



# **FactoryTalk View Machine Edition Installation Guide**

Version 15.00.00

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# 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.

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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.

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**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.

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**IMPORTANT:** Identifies information that is critical for successful application and understanding of the product.

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These labels may also be on or inside the equipment to provide specific precautions.

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**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.

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**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.

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**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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The following icon may appear in the text of this document.



**Tip:** Identifies information that is useful and can help to make a process easier to do or easier to understand.

Rockwell Automation recognizes that some of the terms that are currently used in our industry and in this publication are not in alignment with the movement toward inclusive language in technology. We are proactively collaborating with industry peers to find alternatives to such terms and making changes to our products and content. Please excuse the use of such terms in our content while we implement these changes.

## 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.

| Documents   | Descriptions   |
|---|--|
| FactoryTalk View ME Installation Guide            | Available in PDF format: <ul style="list-style-type: none"> <li>• On the FactoryTalk View installation DVD</li> <li>• From the <b>Help</b> menu in FactoryTalk View Studio</li> <li>• From the Rockwell Automation® Literature Library (publication VIEWME-IN003)</li> </ul>   |
| FactoryTalk View ME User's Guide                  | Provides comprehensive information about designing and developing FactoryTalk View ME applications.<br>Available in PDF format: <ul style="list-style-type: none"> <li>• On the FactoryTalk View installation DVD</li> <li>• From the <b>Help</b> menu in FactoryTalk View Studio</li> <li>• From the Rockwell Automation Literature Library (publication VIEWME-UM004)</li> </ul>                 |
| Release Notes                                     | Provides the latest information about updates and program features.<br>Available in HTML format: <ul style="list-style-type: none"> <li>• On the FactoryTalk View installation DVD</li> <li>• On the installation <b>Welcome</b> page</li> <li>• From the <b>Help</b> menu in FactoryTalk View Studio</li> <li>• From the Rockwell Automation Product Compatibility and Download Center</li> </ul> |
| Help  | Provides procedures and reference information.<br>Available in HTML format: <ul style="list-style-type: none"> <li>• From the <b>Help</b> menu in FactoryTalk View Studio</li> <li>• From editors and dialog boxes used to develop FactoryTalk View ME applications.</li> </ul>  |
| MobileView Tethered Operator Terminal User Manual | Describes how to install and operate the MobileView™ Tethered Operator terminal.<br>Download from the Rockwell Automation Literature Library, <a href="#">MobileView Tethered Operator Terminal User Manual</a> (publication 2711T-UM001)  |
| PanelView Plus 7 Standard Terminals User Manual   | Describes how to install, configure, and use FactoryTalk View ME on PanelView™ Plus 7 Standard terminals.<br>Download from the Rockwell Automation Literature Library, <a href="#">PanelView Plus 7 Standard Terminals User Manual</a> (publication 2711P-UM007)   |

| Documents  | Descriptions  |
|--|---|
| PanelView Plus 7 Performance Terminals User Manual | Describes how to install, configure, and use FactoryTalk View ME on PanelView Plus 7 Performance terminals.<br>Download from the Rockwell Automation Literature Library, <a href="#">PanelView Plus 7 Performance Terminals User Manual</a> (publication 2711P-UM008)   |
| PanelView Plus 6 Terminals User Manual             | Describes how to install, configure, and use FactoryTalk View ME on PanelView Plus 6 terminals.<br>Download from the Rockwell Automation Literature Library, <a href="#">PanelView Plus 6 Terminals User Manual</a> (publication 2711P-UM006)   |
| Configure System Security Features                 | Provides configuration instructions in these areas: <ul style="list-style-type: none"> <li>• Infrastructure components</li> <li>• FactoryTalk components</li> <li>• FactoryTalk Security policies</li> <li>• FactoryTalk AssetCentre features</li> </ul> <p>Additionally, security checklists are included to assist in performing security assessments.</p> <p>Download from the Rockwell Automation Literature Library, <a href="#">Configure System Security Features</a> (publication SECURE-UM001)</p> |
| System Security Design Guidelines                  | Provides guidance in these areas: <ul style="list-style-type: none"> <li>• System security</li> <li>• Networks and communications security</li> <li>• Control system hardening</li> <li>• User access management</li> <li>• Control system monitoring</li> <li>• Device disposal</li> </ul> <p>Download from the Rockwell Automation Literature Library, <a href="#">System Security Design Guidelines</a> (publication SECURE-RM001)</p>   |
| CIP Security Application Technique                 | Details how to implement CIP Security in production systems.<br>Download from the Rockwell Automation Literature Library, <a href="#">CIP Security Application Technique</a> (publication SECURE-AT001).  |

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You can view a full list of all open source software used in this product and their corresponding licenses by opening the oss\_license.txt file located in your product's OPENSOURCE folder on your hard drive. This file is divided into these sections:

- Components
  - Includes the name of the open source component, its version number, and the type of license.
- Copyright Text

Includes the name of the open source component, its version number, and the copyright declaration.

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Includes the name of the license, the list of open source components citing the license, and the terms of the license.

The default location of this file is:

C:\Program Files (x86)\Common Files\Rockwell\Help\<product name>\Release Notes\OPENSOURCE\oss\_licenses.txt.

You may obtain Corresponding Source code for open source packages included in this product from their respective project web site(s). Alternatively, you may 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.

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| Microsoft .NET Framework 4.8                   | Copyright Microsoft. All rights reserved.                   |
| VBA 7.1.11                                     | Copyright ©2018 Microsoft Corporation. All rights reserved. |

## FactoryTalk View ME system basics

This chapter describes:

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

### What is FactoryTalk View ME?

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 ME provides excellent graphics, runtime user management, language switching, and faster commissioning time through a common development environment.

FactoryTalk View ME 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 ME Station*. A traditional standalone 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 ME software package

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

| Software                           | Description  |
|------------------------------------|--|
| FactoryTalk Services Platform      | 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.<br>FactoryTalk Services Platform is installed automatically.   |
| FactoryTalk Administration Console | FactoryTalk Administration Console is a standalone tool for developing, managing, and securing multiple applications.  |
| FactoryTalk Diagnostics            | FactoryTalk Diagnostics collects and provides access to activity, status, warning, and error messages generated throughout a FactoryTalk system.   |
| FactoryTalk Activation Manager     | All FactoryTalk View software must be activated using FactoryTalk Activation Manager.<br>FactoryTalk Activation Manager is automatically installed when you install FactoryTalk View.  |
| FactoryTalk Linx                   | FactoryTalk Linx is a communication server built around FactoryTalk technology to assist in developing and running your FactoryTalk View ME applications.<br>For communications with Allen-Bradley local and remote devices, particularly with Studio 5000® controllers, FactoryTalk Linx is the recommended data communications software for FactoryTalk View applications. |
| FactoryTalk Updater Agent          | The FactoryTalk Updater utility assists management of installed Rockwell Automation software by announcing new versions and patch roll-ups.  |

### FactoryTalk View installation DVD

The FactoryTalk View installation DVD provides all the software that 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
- Standalone ME Transfer Utility
- Standalone FactoryTalk Linx Server
- Standalone FactoryTalk Directory server



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

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## Contact Rockwell Automation Technical Support

If you cannot find the answer to your question in the documentation or on the Internet, contact Rockwell Automation.

Customer Support Telephone – 1.888.382.1583 or 1.440.646.3434

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 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**.



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

This chapter describes:

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

## System requirements

FactoryTalk View ME 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

The following is a sample specification of computer hardware to run FactoryTalk View ME applications aligned with the hardware used in product development testing.

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

## Software requirements

The following operating systems are supported and recommended in FactoryTalk View ME:

- Windows Server® 2022 Standard (Recommended, CIS Benchmark)
- Windows Server 2022 Datacenter
- Windows Server 2019 Standard (Recommended, CIS Benchmark)
- Windows Server 2019 Datacenter
- Windows® 11 Enterprise (Recommended, CIS Benchmark)
- Windows 11 Professional
- Windows 11 IoT Enterprise LTSC 2024 (v24H2)
- Windows 10\* Enterprise 64-bit (Recommended, CIS Benchmark)
- Windows 10 Professional 64-bit
- Windows 10 Enterprise 2021 LTSC 64-bit (v21H2)
- Windows 10 Enterprise 2019 LTSC 64-bit (v1809)

\* For more information about the Windows 10 operating system support, see Known anomalies inherited from previous releases in *FactoryTalk View ME Release Notes*.

Rockwell Automation's software installation policy is based on the lifecycle information of Microsoft operating systems. If an operating system's lifecycle state is approaching the end, you may encounter a warning message when trying to install Rockwell Automation software on it.

| Microsoft lifecycle policy | Rockwell Automation installation warning policy   | Rockwell Automation installation prevention policy  |
|----------------------------|---|---|
| Fixed                      | Present a warning message during installation on Microsoft operating systems that are six months past Microsoft's mainstream date.    | Prevent installation on Microsoft operating systems that are six months past Microsoft's extended end date. |
| Modern                     | Present a warning message during installation on Microsoft operating systems that are 18 months ahead of Microsoft's retirement date. | Prevent installation on Microsoft operating systems that are six months past Microsoft's retirement date.   |

Rockwell Automation will provide a notice about the lifecycle information of the following operating systems.

## Chapter 2 Install, activate, and uninstall FactoryTalk View on a personal computer

| Operating system                                     | Microsoft lifecycle policy | Start date        | Mainstream date  | Extended end date | Retirement date  | Installation warning | Installation prevented |
|--|----------------------------|-------------------|------------------|-------------------|------------------|----------------------|------------------------|
| Windows Server 2019 Standard and Datacenter editions | Fixed                      | November 13, 2018 | January 9, 2024  | January 9, 2029   | None             | August 1, 2024       | August 1, 2029         |
| Windows Server 2016 Standard and Datacenter editions | Fixed                      | October 15, 2016  | January 11, 2022 | January 12, 2027  | None             | August 1, 2022       | August 1, 2027         |
| Windows 10 Enterprise and Professional editions      | Modern                     | July 29, 2015     | None             | None              | October 14, 2025 | May 1, 2024          | May 1, 2026            |

For the latest compatibility information, refer to the [Microsoft Lifecycle Policy](#) and [Product Compatibility and Download Center](#).

### Supported browsers

The following web browsers are supported for use with this release:

- Google® Chrome™ browser
- Microsoft® Edge™
- Mozilla® Firefox®

### Supported SQL Server

FactoryTalk View ME version 15.00.00 supports SQL Server 2022 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.

For the current version of RSNetWorx and Prior Incompatibility with Rockwell Automation Software Products, see Knowledgebase Document ID: [PN784 - Product Notice 2013-10-001 - RSNetWorx V11 and Prior Incompatibility with Rockwell Automation Software Products \(201310001\) \(RA Internal\)](#).

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 ME, 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 that you will install or update. 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.

## FactoryTalk View ME software installation

FactoryTalk View ME supports two installation methods:

- [Setup wizard installation on page 11](#)
- [Unattended or silent installation on page 12](#)

## 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 11](#)
- [Step 2: Read and accept license agreements on page 12](#)
- [Step 3: Start the installation on page 12](#)
- [Step 4: Finish the installation on page 12](#)

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

Follow the steps below to 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.

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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**.
4. On the **Welcome** page, select a **Machine Edition** software to be installed:
  - 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 12](#).
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 checkbox) indicates software that will be automatically installed as part of the selected application.
  - **Recommended** (selected checkbox) indicates software that Rockwell recommends for the application. You may decide to clear the checkbox so the software does not install.
  - **Optional** (clear checkbox) 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, and then click **Next**. 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**.

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10. Select the **Standard** or **Secure** FactoryTalk Directory type.
11. 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.

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## 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**. Use serial number and product key to complete the activation.
- To finish the installation without activation, select **Skip activation** and click **Next**. You can view the installation details, register to receive the latest product updates and patch notification, and install the latest version of Adobe® Acrobat® Reader®. Follow the on-screen instructions to complete the installation.

For continuous use of the installed software, you must activate the software. For more information about activation, see [About FactoryTalk Activation Manager on page 17](#).

After installing the software, you can repair, modify, or uninstall the software from the Setup wizard or Windows Control Panel. For more information about uninstalling the software, see [Uninstall FactoryTalk View ME software on page 17](#).

## 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").

| Parameter               | Description  |
|-------------------------|--|
| /?                      | Displays the usage options for installation parameters.  |
| /Q                      | <p>Silent Install, install runs in a quiet mode without any user interface.</p> <p>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.</p> <p>This parameter is required if /QS is not specified.</p>  |
| /QS                     | <p>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.</p> <p>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.</p> <p>This parameter is required if /Q is not specified.</p> |
| /IAcceptAllLicenseTerms | <p>Acknowledges acceptance of the license terms.</p> <p>This parameter is required for /Q or /QS parameters.</p>   |
| /AutoRestart            | <p>Automatically restarts the computer after the installation is complete. Used when a restart is required to complete the installation.</p> <p>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.</p>   |
| /Record                 | <p>Records the installation options chosen to a recording file.</p> <p>This parameter is optional.</p>   |
| /Playback               | <p>Plays back a recording file to specify the installation options.</p> <p>This parameter is optional.</p>   |
| /HMIFolder="value"      | <p>Specifies the folder to store the HMI projects.</p> <p>This parameter is optional. If you specify a folder that doesn't exist yet, it will create a folder for you.</p> <p>The larger the size of HMI projects, the longer it takes to set up the folder. Thus, if the size of HMI projects is large, we recommend that you use the HMI Projects Folder Path Config Utility to configure the new HMI projects folder after the installation.</p>  |
| /Repair                 | <p>Runs a repair operation on the installed products.</p> <p>This parameter is optional.</p>   |
| /Uninstall              | Uninstalls the product.  |
| /RemoveApp              | <p>Deletes the application files when uninstalling the product.</p> <p>This parameter is optional.</p>   |
| /SetupLanguage="value"  | <p>Specifies which language will be displayed during the install process.</p> <p>The value must be the one of the following:</p> <ul style="list-style-type: none"> <li>• ENU</li> <li>• CHS</li> <li>• DEU</li> <li>• ESP</li> <li>• FRA</li> <li>• ITA</li> </ul>  |

| Parameter             | Description   |
|-----------------------|---|
|                       | <ul style="list-style-type: none"> <li>• JPN</li> <li>• KOR</li> <li>• PTB</li> </ul> <p>This parameter is optional. If this parameter is not used, the default language is the current user or operating system user interface language.</p>   |
| /Product="value"      | <p>Specifies which sub-products will be installed.</p> <p>This parameter is required.</p> <p>For FactoryTalk View ME, the value must be one of the following:</p> <ul style="list-style-type: none"> <li>• Studio for Machine Edition</li> <li>• Machine Edition Station for Windows</li> <li>• Stand-alone ME Transfer Utility</li> </ul> <p>For FactoryTalk View SE, the value must be one of the following:</p> <ul style="list-style-type: none"> <li>• Studio Enterprise</li> <li>• Site Edition Server</li> <li>• Site Edition Client</li> <li>• Site Edition Station</li> <li>• FactoryTalk ViewPoint SE</li> <li>• Stand-alone FactoryTalk Linx Server</li> <li>• Stand-alone FactoryTalk Directory Server</li> </ul> |
| /InstallDrive="value" | <p>Specifies the installation drive.</p> <p>This parameter is optional. If this parameter is not used, the default install drive is C:.</p>   |
| /IgnoreWarning        | <p>Specifies that the setup ignores warnings and continues.</p> <p>This parameter is optional. If it is not specified, the setup exits when a warning occurs.</p>   |
| /SerialNumber="value" | <p>Specifies the serial number of the software being installed. This is used to activate the software during installation.</p> <p>This parameter is optional. If it is not specified, the software must be activated manually after installation if activation is required.</p> <p>Some software does not require activation. If activation is not required, this parameter is not available.</p>   |
| /ProductKey="value"   | <p>Specifies the product key used to get activation keys during installation.</p> <p>This parameter is optional. If it is not specified, the software must be activated manually after installation if activation is required.</p> <p>Some software does not require activation. If activation is not required, this parameter is not available.</p>  |
| /Version="value"      | <p>Specifies the version of the software to activate, which corresponds to the product version associated with the SerialNumber and ProductKey.</p> <p>This parameter is optional. If it is not specified, the installer will use the most recent product version available.</p> <p>Some software does not require activation. If activation is not required, this parameter is not available.</p>  |

## 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_INSTALL_USEREXIT  | 1602  | The installation was canceled 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 Code                     | Value | Description  |
|--------------------------------|-------|--|
| ERROR_SUCCESS_REBOOT_INITIATED | 1641  | The installer has initiated a restart. After restart, the 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 the computer for the installation to continue.  |
| ERROR_SUCCESS_NOT_APPLICABLE   | 3013  | The installation cannot proceed because the products are already installed.  |
| ERROR_SUCCESS_WARNING_REBOOT   | 3014  | The installation succeeded with warnings. Check the installation log file for details. To complete the installation, restart the computer. |

## 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: Installation commands

The following examples show how to use the installation commands.

- To install FactoryTalk View ME 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 13.00.00 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=13.00.00
```

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

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

## Installation summary

The Setup wizard does the following.

## Chapter 2 Install, activate, and uninstall FactoryTalk View on a personal computer

| Installs  | In   |
|---|--|
| Shared components for the FactoryTalk Services Platform   | \Program Files (x86)\Common Files\Rockwell               |
| FactoryTalk View Studio ME or FactoryTalk View ME Station | \Program Files (x86)\Rockwell Software\RSView Enterprise |
| Microsoft SQL Server 2019                                 | \Program Files (x86)\Microsoft SQL Server                |
| FactoryTalk Linx  | \Program Files (x86)\Rockwell Software\RSView Enterprise |

The Setup wizard also does the following.

| Adds a folder containing  | The folder is located in   |
|---|--|
| Bitmap image files that you can use on graphic objects                                  | \Users\Public\Public Documents\RSView Enterprise\Images          |
| Sample applications for FactoryTalk View Studio and stores applications that you create | \Users\Public\Public Documents\RSView Enterprise\ME\HMI projects |
| Graphic library component files and image files used on the library displays            | \Users\Public\Public Documents\RSView Enterprise\ME\Libraries    |

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

| Sample applications   | Descriptions   |
|-----------------------|--|
| BlockMachine Demo     | This complex application demonstrates the basic features of FactoryTalk View ME. 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 <b>\Users\Public\Documents\RSView Enterprise\ME\HMI projects\BlockMachine Demo\My Documents to the Document</b> folder on the terminal. |
| InstantFizz_ME        | 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.  |
| On_board Audit Demo   | This sample application demonstrates the audit trail feature and the function to export alarm, audit, and diagnostics information to CSV files.  |
| SMTP Email Demo       | This is a simple sample application that demonstrates 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.   |
| TerminalInfo DCX Demo | This simple sample application demonstrates the basic features of Terminal Info ActiveX control.   |
| User Mgmt Demo        | This sample application demonstrates how to manage user account security at runtime.   |

## Post-installation procedures

Once FactoryTalk View ME has been installed, there may be final setup steps that must be completed:

### Install Product Updates

For the latest Product Updates and Patches, refer to Knowledgebase Document IDs: [IN1983 - Firmware and Software Updates](#) and [QA56623 - Patch File Validator Utility](#), 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](#).

### Activate the FactoryTalk View software

For continuous use of FactoryTalk View ME 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.



Activation is not required for PanelView Plus 7, PanelView Plus 6, PanelView Plus, PanelView Plus Compact, and PanelView Plus CE terminals.

## Uninstall FactoryTalk View ME software

Uninstall FactoryTalk View ME 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 ME 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 ME, perform the uninstallation from Windows Control Panel.

## Activate the FactoryTalk View software

For continuous use of FactoryTalk View ME 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.

Activation is not required for PanelView Plus 7, PanelView Plus 6, PanelView Plus, PanelView Plus Compact, and PanelView Plus CE terminals.

## 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 that 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.

The following table lists the activation keys used by the FactoryTalk View ME products.



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

---

| <b>To activate this software product or component</b> | <b>Use this key</b> |
|---|---------------------|
| FactoryTalk View Studio for ME applications only      | RSVME.STUDIO        |
| FactoryTalk View ME Station, 500 displays             | RSVME.500           |
| FactoryTalk View ME Station, 250 displays             | RSVME.250           |
| FactoryTalk View ME Station, 75 displays              | RSVME.RUN           |
| FactoryTalk View ME Station, 30 displays              | RSVME.30            |
| FactoryTalk View ME Station 15 displays               | RSVME.15            |

## **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 in a Terminal Services session.

## 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

.NET Framework 3.5 is not included in the FactoryTalk View ME installation. If you are using a Windows computer, you need to install .NET Framework 3.5 manually.

#### To install .NET Framework 3.5

- If you have an Internet connection, install .NET Framework 3.5 via the Control Panel. Learn how at <http://msdn.microsoft.com/en-us/library/hh506443.aspx>.
- If you do not have an Internet connection, install .NET Framework 3.5 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 must 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>.

## 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, the 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.

### Set DCOM configuration for KEPServer Enterprise

In the following steps, KEPServer Enterprise 5.21 is used as an example. The steps also apply to earlier versions of KEPServer Enterprise.

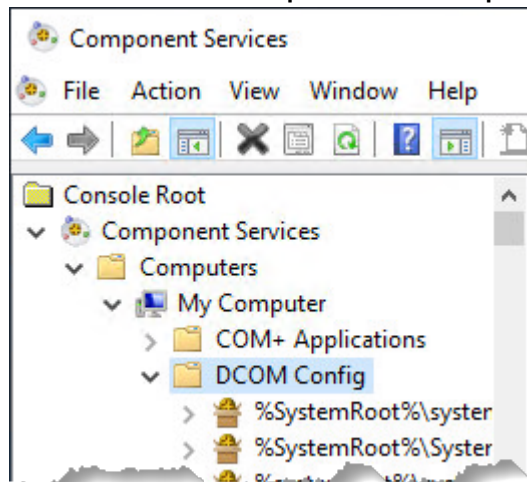
#### To set DCOM configuration for KEPServer Enterprise

1. Open Component Services.



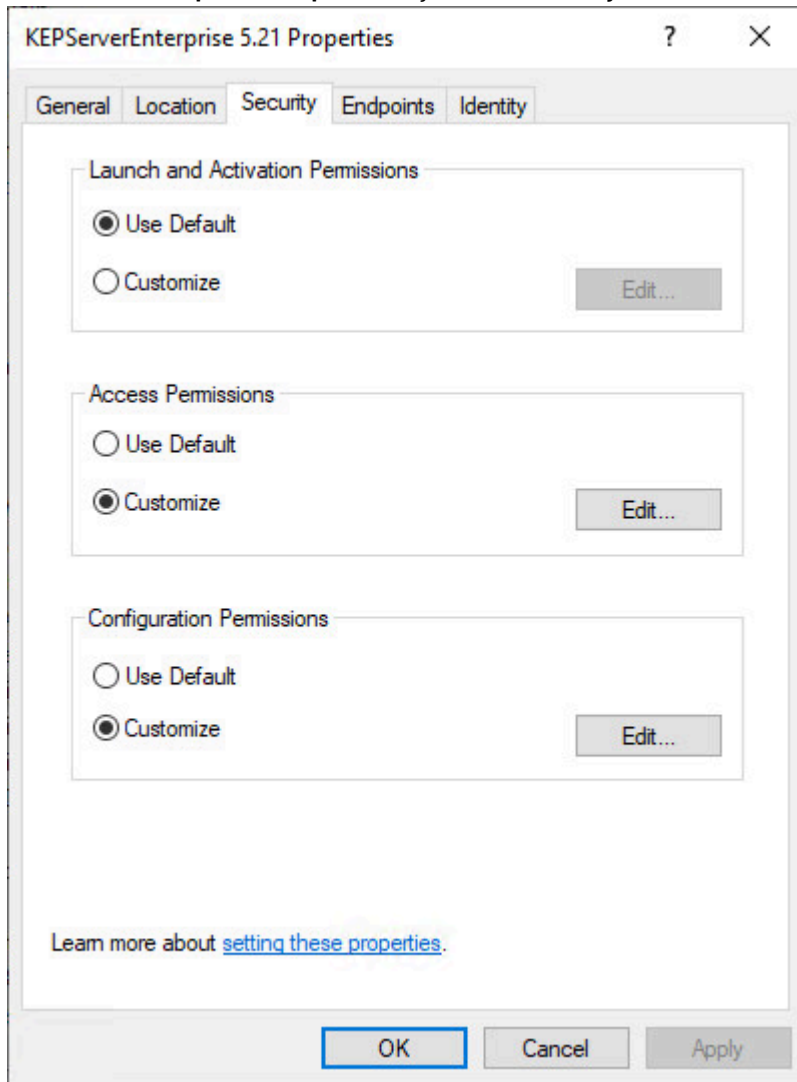
**Tip:** You can open Component Services from **Control Panel > Administrative Tools** or use the search box on the Windows **Start** menu or the taskbar. For more information about how to open Component Services, see Windows Help.

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

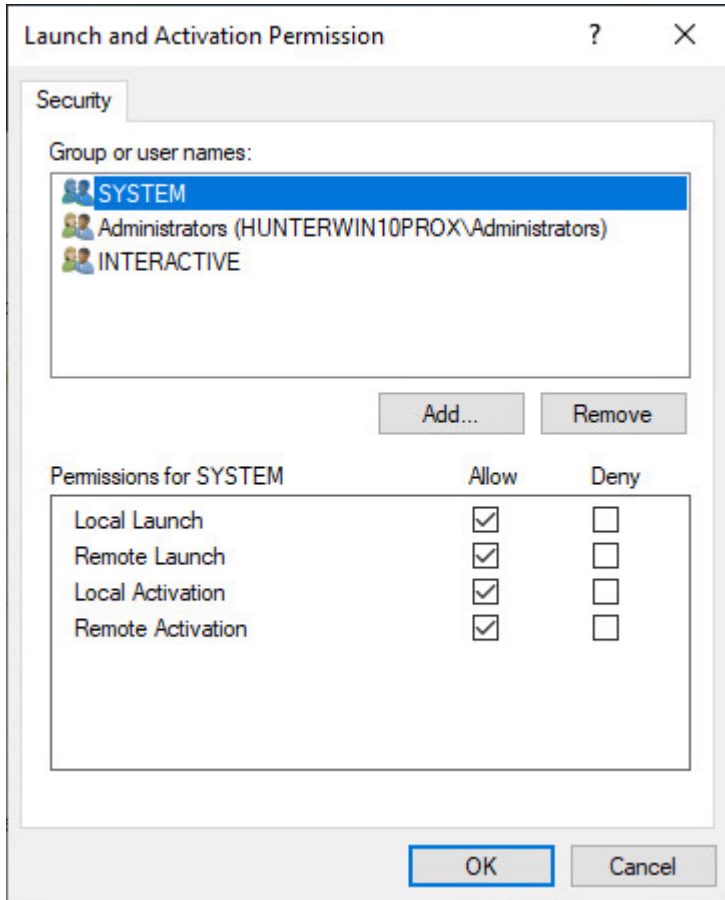


3. Under the **DCOM Config** node, right-click **KEPServiceEnterprise 5.21** and select **Properties**.

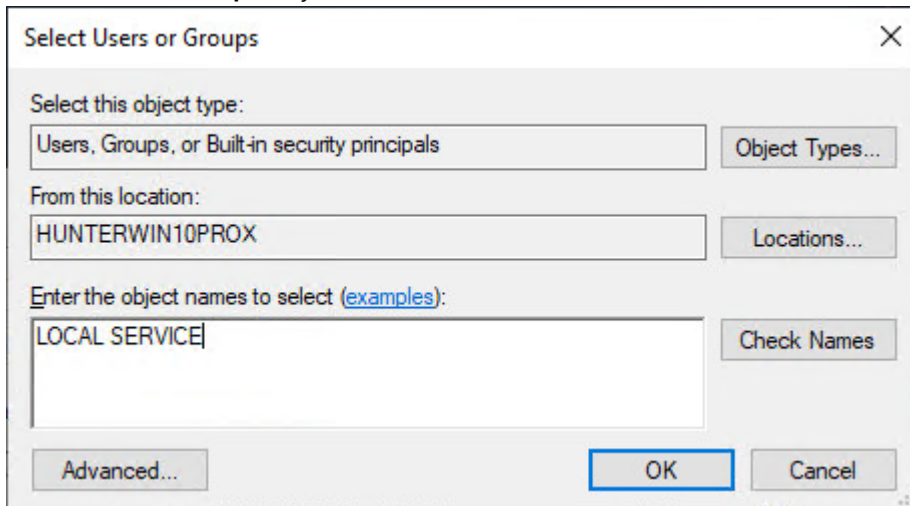
4. In the **KEPServerEnterprise 5.21 Properties** dialog box, click the **Security** tab.



5. In the **Launch and Activation Permissions** area, select **Customize** and click **Edit**. The **Launch and Activation Permission** dialog box opens.

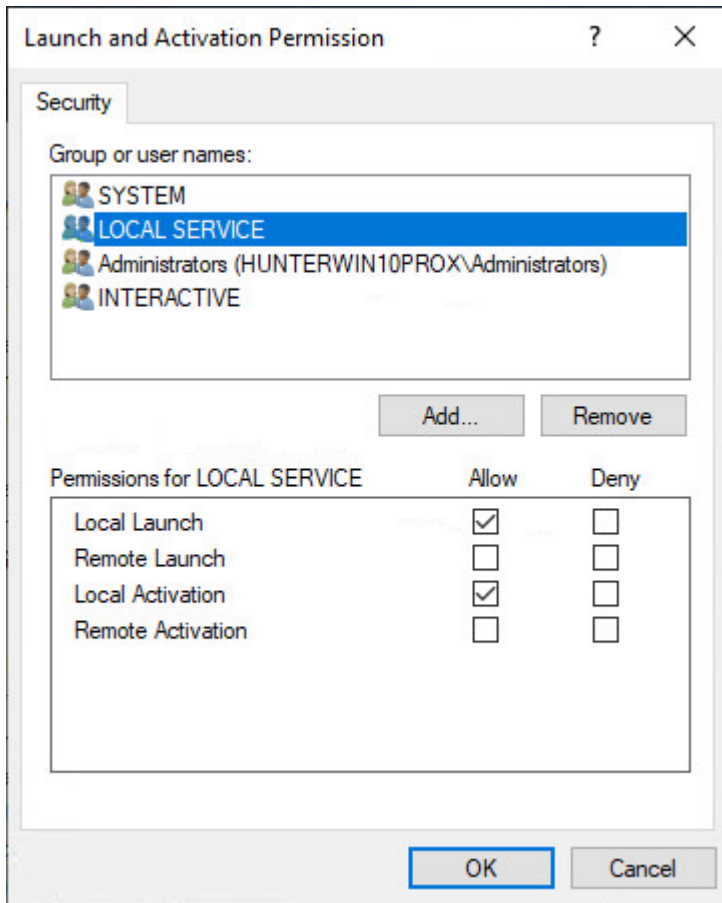


6. If **LOCAL SERVICE** is not in the **Group or user names** box, add **LOCAL SERVICE**.
  - a. Click **Add**.
  - b. In the **Select Users or Groups** dialog box, enter **LOCAL SERVICE**.



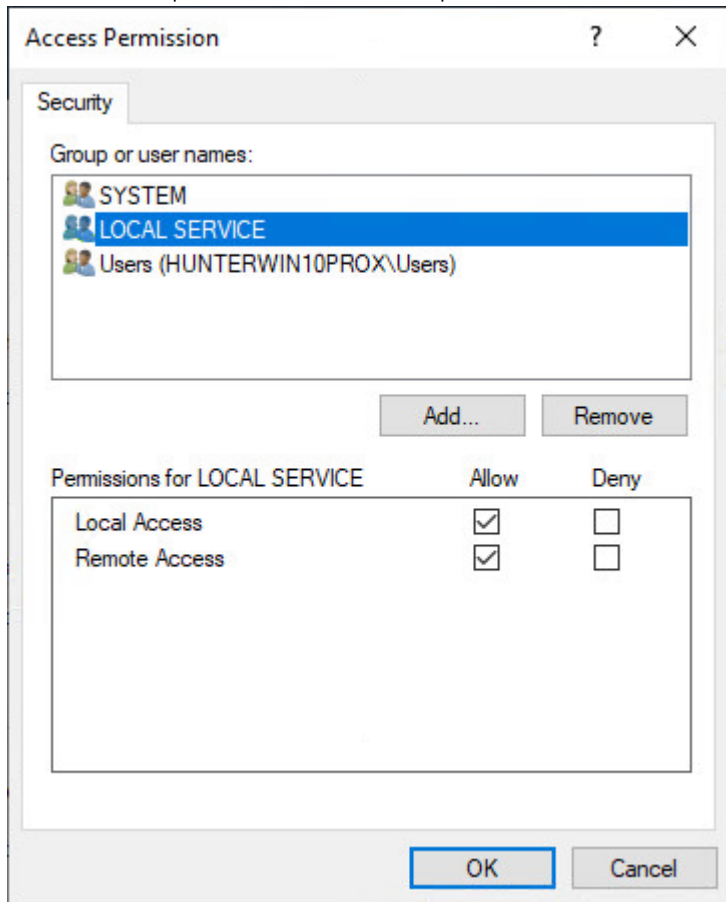
- c. Click **OK**.  
 LOCAL SERVICE shows in the **Group or user names** list.

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** checkboxes 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 **KEPServerEnterprise 5.21 Properties** dialog box.
12. Restart the computer to apply the changes.



## Constraints with using FactoryTalk View ME version 6.10.00 or later on a 64-bit Windows operating system

Different versions of FactoryTalk View ME use different databases.

| FactoryTalk View ME version         | Tag database                              |
|-------------------------------------|---|
| 6.0 and earlier                     | Watcom                                    |
| 6.10, 7.0, 8.0, 8.10, 8.20, and 9.0 | Microsoft SQL Server 2008 R2 Express      |
| 10.0, 11.0, and 12.0                | Microsoft SQL Server 2014 Express LocalDB |
| 13.0                                | Microsoft SQL Server 2019 Express LocalDB |
| 14.0 and later                      | Microsoft SQL Server 2022 Express LocalDB |

When installing FactoryTalk View ME version 6.10.00 or later:

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

Due to this difference, some constraints with using FactoryTalk View ME 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 or later in FactoryTalk View version 9.0 or earlier, see Knowledgebase Document ID: [QA48248](#) - [Create Runtime Application: Pop-up Regarding Version 9.00 and Earlier](#).

## 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.

| To create                | With MER Conversion to Development Setting | Use FactoryTalk View Studio v6.10 or later  |   |
|--------------------------|--|---|---|
|                          |  | Hosted on a 32-bit Windows OS   | Hosted on a 64-bit Windows OS   |
| MER v3.2 and v4.0        | Not Applicable                             | Using FactoryTalk View Studio v6.10, v7.0, v8.0, and v8.10, MER creation is allowed, but the <b>Conversion to Development</b> function is not available.<br>Using FactoryTalk View Studio v8.20 and later, MER creation is not allowed. |   |
| MER v5.0, v5.1, and v6.0 | Allow                                      | MER creation is allowed.  | MER creation is not allowed because the Watcom database is incompatible with the SQL Server database. |
|                          | Disallow                                   |   | MER creation is allowed.  |

MER v5.1 and earlier cannot be created in FactoryTalk View Studio v12.0 or later.

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

The following table introduces the constraints with running MER on desktop computers running 64-bit Windows operating systems.

**Appendix C Constraints with using FactoryTalk View ME version 6.10.00 or later on a 64-bit Windows operating system**

| To run                   | Created with  | With MER Conversion to Development Setting            | Use FactoryTalk View ME Station v6.10 or later on desktop computers  |                           | Use FactoryTalk View ME Station v6.0 or earlier on desktop computers |
|--------------------------|---|---|--|---------------------------|--|
|                          |   |   | Running 32-bit Windows OS  | Running 64-bit Windows OS | Running 32-bit Windows OS  |
| MER v3.2 and v4.0        | FactoryTalk View Studio v6.10, v7.0, v8.0, or v8.10 hosted on a 32-bit Windows OS | v3.2 and v4.0 MER files do not support this function. | Runtime compatible   | Runtime compatible        | Runtime compatible   |
|                          | FactoryTalk View Studio v6.10, v7.0, v8.0, or v8.10 hosted on a 64-bit Windows OS |   |  |                           | Incompatible   |
| MER v5.0, v5.1, and v6.0 | FactoryTalk View Studio v6.10 or later hosted on a 32-bit Windows OS              | Allow   | Runtime compatible   | Runtime compatible        | Runtime compatible   |
|                          |   | Disallow  |  |                           |  |
|                          | FactoryTalk View Studio v6.10 or later hosted on a 64-bit Windows OS              | Allow   | Creation of earlier versions of MER allowing restoration is not possible because the Watcom database is incompatible with the SQL Server database. |                           |  |
|                          |   | Disallow  | Runtime compatible   | Runtime compatible        | Incompatible   |

## Data Execution Prevention Support

Data Execution Prevention (DEP) is a security feature that hardware and software support, and is intended to help 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 closed. 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 Knowledgebase article at <https://docs.microsoft.com/en-us/troubleshoot/windows-client/performance/determine-hardware-dep-available>.

### DEP settings supported by Rockwell Software products

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

| DEP Setting | Description   | Supported by Rockwell Automation software products |
|-------------|---|--|
| AlwaysOn    | Full DEP protection for the entire system, including all applications and components.   | No   |
| OptIn       | DEP-enabled only for Windows system components and for applications that explicitly opt in. This is the default setting for Windows 11 and Windows 10.<br>Rockwell Automation recommends that you use this setting.           | Yes  |
| OptOut      | DEP-enabled for all processes except those that explicitly opt out. This is the default setting for Windows Server 2019.  | Yes  |
| AlwaysOff   | DEP protection is disabled for the entire system, including all applications and components.<br>Rockwell Automation does not recommend using this setting because it will make your system more vulnerable to malicious code. | Yes  |

### Change DEP settings

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

#### To change the DEP settings

1. Select **Control Panel > System and Maintenance > System > Advanced system settings > Performance Settings > Data Execution Prevention**.
  - 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 the **OptOut** setting.
2. Restart the computer for the DEP setting changes to take effect.

# Rockwell Automation Support

Use these resources to access support information.

|  |  |  |
|--|--|--|
| Technical Support Center                         | Find help with how-to videos, FAQs, chat, user forums, and product notification updates.                   | <a href="http://rok.auto/support">rok.auto/support</a>             |
| Knowledgebase                                    | Access Knowledgebase articles.   | <a href="http://rok.auto/knowledgebase">rok.auto/knowledgebase</a> |
| Local Technical Support Phone Numbers            | Locate the telephone number for your country.  | <a href="http://rok.auto/phonesupport">rok.auto/phonesupport</a>   |
| Literature Library                               | Find installation instructions, manuals, brochures, and technical data publications.                       | <a href="http://rok.auto/literature">rok.auto/literature</a>       |
| Product Compatibility and Download Center (PCDC) | Get help determining how products interact, check features and capabilities, and find associated firmware. | <a href="http://rok.auto/pcdc">rok.auto/pcdc</a>                   |

## Documentation feedback

Your comments help us serve your documentation needs better. If you have any suggestions on how to improve our content, complete the form at [rok.auto/docfeedback](http://rok.auto/docfeedback).





## Waste Electrical and Electronic Equipment (WEEE)



At the end of life, this equipment should be collected separately from any unsorted municipal waste.

Rockwell Automation maintains current product environmental information on its website at [rok.auto/pec](http://rok.auto/pec).

Rockwell Otomasyon Ticaret A.Ş. Kar Plaza İş Merkezi E Blok Kat:6 34752 İçerenköy, İstanbul, Tel: +90 (216) 5698400 EEE Yönetmeliğine Uygundur

Connect with us.    

**rockwellautomation.com** — expanding **human possibility**™

AMERICAS: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000, Fax: (1) 414.382.4444

EUROPE/MIDDLE EAST/AFRICA: Rockwell Automation NV, Pegasus Park, De Kleetlaan 12a, 1831 Diegem, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640

ASIA PACIFIC: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846