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Installing FactoryTalk AssetCentre clients

Once you have installed your FactoryTalk AssetCentre server, you can install FactoryTalk AssetCentre clients.

If installing on Windows 2000 operating system: At certain points of the installation you will need to restore a window that has been minimized. Sometimes on Windows 2000 the taskbar is not visible after a reboot, therefore the taskbar button for the installation window that needs to be restored is also not visible. If this happens, use Alt-tab to restore the window.

Where to install the FactoryTalk AssetCentre client

Install the client on any computer:

- from which you want to access the FactoryTalk AssetCentre client software (to edit the representation of your assets, to view logs, to create schedules, to search the logs, and so on).
- that is capable of running the client software (see “Client and agent computer requirements” on page 4).
- that is connected to the FactoryTalk AssetCentre server.

To take advantage of security and auditing, the FactoryTalk AssetCentre client (or agent) should be installed on each computer running your RSLogix programming software.

The Disaster Recovery capability provides the ability to schedule a comparison between master files and processor program and data files. To edit the file and data settings for a compare operation for PLC-5, SLC 500, or MicroLogix processors, you must have RSLogix 5 or RSLogix 500 software installed on the client computer.

If you have purchased the Calibration Management capability for FactoryTalk AssetCentre, you will also install the ProCalV5 client software on the FactoryTalk AssetCentre client computer. This step comes after you have installed the FactoryTalk AssetCentre client software. See page 45.

Installing FactoryTalk AssetCentre clients

The FactoryTalk AssetCentre client provides the user interface for FactoryTalk AssetCentre. It is through the client that you perform tasks such as checking files in and out, creating and running scheduled events, and viewing logs. For more information on what you can do with FactoryTalk AssetCentre client software, see the “FactoryTalk AssetCentre Getting Results Guide” or the online help (once the client is installed).

Install the FactoryTalk AssetCentre client software on all computers on which you want to use FactoryTalk AssetCentre. The client is not required on the FactoryTalk AssetCentre server computer, but you can install it on the server if desired.

To install a FactoryTalk AssetCentre client:

1. Log onto the client computer as an administrator or as a user with administrative privileges.
2. On the client computer, open Internet Explorer.
3. In the **Address** field of Internet Explorer, type the following address:

http://servername/rockwellsoftware/assetcentre

where *servername* is the name of your FactoryTalk AssetCentre server computer.

For example, if your FactoryTalk AssetCentre server is called MYSERVER, type:

http://MYSERVER/rockwellsoftware/assetcentre

If you are using SSL, then begin with https:// instead.

Press **Enter**.

4. Internet Explorer displays a page from the server that allows you to install the FactoryTalk AssetCentre client software.
5. Click **Install AssetCentre Client on this computer**.




If Internet Explorer displays an error message that it can't connect to the install web page, try bypassing the proxy for local addresses. Also make sure that IIS is running on the server. For information on running IIS see "Web page for installing the FactoryTalk AssetCentre client and agent cannot be displayed" on page 66.

If Internet Explorer displays a warning about possible unsafe content, try adding the FactoryTalk AssetCentre Web site (URL above) to your Trusted Sites.

See your Internet Explorer documentation for more information.


6. On the File Download - Security Warning window, click **Run** (or **Open**). Do not attempt to save the installation file — it will **not** run correctly from your local computer.
7. The Install FactoryTalk AssetCentre Client window opens. The installer searches the computer for required components and displays the results in this window. The installer will not attempt to install components that already exist on the computer.

Components that will be installed are indicated with a computer icon and a checked box. You cannot select or clear the checkboxes in this window.

 If you see a red “X” next to one or more components, this means that the installer cannot determine whether the component should be installed. Contact Technical Support using the contact information provided on page ii.

8. Click **Start**. Follow the on-screen instructions for the components that need to be installed.

If you are installing the client on the FactoryTalk AssetCentre server computer, the server computer will already have everything except the FactoryTalk AssetCentre Client, RSLinx Classic Lite, and RSLinx Enterprise installed. The installation program automatically skips the existing components. Skip those sections in the instructions below.

 The installation of some components may require you to restart your computer. If this is the case and the setup program has not finished installing all of the necessary components, the setup program will restart the next time you log onto your computer.

The following components are checked for and installed or configured during the client installation:

- **Windows Installer 3.1 v2.** If this component is not already installed on your computer, the setup program will install it. Follow the on-screen installation instructions. If you are prompted to reboot when the installation is complete, close Microsoft Internet Explorer and any FactoryTalk AssetCentre installation windows before rebooting.
- **Microsoft .NET Framework.** The FactoryTalk AssetCentre client requires that Microsoft .NET Framework versions 1.1 (with Service Pack 1) and 2.0 be installed on your computer. If these components are not already installed on your computer, the setup program will install them. Follow the installation instructions on-screen to install them.

If a message appears asking to reboot the computer, select **No** and then click **Start** on the Install FactoryTalk AssetCentre Client window.

- **FactoryTalk Services Platform 2.10.00 (CPR 9).** See “Installing the FactoryTalk Services Platform” on page 40.
- **Check and Configure FTSP.** This occurs during the FactoryTalk Services Platform installation. See the substeps in step 3 on page 40.
- **FactoryTalk AssetCentre Common Components.** See “FactoryTalk AssetCentre Common Components installer” on page 41.

- **FactoryTalk AssetCentre Client host.** See “FactoryTalk AssetCentre Calibration Management client software installer” on page 42.
- **FactoryTalk AssetCentre Calibration Management Client.** See “FactoryTalk AssetCentre Calibration Management client software installer” on page 42.
- **RSLinx Classic Lite 2.53.00 (CPR 9).** See “Installing RSLinx Classic Lite” on page 42.
- **RSLinx Enterprise 5.00.00 (CPR 9).** See “Installing RSLinx Enterprise” on page 43.
- **Launch Rockwell Windows Firewall Configuration Utility.** See “Using the Windows Firewall Configuration Utility” on page 44.

*If installing on the server:
Skip to step 3. The FactoryTalk Services Platform has already been installed, but the FactoryTalk Directory must be specified.*

Installing the FactoryTalk Services Platform

See “Installing FactoryTalk AssetCentre clients” on page 37 for the steps to get to this part of the installation.

FactoryTalk AssetCentre depends on the Rockwell Software FactoryTalk Services Platform to function. If the platform is not installed on your computer (or if the correct version is not installed), the setup program will install it. If you have a previous version of the platform installed, you may need to uninstall it before continuing (the setup program will inform you if this is the case).



By default, all members of the Administrators group on the computer on which you are installing the FactoryTalk Services Platform are added to the Administrators group in the FactoryTalk Directory.

1. Follow the on-screen installation instructions to install the platform.
2. Click **Finish** on the InstallShield Wizard for the FactoryTalk Services Platform.



Respond to the FactoryTalk Directory Server Configuration window, explained in step 3, with care. Correctly identifying the FactoryTalk Directory is essential to a properly functioning system.

3. After the system checks the FactoryTalk Services Platform configuration, you will see a window with a stop sign on it. The purpose of this window is to set the location of the FactoryTalk Directory. If the computer on which you are installing the software is also the computer that will be the FactoryTalk Directory server, click **Continue** and go on to step 4. If the FactoryTalk Directory server is on a different computer, click **Select FactoryTalk Directory Server** and continue with the instructions below.

- a. The utility may ask you to log into FactoryTalk. Log on with your Windows administrator username and password. (As mentioned earlier, members of the Windows Administrators user group were automatically added to the FactoryTalk Directory.)
 - b. In the FactoryTalk Directory Server Location Utility window, click the browse button next to the **Computer hosting directory server** field.
 - c. In the next window, select **Remote computer**. Type the name of your FactoryTalk Directory Server in the field, or click the browse button next to the field to browse for the server.
 - d. Once you have the name of the FactoryTalk Directory Server in the field, click **OK**, and then click **OK** again.
 - e. Click **OK** on the message telling you to restart the computer. The software attempts a connection to the FactoryTalk Directory Server. You may be asked to log onto the new FactoryTalk Directory server. If you are, enter the username and password for the Network Directory server administrator on the FactoryTalk Directory Server (not the local FactoryTalk Network Directory), and then click **OK**.
4. When you see a checklist window showing that the FactoryTalk Services Platform components were all installed and configured, click **Continue**. This will proceed to the next segment of the FactoryTalk AssetCentre client installation.

If installing on the server:

Skip to the next section. The common components have already been installed

FactoryTalk AssetCentre Common Components installer

See "Installing FactoryTalk AssetCentre clients" on page 37 for the steps to get to this part of the installation.

Follow the on-screen instructions to install the common components.

If you are using Windows Firewall, you may see messages indicating that Windows Firewall has blocked a Rockwell Automation program. Choose the option to unblock these programs.

When asked to restart your computer, click **Yes**. You must restart the computer before attempting to run the FactoryTalk AssetCentre client.



Depending on the speed of your computer, you may see the Install FactoryTalk AssetCentre Client window for a moment after you restart and log back onto your client computer. This behavior is normal (the installation program is designed to check to see if everything is installed correctly before proceeding).

FactoryTalk AssetCentre client software installer

See "Installing FactoryTalk AssetCentre clients" on page 37 for the steps to get to this part of the installation.

1. When the computer starts up again, you may see an Open File - Security Warning window. If so, click **Run** (or **Open**). Do not attempt to save the file to your local computer.
2. On the Install FactoryTalk AssetCentre Client window, click **Start**.
3. Follow the on-screen instructions to install the FactoryTalk AssetCentre client.

When finished, there may be a short delay before you see the FactoryTalk AssetCentre Calibration Management client installer start.

FactoryTalk AssetCentre Calibration Management client software installer

See "Installing FactoryTalk AssetCentre clients" on page 37 for the steps to get to this part of the installation.



The FactoryTalk AssetCentre Calibration Management client must be installed in the same folder as the FactoryTalk AssetCentre client.

After the FactoryTalk AssetCentre client is installed, the FactoryTalk AssetCentre Calibration Management client install begins.

1. On the Install FactoryTalk AssetCentre Calibration Management Client window, click **Next**.
2. Follow the on-screen instructions to install the FactoryTalk AssetCentre Calibration Management client.

When finished, there may be a short delay before you see the RSLinx Classic Lite installer start.

Installing RSLinx Classic Lite

See "Installing FactoryTalk AssetCentre clients" on page 37 for the steps to get to this part of the installation.

RSLinx Classic allows you to connect to Rockwell Automation control hardware. If RSLinx Classic is not installed on the client computer, the installation program for the FactoryTalk AssetCentre client will install RSLinx Classic Lite. RSLinx Classic is required even if you have RSLinx Enterprise.



The version of RSLinx Classic installed is RSLinx Classic Lite, which is a version that does not support connections through OPC. For more information about RSLinx Classic, see the RSLinx Classic documentation.

If you have RSLinx Classic (version 2.53 or higher) installed on your computer, you do not need to install this component (and the FactoryTalk AssetCentre client installation program will not ask you to install it).

1. Follow the on-screen instructions until you get to the Standard Setup page of the installation wizard.
2. The Standard Setup page allows you to select the components of the software you want to install and to change the folder where the software is installed. We advise that you install all of the components. Change the settings on this page as desired and click **Next**.
3. Continue following the on-screen instructions to complete the installation.
4. On the InstallShield Wizard Completed screen, click **Finish**.
5. Click **Exit** on the RSLinx Classic installation menu.
6. Click **Continue** on the Install FactoryTalk AssetCentre Client window.

When finished, there may be a short delay before you see the RSLinx Enterprise installer start.

Installing RSLinx Enterprise

See "Installing FactoryTalk AssetCentre clients" on page 37 for the steps to get to this part of the installation.

RSLinx Enterprise is required for your FactoryTalk AssetCentre system to communicate with PanelView Plus operator interfaces. Note that RSLinx Classic Lite is still required for the FactoryTalk AssetCentre client even if you install RSLinx Enterprise.

If you have RSLinx Enterprise (version 5.00.00 or higher) installed on your computer, you do not need to install this component (and the FactoryTalk AssetCentre client installation program will not ask you to install it).

1. Follow the on-screen instructions until you get to the Standard Setup page of the installation wizard.
2. The Standard Setup page allows you to select the components of the software you want to install and to change the folder where the software is installed. We advise that you install all of the components. Change the settings on this page as desired and click **Next**.
3. Continue following the on-screen instructions to complete the installation.

4. On the InstallShield Wizard Completed screen, click **Finish**.
5. Click **Exit** on the RSLinx Enterprise installation menu.
6. Click **Continue** on the Install FactoryTalk AssetCentre Client window.

Using the Windows Firewall Configuration Utility

See “Installing FactoryTalk AssetCentre clients” on page 37 for the steps to get to this part of the installation.

IF YOUR OPERATING SYSTEM IS WINDOWS XP SP 2 OR HIGHER OR WINDOWS SERVER 2003 SP 1 OR HIGHER

These operating systems support Windows Firewall. The Windows Firewall Configuration Utility will run whether you are using the firewall or not.

- If your Windows Firewall/Internet Connection Sharing (ICS) service is stopped or is disabled, the FactoryTalk AssetCentre Windows Firewall Configuration window will indicate this with a red x. Click **Continue**. The FactoryTalk AssetCentre server installation is complete.

If you are using a firewall other than Windows Firewall, use the information in “Network requirements” on page 5 and “Additional ports you may have to open” on page 77 to configure your firewall to allow communication through the appropriate ports and with specific processes.

- If your Windows Firewall/Internet Connection Sharing (ICS) service is running, click **Start**. The Rockwell Software Windows Firewall Configuration Utility window opens. The list of exceptions (things to allow through the firewall) generally includes default SQL server and e-mail ports.
 - If no exceptions need to be made, none will be listed and the Accept button will be unavailable. In that case, click **Exit** to close this utility.
 - Click **Accept**. On the Confirm Windows Firewall Changes window make the appropriate selection depending on whether your Windows Firewall will be on or off, then click **OK**.

IF YOUR OPERATING SYSTEM IS WINDOWS 2000 SERVER

This operating system does not support Windows Firewall so the Windows Firewall Configuration Utility will not open.

If you have a firewall other than Windows Firewall, use the information in “Network requirements” on page 5 and “Additional ports you may have to open” on page 77 to configure your firewall to allow communication through the appropriate ports and with specific processes.



Checking to see if the client is installed correctly

To check if the client is correctly installed and connected to the FactoryTalk AssetCentre server, start the client. Click **Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Client > FactoryTalk AssetCentre Client**.

Note that when the client runs, it checks the server for the latest version of the client software and displays a message if the client software is not the latest version (“The client and server versions are incompatible”). To update the client software, follow the steps in “Installing FactoryTalk AssetCentre clients” on page 37.

For information on getting started with the software, see the “FactoryTalk AssetCentre Getting Results Guide” or the online help.

Installing the ProCalV5 client software

If you have purchased the Calibration Management capability for FactoryTalk AssetCentre, you will also install the ProCalV5 client software on the FactoryTalk AssetCentre client computer. This step comes after you have installed the FactoryTalk AssetCentre client software.

1. Start the ProCalV5 installation from the ProCalV5 disc.
2. Open and review the ProCalV5 Installation Guide, located on the ProCalV5 disc in the Product_Documentation\Installation Guide directory (click Product Documentation on the ProCalV5 install screen).
3. Follow the on-screen instructions to install the ProCalV5 client.

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Installing FactoryTalk AssetCentre agents

The Search feature as well as purchased capabilities, such as the Disaster Recovery capability, require the use of *agents* to perform scheduled operations. Agents are programs that communicate with the FactoryTalk AssetCentre server and perform scheduled tasks on behalf of the FactoryTalk AssetCentre server. Agents allow work to be distributed and shared among multiple computers to spread processing load and speed up operations. When a server needs an agent to perform a task, it locates the computer running the operation and assigns the task to that agent. The agent then reports the task's completion to the server.

For FactoryTalk AssetCentre v. 2.21, only the Disaster Recovery capability uses agents.

These agents can be installed on the computer running the FactoryTalk AssetCentre server, on computers running the FactoryTalk AssetCentre client, or on any other computer that meets the system requirements and is connected to the FactoryTalk AssetCentre server. See “Client and agent computer requirements” on page 4 for agent computer requirements.

Where to install FactoryTalk AssetCentre agents

Agents can be installed on any computer that:

- is capable of running the agent software (see “Client and agent computer requirements” on page 4).
- is connected to the FactoryTalk AssetCentre server.

If you intend to perform a large number of Disaster Recovery operations, you can install the Disaster Recovery agent on up to five computers on your network to help spread out the processing load. Contact Rockwell Automation if you need to install the agent on more than five computers.

How do you know if you need more Disaster Recovery agents? If scheduled operations are taking longer than desired to complete, then install more Disaster Recovery agents.

If your system uses PanelView Plus operator interfaces, you must install RSLinx Classic, RSLinx Enterprise, and the FactoryTalk View ME software on every agent computer in the system. RSLinx Enterprise must be version 5.00.00 or higher. FactoryTalk View ME is a separate installation, and is not included in the FactoryTalk AssetCentre installation.

Also, for Disaster Recovery functions, the agent computer **MUST** have the appropriate RSLogix programming software for your devices.

Installing the FactoryTalk AssetCentre Disaster Recovery agent



You must have the appropriate RSLogix programming software for your devices installed on the agent computer to run Disaster Recovery schedules.

To install the FactoryTalk AssetCentre Disaster Recovery agent:

1. Log onto the agent computer as an administrator or as a user with administrative privileges.
2. On the agent computer, open Internet Explorer.
3. In the **Address** field of Internet Explorer, type the following address:

http://servername/rockwellsoftware/assetcentre

where *servername* is the name of your FactoryTalk AssetCentre server computer.

For example, if your FactoryTalk AssetCentre server is called MYSERVER, type:

http://MYSERVER/rockwellsoftware/assetcentre

If you are using SSL, then begin with https:// instead.

Press **Enter**.

4. Internet Explorer displays a page from the server that allows you to install the FactoryTalk AssetCentre agent software.
5. Click **Install AssetCentre Agents on this computer**.



If Internet Explorer displays an error message that it can't connect to the install web page, try bypassing the proxy for local addresses. Also make sure that IIS is running on the server. For information on running IIS see "Web page for installing the FactoryTalk AssetCentre client and agent cannot be displayed" on page 66.

If Internet Explorer displays a warning about possible unsafe content, try adding the FactoryTalk AssetCentre Web site (url above) to your Trusted Sites.

See your Internet Explorer documentation for more information.

6. On the File Download - Security Warning window, click **Run** (or **Open**). Do not attempt to save the installation file — it will **not** run correctly from your local computer.
7. The Install FactoryTalk AssetCentre Agents window appears. The installer searches the computer for required components and displays the results in this window. The installer will not attempt to install components that already exist on the computer.



Components that will be installed are indicated with a computer icon and a checked box. You cannot select or clear the checkboxes in this window.



If you see a red “X” next to one or more components, this means that the installer cannot determine whether the component should be installed. Contact Technical Support using the contact information provided on page ii.

8. Click **Start**. Follow the on-screen instructions for the components that need to be installed.



The installation of some components may require you to restart your computer. If this is the case and the setup program has not finished installing all of the necessary components, the setup program will restart the next time you log onto your computer.

The following components are checked for and installed or configured during the agent installation:

- **Windows Installer 3.1 v2.** If this component is not already installed on your computer, the setup program will install it. Follow the on-screen installation instructions. If you are prompted to reboot when the installation is complete, close Microsoft Internet Explorer and any FactoryTalk AssetCentre installation windows before rebooting.
- **Microsoft .NET Framework.** The Disaster Recovery agent requires that Microsoft .NET Framework versions 1.1 (with Service Pack 1) and 2.0 be installed on the agent computer. If these components are not already installed, the setup program will install them. Follow the installation instructions on-screen to install them.
- **FactoryTalk Services Platform 2.10.00 (CPR 9).** See “Installing the FactoryTalk Services Platform” on page 50.
- **Check and Configure FTSP.** This occurs during the FactoryTalk Services Platform installation. See the substeps in step 3 on page 50.
- **RSLinx Classic Lite 2.53.00 (CPR 9).** See “Installing RSLinx Classic Lite” on page 51.
- **RSLinx Enterprise 5.00.00 (CPR 9).** See “Installing RSLinx Enterprise” on page 52.
- **FactoryTalk AssetCentre Common Components.** See “FactoryTalk AssetCentre Common Components installer” on page 52.
- **FactoryTalk AssetCentre RA Disaster Recovery Agent.** See “FactoryTalk AssetCentre Disaster Recovery agent installer” on page 53
- **FactoryTalk AssetCentre Agent Host.** See “FactoryTalk AssetCentre Agent Host installer” on page 53.

- **RSLogix 5000 Compare v2.** See “RSLogix 5000 Compare installer” on page 53.
- **Launch Rockwell Windows Firewall Configuration Utility.** See “Using the Windows Firewall Configuration Utility” on page 54.

If the computer already has the FactoryTalk AssetCentre server or client installed on it, then the computer will already have everything except the FactoryTalk AssetCentre Disaster Recovery agent, the FactoryTalk AssetCentre Agent Host, and RSLogix 5000 Compare installed. The installation program automatically skips the existing components. Skip those sections in the instructions below.

If installing on the server or a client: Skip to step 3. The FactoryTalk Services Platform has already been installed, but the FactoryTalk Directory must be specified.

Installing the FactoryTalk Services Platform

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

FactoryTalk AssetCentre depends on the Rockwell Software FactoryTalk Services Platform to function. If the platform is not installed on the agent computer (or if the correct version is not installed), the setup program will install it. If you have a previous version of the platform installed, you may need to uninstall it before continuing (the setup program will inform you if this is the case).



By default, all members of the Administrators group on the computer on which you are installing the FactoryTalk Services Platform are added to the Administrators group in the FactoryTalk Directory.

1. Follow the on-screen installation instructions to install the platform.
2. Click **Finish** on the InstallShield Wizard for the FactoryTalk Services Platform.



Respond to the FactoryTalk Directory Server Configuration window, explained in step 3, with care. Correctly identifying the FactoryTalk Directory is essential to a properly functioning system.

3. After the system checks the FactoryTalk Services Platform configuration, you will see a window with a stop sign on it. The purpose of this window is to set the location of the FactoryTalk Directory. If the computer on which you are installing the software is also the computer that will be the FactoryTalk Directory server, click **Continue** and go on to step 4. If the FactoryTalk Directory server is on a different computer, click **Select FactoryTalk Directory Server** and continue with the instructions below.
 - a. The utility may ask you to log into FactoryTalk. Log on with your Windows administrator username and password. (As mentioned earlier, members of the



Windows Administrators user group were automatically added to the FactoryTalk Directory.)

- b. In the FactoryTalk Directory Server Location Utility window, click the browse button next to the **Computer hosting directory server** field.
 - c. In the next window, select **Remote computer**. Type the name of your FactoryTalk Directory Server in the field, or click the browse button next to the field to browse for the server.
 - d. Once you have the name of the FactoryTalk Directory Server in the field, click **OK**, and then click **OK** again.
 - e. Click **OK** on the message telling you to restart the computer. The software attempts a connection to the FactoryTalk Directory Server. You may be asked to log onto the new FactoryTalk Directory server. If you are, enter the username and password for the Network Directory server administrator on the FactoryTalk Directory Server (not the local FactoryTalk Network Directory), and then click **OK**.
4. When you see a checklist window showing that the FactoryTalk Services Platform components were all installed and configured, click **Continue**. This will proceed to the next segment of the Disaster Recovery agent installation. There may be a delay before you see the RSLinx Classic Lite installer start.

If installing on a client:
Skip to “FactoryTalk AssetCentre Disaster Recovery agent installer” on page 53. RSLinx Classic Lite, RSLinx Enterprise, and the common components have already been

Installing RSLinx Classic Lite

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

RSLinx Classic allows you to connect to Rockwell Automation control hardware. If RSLinx Classic is not installed on the agent computer, the installation program for the FactoryTalk AssetCentre agents will install RSLinx Classic Lite. RSLinx Classic is required even if you have RSLinx Enterprise.

The version of RSLinx Classic installed is RSLinx Classic Lite, which is a version that does not support connections through OPC. For more information about RSLinx Classic, see the RSLinx Classic documentation.

If you have RSLinx Classic (version 2.53 or later) installed on your computer, you do not need to install this component (and the FactoryTalk AssetCentre Agents installation program will not ask you to install it).

1. Follow the on-screen instructions until you get to the Standard Setup page of the installation wizard.

2. The Standard Setup page allows you to select the components of the software you want to install and to change the folder where the software is installed. We advise that you install all of the components. Change the settings on this page as desired and click **Next**.
3. Continue following the on-screen instructions to complete the installation.
4. On the InstallShield Wizard Completed screen, click **Finish**.
5. Click **Continue** on the Install FactoryTalk AssetCentre Agent window.

Installing RSLinx Enterprise

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

RSLinx Enterprise is required for your FactoryTalk AssetCentre system to communicate with PanelView Plus operator interfaces. Note that RSLinx Classic Lite is still required for the FactoryTalk AssetCentre agent even if you install RSLinx Enterprise.

If you have RSLinx Enterprise (version 5.00.00 or higher) installed on your computer, you do not need to install this component (and the FactoryTalk AssetCentre agent installation program will not ask you to install it).

1. Follow the on-screen instructions until you get to the Standard Setup page of the installation wizard.
2. The Standard Setup page allows you to select the components of the software you want to install and to change the folder where the software is installed. We advise that you install all of the components. Change the settings on this page as desired and click **Next**.
3. Continue following the on-screen instructions to complete the installation.
4. On the InstallShield Wizard Completed screen, click **Finish**.
5. Click **Exit** on the RSLinx Enterprise installation menu.
6. Click **Continue** on the Install FactoryTalk AssetCentre Agent window.

*If installing on the server:
Skip to the next section. The common components have already been installed*

FactoryTalk AssetCentre Common Components installer

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

Follow the on-screen instructions to install the common components.



If you are using Windows Firewall, you may see messages indicating that Windows Firewall has blocked a Rockwell Automation program. Choose the option to unblock these programs.

When asked to restart your computer, click **Yes**. You must restart the computer before scheduling any Disaster Recovery operations (which use the agent).



Depending on the speed of your computer, you may see the Install FactoryTalk AssetCentre Agent window for a moment after you restart and log back onto the agent computer. This behavior is normal (the installation program is designed to check to see if everything is installed correctly before proceeding).

FactoryTalk AssetCentre Disaster Recovery agent installer

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

The FactoryTalk AssetCentre Disaster Recovery agent is the component that performs disaster recovery operations (backup, and backup and compare operations).

1. If you restarted your computer in the previous section, when the computer starts up again you may see an Open File - Security Warning window. If so, click **Run** (or **Open**). Do not attempt to save the file to the local computer.
2. On the Install FactoryTalk AssetCentre Agents window, click **Start**.
3. Follow the on-screen instructions to install the FactoryTalk AssetCentre Disaster Recovery agent.

FactoryTalk AssetCentre Agent Host installer

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

The FactoryTalk AssetCentre Agent Host handles agent requests from the FactoryTalk AssetCentre server.

After the Disaster Recovery agent installation is complete, the installation for the FactoryTalk AssetCentre Agent begins. Follow the on-screen instructions to install the agent.

RSLogix 5000 Compare installer

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

To be able to perform compares between RSLogix 5000 projects, the Disaster Recovery agent uses version 2.6 or later of the RSLogix 5000 Compare utility.

1. The first screen of the Compare installer is a welcome screen. Click **Next**.
2. On the License Agreement screen, the End-User License Agreement appears. If you agree to the terms of the agreement, click **I Agree**, and then click **Next**. Otherwise, click **Cancel** (if you click Cancel, the installation stops and you will not be able to run the software).
3. If you have RSLogix 5000 software installed on the computer on which you are installing the FactoryTalk AssetCentre agents, you can add a Compare option to the RSLogix 5000 Tools menu. (This requires version 13 or later of RSLogix 5000.) To do this, select the **Add Compare Tool to RSLogix 5000 Tools menu** checkbox. Click **Next**.
4. On the Select Installation Folder screen, you can choose where the compare utility is installed. By default, the utility is installed in the C:\Program Files\Rockwell Software\RSLogix 5000 Compare v2 folder. You can change this folder by typing a new path in the Folder field, or by clicking the Browse button.

The Select Installation Folder screen also asks whether you want to install the compare utility for yourself or for anyone who uses the computer. Select **Everyone**. This is very important to the proper functioning of the agent.

Click **Next**.

5. On the Confirm Installation screen, click **Next**. The software installs.
6. On the Installation Complete screen, click **Close**.

Using the Windows Firewall Configuration Utility

See “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48 for the steps to get to this part of the installation.

IF YOUR OPERATING SYSTEM IS WINDOWS XP SP 2 OR HIGHER OR WINDOWS SERVER 2003 SP 1 OR HIGHER

These operating systems support Windows Firewall. The Windows Firewall Configuration Utility will run whether you are using the firewall or not.

- If your Windows Firewall/Internet Connection Sharing (ICS) service is stopped or is disabled, the FactoryTalk AssetCentre Windows Firewall Configuration window will indicate this with a red x. Click **Continue**. The FactoryTalk AssetCentre agent installation is complete.

If you are using a firewall other than Windows Firewall, use the information in “Network requirements” on page 5 and “Additional ports you may have to open” on page 77 to configure your firewall to allow communication through the appropriate ports and with specific processes.



- If your Windows Firewall/Internet Connection Sharing (ICS) service is running, click **Start**. The Rockwell Software Windows Firewall Configuration Utility window opens. The list of exceptions (things to allow through the firewall) generally includes default SQL server and e-mail ports.
- If no exceptions need to be made, none will be listed and the Accept button will be unavailable. In that case, click **Exit** to close this utility.
- Click **Accept**. On the Confirm Windows Firewall Changes window make the appropriate selection depending on whether your Windows Firewall will be on or off, then click **OK**.

IF YOUR OPERATING SYSTEM IS WINDOWS 2000 SERVER

This operating system does not support Windows Firewall so the Windows Firewall Configuration Utility will not open.

If you have a firewall other than Windows Firewall, use the information in “Network requirements” on page 5 and “Additional ports you may have to open” on page 77 to configure your firewall to allow communication through the appropriate ports and with specific processes.

Configuring for security-enabled RSLogix programming software

If FactoryTalk Security is enabled in your RSLogix programming software (RSLogix 5, RSLogix 500, or RSLogix 5000), you must configure the Disaster Recovery agent and FactoryTalk Security to grant the necessary permissions for Disaster Recovery operations.



Scheduled events for Rockwell Automation processors (Logix5000, MicroLogix, SLC 500, and PLC-5 processors) will fail if FactoryTalk Security is enabled for that devices' programming software (RSLogix 5000 versions 16 and earlier, RSLogix 500, or RSLogix 5). The problem is fixed in RSLogix 5000 versions higher than 16 and a software patch is provided to fix the problem for RSLogix 500 and RSLogix 5. The patched version of RSLogix 500 is 7.30.10.3 and the patched version of RSLogix 5 is 8.00.05.01. For instructions on installing the patch see the *FactoryTalk AssetCentre Release Notes*, located on the FactoryTalk AssetCentre Installation CD and on the Start menu in the FactoryTalk AssetCentre Server group. This issue does not affect other device's schedules (such as robots or PanelView devices). If a schedule contains both Rockwell Automation processors and other devices, the scheduled event will only fail for those Rockwell Automation processors for which FactoryTalk Security is enabled in the programming software; the event will complete for the other devices.

These instructions assume that the FactoryTalk AssetCentre agent software has been installed and that all RSLogix software programs that will be used in the system are also installed on each agent computer.

If operating in a Windows domain

1. Create a domain account for the Verification Agent service to run as. (The Verification Agent service is for the Disaster Recovery agent.) This is generally performed by someone in your Information Technology department. This account must be used exclusively for the service, not by users.
2. On each agent computer:
 - Add the new domain account to the Administrator user group in Windows.
 - Configure the Verification Agent service to run as the new domain account created above. To do so, open the Services utility in Microsoft Windows. Find the Verification Agent service and edit its properties to log on as the account created above.
3. On any computer in the system, open the FactoryTalk Administration Console (logging on to the Network directory using a FactoryTalk Administrator account) and add the new domain account as a new Windows-linked user.
4. Grant this user read access to the FactoryTalk Directory. To do so, right-click the Network node and select **Security**. On the **Permissions** tab, select the domain account and then expand the **Common** permissions group. Make sure the **Read** permission is set to **Allow**.
5. Set permissions for RSLogix software (depending on what type of processors you are using). Under **System** in the Explorer pane, right-click **Networks and Devices** and select **Security**. On the **Permissions** tab, select the new domain user. Expand the permissions group for the appropriate RSLogix software and set the following permissions to **Allow**:
 - For RSLogix 5 grant Upload, Save, and Offline Program File Monitoring.
 - For RSLogix 500 grant Upload, Save, and Offline Program File Monitoring.
 - For RSLogix 5000 grant Project: Open, Project: Save, Project: Go Online, Project: Upload, and Project: Export.
6. Configure FactoryTalk Security to use single sign-on. Still in the FactoryTalk Administration Console, navigate to **System > Policies > System Policies** in the Explorer pane. Double-click **Security Policy**. Set the **Use single sign-on** policy to **Enabled**.

If operating in a Windows workgroup

Perform these steps on each agent computer in the system. When complete you will have created a new Windows user account and a new FactoryTalk user account for each agent computer.



1. Install all RSLogix software programs that will be used in the system if you have not already done so.
2. On the agent computer, use the Computer Management utility in Microsoft Windows to create a Windows user account that can be used to authenticate with FactoryTalk Security.
3. Add the new Windows user account to the local Administrators group.
4. Configure the Verification Agent service to run as the new Windows user account you created above. To do so, open the Services utility in Microsoft Windows. Find the Verification Agent service and edit its properties to log on as the account created above.
5. Open the FactoryTalk Administration Console and add the new Windows user account created above as a new Windows-linked user.

Perform these steps on any computer connected to the FactoryTalk Network Directory. These steps need only be performed once and will be in effect for the entire FactoryTalk Network Directory.

1. In the FactoryTalk Administration Console, create a new user group called “Local Agent Users.” Add each of the new FactoryTalk users created in step 5 above to the Local Agent Users group. This will facilitate making security settings because you will be able to set them once for the whole group, rather than for each user.
2. Grant the Local Agent Users group read access to the FactoryTalk Directory. To do so, right-click the **Network** node and select **Security**. On the **Permissions** tab, select the **Local Agent Users** group and then expand the **Common** permissions group. Make sure the **Read** permission is set to **Allow**.
3. Set permissions for RSLogix software (depending on what type of processors you are using). Under **System** in the Explorer pane, right-click **Networks and Devices** and select **Security**. On the **Permissions** tab, select the **Local Agent Users** group. Expand the permissions group for the appropriate RSLogix software and set the following permissions to **Allow**:
 - For RSLogix 5 grant Upload, Save, and Offline Program File Monitoring.
 - For RSLogix 500 grant Upload, Save, and Offline Program File Monitoring.
 - For RSLogix 5000 grant Project: Open, Project: Save, Project: Go Online, Project: Upload, and Project: Export.
4. Configure FactoryTalk Security to use single sign-on. Still in the FactoryTalk Administration Console, navigate to **System > Policies > System Policies** in the Explorer pane. Double-click **Security Policy**. Set the **Use single sign-on** policy to **Enabled**.

Checking to see if the agent software is current

Unlike the FactoryTalk AssetCentre client, the FactoryTalk AssetCentre agent does not display a message if the agent does not have the latest version of the software. Instead, the agent does not start, and logs a message in the System Event log and the AssetCentre Event log.

To check if the FactoryTalk AssetCentre software on the agent is up to date, start a FactoryTalk AssetCentre client. The client does not have to be on the same computer as the agent. Click **Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Client > FactoryTalk AssetCentre Client**. The number of running agents appears in the status bar of the client. If one or more agents are not running, and the client software has been recently updated, then the agent software may need to be updated as well.

To update the agent software, follow the steps in the “Installing the FactoryTalk AssetCentre Disaster Recovery agent” on page 48. After you start the Install FactoryTalk AssetCentre Agent program from the FactoryTalk AssetCentre server website, the installer searches the computer for components that need to be updated, and displays the results in this window. Components that will be updated are indicated with a computer icon and a checked box.

7

Configuring FactoryTalk AssetCentre

Configuring for client access to the server

For clients to be able to access the FactoryTalk AssetCentre server, the FactoryTalk Directory and FactoryTalk Security must be configured to give clients access. To configure access, you will need to use the FactoryTalk Administration Console.

The FactoryTalk Directory uses two factors to determine who should have access to any given function:

- **The user's account**, which can either be a FactoryTalk Directory account or a Windows domain account. This identifies the user.
- **The computer from which the user is accessing the FactoryTalk Directory**. This allows you to limit what computers can access the Directory, and also allows you to determine whether certain functions can or cannot be performed from a given computer. For example, you can configure the FactoryTalk Directory to give access to a user from his own computer but not from another computer.

At a minimum, you must add the FactoryTalk AssetCentre users and their computers to the FactoryTalk Directory, and you must configure access privileges for FactoryTalk AssetCentre in the FactoryTalk Directory.

Adding users to the FactoryTalk Directory

A user must have a FactoryTalk Directory user account in order to use FactoryTalk AssetCentre.




This section contains only basic instructions for using the FactoryTalk Directory and FactoryTalk Security. For background information and information regarding more advanced procedures, please see the online help for the FactoryTalk Administration Console.

By default, all members of the Administrators group on the computers on which you installed the FactoryTalk Services Platform were added to the Administrators group in the FactoryTalk Directory. Also, any rights that you assign to a Windows User Group are assigned to all members of that group.

To add a user to the FactoryTalk Directory:

1. Start the FactoryTalk Administration Console (click **Start > All Programs > Rockwell Software > FactoryTalk Administration Console**).
2. Log on to the Network directory using a FactoryTalk Administrator account.

3. Expand the **Users and Groups** folder.
 4. Under the Users and Groups folder, right-click the **Users** folder, and then click **New**.
 5. Choose whether you want to create a new *User* or a *Windows-Linked User*. User accounts are visible only to the FactoryTalk system and their access is independent of Windows. A Windows-linked user is validated by Windows. See the FactoryTalk help topic “Choosing between FactoryTalk Security accounts and Windows-linked accounts” for more information. (A FactoryTalk Security account is the same as a *User* account.) To find this help topic, open the FactoryTalk Administration Console. Select **Help > Contents**. On the **Index** tab, look up “user accounts” and double-click **choosing FactoryTalk or Windows-linked**.
 - If you may need to use FactoryTalk AssetCentre while disconnected from the network, use FactoryTalk Security user accounts. Windows-linked user accounts will not be able to authenticate with the domain while disconnected.
 - If you chose to use Windows-linked users, consider using Windows-linked *group* accounts rather than Windows-linked user accounts if possible. This simplifies the process if you ever move your software to a different domain. You cannot move individual Windows-linked user accounts from one domain to another. You can move Windows-linked group accounts to a new domain, while retaining all of the security permissions for the group. If you change the domain an individual Windows-linked user account belongs to, you must delete the old account, create the new account, and then recreate all of the security permissions for the new account.
-  If you have users who need similar access to features of FactoryTalk AssetCentre, consider grouping users to make assigning security privileges easier. For example, you can group all of your electricians into an “Electricians” group, and then provide security access for them as a group. For information about grouping users, see the online help for the FactoryTalk Administration Console.

Adding computers to the FactoryTalk Directory

When the FactoryTalk Services Platform is installed on a computer, that computer is automatically added to the FactoryTalk Network Directory. Because the FactoryTalk Services Platform is included in the FactoryTalk AssetCentre installation, your client computers should already be in the FactoryTalk Network Directory.



For a user to be able to use FactoryTalk AssetCentre, the user's computer must be in the FactoryTalk Directory. For instructions on how to add a computer, refer to the FactoryTalk Help in the FactoryTalk Administration Console.



If you have a significant number of computers for which you need to permit or restrict access, consider grouping them to make assigning security privileges easier. For example, you can group all of the computers used in offices away from the plant floor and restrict access to features that should be used only from computers stationed where the user can see the automation system directly. For information about grouping computers, see the online help for the FactoryTalk Administration Console.

Configuring feature security for FactoryTalk AssetCentre users

By default, all users and the Administrators group in FactoryTalk Directory can perform any task in the FactoryTalk AssetCentre software. To deny specific users the right to perform tasks in FactoryTalk AssetCentre, you must edit the Feature Security settings in the FactoryTalk Administration Console.



Never explicitly deny rights to the All Users or Administrators group in FactoryTalk. Rather, set up specific user groups of your own and deny rights to those groups. Denying rights to All Users or Administrators could lock everyone out of the system and would deny rights in all FactoryTalk-enabled products using FactoryTalk version 2.10 (CPR 9).

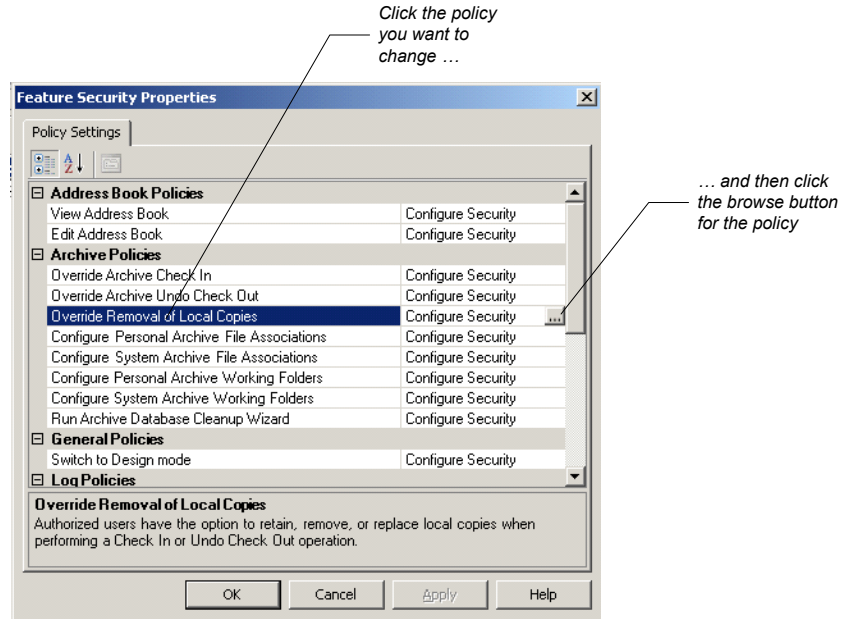
To change which users can perform tasks in FactoryTalk AssetCentre:

1. Start the FactoryTalk Administration Console (click **Start > All Programs > Rockwell Software > FactoryTalk Administration Console**).
2. Log onto the Network directory using a FactoryTalk Administrator account.
3. In the Explorer pane of the FactoryTalk Administration Console, navigate to **System > Policies > Product Policies > FactoryTalk AssetCentre**.
4. Double-click **Feature Security**.



There is also a Server Settings object in the FactoryTalk AssetCentre folder. Do NOT attempt to change any of the settings in this object. Doing so may render your FactoryTalk AssetCentre system inoperative. If you need to change server settings (to use a different mail server, for example), click **Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings**.

- In the Feature Security Properties window, click the policy you want to change, and then click the browse button for the policy. See the table below (on page 62) for a description of each feature.



- On the Configure Securable Action dialog box, select the user or group for whom you want to assign permissions. (If the user or group does not appear in the list, click **Add**, click **Show all**, select the user or group, and click OK.)
- Click the appropriate box to allow or deny the user permission to the selected feature.
- Click OK.

This Policy Setting:	Controls whether users can:
View Address Book	View the Address Book (which contains addresses for the purpose of sending automatic e-mail notifications).
Edit Address Book	Edit or add contacts and groups in the Address Book (which contains addresses for the purpose of sending automatic e-mail notifications).
Override Archive Check In	Check in a file regardless of who checked it out or from where it was checked out.
Override Archive Undo Check Out	Undo a check out even if a different user checked the file out.



This Policy Setting:	Controls whether users can:
Override Removal of Local Copies	Choose to keep local copies of checked-in files on their computer. If this right is allowed, the user can keep local copies. If this right is denied, the user is not given this option.
Configure Personal Archive File Associations	Configure which software product launches when opening a particular type of file. If a personal file association is set, it will take precedence over the system file association.
Configure System Archive File Associations	Configure which software product launches when opening a particular type of file. This setting applies unless the user has specified a personal file association.
Configure Personal Archive Working Folders	Set a personal working folder for checking out files. For more information on working folders and personal working folders see the FactoryTalk AssetCentre client online help.
Configure System Archive Working Folders	Set the system working folder to which all users check out files unless they have a personal working folder. For more information on working folders and system working folders see the FactoryTalk AssetCentre client online help.
Run Archive Database Cleanup Wizard	Run the Archive Database Cleanup Wizard to delete unused versions of files.
Display Calibration Management Data	View Calibration Management data in FactoryTalk AssetCentre.
Perform Calibration Management	Access Calibration Management functionality in ProCalV5 software.
Administer Calibration Users	Administer users, groups, and permissions in ProCalV5 software. Note that this policy only determines if the user is automatically added to the Administrator group in the ProCalV5 software. Once the user is added to ProCalV5, changing this policy for an AssetCentre user does not change the user's ProCalV5 security permissions.
Switch to Design mode	Enter Design mode, in which the user can edit the asset tree.
View Event Log	Display the Event Log and run a search on the Event Log.
View Audit Log	Display the Audit Log and run a search on the Audit Log.
View Diagnostics and Health Log	Display the Diagnostics and Health Log and run a search on the Diagnostics and Health Log.
Change Diagnostics and Health Log Message	Change the status of or add a comment to a Diagnostics and Health Log record.
View Diagnostics and Health Log Status	View the status history for a Diagnostics and Health Log record.

This Policy Setting:	Controls whether users can:
Create a new schedule	Create a new schedule (backup, backup and compare).
Edit a schedule	Change existing schedules.
Delete a schedule	Delete schedules.
View a schedule	Display the Schedules tab, which displays a list of existing schedules and their status.
Command a schedule	Issue commands to a schedule, such as making the schedule active or running the schedule immediately.
Create a Search	Set up a new search to find entries matching specified criteria in one of the logs, in the Archive History, or in Archive Check Out Status information.

For more information on these policy settings or the features to which they refer, see the FactoryTalk AssetCentre client online help.

8

Troubleshooting FactoryTalk AssetCentre installation

General installation

A red x appears next to an item to be installed

The initial window in each installation (server, client, and agent) displays a list of all necessary components, whether they were found on the computer, and whether they will be installed. A red x appears next to a component if the installer could not determine whether the correct version already exists on that computer.

Contact Technical Support using the contact information provided on page ii.

A “Program Maintenance” window appears while installing

This indicates that the component of the software you are installing is already installed. You do not need to install it again (if you suspect your installation is damaged), you can choose to repair the installation)

Server installation

SQL collation error encountered during database installation

The SQL Server collation must be case-insensitive for use with FactoryTalk AssetCentre software. If your SQL Server collation is case-sensitive, the FactoryTalk AssetCentre database installation will fail. Follow the directions here if your SQL Server collation is case-sensitive.

- If this SQL Server has no other databases on it:
 - Either:** Uninstall SQL Server and reinstall it using the default collation in the setup program.
 - Or:** Rebuild the master database using a case-insensitive collation. Refer to the SQL Server 2005 online books for instructions.
- If this SQL Server has other databases on it, then setup or use another SQL Server that is configured with a case-insensitive collation.

If you have an MSDN subscription you can find more information at <http://msdn2.microsoft.com/en-us/library/ms143508.aspx> or search Microsoft’s MSDN site for SQL Server 2005 collation settings.

Unable to log on to SQL Server during server installation

The logon during the installation process requires the use of the SQL Server SA (system administrator) account. If you configured your SQL Server to use mixed (both SQL Server and Windows domain) authentication, the SA account is available. Use the password you created for the SA account when the installation program prompts you for it. If your SQL Server installation is not configured for mixed authentication, you will need to change the authentication method. See the documentation for SQL Server for more information.

If you have forgotten your SA account password, you will need to change it. See the Microsoft SQL Server documentation for more information.

Client and agent installation

Web page for installing the FactoryTalk AssetCentre client and agent cannot be displayed

- Make sure the FactoryTalk AssetCentre server computer is running. In the Windows Services utility, make sure that the FactoryTalk AssetCentre Server service is running.
- Make sure you have access to your local area network.
- Make sure IIS is running on the server computer. See grey box below.
- Try logging on to the server computer from the client. On the client computer, click **Start**, then select **Run**. In the Open field type two backslashes and then the server name (for example, \\ourserver). Click **OK**. You will be asked to log in to the server.
- If you are using a firewall, make sure File and Printer Sharing is permitted through the firewall. Port 80 (or whatever port used for HTTP on the server machine) also needs to be permitted.

**TO MAKE SURE IIS IS RUNNING ON THE SERVER COMPUTER:**

- a. **For Windows Server 2003:** Click **Start**. On the Start menu, right-click the **My Computer** icon, and then click **Manage**. This starts the Computer Management console.

For Windows 2000 Server: On the Windows Desktop, right-click the **My Computer** icon, and then click **Manage**. This starts the Computer Management console.

- b. In the Computer Management console, open **Services and Applications**.
- c. Click **Internet Information Services**. The right pane lists the Internet services running under IIS. Open the **Web Sites** folder, and make sure the correct web site for IIS is “Running.” This is generally the “Default Web Site,” however, if you have created a different web site for IIS (see page 18) be sure to select that web site instead. If the web site is not running, continue to step d.
- d. To start the service, right-click on the **Default Web Sites** icon and select **Start**.

“Error reading Primary Server Name from FactoryTalk Directory” during client installation

This error occurs when the computer on which you are installing the client is not using the same FactoryTalk Directory as the computer running the FactoryTalk AssetCentre server, or there was an error in the FactoryTalk Services Platform.

1. On the FactoryTalk AssetCentre server computer, set the FactoryTalk Directory location. Click **Start > All Programs > Rockwell Software > FactoryTalk Tools > Specify FactoryTalk Directory Location**.
2. Any clients that are connected to the server should be closed before restarting the server.
3. Restart the FactoryTalk Directory Server.

Starting the client

“Error initializing FactoryTalk AssetCentre.” appears when attempting to start the client”

The FactoryTalk AssetCentre server may have failed (or you may have lost your network connection to the server) or the computer on which you installed the client may not be part of the FactoryTalk Directory.

- Check the server (see “Other errors starting the client” on page 69).
- Try adding the client computer to the FactoryTalk Network Directory. From another computer that has access to the FactoryTalk Directory (the FactoryTalk AssetCentre server, for example), use the FactoryTalk Administration Console to add the computer to the FactoryTalk Directory. See “Adding computers to the FactoryTalk Directory” on page 60.

“The client and server versions are incompatible

The FactoryTalk AssetCentre software installed on the server has been updated, and the software on the client needs to be updated. See Chapter 5 “Checking to see if the client is installed correctly” beginning on page 45.

“Cannot initialize application eventing subsystem” or “No connection could be made because the target machine actively refused it” appears when starting the client

If you see the error “Cannot initialize application eventing subsystem” or an error indicating that the target machine actively refused the connection, then:

- First reboot the client computer. If you still see the error, then:
- Stop and disable all schedules. Reboot the FactoryTalk AssetCentre server computer.



While the server is rebooting, other users will not be able to edit the asset tree, create or edit schedules and searches, view information in the logs, and so on. Also, most data will not be logged during the reboot. The exception is audit data generated by other software products such as RSLogix software, which is cached and will appear in the audit log when the server comes back online.

- Make sure the FactoryTalk AssetCentre Server service is started on the server computer.



“At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details.” appears when attempting to start the client

This message may appear when launching RSLinx Classic on a system that has both RSLinx Classic and RSLinx Enterprise installed. The System Event log contains the message, “The A-B Virtual Backplane service failed to start due to the following error: The system cannot find the file specified.”

In some cases, the Virtual Backplane driver does not get installed correctly. For more information see the Rockwell Automation Knowledgebase article 34128 (<http://www.rockwellautomation.com/knowledgebase/>)

“Error initializing FactoryTalk AssetCentre. Could not load file or assembly ...CalibrationPlugin.dll” appears when attempting to start the client

This message appears when you start the FactoryTalk AssetCentre client if the FactoryTalk AssetCentre Calibration Management client was not installed in the same directory as the FactoryTalk AssetCentre client. To fix this problem, you must uninstall and then reinstall the FactoryTalk AssetCentre client, making sure to install the FactoryTalk AssetCentre Calibration Management client in the same directory as the FactoryTalk AssetCentre client.

Other errors starting the client

If the client won't start or you see other error messages not specifically mentioned above, try the following:

- Make sure the client computer is connected to the network and the network is operational.
- Make sure the FactoryTalk AssetCentre server computer is running.
- Make sure the FactoryTalk AssetCentre Server service, IIS and SQL server are all running on the server computer (and the database computer if separate). To check IIS, see the grey box “To make sure IIS is running on the server computer:” on page 67.
- Make sure the correct FactoryTalk Directory is specified. On the machine running the client, select **Start > All Programs > Rockwell Software > FactoryTalk Tools > Specify FactoryTalk Directory Location**.
- If you are running in an environment without a domain controller (in a workgroup), you may need to disable the single sign-on feature of FactoryTalk. See the FactoryTalk Help for more information.

- Make sure the server location setting is correct. On the server computer go to **Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Server Settings**. The server location must be set in this utility, NOT in the FactoryTalk Administration Console.
- Make sure the SQL Connection is set properly. On the server computer go to **Start > All Programs > Rockwell Software > FactoryTalk AssetCentre Server > Data Source Configuration**.
- If you are using a firewall, make sure your firewall is configured properly to permit access to the FactoryTalk AssetCentre Server. See “Network requirements” on page 5 and “Additional ports you may have to open” on page 77.

Starting the agent

If the FactoryTalk AssetCentre software installed on the server has been updated, the agent will not start until the software on the agent is updated. See “Checking to see if the agent software is current” on page 58.

Using Calibration Management

“No ProCalV5 Server connection information exists on the FactoryTalk AssetCentre server.” appears when attempting to use Calibration Management features

This error message appears when you attempt to use the Calibration Management capability, but have not installed the FactoryTalk AssetCentre Calibration Management server. See “Installing the ProCalV5 server software after the FactoryTalk AssetCentre server” on page 34.

This error message also appears if you have installed the FactoryTalk AssetCentre Calibration Management server, but have not run the ProCalV5 Data Source Edit Wizard. See “Running the ProCalV5 Data Source Edit Wizard” on page 35.

“Error executing ProCalV5 commands, check ProCalV5 installation.” appears when attempting to use Calibration Management features

This error message appears when you attempt to use the Calibration Management capability, but have not installed the FactoryTalk AssetCentre Calibration Management client. See “FactoryTalk AssetCentre Calibration Management client software installer” on page 42.



“Error initializing FactoryTalk AssetCentre. Could not load file or assembly ...CalibrationPlugin.dll” appears when attempting to start the client

This message appears when you start the FactoryTalk AssetCentre client if the FactoryTalk AssetCentre Calibration Management client was not installed in the same directory as the FactoryTalk AssetCentre client. To fix this problem, you must uninstall and then reinstall the FactoryTalk AssetCentre client, making sure to install the FactoryTalk AssetCentre Calibration Management client in the same directory as the FactoryTalk AssetCentre client. See “Installing FactoryTalk AssetCentre clients” on page 37.

Unable to run the ProCalV5 Data Source Edit Wizard

If the ProCalV5 Data Source Edit Wizard displays an error when you run it (Start > Programs > Rockwell Software > FactoryTalk AssetCentre Server > ProCalV5 Data Source Configuration), the cause may be that the FactoryTalk AssetCentre Calibration Management Server was not installed in the same directory as the FactoryTalk AssetCentre server. To fix this problem, you must uninstall and then reinstall the FactoryTalk AssetCentre server, making sure to install the FactoryTalk AssetCentre Calibration Management server in the same directory as the FactoryTalk AssetCentre server.



Installing Microsoft SQL Server 2000

FactoryTalk AssetCentre can use Microsoft SQL Server 2000 (either Enterprise Edition or Standard Edition) rather than the recommended Microsoft SQL Server 2005. Follow the instructions below to install SQL Server 2000.

Installing Microsoft SQL Server 2000



After you install Microsoft SQL Server 2000, you **must install SQL Server 2000 Service Pack 4 (or higher)**!

See “Installing Microsoft SQL Server 2000 Service Pack 4” on page 75 for more information.

FactoryTalk AssetCentre uses a Microsoft SQL Server database to store project files and user data. If you already have SQL Server 2000 installed on the computer you are going to use as your FactoryTalk AssetCentre server, you can skip these steps (however, you may need to reconfigure the server).

If you use an existing SQL Server installation:

The SQL Server collation must be dictionary-order, case-insensitive for use with FactoryTalk AssetCentre software. If your existing SQL Server collation is case-sensitive, the FactoryTalk AssetCentre database installation will fail. Follow the directions here if your SQL Server collation is NOT dictionary-order, case-insensitive.

- If this SQL Server has no other databases on it:
 - Either:** Uninstall SQL Server and reinstall it using the default collation in the setup program. (This statement applies to English language Microsoft Windows operating systems and SQL Server software. For other languages, be sure to select a dictionary-order, case-insensitive collation when reinstalling.)
 - Or:** Rebuild the master database using a dictionary-order, case-insensitive collation. Refer to the SQL Server 2000 online books for instructions.
- If this SQL Server has other databases on it, then setup or use another SQL Server that is configured with a dictionary-order, case-insensitive collation.

If you have an MSDN subscription you can find more information at [http://msdn2.microsoft.com/en-us/library/aa176550\(SQL.80\).aspx](http://msdn2.microsoft.com/en-us/library/aa176550(SQL.80).aspx) or search Microsoft’s MSDN site for SQL Server 2000 collation settings.

To install SQL Server 2000 so it is compatible with FactoryTalk AssetCentre server:

1. Log onto the server computer as an administrator or as a user with administrative rights.



It is possible to install SQL Server 2000 on a different computer from the one on which you will install the FactoryTalk AssetCentre server software.

2. Start the SQL Server 2000 installation from the Microsoft SQL Server 2000 CD.
3. Follow the on-screen instructions. In the Setup Type window:
 - For English language operating systems and SQL Server software, select **Typical**.
 - For non-English language operating systems or SQL Server software, select **Custom** so that you can specify the correct collation settings in step 4c below.
4. Follow the on-screen instructions for installation. See the steps below for information about particular settings.
 - a. The Services Accounts window of the installation program asks how you want to run the services for the SQL Server. Select **Use the Local System account**.



You can run the SQL Server using a domain account. This can, however, complicate system maintenance (for instance, when changing passwords). If you are not sure of the type of account you should use for running the SQL Server, consult your network administrator.

- b. In the Authentication Mode window, click **Mixed Mode (Windows Authentication and SQL Server Authentication)**. This means that both the SQL Server and the Windows domain can authenticate users for the SQL Server. When you click Mixed Mode, fields open for entering the password for the sa (SQL Server system administrator) account password. **Do not forget the password.** You will need this password when you install the FactoryTalk AssetCentre server.



The Authentication Mode window has a check box for "Blank Password." Checking this box allows you to have an sa account that has no password. **Do not check this box under any circumstances!** Doing so leaves your SQL Server and your computer open to attack.

- c. If you chose a custom setup type in step 3, then in the Collation Settings window, select **SQL Collations** and a dictionary-order, case-insensitive collation.



The collation settings must be case-insensitive! If the settings are case-sensitive, the FactoryTalk AssetCentre database installation will fail.



- d. Follow the on-screen instructions to complete the installation.

Installing Microsoft SQL Server 2000 Service Pack 4

After you install Microsoft SQL Server 2000, you **must** install the latest SQL Server 2000 Service Pack (at the time of this writing, Service Pack 4 is the latest Service Pack). The service pack is necessary for the software to run properly and will protect your SQL Server 2000 server from certain types of attacks.

To obtain this service pack, go to Microsoft's website, www.microsoft.com, and search for "SQL Server 2000 Service Pack".



Reference

Additional ports you may have to open

If you are using a firewall, you may need to open ports for other Rockwell Automation products as well as for FactoryTalk AssetCentre. For the ports to open for FactoryTalk AssetCentre, see “Network requirements” on page 5.

This port	Of this type:	Is used with this product:	For this purpose:
25	TCP	1769-L35E RSBizWare RSSql RSView Messenger	Outbound e-mail only
67-68	UDP	1756-ENET 1756-ENBT 1756-EWEB 1794-AENT 1734-AENT 1769-L35E 1788-ENBT 1761-NET-ENI 1785-LXXE 1785-ENET 1747-L55x 5820-EI PowerFlex Drives PowerMonitor 3000 PanelView PanelView Plus	Client only
69	UDP	5820-EI	For binary download, used in conjunction with BootP

This port	Of this type:	Is used with this product:	For this purpose:
80	TCP	1756-ENET 1756-ENBT 1756-EWEB 1794-AENT 1734-AENT 1769-L35E 1788-ENBT 1761-NET-ENI 1785-LXXE 1785-ENET 1747-L55x 1763-L16x PowerFlex Drives PowerMonitor 3000 PanelView PanelView Plus RSBizWare RSView32 RSViewSE	
123	UDP	PowerMonitor 3000	Network time protocol
135	TCP	FactoryTalk	DCOM endpoint mapper
135	TCP	RSMACC	
161	UDP	1756-ENET 1756-ENBT 1794-AENT 1734-AENT 1769-L35E 1788-ENBT 1761-NET-ENI 1785-LXXE 1785-ENET 1747-L55x 5820-EI PowerFlex Drives PowerMonitor 3000 PanelView PanelView Plus	
300-400	UDP	PowerMonitor 3000	Master / slave configuration

This port	Of this type:	Is used with this product:	For this purpose:
400-402	TCP	RSSql	Transaction Manager, Compression Server, and Configuration Server
1089	TCP / UDP		Foundation Fieldbus
1090	TCP / UDP		
1091	TCP / UDP		
1330	TCP	FactoryTalk	Object RPC
1331	TCP	FactoryTalk	Service control
1332	TCP	FactoryTalk	Server health
1433	TCP	RSMACC	SQL Server Communication (default port)
2222	UDP	1756-ENBT 1794-AENT 1734-AENT 1769-L35E 1788-ENBT	I/O communications (used only by products that support I/O over EtherNET/IP)
2222	TCP	1785-LxxE 1785-ENET 1771-DMC(x) 1747-L55x 5820-EI PowerMonitor II RSLinx INTERCHANGE	Uses port 2223 as the source port for TCP connections
3060	TCP	FactoryTalk	Directory Server file transfer
3622	TCP / UDP		
4120	TCP	RSBizWare	Production Server
4121	TCP	RSBizWare	Server Manager
4122	TCP	RSBizWare	PlantMetrics Server
4123	TCP	RSBizWare	Task Manager
4124	TCP	RSBizWare	Scheduler Server
4125	TCP	RSBizWare	Scheduler CTP Server
6543	TCP	FactoryTalk	Alarming Server
7600	TCP	FactoryTalk	Event Multiplexor

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