
<tr>
<td>ERROR_REBOOT_PENDING</td>
<td>3012</td>
<td>Restart pending. Restart computer for installation to continue.</td>
</tr>
<tr>
<td>ERROR_SUCCESS_NOT_APPlicable</td>
<td>3013</td>
<td>The installation cannot proceed because the products are already installed.</td>
</tr>
</tbody>
</table>

**Perform unattended or silent installation**

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

**To perform unattended or silent 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 View installation DVD.

   **In this example, type $D:/ and press Enter.**

   **Tip:** During the unattended installation, if **User Account Control** dialog box shows, click **Yes** to continue with the installation. You need administrator rights to complete the installation.

4. Type a command with the following syntax:

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

5. Press **Enter**.

**Examples**

The following examples show how to use the installation commands.

- To install FactoryTalk View Machine Edition Station using the default settings during the installation process. (Silent install)

  ```
  Setup.exe /Q /IAcceptAllLicenseTerms /Product="Machine Edition Station for Windows"
  ```

- To install the Chinese language version of the FactoryTalk View Studio for Machine Edition version 11.00.00 software on the $D:/ drive and show the progress, error, or complete messages during installation, and restart the computer if necessary. The language shown during installation is Chinese. (Unattended install)

  ```
  Setup.exe /QS /IAcceptAllLicenseTerms /AutoRestart /SetupLanguage=CHS /Product="Studio for Machine Edition" /InstallDrive=D: /SerialNumber=12345ABCDE /ProductKey=ABCD2-34KDC /Version=11.00.00
  ```

- To repair the installation of FactoryTalk View Studio for Machine Edition silently.

  ```
  Setup.exe /Q /Repair /Product="Studio for Machine Edition"
  ```
Once FactoryTalk View Machine Edition has been installed, there may be final setup steps that must be completed:

**Install Product Updates**

For the latest Product Updates and Patch information, refer to Knowledgebase Answer ID’s 748683 and 604248 respectively.

You can subscribe to be notified when new Product Updates or Patches are released via the Knowledgebase by clicking the **Add to My Favorites** link located at the bottom of the Knowledgebase answer. To directly download software or firmware updates, and **patch roll-ups**, go to **Product Compatibility and Download Center** http://www.rockwellautomation.com/compatibility/#/scenarios.

**Activate the FactoryTalk View software**

For continuous use of FactoryTalk View Machine Edition and other Rockwell Automation products, the computers running the software must have access to activation files.

To manage and provide activations for FactoryTalk View software components on a computer, use the FactoryTalk Activation Manager software installed with FactoryTalk View.


**About FactoryTalk Activation Manager**

FactoryTalk Activation Manager provides a secure, software-based system for activating Rockwell Automation products and managing software activation files.

With FactoryTalk Activation Manager, there is no need for a physical master disk or any physical media; instead, activation files are generated and distributed electronically.

FactoryTalk View products use two types of activations:

- **Floating** concurrent activations are checked out of an activation server located on the network, and require a continuous network connection.
- **Borrowed** concurrent activations are time-expiring activations checked out of an activation server on the network, and do not require a continuous network connection.

**Tip:** To learn about the types of activation that other Rockwell Automation products can use, see the FactoryTalk Activation Manager product documentation or contact your local Rockwell Automation Sales office.
What happens if FactoryTalk View is not activated

If the FactoryTalk View components you have installed cannot be activated, for example, because the activation server is unavailable or because borrowed activations have expired, then the software will continue to run for up to seven days on personal computers.

The seven-day grace period allows time to correct the problem with acquiring activations without disrupting critical applications. If activation is restored within seven days, normal operations will resume.

If activation is not restored, the grace period will expire. After the grace period expires, if you restart FactoryTalk View ME and activation remains unavailable, the software will run in demo mode. Demo mode allows only two hours of use.

Borrow activations for development computers

If it is not convenient for a development computer to remain connected to the network where the activation server resides, you can connect to the activation server temporarily, borrow a concurrent activation for a limited amount of time, and then disconnect. When the time-limited activation expires, its associated software is no longer activated, and the activation automatically becomes available again from the server’s activation pool.

Activation keys for FactoryTalk View software components

The activation files you download from the Rockwell Automation Activation Website contain the activation keys you purchased, in encrypted form. The activation key is the software that activates FactoryTalk View components.

Different keys are required for different components. For example, FactoryTalk View ME Station uses ME Station activation keys.

Following is a list of activation keys used by the FactoryTalk View Machine Edition products.

<table>
<thead>
<tr>
<th>To activate this software product or component</th>
<th>Use this key</th>
</tr>
</thead>
<tbody>
<tr>
<td>FactoryTalk View Studio for ME applications only</td>
<td>RSVME.STUDIO</td>
</tr>
<tr>
<td>FactoryTalk View ME Station, 500 displays</td>
<td>RSVME.500</td>
</tr>
<tr>
<td>FactoryTalk View ME Station (local applications), 250 displays</td>
<td>RSVME.250</td>
</tr>
<tr>
<td>FactoryTalk View ME Station, 75 displays</td>
<td>RSVME.RUN</td>
</tr>
<tr>
<td>FactoryTalk View ME Station, 25 displays</td>
<td>RSVME.30</td>
</tr>
<tr>
<td>FactoryTalk View ME Station 15 displays</td>
<td>RSVME.15</td>
</tr>
</tbody>
</table>

Tip: For information about the keys required to activate other Rockwell Automation products in your application, see the product documentation.

Share keys among multiple software components

Multiple instances of FactoryTalk View Studio running on the same computer can use a single key (RSV.STUDIO), as long as the components are not running...
Chapter 2  Install, activate, and uninstall FactoryTalk View on a personal computer

Installation summary

If you are running on a 32-bit operating system, the Setup wizard does the following.

<table>
<thead>
<tr>
<th>Installs</th>
<th>In</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared components for the FactoryTalk Services Platform</td>
<td>\Program Files\Common Files\Rockwell</td>
</tr>
<tr>
<td>FactoryTalk View Studio ME or FactoryTalk View ME Station</td>
<td>\Program Files\Rockwell Software\RSView Enterprise</td>
</tr>
<tr>
<td>Microsoft SQL Server 2014</td>
<td>\Program Files\Microsoft SQL Server</td>
</tr>
<tr>
<td>FactoryTalk Linx</td>
<td>\Program Files\Rockwell Software\RSLinx Enterprise</td>
</tr>
</tbody>
</table>

If you are running on a 64-bit operating system, the software installs via the same path under \Program Files (x86) instead of \Program Files.

The Setup wizard also does the following.

<table>
<thead>
<tr>
<th>Adds a folder containing</th>
<th>The folder is located in</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bitmap image files that you can use on graphic objects</td>
<td>\Users\Public\Public Documents\RSView Enterprise\Images</td>
</tr>
<tr>
<td>Sample applications for FactoryTalk View Studio and stores applications that you create</td>
<td>\Users\Public\Public Documents\RSView Enterprise\ME\HMI projects</td>
</tr>
<tr>
<td>Graphic library component files and image files used on the library displays</td>
<td>\Users\Public\Public Documents\RSView Enterprise\ME\Libraries</td>
</tr>
<tr>
<td>(Optional) graphic displays, global object displays, and image files used for controller instruction faceplates</td>
<td>\Users\Public\Public Documents\RSView Enterprise\ME\Faceplates</td>
</tr>
</tbody>
</table>

If you selected the defaults when installing FactoryTalk View Studio, the following sample applications are installed.

<table>
<thead>
<tr>
<th>Sample applications</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>BlockMachine Demo</td>
<td>This complex application demonstrates the basic features of FactoryTalk View Machine Edition. It includes its own RSLogix 5000 or Logix Designer file (*.acd) that can be loaded on either ControlLogix or SoftLogix processors to animate the project. To successfully run the application on the terminal, copy all contents in \Users\Public\Documents\RSView Enterprise\ME\HMI projects\BlockMachine Demo\My Documents to the Document folder in terminal.</td>
</tr>
<tr>
<td>InstantFizz_ME</td>
<td>This complex application demonstrates new features and capabilities, including recipes, controller instruction faceplates, language switching, and enhanced parameter functionality. It includes its own RSLogix 5000 or Logix Designer file (.acd) that can be loaded on either ControlLogix or SoftLogix processors to animate the project.</td>
</tr>
<tr>
<td>Objects 5 Screen Demo</td>
<td>This sample application is only available in 640 x 480 resolution.</td>
</tr>
<tr>
<td>On_board Audit Demo</td>
<td>This sample application demonstrates the audit trail feature and the function to export alarm, audit, and diagnostics information to CSV files.</td>
</tr>
</tbody>
</table>
### Uninstall FactoryTalk View Machine Edition software

Uninstall FactoryTalk View Machine Edition v10.00.00 and later software from Programs and Features in Windows Control Panel or using a command with the following syntax:

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

For example, to uninstall FactoryTalk View Studio for Machine Edition, use the following command:

```
Setup.exe /Q /Uninstall /Product="Studio for Machine Edition"
```

**Tip:** To uninstall FactoryTalk View Machine Edition v8.00.00, v8.10.00, v8.20.00, and v9.00.00, use the Uninstall FactoryTalk View utility from Windows Start menu. To uninstall v7.00.00 and earlier versions of FactoryTalk View Machine Edition, perform the uninstallation from Windows Control Panel.

<table>
<thead>
<tr>
<th>SMTP Email Demo</th>
<th>This is a simple sample application that demonstrating the basic features of EmailSender ActiveX control. It includes its own RSLogix 5000 or Logix Designer file (*.acd) that can be loaded on either ControlLogix or SoftLogix processors to animate the project.</th>
</tr>
</thead>
<tbody>
<tr>
<td>TerminalInfo OCX Demo</td>
<td>This simple sample application demonstrates the basic features of Terminal Info ActiveX control.</td>
</tr>
<tr>
<td>User Mgmt Demo</td>
<td>This sample application demonstrates how to manage user account security at runtime.</td>
</tr>
</tbody>
</table>
Appendix A

Install Microsoft .NET Framework 3.5 manually

Microsoft .NET Framework 3.5 is required to create a v8.20 or earlier version runtime application with FactoryTalk ViewPoint content included.

Install .NET Framework 3.5


To install .NET Framework 3.5

- If you do not have an Internet connection, install .NET Framework 3.5 with the Deployment Image Servicing and Management (DISM) command-line tool. You need the original Windows installation DVD and administrative rights of the operating system to perform the following steps:

  1. Place the Windows installation DVD in the computer’s DVD drive.
  2. Open a Command Prompt window with administrative credentials (that is, click Search on the Charms bar, type CMD in the search box, right-click the Command Prompt icon in the searching results, and select Run as administrator.)
  3. At the command prompt, type the following command and then press Enter:

     DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:E:\sources\sxs

     In the command, /Source specifies the location of the files needed for the .NET Framework 3.5 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 completes, a message shows in the **Command Prompt** window: "The operation completed successfully."

For more information about installing .NET 3.5, visit [http://support.microsoft.com/kb/2734782](http://support.microsoft.com/kb/2734782).
Troubleshoot KEPServer Enterprise

If you are using KEPServer Enterprise as an OPC server with FactoryTalk View version 9.00.00 or later and using an HMI tag to connect to a third-party device, you will not be able to access the tag value. The cause is that the security enhancements in FactoryTalk View version 9.00.00 or later affect the communications with third-party devices. To access the tag value, additional Distributed Component Object Model (DCOM) configuration is required for KEPServer Enterprise on the computers.

If you are using a direct reference tag through the KEPServer Enterprise OPC server, you can access the tag value successfully.

In the following steps, KEPServer Enterprise 5.19 is used as an example. The steps also apply to earlier versions of KEPServer Enterprise.

To set DCOM configuration for KEPServer Enterprise

1. Open Component Services.

   Tip: You can open Component Services from Control Panel > Administrative Tools, or use the search box on the Windows Start menu or the taskbar. For more information about how to open Component Services, see Windows Help.

2. From the console tree, select Component Services > Computers > My Computer > DCOM Config.

3. Under the DCOM Config node, right-click KEPServiceEnterprise 5.19 and select Properties.
4. In the **KEPServer Enterprise 5.19 Properties** dialog box, click the **Security** tab.
5. In the **Launch and Activation Permissions** area, select **Customize** and click **Edit**. The **Launch and Activation Permission** dialog box opens.

![Launch and Activation Permission dialog box]

6. If **LOCAL SERVICE** is not in the **Group or user names** box, add **LOCAL SERVICE**.
   
a. Click **Add**.
   
b. In the **Select Users or Groups** dialog box, enter **LOCAL SERVICE**.
   
c. Click **OK**.

**LOCAL SERVICE** shows in the **Group or user names** list.

7. Allow Local Launch permission and Local Activation permission for **LOCAL SERVICE**.
a. In the **Group or user names** box, select **LOCAL SERVICE**.

b. In the **Permissions for LOCAL SERVICE** box, select the **Allow** check boxes for **Local Launch** and **Local Activation**.

c. Click **OK**.

8. On the **Security** tab, in the **Access Permissions** area, select **Customize** and click **Edit**. The **Access Permission** dialog box opens.

9. If **LOCAL SERVICE** is not in the **Group or user names** box, add **LOCAL SERVICE**. For detailed instruction, see step 6.
10. Allow Local Access permission and Remote Access permission for LOCAL SERVICE. For detailed instruction, see step 7.

11. Click **OK** to close the **KEPServer Enterprise 5.19 Properties** dialog box.

12. Restart the computer to apply the changes.
Constraints when using FactoryTalk View version 6.10.00 or later

- FactoryTalk View Machine Edition version 6.0 and earlier use Watcom database for the tag databases
- FactoryTalk View Machine Edition version 6.10, 7.0, 8.0, 8.10, 8.20, and 9.0 use Microsoft SQL Server 2008 R2 Express for the tag databases
- FactoryTalk View Machine Edition version 10.0 uses Microsoft SQL Server 2014 Express LocalDB for the tag databases

When installing FactoryTalk View Machine Edition version 6.10.00 or later:

- On a 32-bit operating system, Watcom database and SQL Server database will be installed.
- On a 64-bit operating system, only SQL Server database will be installed.

Due to this difference, some constraints with using FactoryTalk View Machine Edition version 6.10.00 or later are introduced on a 64-bit Windows OS.

To open or convert an application created with FactoryTalk View version 10.0 in FactoryTalk View version 9.0 or earlier, see Rockwell Automation Knowledgebase Answer ID 1041447.

The constraints with creating MER files on a 64-bit Windows operating system

The following table introduces the constraints with creating runtime application (MER) files on a 64-bit Windows operating system.
## Appendix C

### Constraints when using FactoryTalk View version 6.10.00 or later

To create the **With MER Conversion to Development Setting**

<table>
<thead>
<tr>
<th>Use FactoryTalk View Studio v6.10 or later</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hosted on a 32-bit Windows OS</strong></td>
</tr>
<tr>
<td><strong>Earlier versions of MER (v3.2 and v4.0)</strong></td>
</tr>
<tr>
<td><strong>Earlier versions of MER (v5.0, v5.1, v6.0)</strong></td>
</tr>
<tr>
<td>Disallow</td>
</tr>
</tbody>
</table>

### The constraints with running MER on ME Station on desktop computers running a 64-bit Windows operating system

<table>
<thead>
<tr>
<th>To run</th>
<th>Created with</th>
<th>With MER Conversion to Development Setting</th>
<th>Use FactoryTalk View Machine Edition Station v6.10 or later on desktop computers</th>
<th>Use FactoryTalk View Machine Edition Station v6.0 or earlier on desktop computers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Earlier versions of MER (v3.2 and v4.0)</strong></td>
<td>FactoryTalk View Studio v6.10, v7.0, v8.0, or v8.10 hosted on a 32-bit Windows OS</td>
<td>v3.2 and v4.0 MER files do not support this function.</td>
<td>Runtime compatible</td>
<td>Runtime compatible</td>
</tr>
<tr>
<td></td>
<td>FactoryTalk View Studio v6.10, v7.0, v8.0, or v8.10 hosted on a 64-bit Windows OS</td>
<td></td>
<td></td>
<td>Runtime compatible</td>
</tr>
<tr>
<td></td>
<td>Running 32-bit Windows OS</td>
<td>Runtime compatible</td>
<td>Runtime compatible</td>
<td>Runtime compatible</td>
</tr>
<tr>
<td></td>
<td>Running 64-bit Windows OS</td>
<td>Incompatible</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Earlier versions of MER (v5.0, v5.1, and v6.0)</strong></td>
<td>FactoryTalk View Studio v6.10 or later hosted on a 32-bit Windows OS</td>
<td>Allow</td>
<td>Runtime compatible</td>
<td>Runtime compatible</td>
</tr>
<tr>
<td></td>
<td>Allow</td>
<td>Runtime compatible</td>
<td>Runtime compatible</td>
<td>Runtime compatible</td>
</tr>
<tr>
<td></td>
<td>Disallow</td>
<td>Incompatible</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FactoryTalk View Studio v6.10 or later hosted on a 64-bit Windows OS</td>
<td>Allow</td>
<td>Creation of earlier versions of MER allowing restoration is not possible because Watcom database is incompatible with SQL Server database.</td>
<td>Incompatible</td>
</tr>
<tr>
<td></td>
<td>Disallow</td>
<td>Runtime compatible</td>
<td>Runtime compatible</td>
<td>Incompatible</td>
</tr>
</tbody>
</table>
Data Execution Prevention Support

Data Execution Prevention (DEP) is a security feature that is supported by hardware and software and intended to prevent the execution of malicious code in the operating system.

The DEP settings determine which applications and components are covered by DEP protection. They apply to hardware-supported DEP features and software DEP features. On computers with the necessary hardware capabilities, hardware-supported DEP features are enabled for the same set of applications and components as the software DEP features.

Hardware DEP uses the processor to mark memory so that code cannot be executed from data regions. When code attempts to execute in these marked areas, the processor generates an exception. If you are using a Windows operating system, the offending program is terminated. Hardware DEP is also enabled as the factory default setting. This feature is turned on or off in the computer BIOS settings.

To determine whether your hardware supports DEP, refer to the hardware manual or contact your hardware manufacturer.

For additional information, see the Microsoft Knowledge base article at http://support.microsoft.com/kb/875352.

The following table shows whether the DEP settings are supported by Rockwell Automation software products.

<table>
<thead>
<tr>
<th>DEP Setting</th>
<th>Description</th>
<th>Supported by Rockwell Automation software products</th>
</tr>
</thead>
<tbody>
<tr>
<td>AlwaysOn</td>
<td>Full DEP protection for the entire system, including all applications and components.</td>
<td>No</td>
</tr>
<tr>
<td>OptIn</td>
<td>DEP-enabled only for Windows system components and for applications that explicitly opt in. This is the default setting for Windows 10 and Windows 7. Rockwell Automation recommends that you use this settings.</td>
<td>Yes</td>
</tr>
<tr>
<td>OptOut</td>
<td>DEP-enabled for all processes except those that explicitly opt out. This is the default setting for Windows Server 2016, Windows Server 2012, and Windows Server 2008.</td>
<td>Yes</td>
</tr>
<tr>
<td>AlwaysOff</td>
<td>DEP protection is disabled for the entire system, including all applications and components. Rockwell Automation does not recommend using this setting because it will make your system more vulnerable to malicious code.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Change DEP settings

You must be an administrator of your computer to change DEP settings.

To change the DEP settings

   - The setting, Turn on DEP for essential Windows programs and services only, corresponds to the OptIn setting.
   - The setting, Turn on DEP for all programs and services except those I select, corresponds to OptOut setting.

2. Reboot the computer for the DEP setting changes to take effect.
Rockwell Automation support

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

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

Installation assistance

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

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

New product satisfaction return

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

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

Documentation feedback

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

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