Installation Instructions

Original Instructions

FactoryTalk View Machine Edition Installation 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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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: • On the FactoryTalk View installation DVD • From the **Help** menu in FactoryTalk View Studio • From the Rockwell Automation® Literature Library (publication VIEWME-IN003)
FactoryTalk View ME User's Guide	Provides comprehensive information about designing and developing FactoryTalk View ME applications. Available in PDF format: • On the FactoryTalk View installation DVD • From the **Help** menu in FactoryTalk View Studio • From the Rockwell Automation Literature Library (publication VIEWME-UM004)
Release Notes	Provides the latest information about updates and program features. Available in HTML format: • On the FactoryTalk View installation DVD • On the installation **Welcome** page • From the **Help** menu in FactoryTalk View Studio • From the Rockwell Automation Product Compatibility and Download Center
Help	Provides procedures and reference information. Available in HTML format: • From the **Help** menu in FactoryTalk View Studio • From editors and dialog boxes used to develop FactoryTalk View ME applications.
MobileView Tethered Operator Terminal User Manual	Describes how to install and operate the MobileView™ Tethered Operator terminal. Download from the Rockwell Automation Literature Library, MobileView Tethered Operator Terminal User Manual (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. Download from the Rockwell Automation Literature Library, PanelView Plus 7 Standard Terminals User Manual (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. Download from the Rockwell Automation Literature Library, [PanelView Plus 7 Performance Terminals User Manual](#) (publication 2711P-UM008)
PanelView Plus 6 Terminals User Manual	Describes how to install, configure, and use FactoryTalk View ME on PanelView Plus 6 terminals. Download from the Rockwell Automation Literature Library, [PanelView Plus 6 Terminals User Manual](#) (publication 2711P-UM006)
Configure System Security Features	Provides configuration instructions in these areas: • Infrastructure components • FactoryTalk components • FactoryTalk Security policies • FactoryTalk AssetCentre features Additionally security checklists are included to assist in performing security assessments. Download from the Rockwell Automation Literature Library, [Configure System Security Features](#) (publication SECURE-UM001)
System Security Design Guidelines	Provides guidance in these areas: • System security • Networks and communications security • Control system hardening • User access management • Control system monitoring • Device disposal Download from the Rockwell Automation Literature Library, [System Security Design Guidelines](#) (publication SECURE-RM001)
CIP Security Application Technique	Details how to implement CIP Security in production systems. Download from the Rockwell Automation Literature Library, [CIP Security Application Technique](#) (publication SECURE-AT001).

Legal Notices

Rockwell Automation publishes legal notices, such as privacy policies, license agreements, trademark disclosures, and other terms and conditions on the [Legal Notices](#) page of the Rockwell Automation website.

End User License Agreement (EULA)

You can view the Rockwell Automation End User License Agreement (EULA) by opening the license.rtf file located in your product's install folder on your hard drive.

The default location of this file is:

C:\Program Files (x86)\Common Files\Rockwell\license.rtf.

Open Source Software Licenses

The software included in this product contains copyrighted software that is licensed under one or more open source licenses.

You can view a full list of all open source software used in this product and their corresponding licenses by opening the index.html file located your product's OPENSOURCE folder on your hard drive.

The default location of this file is:

C:\Program Files (x86)\Common Files\Rockwell\Help*<product name>*\Release Notes\OPENSOURCE\index.htm

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.

Commercial Software Licenses

This software also includes these commercially licensed software components:

Component	Copyright
Symbol Factory 3.0 License	Copyright Software Toolbox, Inc. 1996-2020
Stingray 12.2 License	Copyright 2017, Rogue Wave Software, Inc.
Farpoint Datagrid 3.0.0 License	Portions Copyright © GrapeCity, Inc. 1987-2018.
BCGControlBar Pro for MFC 30.0 License	Copyright 1998 - 2020 BCGSoft CO Ltd.

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 superior graphics, run-time 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 stand-alone HMI solution that provides an integrated operator interface that runs the same HMI application on PanelView Plus 7, PanelView Plus 6, MobileView terminal, Rockwell Automation Industrial Computers, or other industrial PC.

FactoryTalk View 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. FactoryTalk Services Platform is installed automatically.
FactoryTalk Administration Console	FactoryTalk Administration Console is a stand-alone 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.

Software	Description
FactoryTalk Activation Manager	All FactoryTalk View software must be activated using FactoryTalk Activation Manager. 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. For communications with Allen-Bradley local and remote devices, particularly with Logix 5000™ controllers, FactoryTalk Linx is the recommended data communications software for FactoryTalk View applications.
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 you need to develop and run local applications confined to a single computer, or distributed control systems that involve several computers, connected over a network.

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

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

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

Contact Rockwell Automation Technical Support

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

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 or RSLinx Classic version number
- The type of hardware you are using

- The names of other Rockwell Automation products installed on the computer
- The exact wording of any messages shown on the computer
- A description of what happened and what you were doing when the problem occurred
- A description of how you tried to solve the problem

To view the list of installed add-ons and updates

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

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

FactoryTalk View ME has been tested on the following operating systems:

- Windows® 10 Enterprise* (64-bit)
- Windows 10 Professional* (64-bit)

   See the *Windows Lifecycle FAQ* and *Windows as a Service (WaaS)* topics on the Microsoft® Website for details regarding servicing requirements and other important information.

- Windows 10 Semi-Annual Channel v1803, v1809, v1903, v1909, and v2004

   Windows 10 Semi-Annual Channel is governed by the Microsoft *Modern Lifecycle Policy*. Refer to the Microsoft Website for details.

- Windows 10 IoT Enterprise 2016 Long-Term Servicing Channel (LTSC)

   Windows 10 LTSC is governed by the Microsoft *Fixed Lifecycle Policy*. Refer to the Microsoft Website for details.

- Windows 10 IoT Enterprise 2016 Long-Term Servicing Branch (LTSB) Embedded**

- Windows 10 IoT Enterprise 2019 LTSC
- 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)
- Windows Server 2019 Datacenter LTSC (64-bit)
- Windows Server 2019 Standard LTSC (64-bit)

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

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

Supported browsers

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

- Google® Chrome™ browser
- Internet Explorer® 11
- Mozilla® Firefox®

Supported SQL Server

FactoryTalk View ME version 12.00.00 supports SQL Server 2014 Express LocalDB as HMI tag databases.

RSNetWorx compatibility requirements

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

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 you will be installing or updating. Serial numbers are generally on the original packaging of the installation media.
- Schedule downtime for the system if you are upgrading operating applications or replacing computers during the installation.

Install FactoryTalk View ME software

FactoryTalk View ME supports two installation methods:

- Setup wizard installation
- Unattended or silent installation

Setup wizard installation

The Setup wizard installation process includes the following steps:

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

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

   > Tip: If the installation does not start automatically, double-click **D:\Setup.exe**, where **D:** is the drive containing the DVD.

3. If Microsoft .NET Framework 4.0 or later is not installed on your computer, the **Microsoft .NET Framework Setup** dialog box shows. Click **Install**.
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 16.
7. To select which components to install, click **Customize**.
8. On the **Customize** page, select the components. There may be three options shown:

   - **Mandatory** (grayed-out and selected check box) indicates software that will be automatically installed as part of the selected application.
   - **Recommended** (selected check box) indicates software that Rockwell recommends for the application. You may decide to clear the check box so the software does not install.
   - **Optional** (clear check box) indicates software that you may wish to include depending on your system. Select the box to include the software during installation.

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

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

10. Click **Install**.

Step 2: Read and accept license agreements

End-user license agreements (EULA) spell out your rights and responsibilities. Depending on the components being installed, there may be more than one license agreement on this page. The individual license agreements are listed above the text box.

Some software products may be delivered or made available only after you agree to the terms and conditions of each of the license agreements.

1. On the **End User License Agreements** page, select each agreement and read the agreement carefully.
2. When all license agreements have been read, click **Accept All**.

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

Step 3: Start the installation

After accepting the license agreements, the Setup wizard automatically installs all the Rockwell Software applications selected previously. Installation is automatic and does not require any input.

Step 4: Finish the installation

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

- To proceed directly to activate the installed software, select **Activate your software** and click **Next**. 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 22.

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 24.

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	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.
/IAcceptAllLicenseTerms	Acknowledges acceptance of the license terms. This parameter is required for /Q or /QS parameters.

Parameter	Description
/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.
/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 displayed during install process.
	The value must be the one of the following:
	• 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.
/Product="*value*"	Specifies which sub-products will be installed.
	This parameter is required.
	For FactoryTalk View ME, the value must be one of the following:
	• Studio for Machine Edition
	• Machine Edition Station for Windows
	• Stand-alone ME Transfer Utility
	For FactoryTalk View SE, the value must be one of the following:
	• Studio Enterprise
	• Site Edition Server
	• Site Edition Client
	• Site Edition Station
	• FactoryTalk ViewPoint SE
	• Stand-alone FactoryTalk Linx Server
	• Stand-alone FactoryTalk Directory Server

Parameter	Description
/ProductLanguage="*value*"	Specifies the language version of the software being installed. The value must be one of the following: • ENU • CHS • DEU • FRA • JPN This parameter is optional. If this parameter is not used, the default language is the same as the setup language. If the software does not support multiple languages, this parameter is not available.
/InstallDrive="value"	Specifies the installation drive. This parameter is optional. If this parameter is not used, the default install drive is C:.
/IgnoreWarning	Specifies that the setup ignores warnings and continues. This parameter is optional. If it is not specified, the setup exits when a warning occurs.
/SerialNumber="*value*"	Specifies the serial number of the software being installed. This is used to activate the software during installation. This parameter is optional. If it is not specified the software must be activated manually after installation if activation is required. Some software does not require activation. If activation is not required, this parameter is not available.
/ProductKey="*value*"	Specifies the product key used to get activation keys during installation. This parameter is optional. If it is not specified, the software must be activated manually after installation if activation is required. Some software does not require activation. If activation is not required, this parameter is not available.
/Version="*value*"	Specifies the version of the software to activate which corresponds to the product version associated with the SerialNumber and ProductKey. This parameter is optional. If it is not specified the installer will use the most recent product version available. Some software does not require activation. If activation is not required this parameter is not available.

Error codes

The following table identifies the error codes that can be returned by an installation.

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 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 Code	Value	Description
ERROR_SUCCESS_NOT_APPLICABLE	3013	The installation cannot proceed because the products are already installed.

Perform unattended or silent installation

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

To perform unattended or silent installation

1. Close all Windows programs.
2. Open the **Command Prompt** window.
3. In the **Command Prompt** window, navigate to *D:*, where *D:* is the drive containing the FactoryTalk View installation DVD.

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

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

4. Type a command with the following syntax:

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

5. Press **Enter**.

Examples

The following examples show how to use the installation commands.

- To install FactoryTalk View 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 12.00.00 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=12.00.00
   ```

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

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

Installation summary

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

Installs	In
Shared components for the FactoryTalk Services Platform	**\Program Files\Common Files\Rockwell**
FactoryTalk View Studio ME or FactoryTalk View ME Station	**\Program Files\Rockwell Software\RSView Enterprise**
Microsoft SQL Server 2014	**\Program Files\Microsoft SQL Server**
FactoryTalk Linx	**\Program Files\Rockwell Software\RSLinx Enterprise**
(Optional) RSLinx Classic	**\Program Files\Rockwell Software\RSLinx**

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

The Setup wizard also does the following.

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**
(Optional) graphic displays, global object displays, and image files used for controller instruction faceplates	**\Users\Public\Public Documents\RSView Enterprise\ME\Faceplates**

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 **\Users\Public\Documents\RSView Enterprise\ME\HMI projects\BlockMachine Demo\My Documents** to the **Document** folder in 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.
Objects 5 Screen Demo	This sample application is only available in 640 x 480 resolution.
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 demonstrating the basic features of EmailSender ActiveX Control. It includes its own RSLogix 5000 or Logix Designer file (*.acd) that can be loaded on either ControlLogix or SoftLogix processors to animate the project.
TerminalInfo OCX 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 run time.

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.

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.

What happens if FactoryTalk View is not activated

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

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

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

Borrow activations for development computers

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

Activation keys for FactoryTalk View software components

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

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

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

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

To activate this software product or component	Use this key
FactoryTalk View Studio for ME applications only	RSVME.STUDIO
FactoryTalk View ME Station, 500 displays	RSVME.500
FactoryTalk View ME Station (local applications), 250 displays	RSVME.250
FactoryTalk View ME Station, 75 displays	RSVME.RUN
FactoryTalk View ME Station, 25 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.

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.

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 Windows 10, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, or Windows Server 2019 operating system, you need install .NET Framework 3.5 manually.

To install .NET Framework 3.5

- If you have an Internet connection, install .NET Framework 3.5 via 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 need to specify this location according to the path to your Windows installation DVD. In this example, the location is **E:\sources\sxs**.

When the installation completes, a message shows in the **Command Prompt** window: "The operation completed successfully."

For more information about installing .NET 3.5, visit http://support.microsoft.com/kb/2734782.

KEPServer Enterprise

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

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

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.
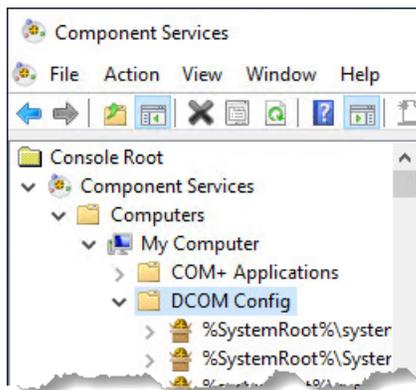
To set DCOM configuration for KEPServer Enterprise
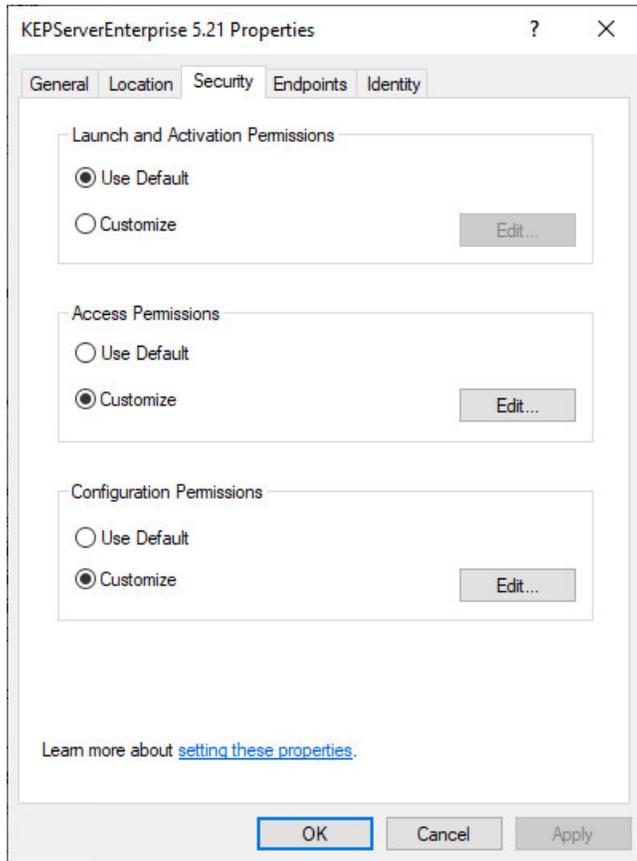
1. Open Component Services.

   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**.
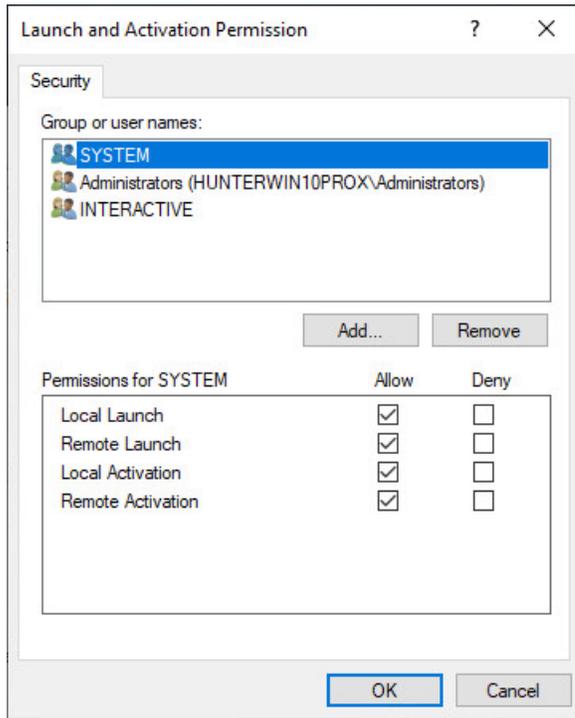

3. Under the **DCOM Config** node, right-click **KEPServiceEnterprise 5.21** and select **Properties**.
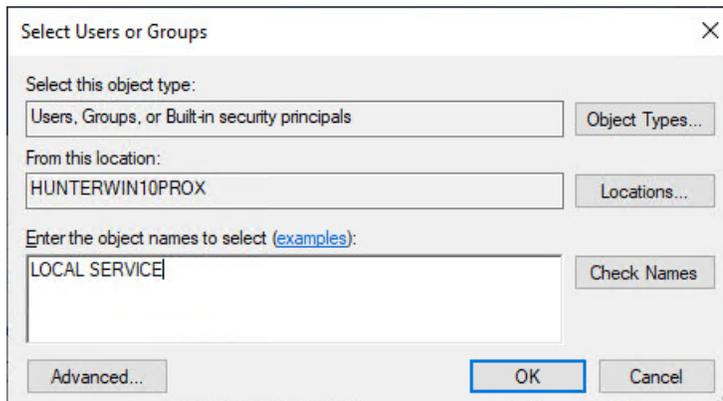
4. In the **KEPServerEnterprise 5.21 Properties** dialog box, click the **Security** tab.

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**.

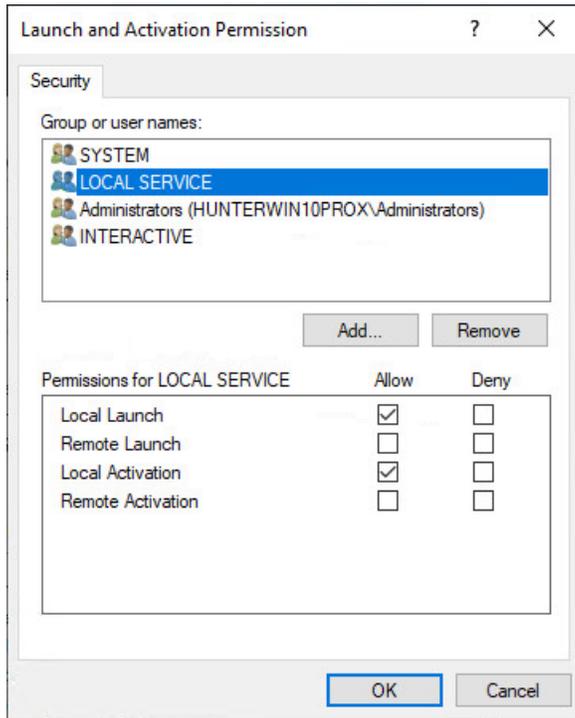   b. In the **Select Users or Groups** dialog box, enter **LOCAL SERVICE**.

   c. Click **OK**.

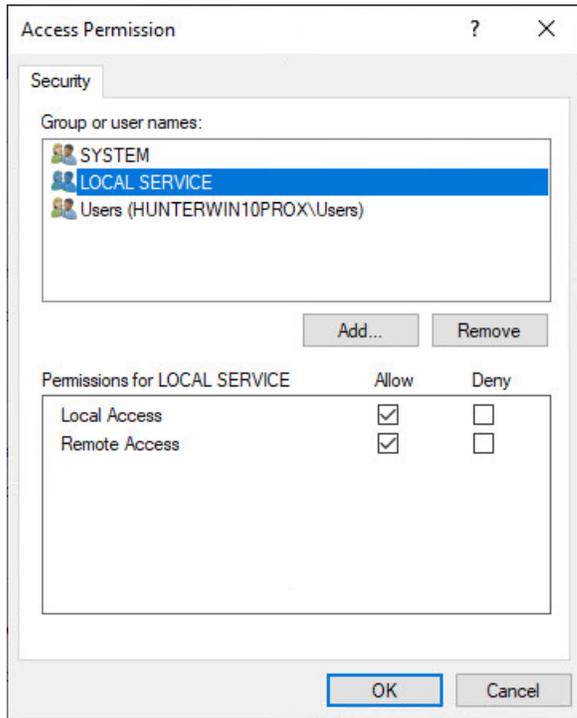   LOCAL SERVICE shows in the **Group or user names** list.

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** check boxes for **Local Launch** and **Local Activation**.

c. Click **OK**.

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

9. If **LOCAL SERVICE** is not in the **Group or user names** box, add **LOCAL SERVICE**. For detailed instruction, see step 6.

10. Allow **Local Access** permission and **Remote Access** permission for LOCAL SERVICE. For detailed instruction, see step 7.

11. Click **OK** to close the **KEPServerEnterprise 5.21 Properties** dialog box.
12. Restart the computer to apply the changes.

Constraints when using FactoryTalk View version 6.10.00 or later

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

When installing FactoryTalk View ME version 6.10.00 or later:

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

Due to this difference, some constraints with using FactoryTalk View 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 **Conversion to Development** function is not available. 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 Watcom database is incompatible with 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.

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 Watcom database is incompatible with SQL Server database.		
		Disallow	Runtime compatible	Runtime compatible	Incompatible

Data Execution Prevention Support

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

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

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

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

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

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 10. Rockwell Automation recommends that you use this settings.	Yes
OptOut	DEP-enabled for all processes except those that explicitly opt out. This is the default setting for Windows Server 2019, Windows Server 2016, and Windows Server 2012.	Yes
AlwaysOff	DEP protection is disabled for the entire system, including all applications and components. Rockwell Automation does not recommend using this setting because it will make your system more vulnerable to malicious code.	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 **OptOut** setting.

2. Reboot 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.	rok.auto/support
Knowledgebase	Access Knowledgebase articles.	rok.auto/knowledgebase
Local Technical Support Phone Numbers	Locate the telephone number for your country.	rok.auto/phonesupport
Literature Library	Find installation instructions, manuals, brochures, and technical data publications.	rok.auto/literature
Product Compatibility and Download Center (PCDC)	Get help determining how products interact, check features and capabilities, and find associated firmware.	rok.auto/pcdc

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.

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.