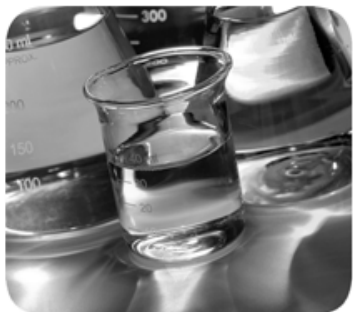


FactoryTalk ViewPoint Quick Start Guide



Important user information

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

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

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

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

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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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Getting started with FactoryTalk ViewPoint

This chapter describes:

- What a FactoryTalk® ViewPoint web application is.
- FactoryTalk ViewPoint system requirements.
- How to install the FactoryTalk ViewPoint software.
- How to upgrade the FactoryTalk ViewPoint software.
- How to set up web client computers.

About FactoryTalk ViewPoint web applications

FactoryTalk® ViewPoint is an add-on to FactoryTalk View that provides for a fully scalable, fully animated, read-and-write view of existing Site Edition (SE) and Machine Edition (ME) web applications from a web browser.

A web application consists of graphic displays selected from the FactoryTalk View application, converted for viewing in a web browser, and then published to a FactoryTalk ViewPoint Server (also called the web server).

- For Site Edition applications, the FactoryTalk ViewPoint Server runs on a desktop or server computer.
- For Machine Edition applications, a PanelView™ Plus or PanelView Plus Pro operator terminal functions as the server.

To learn more about differences between Site Edition and Machine Edition web applications, see the next chapters in this manual.

What to expect when you open a web application

To open a published web application, you open a browser and enter the address of the computer or terminal running the web server that hosts the application, such as **http://computer name/FTVP**.

Important: When you enter a web address in the browser, do not exceed the maximum length of 2048 characters. Rework the screen so that the web address is less than 2048 characters. If the web address exceeds the maximum 2048 characters allowed, the following error message appears, "Unable to open the requested display. The web address exceeds the maximum length of 2048 characters".

Note: Different browsers have different length limits. If you get this error message because you are using large numbers of parameters it is recommended that you use a parameter file instead.

The initial display that you specified for the web application opens first. From there, you can navigate the entire application using buttons and touch animation created in FactoryTalk View Studio. Touch animation is not supported in FactoryTalk ViewPoint for Machine Edition.

Tip:

- If you are using FactoryTalk View Site Edition applications published to FactoryTalk ViewPoint, you can view multiple displays using a startup macro.
- If you are using FactoryTalk View Machine Edition applications published to FactoryTalk ViewPoint, you can view a single display on startup. Macros are not supported in FactoryTalk ViewPoint for Machine Edition.

Displays in a FactoryTalk ViewPoint application can be secured. In runtime, an authenticated user who is a member of a security group, is allowed or denied access to secured displays. There are two types of access: Write and View. Graphic objects in the displays are fully animated; and depending on your security permissions you can use the objects to write to tags. You cannot start and stop HMI components. For example, a numeric input object with a tag connection will display the tag's current value, but will not permit downloads.

As in FactoryTalk View, objects with tag or expression connections will show in outline form if the connection is broken.

To learn more about FactoryTalk View features that are not supported in FactoryTalk ViewPoint applications, see the FactoryTalk ViewPoint Help.

FactoryTalk ViewPoint for Site Edition system requirements

FactoryTalk ViewPoint for Site 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 publishing applications, the personal computer is recommended to meet or exceed the following hardware requirements:

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

FactoryTalk ViewPoint has been tested with the following mobile devices:

- iPad mini™ 3 with IOS® 11.4.1
- iPad mini 2 with IOS 12.0.1
- iPad Air® with IOS 12.0.1
- iPad Air 2 with IOS 12.0.1
- Nexus™ 6P with Android 8.1.0
- Nexus 7 with Android 6.0.1
- Google® Pixel C with Android 8.1.0
- Surface® Pro 3 with Windows 10
- Samsung Galaxy Note® 5 with Android 7.0
- Samsung Galaxy Tab® S2 with Android 7.0
- Samsung Galaxy® S9+ with Android 8.0.0
- iPhone 6 Plus with IOS 11.3
- iPhone 6S Plus with IOS 12.0.1
- iPhone 7 with IOS 11.2.2
- iPhone 7 Plus with IOS 12.0.1
- iPhone X with IOS 11.4

Operating systems

FactoryTalk ViewPoint server 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 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 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 more information about the Windows 10 operating system support, see [Answer ID 964391](#) in the Rockwell Automation Knowledgebase.

** For more information about the Windows Server 2016 operating system support, see in the [Answer ID 991031](#) Rockwell Automation Knowledgebase.

Required software

FactoryTalk ViewPoint for Site Edition is an add-on to an existing FactoryTalk View system and requires FactoryTalk View version 11.00.00.

FactoryTalk ViewPoint for Site Edition automatically installs the following required software on the host computer, if necessary:

- FactoryTalk Services Platform version 6.11.00
- FactoryTalk Alarms and Events version 6.11.00
- FactoryTalk Activation Manager version 4.03.03
- FactoryTalk View Site Edition Client version 11.00.00
- Internet Information Services
- Microsoft .NET Framework 4.6.2

Supported Browsers

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

- Microsoft Edge™

- Internet Explorer® 11.0
- Google® Chrome™ browser 67.0 or later

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

- Apple® Safari®
- Google Chrome browser

Windows Firewall Program and Services exception list

- Add ViewPoint.Server.LDPoolGateway.exe to the Windows Firewall Program and Services exception list. To learn more, see [Answer ID 64560](#) in the Rockwell Automation Knowledgebase.

FactoryTalk ViewPoint for Machine Edition system requirements

FactoryTalk ViewPoint for 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 publishing applications, the personal computer is recommended to meet or exceed the following hardware requirements:

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

FactoryTalk ViewPoint for Machine Edition requires the following PanelView™ Plus graphic terminal hardware:

- PanelView Plus (700-1500 with 128 MB RAM)
- PanelView Plus 6
- PanelView Plus 7

FactoryTalk ViewPoint has been tested with the following mobile devices:

- iPad mini™ 3 with IOS® 11.4.1
- iPad mini 2 with IOS 12.0.1
- iPad Air® with IOS 12.0.1

- iPad Air 2 with IOS 12.0.1
- Nexus™ 6P with Android 8.1.0
- Nexus 7 with Android 6.0.1
- Google® Pixel C with Android 8.1.0
- Surface® Pro 3 with Windows 10
- Samsung Galaxy Note® 5 with Android 7.0
- Samsung Galaxy Tab® S2 with Android 7.0
- Samsung Galaxy® S9+ with Android 8.0.0
- iPhone 6 Plus with IOS 11.3
- iPhone 6S Plus with IOS 12.0.1
- iPhone 7 with IOS 11.2.2
- iPhone 7 Plus with IOS 12.0.1
- iPhone X with IOS 11.4

Operating systems

FactoryTalk ViewPoint server 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 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 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 more information about the Windows 10 operating system support, see [Answer ID 964391](#) in the Rockwell Automation Knowledgebase.

** For more information about the Windows Server 2016 operating system support, see in the [Answer ID 991031](#) Rockwell Automation Knowledgebase.

Required software

FactoryTalk ViewPoint for Machine Edition is an add-on to an existing FactoryTalk View system and requires FactoryTalk View version 11.00.00.

FactoryTalk ViewPoint for Machine Edition automatically installs the following required software on the host computer, if necessary:

- FactoryTalk Services Platform version 6.11.00
- FactoryTalk Activation Manager version 4.03.03
- Microsoft .NET Framework 4.6.2

Supported Browsers

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

- Microsoft Edge™
- Internet Explorer® 11.0
- Google® Chrome™ browser 67.0 or later

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

- Apple® Safari®
- Google Chrome browser

Windows Firewall Program and Services exception list

- Add ViewPoint.Server.LDPoolGateway.exe to the Windows Firewall Program and Services exception list. To learn more, see [Answer ID 64560](#) in the Rockwell Automation Knowledgebase.

Firmware requirements

FactoryTalk View Machine Edition can create Machine Edition Runtime applications (.mer) that run on PanelView Plus graphic terminals. The PanelView Plus firmware must support the .mer file to host FactoryTalk ViewPoint content.

PanelView Plus Terminal Firmware Version	Machine Edition Runtime Version	FactoryTalk ViewPoint Content (contained in .mer)
11.00-2019mmdd or later	11.00	11.00
10.00-2018mmdd or later	10.00	10.00
9.00-2016mmdd or later	9.00	9.00
8.20-2016mmdd or later	8.20	8.20
8.10-2015mmdd or later	8.10	8.10
8.00-2014mmdd or later	8.00	8.00
7.00-2012mmdd or later	7.00	2.60
6.1-2011mmdd or later	6.10	2.10
6.0-20110425 or later	6.00	1.20 or 2.00
5.10.01 or later	5.10	1.10

Installing FactoryTalk ViewPoint

FactoryTalk ViewPoint is installed by default during the FactoryTalk View installation, and can also be installed separately using two installation methods:

- Setup wizard installation
- Unattended or silent installation

If you are installing the FactoryTalk ViewPoint for Machine Edition software, be sure you have FactoryTalk View Studio installed.

If you are already using FactoryTalk ViewPoint software, see [Upgrading FactoryTalk ViewPoint software](#) on [page 21](#).

Important: The user installing FactoryTalk ViewPoint must have administrative rights in Windows. If you have problems, contact your System Administrator or try logging on as a different user.

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 13](#)

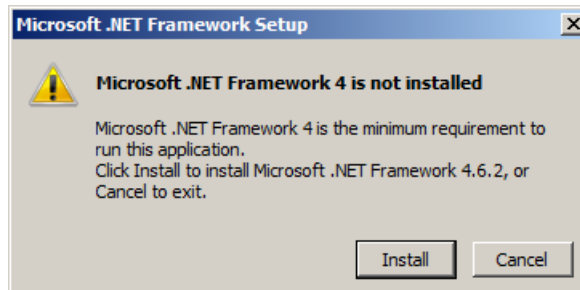
Step 1: Launch the Setup wizard and select what to install

- [Step 2: Read and accept license agreements](#) on [page 15](#)
- [Step 3: Start the installation](#) on [page 16](#)
- [Step 4: Finish the installation](#) on [page 16](#)

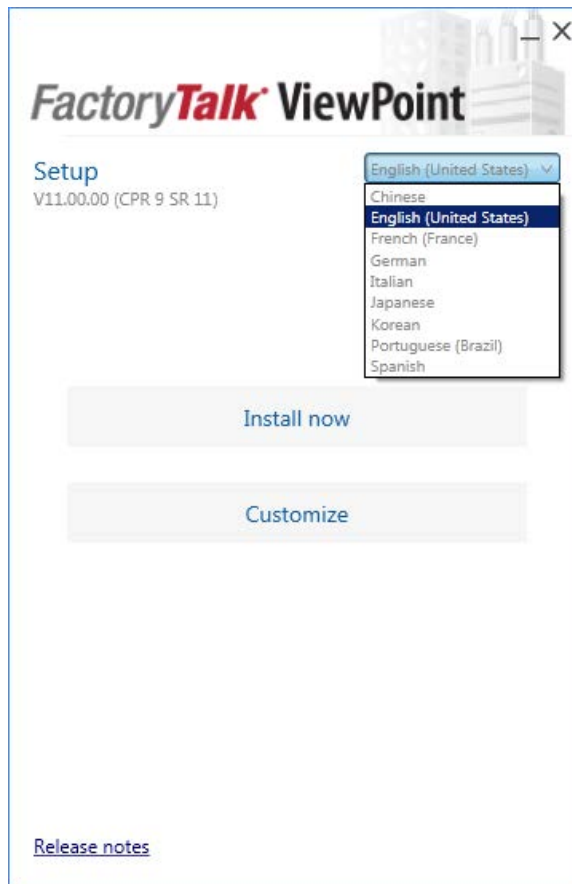
1. Close all Windows programs.
2. Place the FactoryTalk ViewPoint installation DVD in the computer's DVD drive or double-click **Setup.exe** within the installation package.

Tip: If the DVD does not start automatically, run **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**.

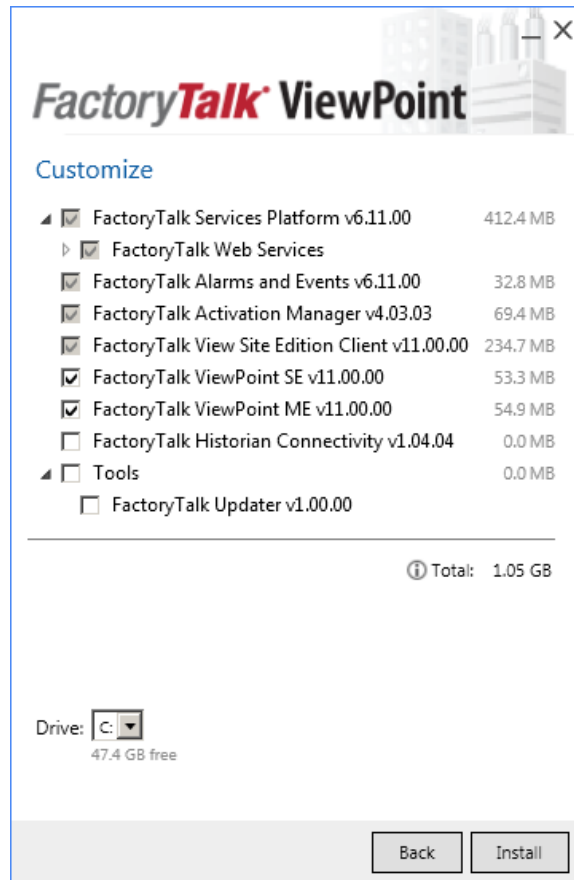


- (Optional) On the **Welcome** page, select a language to be shown during the installation process. By default, your system language is selected.



- 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 15](#).
- To select which components to install, click **Customize**.
- On the **Customize** page, select the components. There may be two 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.



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

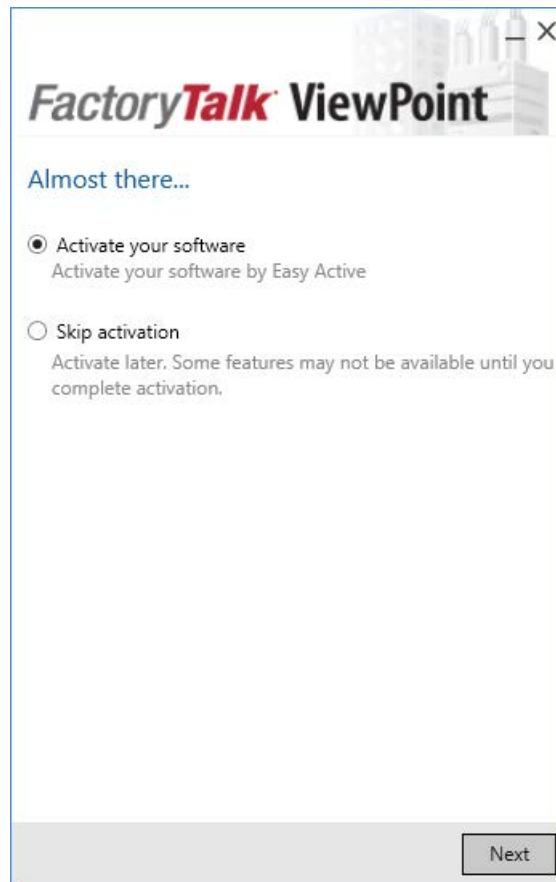
Tip: If you click **Decline**, you will return to the **FactoryTalk ViewPoint Setup** page.

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 ViewPoint 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**.

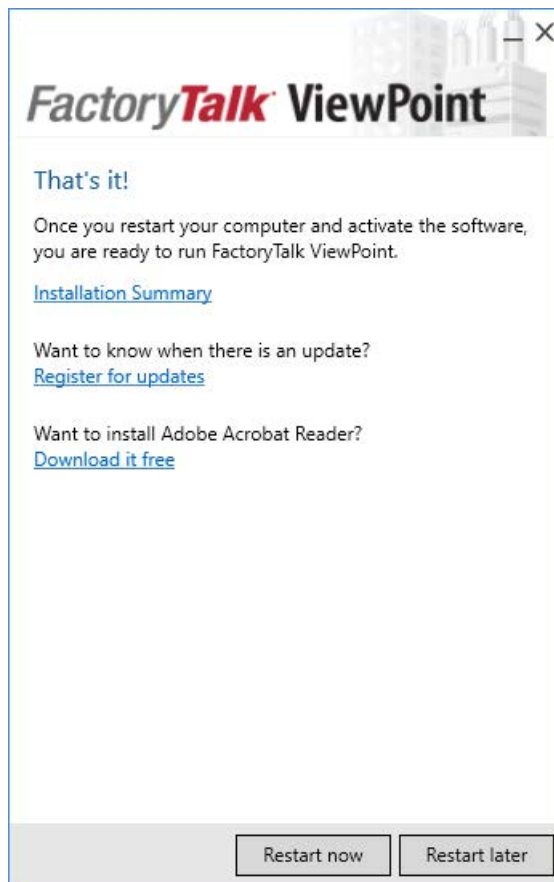
The **Software Activation** dialog box opens.

- 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 ViewPoint 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.



Restart the computer to complete the installation. For continuous use of the installed software, you must activate the software using FactoryTalk Activation Manager.

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

Unattended or silent installation

The unattended installation is an automated installation method that you can use to install FactoryTalk ViewPoint for Site Edition and FactoryTalk ViewPoint for Machine Edition. You can use the unattended installation during large-scale rollouts when it might be too slow and costly to have administrators or technicians interactively install the FactoryTalk ViewPoint software on individual computers.

In the unattended installation, you enter a specified command with multiple parameters. During the installation process, instead of prompting you for installation and configuration information interactively, the process follows the parameters you specified in the command lines.

Parameters

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").

Parameter	Description
/?	Shows the usage options for installation parameters.
/Q	Silent Install, install runs in a quiet mode without any user interface. This parameter is recommended when deploying the software installation using an IT tool or script, and don't expect any error or restart messages. 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.
/QS	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.
/AcceptAllLicenseTerms	Acknowledges acceptance of the license terms. This parameter is required for /Q or /QS parameters.
/AutoRestart	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.
/Record	Records the installation options chosen to a recording file. This parameter is optional.

Parameter	Description
/Playback	Plays back a recording file to specify the installation options. This parameter is optional.
/Repair	Runs a repair operation on the installed products. This parameter is optional.
/Uninstall	Uninstalls the product.
/SetupLanguage="value"	Specifies which language will be shown during install process. The value must be one of the following: <ul style="list-style-type: none"> • 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.
/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.

Error Code	Value	Description
ERROR_SUCCESS	0	The installation completed successfully.
ERROR_INVALID_PARAMETER	87	One of the parameters was invalid.

Error Code	Value	Description
ERROR_INSTALL_USEREXIT	1602	The installation was cancelled by the user.
ERROR_INSTALL_FAILURE	1603	A fatal error occurred during installation.
ERROR_BAD_CONFIGURATION	1610	The configuration data for this product is corrupt. Contact your support personnel.
ERROR_SUCCESS_REBOOT_INITIATED	1641	The installer has initiated a restart. After restart installation will continue.
ERROR_SUCCESS_REBOOT_REQUIRED	3010	A restart is required to complete the installation. After restart the product is successfully installed.
ERROR_REBOOT_PENDING	3012	Restart pending. Restart computer for installation to continue.
ERROR_SUCCESS_NOT_APPLICABLE	3013	The installation cannot proceed because the products are already installed.

Perform 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 ViewPoint 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 unattended installation.

4. Type a command with the following syntax:

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

5. Press **Enter**.

The installation process starts with the parameters you specified. FactoryTalk ViewPoint for Site Edition and FactoryTalk ViewPoint for Machine Edition will be installed.

Examples

The following examples show how to use the installation commands.

- To install FactoryTalk ViewPoint using the default settings during the installation process. (Silent install)

```
Setup.exe /Q /IAcceptAllLicenseTerms
```

- To install FactoryTalk ViewPoint version 10.00.00 on the D: drive and show the progress, error, or complete message during installation, and restart the computer if necessary. The language shown during installation is Chinese. (Unattended install)

```
Setup.exe /QS /IAcceptAllLicenseTerms /AutoRestart
/SetupLanguage=CHS /InstallDrive=D:
/SerialNumber=12345ABCDE /ProductKey=ABCD2-34KDC
/Version=10.00.00
```

- To repair the installation of FactoryTalk ViewPoint silently.

```
Setup.exe /Q /Repair
```

Installing FactoryTalk ViewPoint software updates

The same versions of FactoryTalk software updates (also called patches) must be installed on all computers participating in a distributed, FactoryTalk control system.

Even if FactoryTalk ViewPoint is the only FactoryTalk software installed on a computer, you must also install any FactoryTalk updates installed on other computers in the system. To learn how to install software updates, see the [Rockwell Automation Knowledgebase](#).

For the latest Product Updates and Patches, refer to Knowledgebase Answer IDs [748683](#) and [604248](#), respectively. To be notified when new Product Updates or Patches are released, click the **Add to My Favorites** link at the bottom of the Knowledgebase Answer.

To download software updates, firmware updates, or [patch roll-ups](#), refer to the [Product Compatibility and Download Center](#).

Installing PanelView Plus firmware

If you are installing FactoryTalk ViewPoint for Machine Edition, you will need to update the PanelView Plus terminal firmware using the Firmware Upgrade Wizard. The firmware containing FactoryTalk ViewPoint includes "with ViewPoint" in the name of the Firmware Upgrade Package. To install PanelView Plus terminal firmware, see *PanelView Plus Terminals User Manual*.

Upgrading FactoryTalk ViewPoint software

If you already have a version of FactoryTalk ViewPoint installed, to upgrade the software and to ensure that an existing web application is compatible with the new version, complete these tasks:

- Upgrade the FactoryTalk ViewPoint software.
- Upgrade the existing web application by republishing displays.

Upgrade FactoryTalk ViewPoint software

Prerequisite

- Upgrade FactoryTalk View to the target version.

To upgrade FactoryTalk ViewPoint software

1. Close all Windows programs.
2. Place the FactoryTalk ViewPoint installation DVD in the computer's DVD drive or double-click **Setup.exe** within the installation package.

Tip: If the DVD does not start automatically, run **D:\Setup.exe**, where *D:* is the drive containing the DVD.

3. In the **FactoryTalk ViewPoint Setup** dialog box:
 - Click **Install** to upgrade **FactoryTalk ViewPoint for Site Edition** and **FactoryTalk ViewPoint for Machine Edition**.
 - Click **Customize** to select **FactoryTalk ViewPoint for Site Edition** or **FactoryTalk ViewPoint for Machine Edition** to upgrade.
4. Follow the instructions to finish the installation. For more information about the installation, see [Setup wizard installation](#) on [page 12](#).
5. After the installation of FactoryTalk ViewPoint, install any necessary product updates. For more information, see [Installing FactoryTalk ViewPoint software updates](#) on [page 21](#).

If you want to upgrade both **FactoryTalk ViewPoint for Site Edition** and **FactoryTalk ViewPoint for Machine Edition**, you can also use the unattended installation method. For more information, see [Unattended installation](#) on [page 18](#).

Upgrade existing FactoryTalk ViewPoint for Site Edition web applications by republishing displays

1. Connect to FactoryTalk ViewPoint Administration. For more information, see [Connecting to FactoryTalk ViewPoint Administration](#) on [page 29](#).
2. On the **Home** page, click **Publish Displays to Web**.
3. Select the FactoryTalk View application type.
4. Select the FactoryTalk View application that corresponds with the existing web application, and then click **Select displays**.
5. All the displays that make up the web application are selected in the list of displays.
6. Select **Re-publish all selected displays**.
7. Click **Publish displays**.

Upgrade existing FactoryTalk ViewPoint for Machine Edition web applications by republishing displays

1. Open FactoryTalk ViewPoint Administration. For more information, see [Creating a new Machine Edition web application](#) on [page 38](#).
2. On the **Home** page, click **Publish Displays to Web**.
3. All the displays that make up the web application are selected in the list of displays.
4. Select **Re-publish all selected displays**.

5. Click **Publish displays**.

Setting up web client computers

If you are using Internet Explorer to connect to FactoryTalk ViewPoint Administration or to open published web applications, ensure that Internet Explorer is set up to:

- recognize FactoryTalk ViewPoint as a trusted site.
- check for new versions of stored pages with every visit to a page.
- work online.

Tip: To learn more about the effect of Internet Explorer security settings on FactoryTalk ViewPoint, see [Answer ID 58985](#) in the Rockwell Automation Knowledgebase.

Adding FactoryTalk ViewPoint to the list of trusted sites

To add FactoryTalk ViewPoint to the list of trusted sites:

1. In Internet Explorer, from the **Tools** menu, select **Internet Options**.
2. On the **Security** tab, select **Trusted sites**, and then click **Sites**.
3. In the **Trusted sites** dialog box, clear the check box, **Require server verification (https:) for all sites in this zone**.
4. Type the following web address, and then click **Add**.

http://ComputerName/FTVP

where *ComputerName* is the name or IP address of the FactoryTalk ViewPoint server computer.

Checking for new versions with every visit to a page

To set up Internet Explorer to check for new versions of stored pages with every visit:

1. In Internet Explorer 11.0, on the **Tools** menu, click **Internet Options**.
2. In Internet Explorer 11.0, on the **General** tab under **Browsing history**, click **Settings**.
3. Under **Check for newer versions of stored pages**, click **Every time I visit the webpage**.

Working online

To ensure that Internet Explorer is working online, select the **File** or **Tools** menu (depending on your version of Internet Explorer). If there is a check mark beside **Work Offline**, clear the check mark by clicking **Work Offline**.

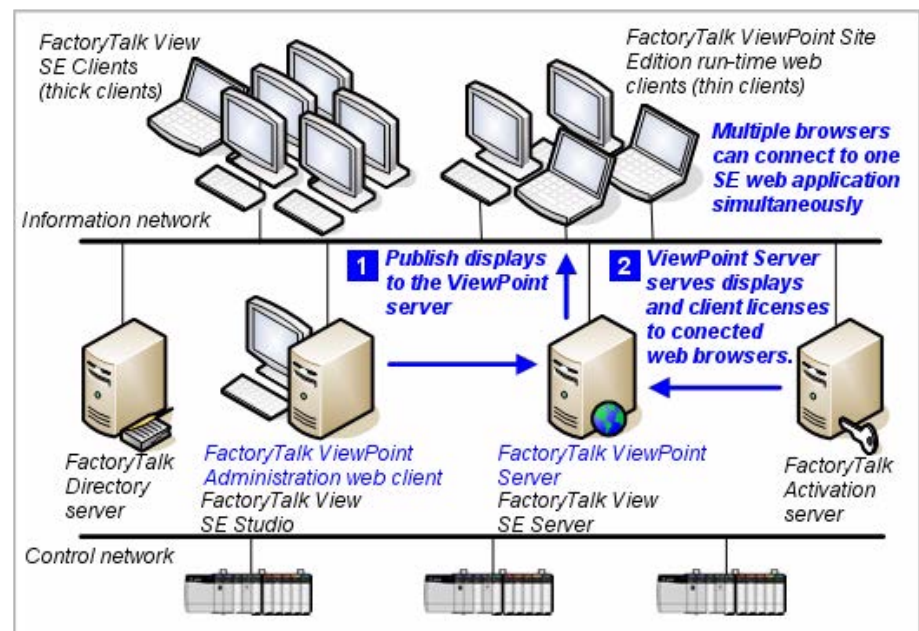
Setting up Site Edition (SE) web applications

This chapter describes:

- how FactoryTalk ViewPoint works in a Site Edition environment.
- how to set up the FactoryTalk ViewPoint Server to provide activation.
- how to create a new Site Edition web application.
- how to connect to an existing Site Edition web application.

About the FactoryTalk ViewPoint for Site Edition environment

A FactoryTalk ViewPoint for Site Edition application is a set of graphic displays selected from an existing FactoryTalk View Site Edition application, converted for viewing on the web, and published to a FactoryTalk ViewPoint Server (also called the web server).



The FactoryTalk ViewPoint Server web application can be installed on any computer participating in a FactoryTalk View SE network application, or on the computer hosting a local application.

In the previous illustration, the FactoryTalk ViewPoint Server in a network application is installed and running on the same computer as the FactoryTalk View SE Server.

Important: A web application will not display data if HMI servers, data servers, or alarm servers in the corresponding FactoryTalk View SE application are unavailable or not running.

To ensure that an HMI server is running in a distributed application, in FactoryTalk View Studio, open the server's **Properties** dialog box and set the startup type to **Load and run startup components when operating system initializes**. For details, click **Help**.

The role of the FactoryTalk ViewPoint Server

FactoryTalk ViewPoint for Site Edition setup program installs the FactoryTalk ViewPoint Server and FactoryTalk ViewPoint Administration software on the computer.

The FactoryTalk ViewPoint Server hosts the currently published web application and provides ViewPoint client licenses to web browsers that connect to the application.

To set up FactoryTalk ViewPoint activation and security, and to create a web application, you can connect to FactoryTalk ViewPoint Administration from any supported web browser. To learn how, see the next section, "[Setting up FactoryTalk ViewPoint Site Edition activation](#) on [page 26](#)."

To learn how to install FactoryTalk ViewPoint for Site Edition, see "[Installing FactoryTalk ViewPoint](#) on [page 12](#)."

Setting up FactoryTalk ViewPoint Site Edition activation

Web browsers connecting to a published web application obtain client access licenses from the FactoryTalk ViewPoint Server.

Each web browser requires a separate client license, unless browsers are connecting to the same web application from the same computer. In that case, up to three browsers (or three tabs, in browsers that support tabs) can share a single license.

When a browser disconnects or, if FactoryTalk ViewPoint security is enabled, when the user logs off from the web application, all licenses that were held by the current user are released for other browsers to use.

To set up the FactoryTalk ViewPoint Server to provide licenses to connecting web browsers, perform these tasks:

- Download the FactoryTalk ViewPoint licenses you purchased to a FactoryTalk Activation server.
- If the activation server and the FactoryTalk ViewPoint Server are on different computers, use FactoryTalk Activation Manager on the FactoryTalk ViewPoint Server to specify the name of the activation server computer.
- Assign FactoryTalk ViewPoint licenses to the FactoryTalk ViewPoint Server.

Downloading licenses to an activation server

To get activations for an activation server:

1. On the activation server computer, click **Start > All Programs > Rockwell Software > FactoryTalk Activation > FactoryTalk Activation Manager**.
2. Click **Get New Activations**.
3. Follow the instructions displayed within FactoryTalk Activation Manager to get activations.

Connecting the ViewPoint Server to a remote activation server

1. On the FactoryTalk ViewPoint Server computer, open FactoryTalk Activation Manager, and then click the **Manage Activations** tab.
2. Click **Find Available Activations** in the left pane.
3. Click the blue underlined text **Update Activation Search Path**.
4. Click **Add Server** to add an additional row.
5. Click the browse button in the newly added row.
6. From the **Browse for Server** dialog, navigate to the location of the activation server on your network and select it.
7. Click **Save**.

Note: If you make a change that affects the local folders in the search path, the software displays the **Update Activation Search Path** dialog box. Click **Restart Server**.

In FactoryTalk ViewPoint Administration, the next time the Activation page is opened or refreshed, the number of FactoryTalk ViewPoint licenses that the specified server can provide is displayed, as shown below in "Assigning licenses to the ViewPoint Server."

For comprehensive information about FactoryTalk Activation services, on the FactoryTalk ViewPoint Server computer, click **Start > All Programs > Rockwell Software > FactoryTalk Activation > FactoryTalk Activation Manager**, and then click **Help**.

Assigning licenses to the FactoryTalk ViewPoint Server

1. Connect to FactoryTalk ViewPoint Administration. To learn how, see [page 24](#) on [page 29](#).

- On the **Activation** page, in the field **Number of licenses to assign** (shown in the next illustration), type the number of licenses needed, and then click **Apply**.

These fields indicate how many ViewPoint licenses the activation server can provide.

FactoryTalk Activation

Total number of ViewPoint licenses:	1000
Number of available ViewPoint licenses:	999

This field indicates how many browsers are connected to the ViewPoint server.

FactoryTalk ViewPoint Server

Number of licenses in use:	0
Number of licenses to assign:	<input style="width: 100px;" type="text" value="1"/> <input style="margin-left: 10px;" type="button" value="Apply"/>

Type the number of licenses you want this FactoryTalk ViewPoint Server to have, and then click Apply.

'1' licenses are currently assigned.

To assign more or fewer licenses to the server, type the desired number, and then click Apply.

What happens if the activation server is unavailable?

If the FactoryTalk Activation server is unavailable or unable to provide FactoryTalk ViewPoint licenses, the FactoryTalk ViewPoint Server will provide three temporary licenses to connecting web browsers, for up to seven days.

To resume normal operations, before the seven-day grace period expires, ensure that the activation server can provide the necessary licenses.

After the grace period expires, as soon as you restart the FactoryTalk ViewPoint Server, no web browsers will be able to view the published web application.

Creating a new Site Edition (SE) web application

After installing the FactoryTalk ViewPoint software, to create a new Site Edition web application, connect to FactoryTalk ViewPoint Administration, and then perform these tasks:

- Select a FactoryTalk View SE application.
- Select graphic displays from the FactoryTalk View SE application.

- Publish the displays to the FactoryTalk ViewPoint Server.

Note: Only one web browser can connect to FactoryTalk ViewPoint Administration on a given FactoryTalk ViewPoint Server.

Connecting to FactoryTalk ViewPoint Administration

To connect to FactoryTalk ViewPoint Administration

1. Open a web browser.
2. In the browser's **Address** bar, enter the following URL, replacing **computer_name_or_ip_address** with the hostname or IP address of the FactoryTalk ViewPoint server:

http://computer_name_or_ip_address/FTVP/Admin

If the site has an HTTPS binding, enter *https* instead of *http*.

For secure communications, HTTPS binding is recommended. For the instructions about how to create an HTTPS binding, see FactoryTalk ViewPoint Help.

3. (Optional) If Administration has security enabled:
 - Enter a username and password.
 - (Optional) Select **Remember me on this computer** to save the login details until the account is logged off, the password expires, or the account is disabled.
 - Click **Log on**.

Creating a new Site Edition web application

To create a new Site Edition web application

1. In FactoryTalk ViewPoint Administration, on the **Home** page, click **Publish displays to Web**.

Follow these 3 steps to make a FactoryTalk View application Web-ready:

- 1 Select an application
- 2 Select displays
- 3 Publish displays

[Learn about selecting applications](#)

Rockwell Automation

Application Type: Site Edition (Local)
 Application Name: InstantFizz_SE

Select a FactoryTalk View application type:
 Site Edition (Local) ▾

Select the application:
 InstantFizz_SE ▾

Select graphic displays ▶

2. On the **Publish Displays to Web** page, finish the first step, **1 Select an application** (shown in the illustration). For the application type, choose from the following.
 - **Site Edition (Network Distributed)** to select an application from the FactoryTalk Network Directory that the FactoryTalk ViewPoint Server computer is connected to. The Network Directory could be on the same computer as the FactoryTalk ViewPoint server or on another computer.
 - **Site Edition (Network Station)** to select an application from the FactoryTalk Network Directory that the FactoryTalk ViewPoint Server computer is connected to and that is hosted on the FactoryTalk ViewPoint computer.
 - **Site Edition (Local)** to select an application from the FactoryTalk Local Directory on the computer running the FactoryTalk ViewPoint Server.
3. To select the graphic displays to publish, click **2 Select displays**.
4. To begin the publishing process, click **3 Publish displays**.

Note: The language used in the FactoryTalk ViewPoint web application is determined by the default language of the FactoryTalk View application. This is independent from the 'initial' (startup) language or from the languages included in the application contents.

Language switching is not supported in FactoryTalk ViewPoint. To change the language of the FactoryTalk ViewPoint application, change the default language in FactoryTalk View Studio, then publish the application in FactoryTalk ViewPoint Administration again.

5. After publishing is finished, to open the newly published web application, click **Open Web application**.
6. The initial display (or displays, if specified in a startup macro) selected for the application should open in the web browser.

Tip: You can set up security for FactoryTalk ViewPoint Administration or for a published SE web application. To learn how, see the FactoryTalk ViewPoint Help.

Connecting to an existing Site Edition web application

FactoryTalk ViewPoint for Site Edition provides two ways to view a SE web application: the desktop interface and the mobile interface. The desktop interface presents navigation and status information as defined in the original application in a format suitable for a high resolution computer screen. The mobile interface is designed for viewing displays on mobile phones and tablets. The mobile interface automatically scales itself and the active display to the size of your device.

FactoryTalk ViewPoint for Site Edition servers require one FactoryTalk ViewPoint license per connected session where each session can view up to three displays in browser windows or tabs. If all available licenses are in use, FactoryTalk ViewPoint shows the error, "**There are no licenses currently available for the Web browser to use.**"

If the web application has security enabled and **Remember me on this computer** is selected, FactoryTalk ViewPoint automatically logs in using the most recently entered username and password. To prevent unauthorized access to the FactoryTalk ViewPoint server, do not select this option on shared or public computers.

To connect to an existing Site Edition web application

1. Start a web browser.
2. In the browser's **Address** bar, enter the desktop or mobile URL, replacing **computer_name_or_ip_address** with the hostname or IP address of the FactoryTalk ViewPoint server:
 - (desktop) `http://computer_name_or_ip_address/FTVP`
 - (mobile) `http://computer_name_or_ip_address/FTVP/m`

If the site has an HTTPS binding, enter *https* instead of *http*.

For secure communications, HTTPS binding is recommended. For the instructions about how to create an HTTPS binding, see FactoryTalk ViewPoint Help.

3. (Optional) If the web application has security enabled:
 - Enter a username and password.
 - (Optional) Select **Remember me on this computer** to save the login details until the account is logged off, the password expires, or the account is disabled.
 - Click **Log on**.

FactoryTalk ViewPoint commands with tags

FactoryTalk ViewPoint supports the following FactoryTalk View SE commands:

- Abort
- Display
- = (Equal)
- Macro Name (the actual macro name and not the word macro)
- Ramp
- RecipeProDownload
- Set
- Toggle
- AE_Acknowledge
- AE_ClearCount
- AE_Disable
- AE_Enable
- AE_Remark
- AE_Reset
- AE_Shelve
- AE_Suppress
- AE_Unshelve
- AE_Unsuppress

For more information about each command, see FactoryTalk View SE Help.

- Tip:**
- Macros still follow the supported FactoryTalk ViewPoint commands.
 - All other commands will be ignored if they are included in a macro or specified as the press or release action for a button or for touch animation.
 - FactoryTalk ViewPoint does not execute StartUp/ShutDown commands configured in **Display Settings**. It also does not support runtime security macros or command execution from FactoryTalk Alarms and Events summary objects.

How these commands are supported

FactoryTalk ViewPoint supports commands using press and release actions through a button or through touch animation. The following controls support touch animation press and release actions:

Arc	Rectangle
Ellipse	Rounded Rectangle
Freehand	String Display & Input
Line	Symbol Factories
Numeric Display & Input	Text
Polygon	Wedge

How FactoryTalk ViewPoint processes commands

All commands that perform updates are processed before any display navigation occurs. FactoryTalk ViewPoint processes commands in the following order:

1. First pass (each step must complete before its matching second step)
 - a. Download parameter file
 - b. Download macro file
 - c. Request display information
2. Second Pass (each step must complete before processing commands)
 - a. Parameter file substitution
 - b. Macro command creation (commands get pushed onto the existing command queue)
 - c. Verify display(s) are not missing or are authorized to view.
3. Process commands (Set, Toggle, Ramp, =)
4. Process abort displays
5. Process replace displays

6. Either re-navigate to a new replace display or show all new popup displays.

Example

In the following example, if the button press action is "**Set Tag 2; Display Display1; Ramp Tag1 12**" FactoryTalk ViewPoint does the following:

1. Processes the Set and Ramp commands before navigating to Display1.
2. If the display does not exist, FactoryTalk ViewPoint still sends the commands to the command sub-system.

How FactoryTalk ViewPoint processes the Abort and Display commands

FactoryTalk ViewPoint groups all writable commands into one command sequence and sends the command sequence to the command subsystem before it processes Display or Abort commands.

Example

In the following example, if the press action is "**Ramp Tag +4; Display PlantFloor; Toggle Tag2**" FactoryTalk ViewPoint does the following:

1. Sends the command string "Ramp Tag +4; Toggle Tag2" to the command subsystem.
2. Waits for the subsystem to verify it received the command.
3. Verifies the display exists and that it is authorized for viewing.
4. Continues processing the Display command.

Note: When processing a Press and Release action for the same button or touch animation, there may be instances when the release action may not get processed. FactoryTalk ViewPoint may miss the mouse up event while it processes the press action because the client blocks user interface interactions while it is sending commands to the command sub-system.

FactoryTalk ViewPoint text fonts

Fonts not available on your client computer will be replaced with Arial in the web application. Replaced fonts may cause unexpected text wrapping in objects in the published web application.

Learning more about FactoryTalk ViewPoint for Site Edition

For additional information about FactoryTalk ViewPoint, assistance with a specific task, or troubleshooting tips, open the FactoryTalk ViewPoint Help.

You can access **Help** from **FactoryTalk ViewPoint Administration** pages and

from the run-time web client.

Getting help related to an Administration task

In FactoryTalk ViewPoint Administration, click the **Learn about** link at the bottom left of the page.

Opening the Help while viewing an SE web application

When viewing the web application from the desktop interface:

- On the FactoryTalk ViewPoint banner at the top of the web browser window, click **Help**.

When viewing the web application from the mobile interface:

- Open the **Menu**, then select the **Help** icon.

Browsing the Help contents

To browse the Help contents, use any of these methods:

- On any page, click sections and topics in the **Contents** pane.
- Click the breadcrumb links displayed above the currently open Help topic.
- Enter keywords in the **Search** field.
- Use the **Forward**, **Back**, and **History** features of your web browser.

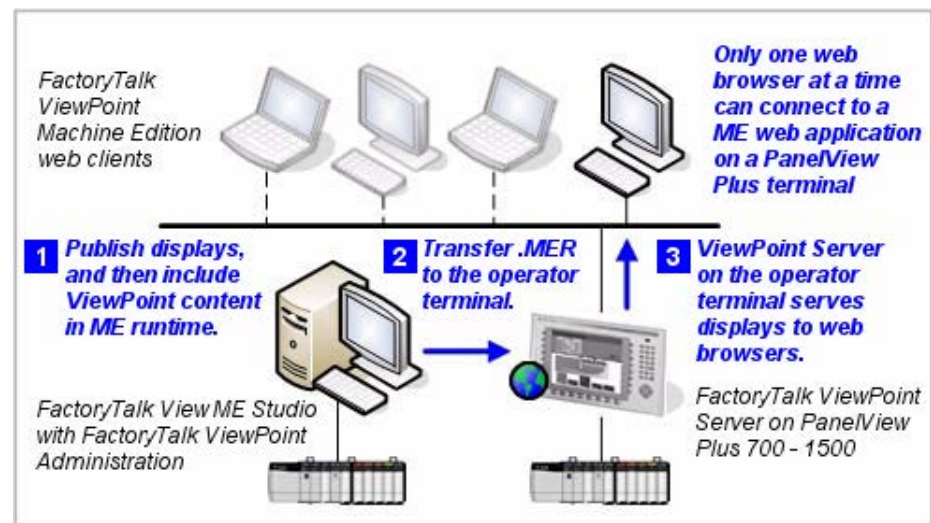
Setting up Machine Edition (ME) web applications

This chapter describes:

- how FactoryTalk ViewPoint works in a Machine Edition environment.
- how to create a new Machine Edition web application.
- how to connect to an existing Machine Edition web application.

About the FactoryTalk ViewPoint for Machine Edition environment

A FactoryTalk ViewPoint for Machine Edition web application is a set of graphic displays selected from an existing FactoryTalk View Machine Edition application, converted for viewing on the web, and published to a supported PanelView Plus operator terminals.



As shown in the previous illustration, the FactoryTalk ViewPoint Server software for a Machine Edition web application is installed on a PanelView Plus or PanelView Plus 6 operator terminal. New operator terminals contain the firmware with FactoryTalk ViewPoint included. Operator terminals that contain earlier versions of firmware without FactoryTalk ViewPoint installed can be updated by upgrading the firmware on the terminal. For more information on upgrading PanelView Plus firmware, see the *PanelView Plus Terminals User Manual*, Chapter 8, "Upgrade Firmware".

The FactoryTalk ViewPoint Administration software, used to convert displays and set up security, is installed as part of FactoryTalk ViewPoint for Machine Edition on the FactoryTalk View Studio computer.

To learn how to convert displays and then include them in the Machine Edition runtime web application that will be downloaded to the operator terminal, see the next section, "[Creating a new Machine Edition web application](#) on [page 38](#)".

To learn how to set up security, click **Help**.

To learn how to install FactoryTalk ViewPoint for Machine Edition, see "[Installing FactoryTalk ViewPoint](#) on [page 12](#)".

Creating a new Machine Edition web application

To create a new Machine Edition web application

1. In FactoryTalk View Studio, open the FactoryTalk View Machine Edition application that contains the displays you want to convert for the web.
2. Click **Application > ViewPoint Administration** to open FactoryTalk ViewPoint Administration.
3. In FactoryTalk ViewPoint Administration, click **Publish Displays to Web**, and then select and publish the displays.

To create a Machine Edition web application, complete these two steps.

To get Help with tasks on a page, click the **Learn about...** link.

Follow these 2 steps to make a FactoryTalk View application Web-ready:

- 1 Select displays
- 2 Publish displays

Learn about selecting displays

Rockwell Automation

Application Type: Machine Edition
Application Name: InstantFizz_ME

Web Enable	Initial Display	Name
<input checked="" type="checkbox"/>		InstantFizz_ME
<input checked="" type="checkbox"/>	<input type="radio"/>	[ALARM]
<input checked="" type="checkbox"/>	<input type="radio"/>	[DIAGNOSTICS]
<input checked="" type="checkbox"/>	<input type="radio"/>	[INFORMATION]
<input checked="" type="checkbox"/>	<input type="radio"/>	00 Read me first
<input checked="" type="checkbox"/>	<input type="radio"/>	0A Security
<input checked="" type="checkbox"/>	<input type="radio"/>	0B Languages
<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	1 Overview
<input checked="" type="checkbox"/>	<input type="radio"/>	2 Blending

Re-publish all selected displays [What is this?](#)

Publish displays

4. Create the Machine Edition runtime application, and include FactoryTalk ViewPoint content.

- a. In FactoryTalk View Studio click **Application > Create Runtime Application** to create a run-time file (.MER). Select the **Include ViewPoint Content** check box located below the **Type** list. The check box is selected by default. The run-time file will provide the FactoryTalk View Machine Edition application and the published displays to the PanelView Plus or PanelView Plus Pro operator terminal.
- b. In **Save as type**, select the runtime version compatible with the firmware version of the targeted operator terminal.
- c. Click **Save**.

Note: FactoryTalk ViewPoint Administration for Machine Edition can generate FactoryTalk ViewPoint content for previous versions of FactoryTalk View Machine Edition. During the run-time application (.MER file) creation process, the published FactoryTalk ViewPoint content is converted to the version selected and included with the MER.

In addition, the FactoryTalk ViewPoint server (which is a part of the operator terminal firmware) is also able to process and serve earlier versions of FactoryTalk ViewPoint content to the client (browser). This scenario could occur when a MER file created with FactoryTalk View Machine Edition 5.10 contains FactoryTalk ViewPoint 1.2 content and is loaded and run on a PanelView Plus 6 operator terminal.

- d. In the **Create Runtime Application Wizard - Select Languages** dialog box, select all the languages to include in the runtime application, select the initial language to use, and then click **Finish**. The runtime file is created, which may take some time.

Note: The language used in the FactoryTalk ViewPoint web application is determined by the default language of the FactoryTalk View application. This is independent from the 'initial' (startup) language for the operator terminal application, and independent from the languages included in the operator terminal application contents.

Language switching is not supported in FactoryTalk ViewPoint. To change the language of the FactoryTalk ViewPoint application, change the default language in FactoryTalk View Studio, publish the application in FactoryTalk ViewPoint Administration, then download the runtime file to the PanelView Plus or PanelView Plus Pro operator terminal.

5. Download the Machine Edition run-time application (.MER) to the PanelView Plus operator terminal that will host the web application.
 - a. In FactoryTalk View Studio, click the **File Transfer Utility** button on the toolbar.
 - b. In the **Source file** field, use the browse button (...) to select the run-time file that was just created.
 - c. In **Select destination terminal**, browse for the PanelView Plus terminal and then click **Download**.

- d. Once the download completes, click **OK** and close the Transfer Utility window.
6. On your PanelView Plus or PanelView Plus Pro operator terminal, in the FactoryTalk View Machine Edition Station configuration screen, click **Load Application** and then select the run-time (.mer) file you downloaded. Click **Load**.
7. Click **Run Application** to start the project. For more information on loading and running an application, see the Panel View Plus Terminal's User Manual. The FactoryTalk ViewPoint client About menu contains information about the application version of ViewPoint content within a .MER file.

To learn more about creating and securing access to a Machine Edition web application, see the FactoryTalk ViewPoint Help.

Connecting to an existing Machine Edition web application

Connect to a web application to view displays containing information about your plant or process.

FactoryTalk ViewPoint for Machine Edition is limited to one connected session with one web browser window or tab. If all available licenses are in use, FactoryTalk ViewPoint shows the error, "**There are no licenses currently available for the Web browser to use.**"

To connect to an existing Machine Edition web application

1. Start a web browser.
2. In the browser's **Address** bar, enter the following URL, replacing **computer_name_or_ip_address** with the hostname or IP address of the PanelView Plus operator terminal:

http://computer_name_or_ip_address/FTVP

If the site has an HTTPS binding, enter *https* instead of *http*.

For secure communications, HTTPS binding is recommended. For the instructions about how to create an HTTPS binding, see FactoryTalk ViewPoint Help.

3. (Optional) If the web application has security enabled:

- Enter a username and password.
- Click **Log on**.

FactoryTalk ViewPoint text fonts

Fonts not available on your client computer will be replaced with Arial in the web application. Replaced fonts may cause unexpected text wrapping in objects in the published web application.

Learning more about FactoryTalk ViewPoint for Machine Edition

For additional information about FactoryTalk ViewPoint, assistance with a specific task, or troubleshooting tips, open the FactoryTalk ViewPoint Help.

You can access **Help** from the FactoryTalk ViewPoint Administration tool that is installed on the FactoryTalk View Studio computer.

Getting help related to an Administration task

In FactoryTalk ViewPoint Administration, click the **Learn about** link at the bottom left of the page.

Browsing the Help contents

To browse the Help contents, use any of these methods:

- On any page, click sections and topics in the **Contents** pane.
- Click the breadcrumb links displayed above the currently open Help topic.
- Enter keywords in the **Search** field.
- Use the **Forward**, **Back**, and **History** features of your web browser.

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<http://www.rockwellautomation.com/rockwellautomation/about-us/sustainability-ethics/product-environmental-compliance.page>

Contact Rockwell Automation

Customer Support Telephone — 1.440.646.3434

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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.

United States or Canada	1.440.646.3434
Outside United States or Canada	Use the Worldwide Locator available at http://www.rockwellautomation.com/locations , or contact your local Rockwell Automation representative.

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.

United States	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.
Outside United States	Please contact your local Rockwell Automation representative for the return procedure.

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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