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FactoryTalk[®]

FREQUENTLY ASKED QUESTIONS



FactoryTalk[®] Activation
FT00-FA001C-EN-E

FREQUENTLY ASKED QUESTIONS

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General Questions

Rockwell Software products no longer ship with a physical master disk for activating software. Instead, these software products use activation files generated by Rockwell Automation and distributed over the Internet. All products use the new electronic process, called FactoryTalk® Activation. To know which type of activation to use, check the Activation Certificate document enclosed with your software CD.

What is the state of FactoryTalk Activation?

FactoryTalk Activation is being phased in for existing products over the next year. All products will support FactoryTalk Activation as of the CPR 9 system release.

How long will master disk activation be supported?

Existing products will continue to support master disk activation until the CPR 10 system release (with the exception of FactoryTalk Batch—formerly RSBizWare Batch—which supported only FactoryTalk Activation as of CPR 7). New products will not support master disk activation.

Why move to FactoryTalk Activation?

FactoryTalk Activation supplies increased security, deployment and activation flexibility, and decreased maintenance costs. FactoryTalk Activation is much more secure than master disk activation and helps protect against theft or pirated copies. FactoryTalk Activation more easily supports multiple workstation environments and capacity-based activation than master disk activation. Additionally, many newly purchased computers lack floppy disk drives.

What is an activation file?

An activation file is a digitally signed, plain-text file that activates a software product and locks the activation to your computer's hard disk, Ethernet card, or a dongle. The contents of an activation file are protected by a signature, generated by Rockwell Automation, which is based on machine-specific information that you provide when installing the software.

What is a Host ID?

A Host ID is an internal code that uniquely identifies a hardware device. FactoryTalk Activation uses the Host ID to lock each software activation file to a specific hardware device on a computer.

To prevent activations from failing unexpectedly at runtime, do not lock activations to virtual network adapters, such as those used for virtual private networks (VPN) or virtual machines. Instead, lock activations to the Host IDs of fixed devices such as hardware network adapters or hard disk serial numbers. If you need help determining which network adapters are virtual adapters, contact your Information Technology department.

What hardware devices can be used as Host IDs?

Network card MAC addresses, hard-drive serial numbers, and a special USB dongle (9509-USBDONG). A standard USB drive cannot be used. The special USB dongle contains only a unique serial number and has no user-addressable memory.

What activation modes are available with FactoryTalk Activation?

Node-locked (including local and mobile) and concurrent (including floating and borrowed). See below for details.

What is a node-locked activation?

A node-locked activation file locks the software activation to a computer using the Host ID. Node-locked activation can be either local or mobile. See the next two questions below.

Not all products support node-locked activation.

What is a local node-locked activation?

A local node-locked activation is locked to a specific, single computer. A node-locked activation can only be used to run a product on the computer to which it is locked. If the activation file is copied to another computer, the software will not run on that other computer. Moving the activation to another computer requires the Host ID to be changed (rehosted) via the Rockwell Software Activation Web site or a call to Technical Support.

Not all products support node-locked activation.

What is a mobile node-locked activation?

A mobile node-locked activation is locked to the Host ID of a hardware dongle rather than to computer-specific hardware. FactoryTalk Activation supports a USB dongle that provides the ability to use the same activation file on a number of computers. The activation file must be copied to each computer that will use the software product. Only the computer with the dongle attached can operate the software.

Not all products support node-locked activation.

What is a concurrent activation?

A concurrent activation locks the software activation to an activation server computer. The activation server manages a pool of activations and shares them with client computers over a network connection. Client computers must be configured to search for activations on the activation server. An activation file is not required on each client computer. Concurrent activations can be either floating or borrowed. See the next two questions below.

You can use a dongle for the Host ID for concurrent activation. Only the computer with the dongle attached can serve the activations.

What is a floating concurrent activation?

Floating activations are automatically checked out to a client computer when the client runs software that requires activation. The activations are automatically checked back in to the activation server when the client shuts down the software or loses its network connection. Floating activations require a continuous network connection.

What is a borrowed concurrent activation?

Borrowed activations are also retrieved from a pool of available activations on an activation server; however, borrowed activations expire after a specified amount of time. Once a borrowed activation is checked out to a particular computer, the computer can disconnect from the network. The activation remains active on the client computer until it is manually returned to the activation server or automatically returned when the borrow time expires. The user specifies the expiration time when borrowing the activation. Most products come with a maximum borrow time of 90 days. Your system administrator can, however, further restrict the borrowing time limit by editing the End User Options File.

Not all products support borrowed activation.

Functional Questions

How will activation delivery change?

We will no longer ship activations on 3.5" master diskettes. Instead, we will deliver activations electronically using the Internet. If an Internet connection is not available, we can deliver activation file information by email, telephone, fax, or standard mail.

What do I need to activate my software electronically?

To activate new software electronically, you will need:

- A computer with an **Internet connection and web browser** at their site (or email, telephone, or fax capability).
- **FactoryTalk Activation software** (The FactoryTalk Activation Server and Client are included on the software product CD. The Activation Server software may be on a separate CD.)
- The software **Serial Number** and **Product Key** (printed on the Activation Certificate document, enclosed in a red envelope included with the software media).

What if activation is required on many computers without Internet access?

If multiple computers in your facility lack Internet access, the FactoryTalk Activation Transfer Tool can collect Host IDs from all of those computers. You can then use the FactoryTalk Activation Wizard to download activation files for all of the Host IDs on any computer with Internet access. Finally, using the FactoryTalk Activation Transfer Tool, activation files can be copied to the computers where the activations are needed.

For example, suppose you want to install node-locked activation files on several stand-alone computers on a factory floor, but Internet access is not available from the stand-alone computers. You would:

1. Install the new software product.
2. On one of the stand-alone computers, install the FactoryTalk Activation software and run the **FactoryTalk Activation Tool**. Click the **Settings** tab, and then click the **Create Transfer Tool** button. Save the FactoryTalk Activation Transfer Tool to a removable medium such as a 3.5" floppy disk or USB drive.
3. Run the **FactoryTalk Activation Transfer Tool** by double-clicking the file *FTActTrans.exe* in the folder where you created the FactoryTalk Activation Transfer Tool. Use the **Host ID** tab to record the Host ID of the computer and then remove the floppy disk or USB drive.
4. Connect the removable medium to the next stand-alone computer, and repeat Steps 1-3.
5. Connect the removable medium to the computer with Internet access, and then run the FactoryTalk Activation Tool. On the **Get Activations** tab, click the **Open Activation Wizard** button.
6. In the FactoryTalk Activation Wizard, select **Use Expert Interface to activate multiple products**, and then click **Next**.
7. Click the **Import** button to import the Host IDs from the removable media, and then follow the instructions to download all of the activations you need.
8. Use Windows Explorer to copy the downloaded activation files to the removable medium.
9. Connect the removable medium to each of the stand-alone computers, and then use the FactoryTalk Activation Transfer Tool to copy the activation files to each computer. The FactoryTalk Activation Transfer Tool automatically selects the activation files that belong on each computer.

The FactoryTalk Activation Transfer Tool copies the activation files to the default activations directory: c:\Program Files\Common Files\Rockwell\Activations (or another directory of your choosing).

After copying the activation file, the new software will activate when it is run on the stand-alone computer.

Is an Internet connection required to start products?

No. Once product activations have been retrieved (either via Web, email, fax or phone), FactoryTalk Activation does not use an Internet connection.

Commercial Questions

How do I purchase dongles?

Dongles are purchased separately from software products. The dongle can be used as a Host ID for a single computer (node-locked) or for an activation server (concurrent). A single dongle can be used as the Host ID for all software products installed on a single computer or activation server. The catalog number is 9509-USBDONG.

Which products support FactoryTalk Activation?

FactoryTalk Activation is not yet supported in all Rockwell Software products. Some products will continue to supply the master disk activation, while others will use FactoryTalk Activation. To know which type of activation to use, check the Activation Certificate document enclosed with your software CDs.

For the CPR 9 release, the following products support FactoryTalk Activation:

Product	Activation Type
Arena	node-locked and concurrent
Emonitor Enterprise, Emonitor Factory	concurrent
Emonitor Workstation	node-locked
FactoryTalk AssetCentre	concurrent
FactoryTalk Batch	concurrent
FactoryTalk Gateway	concurrent
FactoryTalk Historian Classic	concurrent
FactoryTalk Historian for Batch	concurrent
FactoryTalk Transaction Manager (was RSSql)	concurrent
FactoryTalk Metrics	concurrent
FactoryTalk Scheduler	concurrent
FactoryTalk Security (was RASAssetSecurity)	concurrent
FactoryTalk View ME	node-locked and concurrent
FactoryTalk View SE	node-locked and concurrent
RSAutomation Desktop	concurrent
RSBizWare BatchCampaign	concurrent
RSBizWare eProcedure	concurrent
RSBizWare MaterialTrack	concurrent
RSEnterprise Controls	node-locked
RSLinx Classic	node-locked
RSLinx Enterprise	concurrent

Product	Activation Type
RSLogix 5, RSLogix 5 Pro (& bundles)	node-locked and concurrent
RSLogix 500, RSLogix 500 Pro (& bundles)	node-locked and concurrent
RSLogix 5000 (Full Edition)	node-locked and concurrent
RSLogix 5000 (all others)	node-locked
RSLogix Architect	node-locked
RSLogix Emulate 5, RSLogix Emulate 500	node-locked
RSLogix Emulate 5000	node-locked and concurrent
RSNetWorx	node-locked and concurrent
RSProduction Portal	concurrent
RSTestStand/CPS 4.00	node-locked
RSView32 (Floating Client)	concurrent
RSView32 (All Others)	node-locked

Can I exchange a master disk activation for a node-locked activation?

If the product supports FactoryTalk Activation and you have an active support agreement, you can call Technical Support and request an exchange. In some cases, additional costs may be incurred.

Can I exchange node-locked activations or master disk activations for concurrent activations?

Yes, if you are using master disk activation or FactoryTalk node-locked activation and want to switch to concurrent activation, you may do so (if the product supports both activation types). Contact your Rockwell Automation distributor.

Technical Questions

Can activations still be moved easily from one computer to another?

Master disk-style control over activations is **not** supported under FactoryTalk Activation. Technical Support can, however, change the Host ID to that of another computer. Technical Support deactivates the activation and generates a replacement activation for a different Host ID. This is called "rehosting." You can rehost activation via the Web (<http://licensing.rockwellsoftware.com/>) without calling Technical Support.

If the activation must be shared among several disconnected machines, the best solutions are borrowed concurrent activation or mobile node-locked activation (using the dongle as a Host ID).

Can FactoryTalk Activation and master disk activations be used together in a system?

Yes. When both types of activations exist, available master disk activations are checked out first, if they are available.

How does FactoryTalk Activation work with Terminal Services?

Terminal Server clients can be used only with concurrent activation, not node-locked activation. Purchase a separate concurrent activation for each client that will connect over Terminal Services.

Will FactoryTalk Activation work on RAID servers?

Yes, FactoryTalk Activation has been tested on RAID servers.

Will FactoryTalk Activation work with Remote Desktop or Terminal Services?

Node-locked activation will not work when connecting to another machine via a Remote Desktop connection or via a machine with Terminal Services running.

Concurrent activations can be used on machines that are being accessed remotely. Use the FactoryTalk Activation Tool to configure the client to check for activations on a server (either running locally or on the network). Any Rockwell Software product can be activated as long as the server has activations available for that product. For users connecting to a Terminal Server, a concurrent activation must be available for each user even if all of the users are logged in using the same account name. For example, if five users all log in to the same Terminal Server as administrator and all five wish to use RSLogix 5, the FactoryTalk Activation server needs to have at least five concurrent activations for RSLogix 5 available.

Technical Support

Where can I call for technical support?

Please call 440-646-5800 in North America. See <http://support.rockwellautomation.com/> for online support or for phone support in your area.

Do I need a TechConnect contract to get help for an activation problem?

No.

www.rockwellautomation.com

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