Product family coverage

Regardless of your business goals, Rockwell Automation support services can help you unlock the potential of your operation. Using the valuable tools packaged with every support agreement and our team of trained experts, you have the ability to reduce maintenance time and costs, and improve your overall equipment effectiveness.

As of October 1, 2019, new perpetual software purchased via the Rockwell Software portal will be sold with a software maintenance contract attached. The software maintenance contract will be co-terminated with the TechConnect agreement at the time of sale. Your TechConnect agreement will continue to entitle you to software maintenance support for all software purchased at the time of the agreement; however, it does not include maintenance for any new software purchased during the term of the agreement.

FOR MORE INFORMATION

Lifecycle Services

To chat with our engineers

Standard products

Support is provided for all products listed within a product family. (e.g., Automation Control)

AUTOMATION CONTROL

Programmable Controllers – Compact GuardLogix®, CompactLogix™, ControlLogix® (1756 Family), GuardLogix®, MicroLogix™, SLC™ 500, SmartGuard™ 600, SoftLogix™ 5800, Pico™ Controller and PicoSoft (1760 Controllers)

Operator Interface – DTAM™ 2707, Industrial Computer, InView™, PanelView 5500, PanelView Plus, MobileView™ (Only includes 2711T)

Distributed I/O – Block I/O™, Expansion I/O, Flex™ I/O, POINT I/O™ and Remote I/O

Networks – ControlNet, DeviceNet, DH-+, DH-485, EtherNet/IP, RSLinx® Lite, RSNetWorx™, 9300 (Cables and 9300-ENA), 1784 Cards (Excludes ISA or PCMCIA cards)

Networks Security & Infrastructure – Stratix® switches

Sensors & Switches – RFID

Related Software – RSEmulate™, RSLadder™, RSLogix™, Studio 5000®, FactoryTalk® View ME

Studio 5000 and FactoryTalk View ME licenses purchased prior to October 1, 2019 will remain supported by Automation Control. All new perpetual licenses purchased after this date will be supported by the Software Maintenance family.

Condition Monitoring – Integrated Machine Condition Monitoring (Including 1444)

Power Monitors – PowerMonitor™ 500, PowerMonitor 1000 and PowerMonitor 5000

Power Energy – RSPower™

LOW VOLTAGE DRIVES AND STARTERS


MEDIUM VOLTAGE DRIVES AND STARTERS

857, 865, 1500-1599, 1900-1999, 7000A-RPDTD, 7000L-RPDTD, 7000L-R18TX, 7000A-RPTX, 7000L-RPTX, 7000A-RPTXI, 7000-RPTX, 7000-R18TX, 7000-RPTX, 7760, 7761, 7762, 7703

MOTOR CONTROL CENTERS (MCCs)

IntelliCENTER®, CENTERLINE® 2100 and CENTERLINE® 2500

MAGNEMOTION® INDEPENDENT CART TECHNOLOGY (ICT)

INDUSTRIAL MOTION CONTROL

Rack-Based Motion Products – ControlLogix Motion (1756-M02AE, M08SE, M16SE, M03SE, M02AE, M02AS, HYD02 and 1758M04SE)

Servo Drives and Motors – Kinetix 6000M Integrated Drive-Motor, Kinetix® Drives (3, 300, 350, 2000, 5500, 5700, 6000, 6200, 6500 and 7000), Ultra™ 3000 (2098DSD) and Kinetix VP and MP-Series™ Motors (rotary and linear motor families)

Programming Software – MotionView, RSLogix Motion Commands, UltraWARE

COMPONENT CLASS

Outside North America:

• Complimentary call-back support available with one business day response time 24x7
• Telephone or chat support available 8:00am to 5:00pm with the ability to upgrade to 24x7
In North America:
- Complimentary support available 8:00am to 5:00pm
- Support agreement required for 24x7 support

**Computer & Operator Interface** – PanelView Component and PanelView 800
**Industrial Control Products**
**Programmable Controllers** – Micro800® Control Systems
**Safety, Sensors, Connection System Business Products**
**Software** – Connected Component Workbench Software

**PROCESS SAFETY**
Requires a Process Safety Support contract. No toolkit support. AADvance®, OptiSIS®, Standard 9000 (Euro9000 and Euro FP) and Trusted®

**ESAFE**
Condition Monitoring – Condition Monitoring Software, Portable Data Collectors, Protection Modules (XM modules included) and Condition Monitoring Sensors

**RAPID**
RAPID Line Integration™

**Advanced software**
Support is provided for each software package you select within a family (e.g., FactoryTalk View)

**HMI/COMMUNICATION**
FactoryTalk Gateway, FactoryTalk View SE, FactoryTalk ViewPoint, RSLinx Classic (Single Node, OEM, Gateway), RSView® 32 Works and Runtimes

**INFORMATION**
FactoryTalk AssetCentre, FactoryTalk Historian, FactoryTalk PlantMetrics (formerly RSBizWare™ PlantMetrics™), FactoryTalk Transaction Manager (formerly RSSq™), FactoryTalk VantagePoint, FactoryTalk ViewPoint, RSMACC™ Server and FactoryTalk Analytics

**MANUFACTURING EXECUTION SYSTEMS (MES)**
FactoryTalk ProductionCentre, Modular Framework, Performance Management, Quality Management, Production Management, PharmaSuite, COPSuit, EIG, EIHub, Datamart and Auto Suite

**APPLICATION**
RSJunctionBox™ and RSLogix Frameworks

**PROCESS**
eProcedure®, FactoryTalk Batch (formerly RSBizWare Batch), MaterialTrack, 1788 Foundation Fieldbus and Profibus PA

**POWER ENERGY**
FactoryTalk EnergyMetrix

**SOFTWARE MAINTENANCE**
All new Perpetual Software purchased with Maintenance will be covered by this family and renewed at the time of TechConnect renewal.

**MOBILITY**
FactoryTalk TeamONE (Email support only)

**Legacy products**
Support is provided for each software package you select within a family (e.g., FactoryTalk View). With an Integrated Service Agreement, legacy products will be supported Monday through Friday, 24x7. With a TechConnect agreement, legacy products will be supported Monday through Friday, 8:00am to 5:00pm.

**HARDWARE**
**Programmable Controllers** – FlexLogix™, PLC-5® and 1755
**Operator Interface** – PanelBuilder® 32, 2711 PanelView 1400, PanelView 1400E and 2711 PanelView Standard
**Power Monitor** – PowerMonitor 1400 Series (1400 and 1403)

**Motion Products** – Ultra 5000 (2098IPD), Allen-Bradley® Servo Drives and Motors (1386, 1388, 1391, 1392, 1394, 1398, 1326, 1327, 8720MC, 8720SM)

**Allen-Bradley Drives and Starters** – 160, 1305 Configured Drive, 1305 Standard Drive, 1336 Classic AC Drive and Accessories, 1336 Dynamic Braking Units and Chopper Modules, 1336 FORCE™ (1336T), 1336 FORCE Series A, 1336 VT, 1336E, 1336F PLUS™ (A-C Frames), 1336F PLUS II Standard Drive, 1336 PLUS (D-G Frames), 1336R Regen, 1336S, 1336T, 1336Z Spider Drive, 1395 Digital DC and 1397 Digital DC, PowerFlex 700H, 700AFE, 2362F, 2362H, 2362L, 2362M, 2362N and FlexPak 3000

**Reliance Electric Standard** – FlexPak AC and GV3000/SE
**Reliance Electric Standard Drives** – SP600, DC1, DC2, DC3, FlexPak Plus – Single Phase, GV6000, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MD 60, MD 65, MiniPak Plus – Single Phase, SP500 and VTAC 7 & 9

**Application** – Automation Desktop®
**Networks** – 1785-KE, 1761-NET-DNI, ISA Cards (1784 KT/KTX/KTC/KTS/KTCX15/KT2/KXD) and PCMCIA Cards (1784 PCC, PCD, PCID, PCIDS, PCM4, PCMC, PCMC1, PCMK, PCMK, PCMKS)

**Process** – FOUNDATION Fieldbus (1757 FFLD)
**Rack-Based Motion Products** – SLC™ Motion (1746-HSRV, 1746-HSTP)

**Servo Drives and Motors** – 1394, Ultra 100, Ultra 200 (1398DDM) and Ultra 1500
SOFTWARE
Programming Software – GML™ Commander and Ultra Master

Related Software – Change Management & Network Health and RSGuardian™

Products not under support
Support is not provided for each family below.

AUTOMATION CONTROL
HMI/Communication – INTERCHANGE™

Programmable Controllers – RSCompanion, All DOS-Based Programming Software (AI Series, 6200, APS, MPS, PBase and PCD), Automate 15/30/40 and Pyramid Integrator™, Automax® PLC, PLC (1774/1778, 2, 3, 4, 5/250), Programming Terminals (1770T1, T2, T3, T4, 1784, T45, T47 and T50), SLC 100/150, SLC 500 I/O (HSRV, BTM, DS, OY), DataSite™, 2760-RB, RSLogix FrameWorks, 1771-DA, 1771-DMC, 1785-KA, 1785-KA3, 1785-VME, ControlNet 1.25 (Including 1794-ACN and 1771-ACN), 1756HP (Not including 1756HP-TIME), VAX/VMS, Proset, RSPocketLogix, and GuardPLC™

Operator Interface – Dataliner™ 2706, DTAM (Excludes 2707), PanelBuilder® 1200, 2711 PanelView 1200, MobileView 2727, 1784–T30 and RediPANEL™ (2705, 2706, 2707)

Networks – 6001-NET, IOLinx, AdaptaScan, 2755, DeviceNetManager™ (1787-MGR) and 1770 Family (KF2, KFC15 and KFCD)

Application – RSWire

Power Monitor – PowerMonitor 1400 Series (1405 and 1407)

DRIVES & STARTERS
Allen–Bradley Drives – 1302, 1313, 1318, 1330, 1331, 1332, 1333, 1334, 1335, 1337 Series A, 1340, 1350, 1351, 1352 (Series A, B, C), 1352C, 1361, 1362, 1365, 1370AR/NR, 1370B, 1371, 1372, 1373, 1374, 1375, 1376, 1379, 1381, 1396, 161, 1615, 161S and 2364E NRU3 and 2364F RGU3

Reliance Electric Standard – GP1000, GP1200, GP1500, GP2000, GV3000 (1–60 HP, 75–150 HP and 200–400 HP), SP100, SP120, SP200, VVI, VSM500, VTAC 3 & 5 and Webpack 3000

Reliance System Drives – AutoMate, AutoMax® 4 Card Set, AutoMax Field Regulator, AutoMax Generic, AutoMax RRC Support, DCS5000, S3C, SA3000, SA3100, SA500, SB3000, SF3000

INDUSTRIAL MOTION CONTROL
Motion Products – 1771-0A/QB/QC, Electro–Craft Brand Products (IQ 2000, IQ 5000, IQMaster Software, Bru 200, Bru 500, BSA, Pro, Max430, Max 100) and PLC (IMC 120, 121, 123) and SLC (IMC 110) & ODS™ Software

CNC Products and Programming Software – Fast Track, 7100, 7300, 8200, 8400, 8600, All 9 Series Controllers (including 8500, 8520, 92XX and 9400), Bandit and Machine Pro

ADVANCED SOFTWARE
ControlView™ Builder, AdvisorPC™, ControlView, RSView for Windows, RSTools, ControlView for Windows, DH+™ Driver, DH485 and WIntelligent™ Series (WIntelligent View, WIntelligent Linx)

PROCESS
ProcessLogix™ and ProcessPak5™

APPLICATION
RSData™, RSLinx C SDK, and RSTrainer®

HMI/COMMUNICATION
RSTrend

INFORMATION
FactoryTalk Integrator, FactoryTalk Portal and FactoryTalk Scheduler (formerly RSScheduler)

1 Includes all Industrial Control Products as well as network class overloads and SMC Flex. Including E300, E3, etc.
2 Supported by the Rockwell Automation Global Solutions unit – See rockwellautomation.com
3 1788 Lines are included with the exception of 1788-CN2FF.