PRODUCT FAMILY GUIDE





Product family coverage

Whatever 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.

FOR MORE INFORMATION

Lifecycle Services

Chat with our engineers

Software purchased in the Rockwell Automation Software Portal includes an independent support contract which may be co-termed with your TechConnect anniversary date. Renewal of these purchases will occur in the Rockwell Automation commerce portal as a separate agreement.

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[®], SmartGuard[™] 600, SoftLogix[™] 5800

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, 9300 (Cables and 9300-ENA), 1784 Cards (Excludes ISA or PCMCIA cards)

Networks Security & Infrastructure - Stratix® switches

Sensors & Switches - RFID

Related Software – FactoryTalk Echo, FactoryTalk® View ME, RSLinx® Lite, RSNetWorx™, RSLogix™ 5000, Studio 5000®

Condition Monitoring – Integrated Machine Condition Monitoring (Including 1444), ESAFE Condition Monitoring Software, Portable Data Collectors, Protection Modules (XM modules included) and Condition Monitoring Sensors

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

Power Energy - RSPower™

LOW VOLTAGE DRIVES AND STARTERS

ArmorConnect[®] Media (280-PWRM), ArmorStart[®] Controllers (280, 281, 284, 290, 291, 294), PowerFlex[®] 4M, 4, 40, 40P, 400, 523, 525, 527, 753, 755, 755TL/ TR/TM and 755 On-Machine drives, 755TS, 753TS, SCR bus supply 20S, power conditioning products 1321, drive communications 20-comm, 20-750-comm, DriveExecutive[™], DriveExplorer[™], Connected Components Workbench[™] Software, MegaDySC[®] 1608M, MiniDySC[®] 1608N, and ProDySC[®] 1608P Armor PowerFlex 35S,35P, PFDC 20P

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, 700-RPTX, 7000-RPTX, 700-RPTX, 7000-RPTX, 700-

MOTOR CONTROL CENTERS (MCCs)

IntelliCENTER®, CENTERLINE® 2100 and CENTERLINE® 2500

INDEPENDENT CART TECHNOLOGY (ICT)

MagneMotion® iTRAK® 5730/5750, MagneMover®, QuickStick® 100, QuickStick® HT™

INDUSTRIAL MOTION CONTROL

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

Servo Drives and Motors – Kinetix[®] Drives (3, 300, 350, 2000, 5100, 5300, 5500, 5700, 5800, 6000, 6200, 6500 and 7000), Ultra[™] 3000 (2098DSD) and Kinetix VP, TLP, 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 Products¹

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[®]

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) and FactoryTalk ViewPoint

INFORMATION

FactoryTalk AssetCentre, FactoryTalk Historian Machine and Site Edition, FactoryTalk PlantMetrics (formerly RSBizWare™ PlantMetrics™), FactoryTalk Transaction Manager (formerly RSSql™), FactoryTalk VantagePoint, and FactoryTalk Analytics

MANUFACTURING EXECUTION SYSTEMS (MES)

AutoSuite, CPGSuite, ElHub, FactoryTalk ProductionCentre, Modular Framework, PharmaSuite, Production Management, Quality Management, Serialization Suite, Warehouse Management

APPLICATION

RSJunctionBox™ and RSLogix Frameworks

PROCESS

eProcedure[®], FactoryTalk Batch (formerly RSBizWare Batch), MaterialTrack, 1788 Foundation Fieldbus and Profibus PA²

POWER ENERGY

FactoryTalk EnergyMetrix

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, 24x5. 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, MicroLogix[™], SLC 500[™]

Operator Interface – PanelBuilder[®] 32, 2711 PanelView 1400, and 2711 PanelView Standard

Power Monitor - Power Monitor 1400 Series (1400 and 1403)

Motion Products – Allen-Bradley® Servo Drives and Motors (1386, 1388, 1391, 1392, 1394, 1398DDM (excluding DeviceNet), 1326, 1327,) Kinetix 6000M Integrated DriveMotor, Ultra 5000 (2098IPD)

Allen-Bradley Drives and Starters – 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, Digital DC and 1397 Digital DC, PowerFlex 700H, 700AFE, 70, 700, 700S, 700L

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

Application - Automation Desktop®

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

HMI/Communications - RSView® 32 Works and Runtimes

SOFTWARE

Programming Software – GML[™] Commander and Ultra Master, RSEmulate[™], RSLadder[™], RSLogix[™] 5, 500

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 – All DOS-Based Programming Software (Al Series, 6200, APS, MPS, PBase and PCD), Automate 15/30/40 and Pyramid Integrator[™], Automax[®] PLC, PLC (1774/1778, 2, 3, 4, 5/250), ControlNet 1.25 (Including 1794-ACN and 1771-ACN), DataSite[™], GuardPLC[™], Pico[™] Controller and PicoSoft (1760 Controllers), Programming Terminals (1770T1, T2,T3, T4, 1784, T45, T47 and T50), Proset SLC 100/150, RSCompanion, SLC 500 I/O (HSRV, BTM, QS, QV), 2760-RB, RSLogix FrameWorks, 1771-DA, 1771-DMC, 1785-KA, 1785-KA3, 1785-VME, 1756HP (Not including 1756HP-TIME), RSPocketLogix, VAX/VMS

Operator Interface – ArmorBlock[®] MaXum[™] (1792), Dataliner[™] 2706, DTAM[™] (Excludes 2707), FlexArmor[™] Product Family (1798), MobileView[™] 2727, 1400E, 1784–T30 and RediPANEL[™] (2705, 2706, 2707, PanelBuilder[®] 1200, 2711, PanelView[™] 1200

Networks – AdaptaScan, DeviceNetManager[™] (1787–MGR) and 1770 Family (KF2, KFC15 and KFCD), DeviceView[™] Downloader, IOLinx, Stratix[®] 5100 Wireless Access Point/Workgroup Bridge (1783–WAP*), Stratix 5900 Service Router, DSA Control Modules (198), 1747–KE, 1747–KFC15, 1785–KE, 1785–KA5, 1761–NET–DNI, ISA Cards (1784 KT/KTX/KTC/KTS/KTCS/KTCX15/KT2/KTXD) and PCMCIA Cards (1784 PCC, PCD, PCID, PCIDS, PCM4, PCMC, PCMC1, PCMK, PCMKS), 2755, 6001–NET

Application - RSWire

Power Monitor - Power Monitor 1400 Series (1405 and 1407)

DRIVES & STARTERS

Allen-Bradley Drives - 1302, 1313, 1318, 1330, 1331, 1332, 1333, 1334, 1335, 133T Series A, 1340, 1350, 1351, 1352 (Series A, B, C), 1361, 1362, 1365, 1370AR/NR, 1370B, 1371, 1372, 1373, 1374, 1375, 1376, 1379, 1381, 1396, 161, 1615, 161S and 3400, 2364E NRU3 and 2364F RGU3, 2362F, 2362H, 2362L, 2362M, 2362N and FlexPak 3000, 1336 Spider

Reliance Electric Standard – GP1000, GP1200, GP1500, GP2000, SP100, SP120, SP200, VVI, VSM500, VTAC 3 & 5 and Webpack 3000 , MD 60, MD 65, MiniPak Plus – Single Phase, SP500 and FlexPack AC

Reliance System Drives³ – 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-QA/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, 1398PDM, 1398DDM (DeviceNet only), 8720MC, 8720SM

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), RSMACC™ Server

- 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 <u>rockwellautomation.com</u>
- ³ 1788 Lines are included with the exception of 1788-CN2FF.



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1336 FORCE, 1336 PLUS, AADvance, AdvisorPC, Allen-Bradley, ArmorBlock, Automation Desktop, AutoMax, Block I/O, Compact GuardLogix, CompactLogix, ControlLogix, ControlView, Dataliner, DataSite, DeviceNetManager, DeviceView, DH, DH+, DTAM, expanding human possibility, FactoryTalk, FlexArmor, FLEX I/O, FlexLogix, GuardLogix, GuardPLC, IntelliCENTER, InView, iTRAK, Kinetix, MagneMotion, MagneMover, Micro800, MicroLogix, MobileView, MP-Series, ODS, OptiSIS, PanelBuilder, PanelView, PanelView Plus, Pico, PlantPAx, POINT I/O, PowerFlex, PowerMonitor, ProcessPak5, Pyramid Integrator, RAPID Line Integration, RediPANEL, RSBizWare PlantMetrics, RSEmulate, RSEnergyMetrix, RSFieldBus, RSGuardian, RSLadder, RSLinx, RSLogix, RSMACC, RSNetWorx, RSPower, RSSql, RSTrainer, RSView32, SLC, SmartGuard, SoftLogix, Stratix, Studio 5000, TechConnect, Trusted, Ultra, VTAC, WINtelligent and XM are trademarks or registered trademarks of Rockwell Automation, Inc. All other trademarks and registered trademarks are property of their respective companies.

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