



Thank you for renewing your TechConnect Support Agreement. You are receiving this information because you have been identified as the site coordinator for this program. If you are not the site coordinator, please call Rockwell Automation Customer Support Contract Services at 1-440-646-7700.

Attention US customers: *Your support authorization number has changed.* On August 1, 2010, we began administering TechConnect contracts in a new business system that requires us to assign a new authorization number to your account. The support agreement, wallet cards, and equipment stickers included in the attached welcome kit have been updated to include your new support authorization number. Please forward to anyone at your site that needs this information.

This welcome kit includes the following documents and materials for your TechConnect renewal agreement:

- Site Support Agreement
- Supported Software Listing
- Users Guide
- Wallet Cards
- Equipment Stickers (included with end user agreements only)

To request the Technical Reference Library on DVD (value \$300 US), fax the enclosed Support Agreement page to 800-576-6340 or 330-722-1829. Please allow 10-15 working days for delivery.

By renewing your TechConnect Support Program, you will continue to receive world-class technical support services, information and on-line resources to help you install, operate, and maintain automation technologies at your site. TechConnect Support Programs are backed by Rockwell Automation's worldwide network of award-winning Customer Support Centers. Our state-of-the art support centers feature highly trained technical specialists with an average of 13+ years of industrial automation experience. With your TechConnect Support Program, you can leverage this experience to obtain quick and accurate solutions to get and keep your operations running smoothly.

Thank you again for renewing your TechConnect Support Program from Rockwell Automation. We look forward to helping you meet the ever-increasing challenges of today's industrial world.

Sincerely,

Rockwell Automation® Services & Support

SUPPORT AGREEMENT

TECHCONNECT SUPPORT

The following information contains details specific to the TechConnect Support Program purchased for the location shown below. Please keep this information for your records. Instructions for using your TechConnect Program can be found in the TechConnect Users Guide.

AUTHORIZATION NUMBER

99126445

An authorization number is assigned to each TechConnect Support Program purchased. Your authorization number will be requested at the beginning of each call to receive support.

Failure to provide an authorization number could result in a denial of support.

Designated Phone Number

You have purchased a **DirectConnect** Support Program for the location and contacts shown below. The designated phone number for this service level is: **440-646-3100**

Location / Contacts Covered

You have purchased a TechConnect Support Program for the location and contacts shown below. This agreement only covers the location listed and cannot be used by or transferred to any other location. The site coordinator will receive all mailings related to the TechConnect Program for this location.

THOMAS JEFFERSON NATL ACCELERATOR
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606
USA

Site Coordinator
STEVEN LASSITER

Site Contacts¹

Contract Term and Coverage

The expiration date and product families covered by your TechConnect Support Program are listed below. Only the products listed are eligible for support under this TechConnect Program. See the TechConnect Users Guide for additional information on the products included within each product family. Support for Advanced Software is only provided for the individual products specified on this agreement. Software serial numbers are required to download product updates.

Expiration Date

31-Aug-2011

Catalog No. and Program Description²

9800DC8HMICOM - DIRECTCONNECT (8-5, M-F) - HMI & COMMUNICATION SOFTWARE SUPPORT

9800DC8AUTOA - DIRECTCONNECT (8-5, M-F) - AUTOMATION CONTROL SITE SUPPORT (1-4 PROCESSORS)

¹ If "All" is listed, all personnel at location listed are eligible to receive support under this TechConnect Support Program. If individual names are listed, a department-level OEM or Education agreement was purchased and only those shown are eligible to receive support.

² For the software products supported under your TechConnect Program, see the enclosed list of registered licenses at your location.



Yes I would like to receive the Technical Reference Library on DVD

To receive the DVD set, please fax this page to 262-264-1042



Allen-Bradley • Rockwell Software

**Rockwell
Automation**

EQUIPMENT STICKERS

Formatted to fit onto Avery Stock Number 5264

For online technical support, go to:
www.rockwellautomation.com/support

For online technical support, go to:
www.rockwellautomation.com/support

For 8-5 Technical Phone Support
Call: 440-646-3100
Authorization Number: 99126445
Expires: 31-Aug-2011

For 8-5 Technical Phone Support
Call: 440-646-3100
Authorization Number: 99126445
Expires: 31-Aug-2011

Your TechConnect
DirectConnect supports...

Your TechConnect
DirectConnect supports...

HMI & Communication Software
Automation Control Site

SITE COVERED
THOMAS JEFFERSON NATL AC
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606
USA

HMI & Communication Software
Automation Control Site

SITE COVERED
THOMAS JEFFERSON NATL AC
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606
USA

Rockwell
Automation

Rockwell
Automation

For online technical support, go to:
www.rockwellautomation.com/support

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For 8-5 Technical Phone Support
Call: 440-646-3100
Authorization Number: 99126445
Expires: 31-Aug-2011

For 8-5 Technical Phone Support
Call: 440-646-3100
Authorization Number: 99126445
Expires: 31-Aug-2011

Your TechConnect
DirectConnect supports...

Your TechConnect
DirectConnect supports...

HMI & Communication Software
Automation Control Site

SITE COVERED
THOMAS JEFFERSON NATL AC
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606
USA

HMI & Communication Software
Automation Control Site

SITE COVERED
THOMAS JEFFERSON NATL AC
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606
USA

Rockwell
Automation

Rockwell
Automation

SOFTWARE PRODUCT LISTING

**Rockwell
Automation**

Customer Support
6680 Beta Drive
Mayfield Village, OH 44143 USA
Telephone: 440-646-7505

THOMAS JEFFERSON NATL ACCELERATOR
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606
USA

REGISTERED USER	CATALOG NUMBER	DESCRIPTION	SERIAL NUMBER	INSTALL COUNT
AUTOMATION CONTROL				
LASSITER, STEVEN	9357ENETL3	RSNetWorx for EtherNet/IP Software	1669023788	1
LASSITER, STEVEN	9701VWSTMENE	FactoryTalk View Studio Machine Edition Software	1564065888	1
MAHONEY, KELLY	9324RLD600ENE	RSLogix 5000 Full Edition Software	2445003670	1
REID, TOM	9310WED200ENE	RSLogix Emulate 5000 ControlLogix Processor Emulati	1835017084	1
SLACHTOUSKI, TOM	9324RLD300ENE	RSLogix 5000 Standard Edition Software	1203061936	1
SLACHTOUSKI, TOM	9357CNETL3	RSNetWorx for ControlNet Software	1163059078	1
SLACHTOUSKI, TOM	9357DNETL3	RSNetWorx for DeviceNet Software	1235067675	1
SLACHTOUSKI, TOM	9357ENETL3	RSNetWorx for EtherNet/IP Software	1669038825	1
CREEL, JONATHAN	9310WED200ENE	RSLogix Emulate 5000 ControlLogix Processor Emulati	1835025266	1
CREEL, JONATHAN	9324RLD700ENE	RSLogix 5000 Professional Edition Software	2022029226	1
CREEL, JONATHAN	9324RLDFBDENE	RSLogix 5000 Function Block Diagram Editor Option S	2009012237	1
CREEL, JONATHAN	9324RLDSFCE	RSLogix 5000 Sequential Function Block Editor Option	2409002169	1
CREEL, JONATHAN	9324RLDSTXE	RSLogix 5000 Structured Text Editor Option Software	2408001814	1
CREEL, JONATHAN	9326LGXARCHENE	RSLogix Architect Software	2075018517	1
CREEL, JONATHAN	9357CNETL3	RSNetWorx for ControlNet Software	1163072294	1
CREEL, JONATHAN	9357DNETL3	RSNetWorx for DeviceNet Software	1235088222	1
CREEL, JONATHAN	9357ENETL3	RSNetWorx for EtherNet/IP Software	1669060279	1
CREEL, JONATHAN	9701VWSTMENE	FactoryTalk View Studio Machine Edition Software	1564048469	1
GOODMAN, TOM	2711ND3	PanelBuilder32 configuration software	2301061192	1
LASSITER, STEVEN	9310WED200ENE	RSLogix Emulate 5000 ControlLogix Processor Emulati	1835002105	1
LASSITER, STEVEN	9310WED200ENE	RSLogix Emulate 5000 ControlLogix Processor Emulati	1835010358	1
LASSITER, STEVEN	9324RL0300ENE	RSLogix 500 Offline/Online Programming Software	1012096437	1
LASSITER, STEVEN	9324RL0300ENE	RSLogix 500 Offline/Online Programming Software	1012114251	1
LASSITER, STEVEN	9324RLD300ENE	RSLogix 5000 Standard Edition Software	1203021939	1
LASSITER, STEVEN	9324RLD300ENE	RSLogix 5000 Standard Edition Software	1203023068	1
LASSITER, STEVEN	9324RLD700ENE	RSLogix 5000 Professional Edition Software	2022004805	1
LASSITER, STEVEN	9324RLD700ENE	RSLogix 5000 Professional Edition Software	2022011280	1
LASSITER, STEVEN	9357CNETL3	RSNetWorx for ControlNet Software	1163028050	1
LASSITER, STEVEN	9357CNETL3	RSNetWorx for ControlNet Software	1163046802	1
LASSITER, STEVEN	9357CNETMDAD3E	RSNetWorx MD for ControlNet Add-On Software	1386000202	1
LASSITER, STEVEN	9357DNETL3	RSNetWorx for DeviceNet Software	1235033587	1
LASSITER, STEVEN	9357DNETL3	RSNetWorx for DeviceNet Software	1235054684	1
LASSITER, STEVEN	9357ENETL3	RSNetWorx for EtherNet/IP Software	1669004492	1
HMI & COMMUNICATION SOFTWARE				
CREEL, JONATHAN	9355WABOEMENE	RSLink Classic OEM Software	1005091807	1
LASSITER, STEVEN	9355WABENE	RSLink Classic Professional Software	1008046052	1
LASSITER, STEVEN	9701VWSCWAENE	FactoryTalk View SE Client Software	2524002439	1
LASSITER, STEVEN	9701VWSS100AENE	FactoryTalk View SE Server (100 Display) Software	2527001066	1

LISTEN.
THINK.
SOLVE.®



USER GUIDE

TECHCONNECTSM SUPPORT

Overview

Phone Support

Knowledgebase

Product Updates

Technical Reference Library on DVD

Additional Support Resources

Supported Products



Allen-Bradley • Rockwell Software

**Rockwell
Automation**

Phone Support Programs

Complimentary Support

Rockwell Automation provides a variety of web-based technical information and self-service support tools at <http://support.rockwellautomation.com>. These include product manuals, technical knowledgebase, MySupport and software reset codes (limited to one per registered serial number each year). Knowledgebase content includes: FAQs, tech notes, application notes, technical tips, sample code, documentation, detailed explanations of error codes and links to hotfixes/service packs. MySupport, a personalized subscription service, sends email notifications when new product update(s) or tech note(s) of interest are published online.

New Customer Initial Support. New customers of Rockwell Automation, or existing customers buying a product for the first time in a new product family, as defined by the support program, are eligible for the DirectConnect (8a-5p) level of support (TechConnect); or Bronze Level Support (E-Safe) at no

Rockwell Automation offers the following phone support programs:

- TechConnect Support
- Emergency Reinstatement Software Support
- E-Safe Support
- TeamSupport
- Team Support 360

Phone Support Program Standard Features:

Technical Phone Support. Real-time assistance for installing, configuring, troubleshooting and diagnosing problems; basic programming instruction and best-practice recommendations. Standard phone support hours are 8:00 am to 5:00 pm Monday-Friday (local time)* for TechConnect, and 8:00 am to 7:00 pm EST Monday-Friday* for E-Safe. Extended coverage (24x7x365) is available for an additional charge.

Online Support Requests. Rockwell Automation support specialists answer technical questions submitted online at <http://support.rockwellautomation.com/supportrequests/>.

Product Updates/Replacement Media. Product enhancements or updates and service packs are available for download 24x7x365. Media is available for shipping upon request (limited to one media set per serial number). Product upgrades are sold separately.

For additional information on the specific features of our phone support programs, visit <http://www.rockwellautomation.com/services/phone/>

Effective Support Dates

The contract term for a phone support program is typically one year, but the length may vary by program type or specially negotiated terms. Support programs are upgradeable and renewable. In the event that a support program is not renewed prior to program expiration, prices may be subject to reinstatement fees. Support programs are available for sale from your local authorized distributor or local Rockwell Automation sales office.

Conditions

Products Covered. TechConnect Support programs are available for most Rockwell Software products, selected Reliance Electric Drive Control products, and Allen-Bradley Automation Control, Industrial Motion Control, and Drives Control products, as defined by product families selected or unless otherwise specified in the program.

E-Safe Support is available for ICM Hardware (excluding XM Modules), ICM Software (Emonitor-Factory, Workstation, or Enterprise and Odyssey-Basic, Classic, or Deluxe), and En-Watch.

Emergency Reinstatement Software Support is available for RSLogix 5/500/5000, RSVIEW, PanelBuilder, RSLinx, and RSNetworkX packages.

TeamSupport and TeamSupport₃₆₀ programs are available for Rockwell Software, Reliance Electric, Allen-Bradley, and selected third party products.

Site Coordinator. A customer site coordinator must be identified to manage support program(s). This person will receive shipment of all information and product related to the program and is responsible for managing and maintaining the support program.

Terms of Support. At the end of any support program term, Rockwell Automation may withdraw support as defined in the agreement or delete any obsolete or discontinued products at any time at the end of any support term. Support does not extend to the following products:

- Product that has been modified or altered.
- Product that has been used on computer equipment other than equipment specified as being supported in Rockwell Automation published product descriptions.
- Product that, in the judgment of Rockwell Automation, has failed due to improper installation, operation, alteration, modification or misuse.
- Product which has not been updated with the most recent correction, modification or enhancement made available by Rockwell Automation.
- Product that, in the judgment of Rockwell Automation, is being used in violation of the license agreement.

Cancellation Policy: Cancellation of a support service is subject to a 25% charge, together with reimbursement for direct costs. Support services cannot be canceled if updates cannot be returned unopened, were downloaded electronically or if the remaining term of service is less than two months.

Exemptions

New Purchase Warranty. The product warranty provisions for the initial purchase of hardware, firmware and/or software products are described in the applicable End-Users License Agreement and the General Terms and Conditions of Sale, Publication 6500. Rockwell's technical support programs may include complimentary support for certain product purchases if the product meets the criteria set forth above. For basic troubleshooting assistance of product failures that occur within the first 24 hours of operation, call your local distributor or New Product Satisfaction Return 440-646-3223.

Onsite Support. Phone support programs do not include any onsite services unless otherwise stated. OnSite support services are available at applicable rates and terms.

Technical Application Services. Phone support programs do not include technical consulting for programming applications such as code design, development or debugging. This service is available at applicable rates and terms.

Taxes. Rockwell Automation is not responsible for any and all taxes and duties associated with the support provided under a support program, excluding taxes based upon net income. Applicable taxes and duties are added at time of invoicing.

Terms and Conditions

Services provided under any technical support programs are subject solely to the General Terms and Conditions of Sale, Publication 6500.

This statement of technical support is strictly provided as a reference for Rockwell customers. Support Programs may vary by Geographical Region.

OVERVIEW

Use the instructions provided in this Users Guide to obtain efficient service and maximize the benefits of your TechConnect Support agreement. Providing authorization numbers for phone support and serial numbers for product updates will expedite service delivery. Support information specific to the program(s) purchased (telephone numbers, hours of coverage, authorization numbers, etc.) is detailed in the Support Agreement (enclosed separately). Make sure you sign up on our Knowledgebase (<http://www.rockwellautomation.com/knowledgebase/>) for proactive notification of product updates and tech notes! See section 2 for additional Knowledgebase information.

CONTENTS

- 1 Phone Support**
- 2 Online Support Requests**
- 3 Product Updates**
- 4 Technical Reference Library on DVD**
- 5 Upgrade Options**
- 6 Supported Products**

1 PHONE SUPPORT

PHONE NUMBERS

Please use the designated phone support number (found on your TechConnect Support Agreement and wallet cards) when calling for phone support*. This number can only be used for support issues regarding products included in the TechConnect program. Standard phone support hours are 8am-5pm M-F ** in the time zone of the location listed on your support agreement, unless the 24x7x365 Upgrade option was purchased.

WHEN YOU CALL FOR SUPPORT

The automated call tree will prompt you as follows:

1. If you have an existing case number for which you need additional support. Enter the number using your phone keypad. Your call will be routed to the phone support specialist associated with the case for continued support; if they are not available you will have the option to leave a voice mail for that specialist or talk to the next available specialist.
2. If you do not have an existing case number, select the product for which you need support. After entering the above information your call will be answered directly by a support specialist, who will ask for the following:
 1. (a) Support program authorization number (you can find this on your support agreement and/or wallet cards)
(b) If your authorization number is not easily accessible, you will be asked for your name and company site location
 2. Product name(s), description and series/revision/version number
 3. System configuration and components (operating system, etc.)
 4. Sequence of events leading up to the problem/question
 5. Complete error message including text and numbers

If your problem is not resolved during the initial call, our support specialist will research the issue and call you back with additional information as soon as possible.

COMMUNICATING THE URGENCY OF YOUR SITUATION

The urgency of your situation should be communicated to the phone support specialist at the beginning of the call. Please categorize the situation into one of the following levels:

NORMAL - Questions involve problems or issues that have minimal or no immediate impact on your operation or business. It is acceptable if the problem is not resolved on the initial call.

HIGH - Questions involving problems or issues that have a direct impact on your operation or business. The system or process remains operational, but not with full capability. A high direct situation requires immediate or same day resolution. (Depending on the nature of the inquiry, same day resolution may not be possible).

DOWN - The system or process is down and requires immediate response.

In down situations, a support supervisor/manager is automatically notified. When necessary, we will leverage additional technical support and engineering resources to resolve the problem quickly. To provide complete resolution to the problem, the customer must implement technical support recommendations and must be available for immediate follow-up. Should either of these not occur, the problem might be downgraded.

DIRECT DIAL MENU

To reduce call tree navigation, enter the three-digit direct dial code from the tables below when you call for support. Your call will be routed directly to the appropriate product support specialist.

* Phone Support is not included in eConnect Programs

* Phone Support is not available on following Rockwell Automation recognized holidays:

• North America: New Year's Eve, New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day (and day after), Christmas Eve, Christmas Day
• Latin America: New Year's Eve, New Year's Day, Christmas Eve, Christmas Day.

DIRECT DIAL MENU	Direct Dial Code
Activation	
Software activations, Copy protection	010
Controllers	
ControlLogix, FlexLogix, RSLogix 5000, Safety Processor, Communications, Associated I/O and Instruction Set	100
CompactLogix, RSLogix 5000, Communications, Associated I/O and Instruction Set	101
PLC-2, 3, & 5, and 5/250 Processor, Communications & Associated Programming Software, I/O & Instruction Set	102
SLC 500, MicroLogix Processor, Communications & Associated Programming Software, I/O & Instruction Set	103
Pico Controller, Associated Software and Instruction Set	104
Softlogix 5 & 5800, RSLogix 5000 Emulate, Communications, Programming Software, I/O and Instruction Set	105
Automax, Automate, Shark	106
Power Monitor, RSPower	107
RSTestStand	108
Process Logix	109
Visualization	
FactoryTalk View SE, RSView SE	200
RSView 32	201
FactoryTalk View ME, RSView ME, PanelView Plus and PanelView Plus CE	202
PanelView Classic, Standard, Enhanced Terminals and PanelBuilder Software	203
PanelView Component	204
Message Displays	205
Industrial Computers and Monitors	206
NetLinx	
DeviceNet, ControlNet, Ethernet Associated RSNetwork Software	300
RSLinx Classic, RSLinx Enterprise and Factory Talk Gateway	301
Communications Cards, 1784-PCMK, PCD, PCC, PKTX, KT, KTX	302
Rockwell Automation Network Switches (Managed and Unmanaged)	303
Remote Access Dial-in Modems	304
Motion	
ControlLogix Motion, Interface Cards and Associated Software	400
Kinetix and Ultra Servo Drives and Motors and Associated Software (includes Ultra 3000, 100, 200)	401
Ultra Servo Drives with DeviceNet	402
Ultra 5000	403
1394, S-Class, GML Commander	404
CNC Motion 7100, 7300, 8200, 8400, 8600, Bandit, 9 Ser./PC9	405
Electrocrafft Servo Drives and Motors	406
IMC Motion(121, 123, 110, ODS Software), HSRV, HSTP	407

AB Legacy Servo Drives (1387, 1388, 1391, 1392), 8720	408
1398 PDM Ultra Plus, IQ2000 / 5000 with GML Ultra and IQ Master Software	409
Drives and Motors	
PowerFlex 70/700 - PF70, PF70EC, PF700VC	500
PowerFlex 4/40 - PF4, PF4M, PF40, PF40P, PF400	501
PowerFlex 755	502
Comm Networks - Drives with any communication module except the Cnet or any PF700S drive	503
AC Legacy -1302, 1326, 1329I, 1330, 1331, 1332, 1333, 1334, 1335, 1336(Classic), 1340, 1341, 1350, 1351, 1352, 161, 3400	504
AC Vector - 1336T (Force), 1336E (Impact)	505
Plus/Plus II - 1336S (Plus), 1336F (Plus II)	506
160/1305	507
700S	508
ControlNet - Drives with Cnet except the 700S	509
Application - Presales calls	510
DC Drives - 1395, 1397 and PFDC	511
Reliance	512
Medium Voltage	513
Motor Products	514
Data Management Software	
Factory Talk Asset Center, RSMacc	600
RSBizware (Historian Classic, PlantMetrics, Scheduler)	601
Factory Talk Historian SE	602
Factory Talk Transaction Manager, RSSQL	603
Factory Talk Batch, RSBatch, eProcedure, Material Track, Campaign Manager	604
Factory Talk Production Centre	605
PMX	606
Integrated Condition Monitoring (Entek)	
XM, Enpac, Datapak Enwatch, Emonitor, Enshare, RSMACC Enterprise Online, 6600, Sensors	700
Industrial Control Components	
NEMA and IEC Motor Control Products (Contactors, Overload Relays, Starters, Pushbuttons, Terminal Blocks, Disconnect Switches, Transformers, Circuit Breakers, Control Relays and Timers)	800
Condition Sensing Switches (Pressure, Temperature, Float, Rotating Cam, and Speed Sensing)	801
Signaling Devices	802
Distributed Starters (Armorstart)	803
Solid-State Soft Starters (SMC's)	804
Electronic Motor Protection (E1 Plus and E3 Overload relays, 825-M and 825-P Motor Management Systems)	805
Power Supplies	806
Temperature Controllers (Bul. 900TC)	807
Machine Alert Products (Bul. 809, 810, 813, 817, 819, 1409, and 1410)	808
Sensors and Connection Systems	809
Safety	810
Centerline Motor Control Centers	
Centerline Motor Control Centers Sales Support	900
Centerline Motor Control Centers Hardware Post-Sales Technical Support	901
Centerline Motor Control Centers Configuration Software (CIRCE or CenterOne)	902
Centerline Motor Control Centers DeviceNet or IntelliCENTER Software Support	903

2 ONLINE SUPPORT

KNOWLEDGEBASE

The Rockwell Automation Knowledgebase is an online database of technical notes covering all Rockwell Automation products, software and services. Recent advances like an artificial intelligence search engine, proactive notifications for products or topics of interest, and direct feedback on content usefulness, have made our Knowledgebase even more powerful. Plus, as a contracted customer, you can submit questions directly to our technical support engineers. Sign up for your Knowledgebase account today and start taking advantage of our world class resources.

GETTING STARTED

Go to www.rockwellautomation.com/knowledgebase

STEP 1

If this is your first time logging in, you will need to create an account.

- To create an account click “Create a New Account” on the main page

The screenshot shows the Knowledgebase login page. At the top, there are links for 'Support Home', 'Answers', and 'My Stuff', along with a 'Login' button. Below this, a message states: 'Knowledgebase Returning Users - PLEASE NOTE THAT THIS LOGIN IS IN ADDITION TO YOUR MY SUPPORT LOGIN'. There are three main sections: 1. 'STEP 1' points to the login fields: 'User (your email address - case sensitive):' and 'Password:', with a 'Login' button. 2. 'If you have forgotten your Password...' with a link 'Email Me My Password'. 3. 'If you do not have an account...' with a link 'Create a New Account'. 'STEP 2' points to the 'Create a New Account' link.

STEP 2

To create an account you will be taken to the **New Account** page where you will be prompted for a User ID and a Password. Your password can be anything you want.

STEP 3

You will be prompted for your Authorization Number at the TechConnect Authorization Number field. If you do not have this, leave this space blank to get to the general information.

- Your Authorization Number allows you access to the “Ask a Question” functionality that will be explained later.
- If you do not know your Authorization Number you can access the public section of the Knowledgebase and add your Authorization Number to your profile later.

The screenshot shows the 'New Account' page. At the top, there are links for 'Support Home', 'Answers', and 'My Stuff', along with a 'Login' button. Below this, there are fields for 'User (your email address - case sensitive):', 'Password:', and 'Verify Password:'. A message states: 'Organization - TechConnect / TechKit customers, enter your Authorization # here. TechConnect Authorization Number: (Leave blank if you do not have a TechConnect contract)'. Below this, there is a section for 'Contact Information - ADDRESS INFORMATION NOT REQUIRED. GLOBAL COUNTRY CODES ARE BEING FORGOTTEN'. This section includes fields for 'First Name', 'Last Name', 'Email Address', 'Alternate Email 1', 'Alternate Email 2', 'Street', 'City', 'Country', 'State/Province', 'Postal Code', and 'Phone'. 'STEP 3' points to the 'TechConnect Authorization Number' field. At the bottom, there is a 'Create Account' button. 'STEP 4' points to the 'Create Account' button.

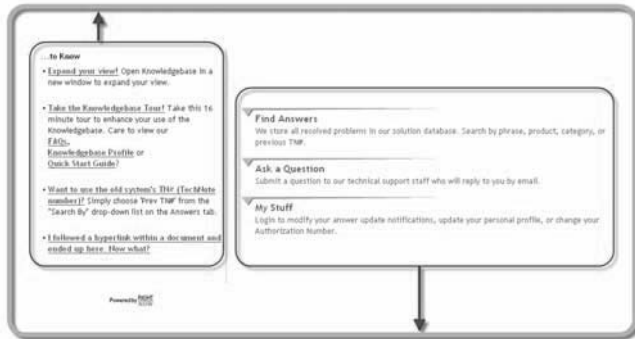
STEP 4

Once complete please click “Create Account”

ONLINE SUPPORT CONTINUED

WELCOME TO THE KNOWLEDGEBASE HOME PAGE

On the left side of this page you will find a section titled **...to Know**. This section will include announcements, explanations of new features and changes and general Knowledgebase overview information.



On the right you will see either two or three options. If you have entered an Authorization Number you will see **Find Answers, Ask a Question, and My Stuff**.

IMPORTANT NOTE The "Ask a Question" section is only available to contract holders and will not show up if you did not enter an Authorization Number.

FINDING ANSWERS

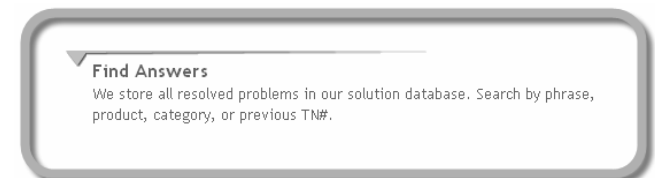
The Knowledgebase content includes application notes, error messages, problems/solutions, release notes **AND SO MUCH MORE!**

The Knowledgebase gives you access to the same tools used by our technical support centers around the world, and since the Knowledgebase is online, technical support is always available.

IMPORTANT NOTE To assist in using this new system we have created an online tutorial. The video walks you through how to use the new Knowledgebase and the advanced features to optimize your understanding of the system. The tutorial is located on the main page next to the header, click on "Take a Tour".

STEP 1

Click on "Find Answers" on the **Support Home** page to begin searching for answers.



STEP 2

To do a basic search you simply type in a natural language question into the Search Text area of the answers page and click on "Search".

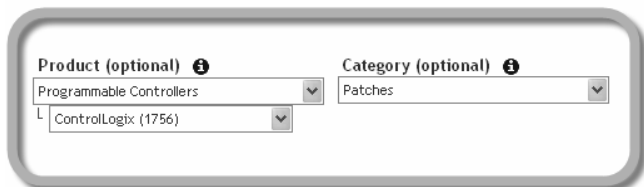


After you have gone to the **Answers** page you can move between pages by clicking on the tabs shown at the top of the page.

ONLINE SUPPORT CONTINUED

FINDING ANSWERS CONTINUED

If you want to define or narrow your search you can choose the products to search through and the category (general, patches, product service and safety advisories, release notes and obsolescence notes).

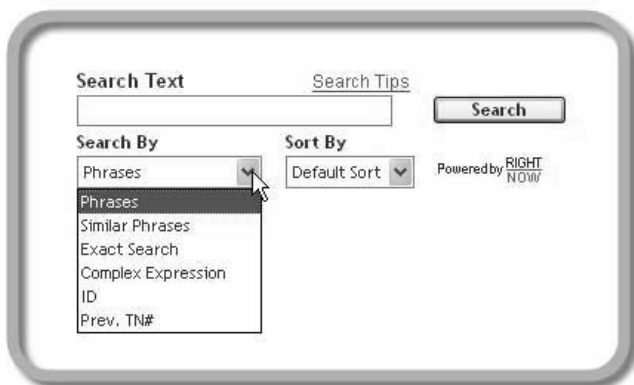


Product (optional) ⓘ Category (optional) ⓘ

Programmable Controllers Patches

ControlLogix (1756)

You can also search by Phrases, Answer ID, Similar Phrases, and other criteria. For further help in refining your search criteria click “Search Tips”.



Search Text Search Tips

Search

Search By

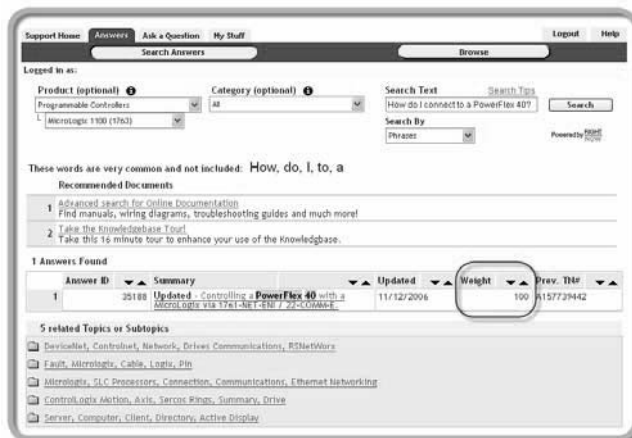
Phrases

Sort By

Default Sort

Powered by RIGHT NOW

Once you have done a search the answers returned will be weighted based on accuracy and feedback from past users. Reference the online tour for further instructions on searching.



Support Home Answers Ask a Question My Stuff Logout Help

Search Answers Browse

Logged in as:

Product (optional) ⓘ Category (optional) ⓘ Search Text Search Tips

Programmable Controllers all

Micrologix 1100 (1763)

Search By

Phrases

Powered by RIGHT NOW

These words are very common and not included: How, do, I, to, a

Recommended Documents

- 1 Advanced search for Online Documentation
Find manuals, wiring diagrams, troubleshooting guides and much more!
- 2 Take the Knowledgebase Tour!
Take this 16 minute tour to enhance your use of the Knowledgebase.

1 Answers Found

Answer ID	Summary	Updated	Weight	Prev. TN#
1	25188 Updated - Controlling a PowerFlex 40 with a Micrologix via TTEI-NET-ENI / 22-COMMAN	11/12/2006	100	A157739442

5 related Topics or Subtopics

- DeviceNet, ControlNet, Networks, Drives Communications, RSNetWorx
- Logic, Micrologix, Cable, Logic, Pin
- Micrologix, PLC Processors, Connection, Communications, Ethernet Networking
- ControlLogix Action, Axis, Series RPlots, Summary, Drive
- Server, Computer, Client, Directory, Active Display

ONLINE SUPPORT CONTINUED

ASK A QUESTION

Your TechConnect Support Program allows you to submit a question directly to our technical support engineers for the products covered by your agreement.

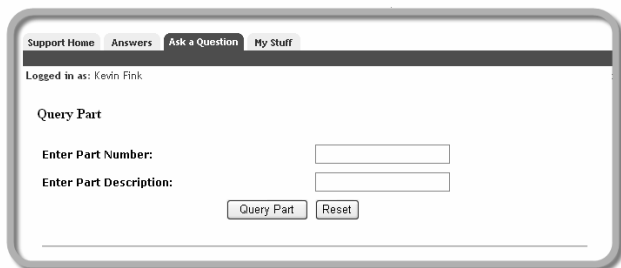
STEP 1

To get to the **Ask a Question** section simply click the “Ask a Question” tab located at the top of the page or click “Ask a Question” on the **Support Home** page.



STEP 2

Once you are in the **Ask a Question** section you will see the Query Part screen. You must associate a question with a product in order to submit your question. Enter a part number or part description to the best of your ability and click “Query Part”. You will see options come up that match the information you entered.



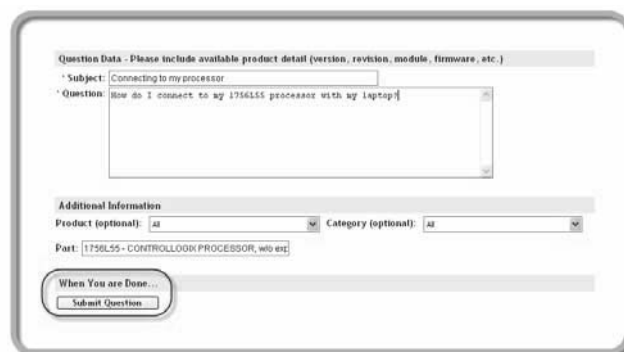
STEP 3

Select the part you want to ask a question on and click “Use Part”.



STEP 4

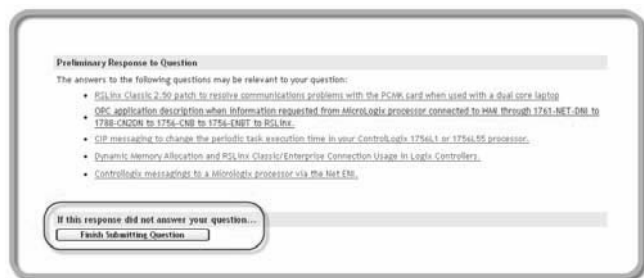
Type in your question and click “Submit Question”.



ONLINE SUPPORT CONTINUED

STEP 5

Before your question is submitted, the Knowledgebase will try to find articles that are related to your question and it will come back with the five closest answers it can find before submitting your question. If one of these articles works then you do not need to proceed with asking your question. If none of these answer fit your specific question then click “Finish Submitting Question” to send your question to TechSupport.



IMPORTANT NOTE *If you are in a down situation and need immediate help, do not submit an online support request, call the phone number listed on your site agreement.*

GETTING NOTIFICATIONS: THE MY STUFF TAB

The My Stuff Tab contains a list of the questions you have submitted online, the notifications you have signed up for and your profile. In your profile you can change things such as your password and Authorization Number. You can also sign up for notification in this section.

STEP 1

To get to the **My Stuff** section, click the “My Stuff” tab located at the top of the page or click on “My Stuff” on the **Support Home** page



STEP 2

In the **My Stuff** section you will see three options:

- Questions - this area keeps a log of all questions submitted online
- Notifications - this is a list of the notifications you have signed up to receive
- Profile - this is your personal profile



ONLINE SUPPORT CONTINUED

STEP 3

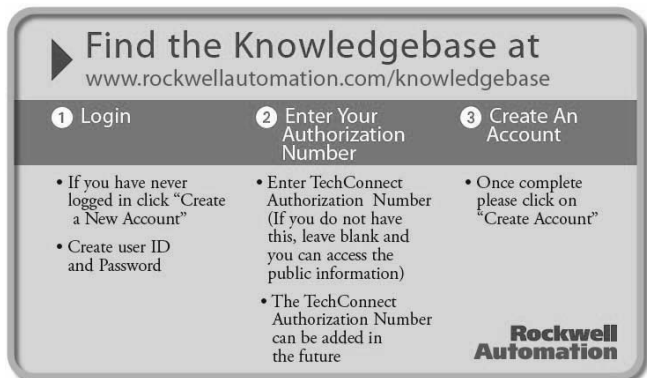
Under the “Profile” area you can change your password or Authorization Number. You can also sign up for your notifications here. To sign up for notifications you can select by product group, product group and then category, or refine search by selecting other criteria.

A screenshot of a web form titled "Product (optional) Category (optional) Notifications". The form has two main sections: "Add Product" and "Add Category". The "Add Product" section has a dropdown menu for "Programmable Controllers" with "ControlLogix (1786)" selected. The "Add Category" section has a dropdown menu for "Category (optional)" with "Product Service and Safety Advisories (Support 11/20/2007, 345 Days)" selected. There are "Remove" and "Delete" buttons on the right. At the bottom, there is a "Save Changes" button and a "When You are Done..." label.

STEP 4

To sign up for the notifications you must you must click “Add Product” or “Add Category” to see the selection appear in the box on the right. Once completed click “Save Changes”.

KNOWLEDGEBASE is a living process with constant improvements and updates. We want to bring your business needs and our products closer. We are always available online for your support needs!

A graphic titled "Find the Knowledgebase at" with the URL "www.rockwellautomation.com/knowledgebase". It contains three numbered steps: 1. Login, 2. Enter Your Authorization Number, and 3. Create An Account. Each step has a list of instructions. The Rockwell Automation logo is at the bottom right.

Find the Knowledgebase at
www.rockwellautomation.com/knowledgebase

1 Login	2 Enter Your Authorization Number	3 Create An Account
<ul style="list-style-type: none">• If you have never logged in click "Create a New Account"• Create user ID and Password	<ul style="list-style-type: none">• Enter TechConnect Authorization Number (If you do not have this, leave blank and you can access the public information)• The TechConnect Authorization Number can be added in the future	<ul style="list-style-type: none">• Once complete please click on "Create Account"

Rockwell Automation

ONLINE SUPPORT CONTINUED

PRIORITYCONNECTSM AGREEMENTS

Our secure, interactive case management Web site provides tools you can use to manage your support issues and review the case activity at your site. The Web site allows users to view, edit, add notes to and close existing support cases and create new support cases (for their location). Existing cases can be easily located with a built-in query function.

To submit a support request, follow the instructions below for creating a new case. **Please do not** submit a request thru the Rockwell Automation public Web site. Support requests entered thru this site will not receive a response within four business hours.

The site coordinator must request a Web Case Management account for each authorized user at a site. To establish an account, the user email address, telephone and agreement authorization numbers are required. To request an account, go to: <http://support.rockwellautomation.com/eSupport/requestform.html>. An email will be sent to the new user with a user name and a temporary password within two business days. The user can change the password by logging in and then clicking on the user profile link on the left navigation bar.

IMPORTANT NOTE Once registered, all authorized users can access the case management Web site through the following address:
<http://esupport.rockwellautomation.com/logon.asp>. Please use this address to bookmark the log-in screen. Do not use the address shown in the browser address window. Doing so may result in an error screen.

CREATING A NEW CASE

1. Click on case management link on the left navigation bar
2. Click on new case link on the left navigation bar.
3. Select site from drop down list (should only show one site in most situations)
4. Click Select Part box
5. Enter part/model number and description of product for which support is being requested (See Figure 1. e.g., 1747, controller)

Part Number	Part Description	Rev.
1747OC	Open Controller Processor	
1747OCDDP	OPEN CONTROLLER SOFTWARE API PROGRAM	
1747OCDDR32	OPEN CONTROLLER 32 MB DRAM MODULE	
1747OCKTX	OPEN CONTROLLER DH+, DH-485, RIO OPTION MODULE	
1747OCKTXD	OPEN CONTROLLER DH+, DH-485, RIO OPTION MODULE	
1747OCPIC15	5 Slot PCI Bus for Open Controller	
1747OCPIC16	6 Slot PCI Bus for Open Controller	
1747OCPICM1	OPEN CONTROLLER PCMCIA OPTION MODULE	

Figure 1

6. Click the List Parts box to show all products that match search criteria. Click on specific product of interest.
7. Click the Use Part button.
8. Enter a Case Title (see Figure 2).

Site: ROCKWELL AUTOMATION GMS TECH SUPPORT (ARMAYH)

Title:

Case Type: Please Specify

Priority: Normal

Part Used: 1747OC - Open Controller Processor

Notes:

Create Case Reset

Note: If the issue is urgent, please call the relevant support center

Figure 2

ONLINE SUPPORT CONTINUED

After completing the above, a new screen will appear with complete case details. A support specialist will send an email response to the new case within four business hours.

OPENING AND VIEWING EXISTING

The screenshot shows the 'Query Cases' form in the Rockwell Automation support system. The left sidebar contains navigation links: 'Welcome', 'My Open Cases', 'My Profile', 'Query Cases', 'New Case', 'Logout', 'Rockwell Automation Resources', 'Knowledgebase', 'Publications', 'Information', 'Businesses', and 'Affiliates'. The main content area is titled 'Query Cases' and includes a 'List Cases Where:' section with filters for 'Condition is' (a dropdown menu), 'Case ID starts with:' (a text input), 'Case Title starts with:' (a text input), 'Created Since:' (a date range selector set to '1 Month ago [6/6/2006]'), and 'Contact is:' (a dropdown menu showing 'ROCKWELL AUTOMATION GMS TECH SUPPORT (ABMAYH)' and 'Louise Namec'). There are 'Query Cases' and 'Reset' buttons. At the bottom, there is a 'Query My Open Cases' button.

Figure 3

CLOSING A CASE

To close a case, click on the close case button on the left navigation bar and enter the appropriate information.

IMPORTANT NOTE You must enter a reason for closing the case in the Notes box (e.g., problem resolved, etc.)

To reopen a closed case, call the priority-access phone number found on your site agreement.

The screenshot shows the 'Query Case Results' page. It displays a table of search results with columns: Case ID, Title, Condition, Status, Contact, and Creation Time. The table lists 143 matches. The first few rows are as follows:

Case ID	Title	Condition	Status	Contact	Creation Time
5111867	Major Fault	Closed	Closed	Raymond Verno	Wed Jul 5 12:24:54 CDT 2006
5110622	TechConnect Clarify Login Reset Request for sah5014 (an External user)	Closed	Closed	*ContractAdmin TechConnect	Wed Jul 5 07:40:15 CDT 2006
5110385	CMC Non CMC Parts	Closed	Closed	CHRISTEL G WERNER	Wed Jul 5 06:45:22 CDT 2006
5110241	wiring up the 5 position selector switch	Open	Please Specify	DWIGHT CHARDON	Wed Jul 5 05:38:13 CDT 2006
5108226	pin working	Closed	Closed	DWIGHT CHARDON	Mon Jul 3 12:23:03 CDT 2006
5108924	TechConnect Clarify Login Reset Request for sah5014 (an External user)	Closed	Closed	*ContractAdmin TechConnect	Mon Jul 3 09:54:31 CDT 2006

Figure 4

3 PRODUCT UPDATES

OBTAINING UPDATES

Purchasers of TechConnect Support agreements are able to download software updates via the web. Your product serial number and the name of the registered user (see Software Product Listing) are required to download update files. You can only obtain updates for the serial numbers shown on the Software Product Listing.

- 1 To download a software update, go to:
<http://support.rockwellautomation.com/webupdates>
 - a. Select the software product to download
 - b. Enter the serial number and registered user name for the software
 - c. Follow the download instructions
- 2 To download a flash firmware update, go to:
<http://support.rockwellautomation.com/controlflash>
(follow steps a-c above).

SYSTEM REQUIREMENTS FOR DOWNLOADING UPDATES

- 1 Rockwell Automation Online Account
(see section 2)
- 2 Internet Explorer 5.5 or higher (with 128 bit encryption/cipherstrength)
- 3 High Speed Connection
An Internet connection via Cable, DSL or corporate network is recommended. Average download speed is 5 minutes except during peak hours (11am - 3pm EST).
Some product downloads are available in .zip files, which require the WinZip application (included with Microsoft XP OS).

PriorityConnect and DirectConnectSM customers are also eligible to receive software updates on disc (with optional proactive shipment) for all registered products that are under contract. Contact Rockwell Automation Contract Services at 1-440-646-7505 to request an update on disc, request replacement discs, or change software registration information. Rockwell Automation may choose to limit the number of discs each site can receive based on usage.

OBTAINING ADDITIONAL PRODUCT MANAGEMENT INFORMATION

Use the Web sites below to obtain additional information about Rockwell Automation products.

Allen Bradley Step Forward Upgrade Programs:
www.ab.com/stepforward/

Current Software Revision Chart:
www.software.rockwell.com/corporate/revs

Software Registration Transfer:
www.software.rockwell.com/support/regtrns

Remote Support Programs:
www.rockwellautomation.com/services/remote

4 TECHNICAL REFERENCE LIBRARY ON DVD

The Technical Reference Library includes a comprehensive, portable electronic library of Rockwell Automation publications and documentation to help you install, configure, and operate automation technologies. The collection consists of two components:

DataDisc

Technical publications and manuals (.pdf format).

The Rockwell Automation Knowledgebase

Technical notes, Frequently Asked Questions, sample programming code, known product anomalies (and workarounds), application notes, general documentation, error code explanations, links to hot fixes and other support-related information.

TECHNICAL REFERENCE LIBRARY FEATURES:

- Auto-run utility
- Standalone or network installation options
- User-friendly, browser-based interface
- Complete search capabilities (product group/family, keyword or Tech Note ID; Knowledgebase only)
- Multiple print options - print full or partial page, an entire technical note or entire publication (text and graphics)
- Hyperlinks to our Knowledgebase and manuals Web sites for access to newly released publications and technical notes
- Automatic installation of Microsoft Internet Explorer (if not already installed)
- Copy and paste capability to other documents
- Multiple language versions (DataDisc only)

If your Technical Reference Library was not received with your welcome kit, please see your support agreement for information on obtaining it (the site coordinator must submit the request). To purchase additional copies of the Technical Reference Library, contact your local Rockwell Automation distributor or sales office (catalog # 9392-TRCDRSENE, \$300 US list each).

5 UPGRADE OPTIONS

SERVICE LEVEL

If you would like to upgrade your service level (e.g., eConnectSM to DirectConnect or DirectConnect to Priority Connect), contact your local Rockwell Automation authorized distributor or Rockwell Automation Sales Office. For cancellation terms, see the Statement of Support on the front inside cover of this document

24X7X365 PHONE SUPPORT

If your PriorityConnect / DirectConnect support program includes 24x7x365 coverage, you can access technical support through the designated phone number listed on your support agreement, 24 hours a day, 365 days a year (for eligible products). Some escalation procedures may be different during non-business hours (5 pm - 8 am in time zone of the location covered on your support agreement).

If your support program does not have the 24x7x365 phone support option, and you wish to upgrade before your current agreement expires, contact your local distributor or Rockwell Automation Sales Office.

TEAMSUPPORTTM SERVICES

TeamSupport provides a direct phone number to a designated team of Rockwell Automation product support specialists. With a TeamSupport program, you'll have 24x7x365 priority access to the same support technicians every call - technicians who have an intimate knowledge of your system configuration and industry application. TeamSupport is completely scalable and can be custom-designed to include the support services you need most for efficient and effective maintenance of your control systems.

TEAMSUPPORT 360 SERVICES

Our premier remote monitoring and support service, TeamSupport 360 provides the help you need to keep your plant running, and the information you need to make it run better. Through a high speed broadband connection to your plant floor, Rockwell Automation engineers at the TeamSupport 360 Command Center can proactively identify potential problems, suggest corrective action, and respond as if they were standing right next to your equipment. Our engineers have the knowledge, tools and experience to reduce - even prevent - costly unplanned downtime. TeamSupport 360 doesn't stop with immediate troubleshooting assistance - it can also make your production better. With TeamSupport 360 you can also have complete online access to the same real-time production information our engineers use to keep your plant running; information like Overall Equipment Effectiveness (OEE) calculations, line speed, and material yield - information that can make your production world-class.

6 SUPPORTED PRODUCTS

PRODUCT FAMILIES

Automation Control Products

ControlLogix, FlexLogix, CompactLogix, PLC 5, Automax PLC, SLC 500, MicroLogix, SoftLogix, SmartGuard, GuardPLC, RSLogix, RSGuardian, RSLadder, RSEmulate, Distributed/Flex/Point/Block/Expansion & Remote I/O, DeviceNet, ControlNet, Ethernet IP, DH+, DH-485, RSLinx Lite, RSNetworkx, PanelView, PanelView Plus, PanelBuilder, RSVIEW ME, Portable HMI, RediPanel, InView, Dataliner, DTAM, Industrial Computers, RSMACC Server, Change Management & Network Health, Auto Asset Mgmt & Online Condition Monitor (Enwatch)

Drives Control Products

Powerflex Series (excluding 7000), 1395, 1397, 1365, 1336E, 1336T, 1336R, 2364E NRU, 2364F RGU, 2362F, 2362H, 2362L, 2362M, 2362N, 2362Q 700 Common Bus, 2362S 700S Common Bus, 1336Plus, 1336PlusII, DC2, DC3, FlexPak 3000, FlexPak Plus, GV3000, GV3000/SE, GV6000, LiquiFlo, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MD60, MD65, MinPak Plus, SP500, SP600

Industrial Motion Control Products.

SLC (1746-HSRV, 1746-HSTP); CLX(1756-M02AE, M08SE, M16SE, M03SE, M02AE, M02AS, , HYD02, 1758M04SE,); SoftLogix, 1394 along with GML commander software; Kinetix Drives 2000, 6000, 7000 ; Ultra3000, 5000, 1500 with UltraWare software; Ultra100, 200 with UltraMaster software

Legacy Hardware Products

CNC products and programming software: 7100, 7300, 8200, 8400, 8600, Bandit, and all 9 Series controllers, Machine Pro., Fast Track

Controllers: SLC 100/150, PLC (1774/1778, 2, 3, 4, 5/250), Automate 15/30/40 and Pyramid Integrator, All DOS based programming software (such as AI Series, 6200, APS, MPS, PBase, PCD) 1770T1,T2,T3,T4, Programming Terminals, 1784T45, T47, T50 Programming Terminals

Motion Products: PLC (IMC 120, 121, 123), 1771QA, 1771QC, SLC (IMC 110), ODS software for these products AB Servo drives and associated motors: 1386, 1388, 1391, 1392 (drives); 1327, 1326A, 1326AD, 1326DP, 1326DS, 8720 drives and motors, Electro-Craft brand products (IQ 2000, IQ 5000, IQMaster software, Bru 200, Bru 500, BSA, Pro, Max430, Max 100), Ultra Plus and GML Ultra software

Allen-Bradley Drives: 161, 1302, 1313, 1318, 1330, 1331, 1332, 1333, 1334, 1335, 1340, 1350, 1351, 1352, 1361, 1362, 1371, 1372, 1373, 1374, 1375, 1376, 1379, 1381, 1396, 1615, 133T Series A, 1370AR/NR 1370B, 161S, 3400 Reliance Standard Drives: DC Old Line, FlexPak AC, GP1000, GP1200, GP1500, GP2000, SP100, SP120, SP200, VSM500, VVI, Webpack 3000

Reliance System Drives*: AutoMate, AutoMax - Generic, AutoMax - Field Regulator, AutoMax – RRC Support, AutoMax - 4 Card Set, DCS5000, SA500, SA3000, SA3100, SB3000, SD3000, SF3000, S3C

HMI/Communication Software

RSView32 Works and Runtimes, FactoryTalk View (formerly RSVIEW SE), RSLinx (Professional, OEM, Gateway), RSTrend, FactoryTalk Gateway

Information Software

FactoryTalk Transaction Manager (formerly RSSQL), FactoryTalk Historian, RSBizWare Historian, FactoryTalk Scheduler (formerly RSScheduler) , FactoryTalk PlantMetrics (formerly RSBizWare Plant Metrics), FactoryTalk AssetCentre, FactoryTalk Portal, FactoryTalk Integrator

Application Software

RSWire, RSData, RSLogix Frameworks, Automation Desktop, RSJunction Box, RSTune, IntelliCenter, RSLinx C SDK, RSTrainer

Process Software

ProcessPak, FactoryTalk Batch (formerly RSBizWare Batch), RSBizWare eProcedure, MaterialTrack, Foundation Fieldbus (1757, 1788)

Legacy Software

DH+ Driver, DH485 Driver, Wintelligent Series, ProcessLogix, ControlView, Interchange, Proset, RSCompanion

IMPORTANT NOTE *If a Rockwell Automation product is not listed above, please contact your local Rockwell Automation distributor sales office for support options.*

* Current and legacy standalone Reliance drive support does not include software updates.

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www.rockwellautomation.com

Power, Control and Information Solutions Headquarters

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Europe/Middle East/Africa: Rockwell Automation, Vorstlaan/Boulevard du Souverain 36, 1170 Brussels, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640

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