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Welcome to RSView Supervisory Edition

RSView® Supervisory Edition™ is a member of the RSView Enterprise Series family of products. It is an integrated package for developing and running multi-user, distributed-server, human-machine interface (HMI) applications.

RSView Supervisory Edition (also called RSView SE) consists of several software components you can use to build powerful automation applications. Depending on the software packages you purchased, you will install one or more of the following pieces of software:

**RSView Studio™** is configuration software for developing and testing RSView SE stand-alone and distributed applications.

RSView Studio contains editors for creating complete applications, and contains software for testing the applications you create. Use the editors to create applications that are as simple or as complex as you need.

In RSView Studio, use the Graphics editor to create and test graphical displays of the process you are automating.
You can also use RSView Studio to set up RSAssetSecurity™ services for the applications you develop. For information about setting up security, see the RSView Supervisory Edition User’s Guide.

RSView Studio is the tool for developing both RSView Machine Edition and RSView Supervisory Edition applications. For information about:

- developing supervisory-level applications, see the RSView Supervisory Edition User’s Guide.
- installing the RSView Machine Edition software, see the RSView Machine Edition Installation Guide.


RSView Administration Console™ is software for administering RSView SE applications after they are deployed. RSView Administration Console contains a sub-set of the RSView Studio editors, allowing you to make minor changes to an application.

RSView SE Client™ is software for viewing and interacting with supervisory-level applications developed using RSView Studio.

RSView SE Server™, also called the HMI server, stores HMI project components (for example, graphic displays) and serves them to clients. The server also contains a database of tags, and performs alarm detection and historical data management (logging).

The RSView SE Server has no user interface. Once installed, it runs as a set of ‘headless’ Windows services that supply information to clients when they request it.

FactoryTalk® Directory™ is software that supplies a directory of services (for example, RSView SE Servers, or data servers) and names (for example, areas, tags, graphic displays, log models, and so on) to any computer on the network that participates in RSView SE applications.

FactoryTalk Administration Console™ is configuration software for setting up FactoryTalk Directory services.

Use RSView Studio to develop RSView SE applications. For distributed applications, use the FactoryTalk Administration Console only to restore application archives and to set up computer accounts after upgrading the FactoryTalk Automation Platform™.

The RSView tools and utilities

The software packages you install will include some or all of the following tools and utilities:

**RSView Enterprise tools**

To use the tools described below, on the Windows Start menu, select Programs, Rockwell Software, RSView Enterprise, Tools, and then click the tool.

- **Application Manager** is software for moving, copying, renaming, backing up, and restoring applications.
- **DeskLock** is software that locks users into the RSView SE Client and prevents them from gaining access to the Windows desktop and system keys.
- **ME Firmware Upgrade Wizard and Transfer Utility** are RSView Machine Edition programs for upgrading firmware and transferring files.
- **RSView SE Service Manager** is a tool for starting and stopping an HMI server, for example, before copying its configuration files to a redundant server.
- **SE Alarm Log Setup** is software for setting up RSView alarm logging.
- **SE Alarm Log Viewer** is software for viewing the contents of alarm log file sets.
- **Tag Import and Export Wizard** is software for importing or exporting the RSView SE Server’s tag database.

**Rockwell Software® utilities**

To use the utilities described below, on the Windows Start menu, select Programs, Rockwell Software, Utilities, and then click utility.

- **Activation Help** is information about how to use Rockwell Software activation keys.
- **Diagnostics Setup** is software for setting up activity logging for RSView Supervisory Edition.
- **Move Activation** is software for moving activation keys to and from an activation disk.
- **Reset Activation** is software for resetting activation keys on the Activation floppy disk when there is a problem with activation.
- **Support Services Help** is information about how to obtain technical support for Rockwell Software products.
FactoryTalk tools

To use the tools and utilities described below, on the Windows Start menu, select Programs, Rockwell Software, FactoryTalk Tools, and then click the tool or utility.

**Diagnostics Viewer** is software for viewing the contents of FactoryTalk Diagnostics log files.

**FactoryTalk Directory Configuration Wizard** is software for setting up the FactoryTalk Directory service.

**FactoryTalk Help** provides information about using FactoryTalk services.

**Log On to FactoryTalk** is software for logging users on and off the FactoryTalk Directory.

**Rockwell Software Data Client** is diagnostic software for use with the assistance of Rockwell Software technical support staff.

**Specify FactoryTalk Directory Location** is software for specifying which computer on the network contains the FactoryTalk Network Directory service.

**Windows Firewall Configuration Utility** is software for setting up RSView Enterprise to run in Windows XP with Service Pack 2 and Windows Server 2003 with Service Pack 1.
Installing all RSView SE components on the same computer

This chapter describes how to install all the components of RSView® Supervisory Edition™ on the same computer. This type of installation is required if you plan to develop and test:

- stand-alone applications that run with RSView SE Client™.
- distributed applications on one computer, and then deploy them to a network of computers later.

For details about installing the components of RSView Supervisory Edition on separate computers, see Chapter 3, Installing distributed RSView SE components separately.

For information about the hardware and software needed to run RSView Supervisory Edition on one computer, see “Minimum platform requirements for stand-alone applications” on page 7.

All Rockwell Software® products that are to participate in the same automation system must have the same Coordinated Product Release (CPR) number. The CPR number is displayed with the product’s version number, for example, in the installation program’s Welcome window.

Using the Installation Assistant

The Installation Assistant is a Help file designed to guide you quickly through the process of installing the software. The Installation Assistant does this by asking you questions, and then providing information as a result of your answers. The choices you make determine the software programs to install, and the order in which to install them.

To open the Installation Assistant

1. Close all open Windows® programs.
2. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.
3. In the RSView Enterprise Supervisory Edition window, click Installation Instructions.
4. Click View RSView Installation Assistant.
Overview of the installation process

Installing all of the components of RSView Supervisory Edition on a single computer consists of five basic steps. Some of these steps might be optional, depending on how you want to use the system and whether you have installed any of the required software components before.

For details about the tasks involved in each of these steps, see “Installing the software” on page 8.

Step 1: Install Internet Information Server
If you want to create stand-alone applications only, you do not need to install Microsoft® Internet Information Server (IIS).

If you want to create distributed applications, and you want other computers to be able to view or modify components such as graphic displays, you must install IIS on the server computer. For example, if you want to have one server computer, and multiple client computers, install IIS on the server computer.

For details about installing IIS, see Chapter 4, Installing Microsoft Internet Information Server.

Step 2: Uninstall RSView Supervisory Edition
If you are upgrading RSView Supervisory Edition, you must uninstall earlier versions of RSView and related software, including other Rockwell Software products, before you can install the new version. The uninstall process automatically detects which software must be uninstalled.

Step 3: Install the FactoryTalk Automation Platform
This program installs FactoryTalk™ software components that are shared by the various software programs in the RSView Enterprise suite, and also by other Rockwell Software products.

You must install the FactoryTalk Automation Platform before you can install any of the RSView Supervisory Edition software components.

Step 4: Install RSView Supervisory Edition
RSView Supervisory Edition consists of several software components that are all installed on a single computer when you select the complete installation (the default installation).

These components can also be installed individually on multiple computers. For details, see Chapter 3, Installing distributed RSView SE components separately.
Step 5: Install RSLinx Enterprise

RSLinx® Enterprise is a FactoryTalk Live Data server, for communicating with Rockwell Automation controllers and devices. RSLinx Enterprise runs on multiple platforms, from PanelView™ Plus dedicated terminals to desktop computers.

If you want to use RSLinx Enterprise as your communications server, you must install it separately.

Using RSLinx Classic as a communications server

If you want to use RSLinx Classic as your communications server, you must install it separately. For details about installing RSLinx Classic, see Chapter 5.

Step 6: Install product updates


To apply available product updates, follow the instructions in the RSView Product Updates Help.

Activating the software

Unless you install activation keys for the software programs you have installed, the software programs run for two hours in demo mode.

A utility is provided for installing activation keys so that the software will run continuously. For details about the activation keys to install, see “What to do next” on page 15.

Minimum platform requirements for stand-alone applications

Hardware and software requirements

The hardware and software you use with RSView Supervisory Edition depend on the demands your application places on the system. The greater the demand, the more powerful a system you need.

For developing applications with RSView Studio™, or for hosting large or complex applications, use computers with faster CPUs and more RAM. In any application, faster CPUs and more RAM will result in better performance.

In addition, we recommend having sufficient disk space to provide virtual memory that is at least twice the size of the physical RAM.
The following are minimum requirements for running a stand-alone application. For minimum requirements for distributed applications that involve multiple computers, see “Minimum platform requirements for selected components” on page 21.

Stand-alone application (RSView SE Client) minimum requirements

- Intel® Pentium® II or higher
- Floppy disk drive. Activation keys for RSView Supervisory Edition products are supplied on a floppy disk.
- 256 MB RAM or more
- Microsoft® Windows XP Professional* with Service Pack 2 or later, or Microsoft Windows 2000 Professional with Service Pack 4 or later**

Installing the software

The user that is logged in must have administrative rights

As part of the installation process, RSView creates program folders and modifies registry entries. To make these modifications, the user that is currently logged in must have administrative rights on the computer on which RSView is installed (for example, the Windows 2000 Administrator account has these rights).

You do not need administrative rights to run RSView.

Installing all RSView Supervisory Edition components on the same computer

The steps below explain how to install all RSView Supervisory Edition components from a CD to a single computer.

Step 1: Install Internet Information Server

If you want to create or run stand-alone applications only, skip this step. If you want to create or run distributed applications, install Microsoft Internet Information Server according to the directions in Chapter 4, Installing Microsoft Internet Information Server.

*If you are planning to upgrade your operating system from an earlier version to Windows XP Professional, see the Rockwell Automation KnowledgeBase tech note P88739858, for information about how to perform the upgrade. If you don’t follow the recommended procedure, you will no longer be able to create or use RSView applications.

**See tech note A20778 for more information about Windows operating systems and Service Pack compatibility.
Step 2: Uninstall RSView Supervisory Edition

If you are upgrading RSView Supervisory Edition, you must uninstall earlier versions of RSView and related software, including other Rockwell Software products, before you can install the new version. The uninstall process automatically detects which software must be uninstalled.

Before you uninstall RSView Supervisory Edition, ensure that all remote clients are disconnected and all HMI servers have stopped running on the computer.

To stop HMI servers running on the computer
1. On the Windows Start menu, select Program Files, Rockwell Software, RSView Enterprise, Tools, and then click RSView SE Service Manager.
2. Click Stop, and then click Close.

To uninstall RSView Supervisory Edition
1. Close all open Windows programs.
2. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts automatically.
   - If the CD does not start automatically, run `D:\setup.exe` where D is the drive containing the CD.
5. Follow the instructions on screen.

Click Cancel to close the Uninstall RSView Enterprise dialog box, if there are products listed under FactoryTalk Automation Platform Dependencies. You must uninstall these products, using Add/Remove Programs in the Windows Control Panel, before you proceed with uninstalling the RSView Enterprise Dependencies.

When you re-open the Uninstall RSView Enterprise dialog box, if the FactoryTalk Automation Platform Dependencies pane is empty, you can click OK to uninstall the RSView dependencies automatically.
Step 3: Install the FactoryTalk Automation Platform.
You must install the FactoryTalk Automation Platform before you can install any of the RSView Supervisory Edition software components.

If you are upgrading from an existing installation of FactoryTalk Automation Platform, for additional instructions, see the RSView Supervisory Edition Release Notes. The Release Notes are available from the RSView Supervisory Edition installation CD.

To install the FactoryTalk Automation Platform
1. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts automatically.
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.
3. Click Install FactoryTalk Automation Platform.
   If the Microsoft .NET software has previously been installed on the computer, FactoryTalk Automation Platform is installed directly.
4. If the Microsoft .NET software has not previously been installed on the computer, or the software is an earlier version, the current version is installed automatically. Follow the instructions in the License Agreement window.
5. When the .NET Setup program is complete, click OK.
   If the .NET Setup program prompts you to restart your computer, do so. After restarting your computer, begin again at step 1.
   The FactoryTalk Automation Platform is installed.
6. In the FactoryTalk Directory Configuration Wizard, choose to set up:
   - **FactoryTalk Local Directory**, if you plan to develop stand-alone applications.
   - **FactoryTalk Network Directory**, if you plan to develop distributed applications.
   - both types of directory, if you plan to develop both types of application on this computer.
   If the computer is to run the FactoryTalk Directory server, choose to set up the directory (or directories) appropriate to the applications you plan to develop.
If the computer is to run RSView software components that participate in a distributed application, for example, an RSView SE Client, choose the same directory setup that you selected for the Network Directory server computer.

Only the FactoryTalk Local Directory check box is selected by default. If you plan to develop, test, or run an RSView SE distributed application on this computer, ensure that the FactoryTalk Network Directory check box is selected before you click Next.

7. Click Next.
   Follow the instructions on screen to set up the directory (or directories) you selected.

**Step 4: Install RSView Supervisory Edition**

1. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.


3. Click Install RSView Supervisory Edition.
   The Installation Wizard opens.

4. Follow the instructions in the Welcome, License Agreement, and Customer Information windows.

5. In the Setup Type window, click Complete, and then click Next.

6. In the Destination Drive window, click Next to accept the default destination drive, or specify a different drive.

7. Click Install, to install RSView Supervisory Edition.

8. In the InstallShield Wizard Completed window, follow the instructions on screen to complete the installation.

   If you are installing RSView Supervisory Edition to create or run stand-alone applications, you do not need to specify the location of the FactoryTalk Directory. For stand-alone applications, this is done automatically.

9. Click Finish. If you selected:
   - **Yes Install Activation now**, the activation utility runs.
For details about the activation keys that you need to install, see “What to do next” on page 15. For details about installing activation keys, see Chapter 6, Activating RSView Enterprise software.


- **Specify FactoryTalk Directory Server location**, you are prompted to log on to the FactoryTalk Network Directory.

  Use the administrator account you created when setting up the Network Directory (part of “Step 3: Install the FactoryTalk Automation Platform” on page 6).

  For details about specifying the Network Directory location, see below.

10. You are prompted to restart your computer. You can choose to restart now, or to wait until after you have installed RSLinx Enterprise.

**To specify the FactoryTalk Network Directory Location**

To use the FactoryTalk Directory Server Location Utility, you must have administrative privileges at FactoryTalk Directory and in Windows, on the computer where the utility is running.

1. In the FactoryTalk Directory Server Location Utility, click the Browse button.
2. Select:
   - **This computer** if you plan to run the Network Directory server on this computer.
   - **Remote computer** if the Network Directory for the RSView software to run on this computer is located on another computer.
3. Click OK.
4. If the Network Directory is located on a remote computer, type the computer name, or click the Browse button to find and select it.

   **To specify a remote computer as the FactoryTalk Network Directory server, you must you must have administrative privileges at FactoryTalk Network Directory and in Windows, on the remote server computer.**

5. Click OK.

You might choose to set up the Network Directory location after installing RSView, for example, when you are deploying a distributed application.

To run the utility after installing, on the Windows Start menu, select Programs, Rockwell Software, FactoryTalk Tools, and then click Specify FactoryTalk Directory Location.
Step 5: Install RSLinx Enterprise

When the RSView Supervisory Edition installation is complete, you can install RSLinx Enterprise as your communications server.

RSLinx Enterprise is a FactoryTalk Live Data server, for communicating with Rockwell Automation controllers and devices. RSLinx Enterprise runs on multiple platforms, from PanelView™ Plus dedicated terminals to desktop computers.

To install RSLinx Enterprise

1. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.


3. Click Install RSLinx Enterprise.

   The Installation Wizard opens.

4. Follow the instructions in the Welcome, License Agreement, and Customer Information windows.

5. In the Setup Type window, click Standard Feature Set Installation to Default Location, and then click Next.

6. Follow the instructions on the screen to complete the installation.

7. Restart the computer.

Using RSLinx Classic as a communications server

RSView Supervisory Edition also comes with a version of RSLinx called RSLinx Classic. If you want to use RSLinx Classic as your communications server, you can install it instead of or in addition to installing RSLinx Enterprise.

For details about installing RSLinx Classic, see Chapter 5.

Step 6: Install product updates

To apply product updates
1. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.
3. Click Install Product Updates.
   Follow the instructions in the RSView Product Updates Help.

RSView Supervisory Edition Installation summary

FactoryTalk Automation Platform
The FactoryTalk Automation Platform installation installs this software:
- .NET run-time software
- shared FactoryTalk components, including FactoryTalk Directory and RSAssetSecurity™
- FactoryTalk tools

RSView Supervisory Edition Complete
The Complete installation installs all of the RSView Supervisory Edition software:
- RSView Studio, including:
  - RSView SE Editors
  - RSView SE Test Server and Client
  - RSView ME Development & Test Tools
- RSView SE Server
- RSView SE Client
- RSView Administration Console
- RSView Supervisory Edition Sample Applications
- RSView Machine Edition Sample Applications
- RSI Utilities
RSView

Depending on your communications needs, you might have installed either or both of these software programs:

- RSLinx Enterprise
- RSLinx Classic

Windows program folders

The RSView Supervisory Edition installation also adds the following folders to the list of Windows programs:

- \Rockwell Software\RSView Enterprise. This folder contains the shortcuts for RSView components and tools.
- \Rockwell Software\Utilities. This folder contains activation utilities, Help files, and a shortcut for the Diagnostics Setup utility.
- \Rockwell Software\FactoryTalk Tools. This folder contains shortcuts for Diagnostics Viewer, Rockwell Software Data Client, a FactoryTalk Help file, and the utility for specifying the location of FactoryTalk Directory.

For complete list of the RSView software, tools, and utilities, see Chapter 1, *Welcome to RSView Supervisory Edition*.

What to do next

Depending on the software packages you intend to run, or the applications you intend to create, you might need to install additional software or perform additional tasks.

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<td>RSView SE Client</td>
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### RSView Supervisory Edition Installation Guide

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Installing distributed RSView SE components separately

This chapter describes how to install the components of RSView® Supervisory Edition™ individually, or on separate computers. You might choose this type of installation when deploying clients and servers in a distributed application, to multiple computers connected over a network.

For details about installing all the components of RSView Supervisory Edition on one computer, see Chapter 2, Installing all RSView SE components on the same computer.

For information about the hardware and software needed to run RSView Supervisory Edition components individually or on separate computers, see “Minimum platform requirements for selected components” on page 21.

Using the Installation Assistant

The Installation Assistant is a Help file designed to guide you quickly through the process of installing the software. The Installation Assistant does this by asking you questions, and then providing information as a result of your answers. The choices you make determine the software programs to install, and the order in which to install them.

To open the Installation Assistant

1. Close all open Windows® programs.

2. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.

3. In the RSView Enterprise Supervisory Edition window, click Installation Instructions.

4. Click View RSView Installation Assistant.
Overview of the installation process

For distributed applications, you can install the RSView Supervisory Edition components on separate computers on the network.

For example, you could install FactoryTalk™ Directory on one computer, an RSView SE Server™ on a second computer, and an RSView SE Client™ on a third computer. For descriptions of these components, see page 1.

To run properly, some RSView Supervisory Edition components must be combined with other components, or with other software. Before you install any individual component, check the table below to determine the requirements.

You must install the FactoryTalk Automation Platform before you can install any of the RSView Supervisory Edition software components.

<table>
<thead>
<tr>
<th>To run this software</th>
<th>You must also install this software on the same computer</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSView Studio™ SE Editors</td>
<td>FactoryTalk Automation Platform</td>
</tr>
<tr>
<td></td>
<td>RSI Utilities</td>
</tr>
<tr>
<td>RSView Studio SE Test Server and Client</td>
<td>FactoryTalk Automation Platform</td>
</tr>
<tr>
<td></td>
<td>RSI Utilities</td>
</tr>
<tr>
<td></td>
<td>RSLinx® Enterprise or RSLinx Classic</td>
</tr>
<tr>
<td>RSView Studio ME Development &amp; Test Tools</td>
<td>FactoryTalk Automation Platform</td>
</tr>
<tr>
<td></td>
<td>RSI Utilities</td>
</tr>
<tr>
<td></td>
<td>RSLinx Enterprise</td>
</tr>
<tr>
<td>RSView SE Server</td>
<td>Microsoft® Internet Information Server</td>
</tr>
<tr>
<td></td>
<td>FactoryTalk Automation Platform</td>
</tr>
<tr>
<td></td>
<td>RSI Utilities</td>
</tr>
<tr>
<td></td>
<td>RSLinx Enterprise or RSLinx Classic</td>
</tr>
<tr>
<td>RSView SE Client</td>
<td>FactoryTalk Automation Platform</td>
</tr>
<tr>
<td></td>
<td>RSI Utilities</td>
</tr>
<tr>
<td>RSView SE Administration Console™</td>
<td>FactoryTalk Automation Platform</td>
</tr>
<tr>
<td>RSView Supervisory Edition Sample Applications</td>
<td>RSView Studio SE Editors, and RSView Studio SE Test Server and Client, or</td>
</tr>
<tr>
<td></td>
<td>RSView SE Server</td>
</tr>
</tbody>
</table>
Installing individual components of RSView Supervisory Edition on separate computers consists of five basic steps. Some of these steps might be optional, depending on how you want to use the system and whether you have installed any of the required software components before.

For details about the tasks involved in each of these steps, see “Installing the software” on page 24.

### Minimum platform requirements for selected components

#### Hardware and software requirements

The hardware and software you use with RSView Supervisory Edition depend on the demands your application places on the system. The greater the demand, the more powerful a system you need.

The following are minimum requirements for distributed applications consisting of selected components on multiple computers.

For developing applications with RSView Studio™, or for hosting large or complex applications, use computers with faster CPUs and more RAM. In any application, faster CPUs and more RAM will result in better performance.

In addition, we recommend having sufficient disk space to provide virtual memory that is at least twice the size of the physical RAM.

#### Domain controller requirements

For applications consisting of more than 10 computers, a domain controller is required.

---

To run this software | You must also install this software on the same computer
---|---
RSView Machine Edition™ Sample Applications | RSLinx Enterprise & Test Tools
RSI Utilities | RSI Utilities
RSLinx Classic | RSI Utilities
RSLinx Enterprise | FactoryTalk Automation Platform
| RSI Utilities

Do not install FactoryTalk Directory, the RSView SE Server, or any other application software, on the same computer as a Windows domain controller.
For applications consisting of 10 computers or fewer, RSView Supervisory Edition can be used in a Windows workgroup network environment.

If you decide to use a Windows workgroup, when setting up security for the application, it is recommended that you use FactoryTalk Directory user accounts. This simplifies the management of accounts for all participating computers, by centralizing security services at the FactoryTalk Directory.

For more information about user accounts, see Chapter 15, Setting up Security, in the RSView Supervisory Edition User’s Guide.

In a Windows workgroup, if any computer participating in the application is running Windows XP, turn off simple file sharing. For details, see Windows XP Help.

**RSView Studio and RSView Administration Console minimum platform requirements**

- Intel® Pentium® II or higher
- Floppy disk drive. Activation keys for RSView Supervisory Edition products are supplied on a floppy disk.
- 256 MB RAM or more
- Microsoft Windows XP Professional with Service Pack 2 or later, or Microsoft Windows 2000 Professional with Service Pack 4 or later

**Server host computer requirements**
Server computers can be used to host:

- 1 RSView SE Server.
- 1 data server. This is typically RSLinx Enterprise, RSLinx Classic, or another OPC®-DA server.
- The FactoryTalk Directory.

If more servers are required, multiple host computers must be used to distribute the load. Each server host computer must meet the following minimum requirements:

**For 10 clients or fewer**

- Intel Pentium II or higher
- Floppy disk drive

---

*A client can be an RSView SE Client, an RSView SE Server, a RSSql™ FactoryTalk connector, RSView Studio, or the RSView Administration Console.*
3 • INSTALLING DISTRIBUTED RSVIEW SE COMPONENTS SEPARATELY

- 256 MB RAM or more
- Windows XP Professional* with Service Pack 2 or later, Windows 2000 Professional with Service Pack 4 or later**
- Internet Information Server
- The computer must be a member of a Windows workgroup or domain. A domain is recommended.

For more than 10 clients
- Dual CPU, Intel Pentium 4
- Floppy disk drive
- 1 GB RAM or more
- Windows 2000 Server with Service Pack 4 or later, or Windows Server 2003 Standard Edition, with the appropriate number of client access licenses (CAL) installed
- Internet Information Server
The computer must be a member of a Windows domain. Workgroups cannot be used with more than 10 computers.

RSView SE Client minimum platform requirements
- Intel Pentium II or higher
- Floppy disk drive. Activation keys for RSView Supervisory Edition products are supplied on a floppy disk.
- 128 MB RAM or more
- Windows XP Professional with Service Pack 2 or later, or Windows 2000 Professional with Service Pack 4 or later

---

*If you are planning to upgrade your operating system from an earlier version to Windows XP Professional, see the Rockwell Automation KnowledgeBase tech note P88739858, for information about how to perform the upgrade. If you don’t follow the recommended procedure, you will no longer be able to create or use RSView applications.

** See tech note A20778 for more information about Windows operating systems and Service Pack compatibility.
RSView Supervisory Edition system limits

To set up your RSView Supervisory Edition system successfully, observe these limits:

- The maximum number of RSView Studio clients that can have simultaneous access to an RSView Supervisory Edition application is 5.
- The maximum number of RSView SE Clients that can have simultaneous access to an RSView Supervisory Edition application is 50.
- The maximum number of RSView SE Servers that can be used in an RSView Supervisory Edition application, in non-redundant scenarios, is 10.
- The maximum number of RSView SE Servers that can be hosted on a single computer:
  - in non-redundant scenarios, is 2.
  - in redundant scenarios, is 1.

Please contact Rockwell Software for architectural assistance with redundant server applications.

Installing the software

The user that is logged in must have administrative rights

As part of the installation process, RSView creates program folders and modifies registry entries. In order to make these modifications, the user that is currently logged in must have administrative rights on the computer on which RSView is installed (for example, the Windows 2000 Administrator account has these rights).

You do not need administrative rights to run RSView.

Installing selected components of RSView Supervisory Edition

The steps below explain how to install the components of RSView Supervisory Edition separately from the CD.

Step 1: Install Internet Information Server

If you want to create or run distributed applications, install Microsoft Internet Information Server according to the directions in Chapter 4, Installing Microsoft Internet Information Server.
Step 2: Uninstall RSView Supervisory Edition

If you are upgrading RSView Supervisory Edition, you must uninstall earlier versions of RSView and related software, including other Rockwell Software products, before you can install the new version. The uninstall process automatically detects which software must be uninstalled.

Before you uninstall RSView Supervisory Edition, ensure that all remote clients are disconnected and all HMI servers have stopped running on the computer.

To stop HMI servers running on the computer
1. On the Windows Start menu, select Program Files, Rockwell Software, RSView Enterprise, Tools, and then click RSView SE Service Manager.
2. Click Stop, and then click Close.

To uninstall RSView Supervisory Edition
1. Close all open Windows programs.
2. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts automatically.
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.
5. Follow the instructions on screen.

⚠️ Click Cancel to close the Uninstall RSView Enterprise dialog box, if there are products listed under FactoryTalk Automation Platform Dependencies. You must uninstall these products, using Add/Remove Programs in the Windows Control Panel, before you proceed with uninstalling the RSView Enterprise Dependencies.

When you re-open the Uninstall RSView Enterprise dialog box, if the FactoryTalk Automation Platform Dependencies pane is empty, you can click OK to uninstall the RSView dependencies automatically.
Step 3: Install the FactoryTalk Automation Platform.

You must install the FactoryTalk Automation Platform before you can install any of the RSView Supervisory Edition software components.

If you are upgrading from an existing installation of FactoryTalk Automation Platform, for additional instructions, see the RSView Supervisory Edition Release Notes. The Release Notes are available from the RSView Supervisory Edition installation CD.

To install the FactoryTalk Automation Platform

1. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   - If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.
3. Click Install FactoryTalk Automation Platform.
   - If the Microsoft .NET software has previously been installed on the computer, FactoryTalk Automation Platform is installed directly.
4. If the Microsoft .NET software has not previously been installed on the computer, or the software is an earlier version, the current version is installed automatically. Follow the instructions in the License Agreement window.
5. When the .NET Setup program is complete, click OK.
   - If the .NET Setup program prompts you to restart your computer, do so. After restarting your computer, begin again at step 1.
   - The FactoryTalk Automation Platform is installed.
6. In the FactoryTalk Directory Configuration Wizard, choose to set up:
   - **FactoryTalk Local Directory**, if you plan to develop stand-alone applications.
   - **FactoryTalk Network Directory**, if you plan to develop distributed applications.
   - both types of directory, if you plan to develop both types of application on this computer.

   If the computer is to run the FactoryTalk Directory server, choose to set up the directory (or directories) appropriate to the applications you plan to develop.
If the computer is to run RSView software components that participate in a distributed application, for example, an RSView SE Client, choose the same directory setup that you selected for the Network Directory server computer.

Only the FactoryTalk Local Directory check box is selected by default. If you plan to develop, test, or run an RSView SE distributed application on this computer, ensure that the FactoryTalk Network Directory check box is selected before you click Next.

7. Click Next.
   Follow the instructions on screen to set up the directory (or directories) you selected.

**Step 4: Install selected RSView Supervisory Edition components**

1. Determine the software you need to install from the table on page 20.
2. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.
   The Installation Wizard opens.
5. Follow the instructions in the Welcome, License Agreement, and Customer Information windows.
6. In the Setup Type window, click Selected Components, and then click Next.
7. In the Destination Drive window, click Next to accept the default destination drive, or specify a different drive.
8. In the Custom Setup window, click the icon beside each component to select an installation option:
   - **This feature will be installed on local hard drive**—installs the component.
   - **This feature, and all subfeatures, will be installed on local hard drive**—installs the entire feature.
   - **This feature will not be available**—does not install the feature.
9. Repeat step 8 for each RSView Supervisory Edition component.

   A disk icon beside a component means that the component will be installed, and a red × beside a component means that the component will not be installed.

10. Click Next.

11. Click Install, to install the RSView Supervisory Edition components you selected.

12. In the InstallShield Wizard Completed window, follow the instructions on screen to complete the installation.

13. Click Finish. If you selected:

   - **Yes Install Activation now**, the activation utility runs.
     For details about the activation keys that you need to install, see “What to do next” on page 32. For details about installing activation keys, see Chapter .


   - **Specify FactoryTalk Directory Server location**, you are prompted to log on to the FactoryTalk Network Directory.

     Use the administrator account you created when setting up the Network Directory (part of “Step 3: Install the FactoryTalk Automation Platform.” on page 26). For details about specifying the Network Directory location, see below.

14. You are prompted to restart your computer. You can choose to restart now, or to wait until after you have installed RSLinx Enterprise.

### To specify the FactoryTalk Network Directory Location

To use the FactoryTalk Directory Server Location Utility, you must have administrative privileges at FactoryTalk Directory and in Windows, on the computer where the utility is running.

1. In the FactoryTalk Directory Server Location Utility, click the Browse button.

2. Select:
   - **This computer** if you plan to run the Network Directory server on this computer.

   - **Remote computer** if the Network Directory for the RSView software to run on this computer is located on another computer.

3. Click OK.
4. If the Network Directory is located on a remote computer, type the computer name, or click the Browse button to find and select it.

To specify a remote computer as the FactoryTalk Network Directory server, you must have administrative privileges at FactoryTalk Network Directory and in Windows, on the remote server computer.

5. Click OK.

You might choose to set up the Network Directory location after installing RSView, for example, when you are deploying a distributed application. To run the utility after installing, on the Windows Start menu, select Programs, Rockwell Software, FactoryTalk Tools, and then click Specify FactoryTalk Directory Location.

**Step 5: Install RSLinx Enterprise**

When the RSView Supervisory Edition installation is complete, you can install RSLinx Enterprise as your communications server.

RSLinx Enterprise is a FactoryTalk Live Data server, for communicating with Rockwell Automation controllers and devices. RSLinx Enterprise runs on multiple platforms, from PanelView™ Plus dedicated terminals to desktop computers.

For details about which software components require RSLinx Enterprise, see the table on page 20.

**To install RSLinx Enterprise**

1. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.

   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.


3. Click Install RSLinx Enterprise. The Installation Wizard opens.

4. Follow the instructions in the Welcome, License Agreement, and Customer Information windows.

5. In the Setup Type window, click Standard Feature Set Installation to Default Location, and then click Next.

6. Follow the instructions on the screen to complete the installation.

7. Restart the computer.
Using RSLinx Classic as a communications server

RSView Supervisory Edition also comes with a version of RSLinx called RSLinx Classic. If you want to use RSLinx Classic as your communications server, you can install it instead of or in addition to installing RSLinx Enterprise.

For details about installing RSLinx Classic, see Chapter 5.

Step 6: Install product updates


To apply product updates

1. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.
   
   If the CD does not start automatically, run D:\setup.exe where D is the drive containing the CD.


3. Click Install Product Updates.
   
   Follow the instructions in the RSView Product Updates Help.

RSView Supervisory Edition Installation summary

FactoryTalk Automation Platform

The FactoryTalk Automation Platform installation installs this software:

- .NET run-time software
- shared FactoryTalk components, including FactoryTalk Directory and RSAssetSecurity™
- FactoryTalk tools

RSView Supervisory Edition Selected Components

The Selected Components installation installs the RSView Supervisory Edition components you select. This might be any or all of the following software:

- RSView Studio, including:
  - RSView SE Editors
RSView SE Test Server and Client
RSView ME Development & Test Tools
RSView SE Server
RSView SE Client
RSView Administration Console
RSView Supervisory Edition Sample Applications
RSView Machine Edition Sample Applications
RSI Utilities

**RSLinx**

Depending on your communications needs, you might have installed either or both of these software programs:

- RSLinx Enterprise
- RSLinx Classic

**Windows program folders**

The RSView Supervisory Edition installation also adds the following folders to the list of Windows programs:

- `\Rockwell Software\RSView Enterprise`. This folder contains the shortcuts for RSView components and tools.
- `\Rockwell Software\Utilities`. This folder contains activation utilities, Help files, and a shortcut for the Diagnostics Setup utility.
- `\Rockwell Software\FactoryTalk Tools`. This folder contains shortcuts for Diagnostics Viewer, Rockwell Software Data Client, a FactoryTalk Help file, and the utility for specifying the location of FactoryTalk Directory.

For complete list of the RSView software, tools, and utilities, see Chapter 1, *Welcome to RSView Supervisory Edition.*
What to do next

Depending on the software packages you intend to run, or the applications you intend to create, you might need to install additional software or perform additional tasks.

<table>
<thead>
<tr>
<th>To run this software</th>
<th>Install this activation key</th>
<th>And then do this</th>
<th>For information, see</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSView Studio (for Machine Edition and Supervisory Edition applications)</td>
<td>RSV.STUDIO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSView Studio (for Machine Edition applications only)</td>
<td>RSV.STUDIO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSVME.STUDIO</td>
<td>RSVME.RUN (75 displays)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSVME.30 (30 displays)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSVME.15 (15 displays)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSLinx Enterprise</td>
<td>RSLIÓN.RUN (full function)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Installing Distributed RSView SE Components Separately

<table>
<thead>
<tr>
<th>To run this software</th>
<th>Install this activation key</th>
<th>And then do this</th>
<th>For information, see</th>
</tr>
</thead>
</table>
**Installing Microsoft Internet Information Server**

**When to install Microsoft Internet Information Server**

You do not need to install Microsoft® Internet Information Server if you are creating RSView® Supervisory Edition™ stand-alone applications only.

You must install Microsoft Internet Information Server on the same computer as any RSView SE Server™ that is used in a distributed application.

**Installing Microsoft Internet Information Server**

Microsoft Internet Information Server software is available on your Windows® XP, Windows 2000, or Windows Server 2003 CD.

**To install Internet Information Server for Windows XP Professional or Windows Server 2003**

1. Close all open Windows programs.
2. Place your Windows CD in the computer’s CD drive.
3. On the Windows Start menu, click Control Panel.
4. Double-click Add or Remove Programs.
5. On the left side of the Add or Remove Programs window, click the Add/Remove Windows Components button.
   - The Windows Components Wizard starts.
6. Select Internet Information Services, and then click Details.

   In Windows Server 2003, select Internet Information Services, select Application Server, and then click Details.

7. Select these check boxes: Common Files, Internet Information Services Snap-In, and World Wide Web Service.
8. Click OK, and then click Next.
9. Follow the instructions on the screen to complete the installation.
To install Internet Information Server for Windows 2000

1. Close all open Windows programs.
2. Place your Windows 2000 CD in the computer’s CD drive.
3. On the Windows Start menu, select Settings, and then click Control Panel.
4. Double-click Add/Remove Programs.
5. On the left side of the Add/Remove Programs window, click the Add/Remove Windows Components button.
   The Windows Components Wizard starts.
6. Click the Internet Information Services check box, and then click Details.
7. Select these check boxes: Common Files, Internet Information Services Snap-In, and World Wide Web Server.
8. Click OK, and then click Next.
9. Follow the instructions on the screen to complete the installation.
Installing RSLinx Classic

RSView® Supervisory Edition™ includes RSLinx® Classic, which is a special version of RSLinx for communicating with Rockwell controllers and devices.

If you want to use RSLinx Classic with an RSView Supervisory Edition application, you must install it on the same computer as the RSView SE Server™.

Installing RSLinx Classic

The user that is logged in must have administrative rights

As part of the installation process, RSLinx creates program folders and modifies registry entries.

To make these modifications, the user that is currently logged in must have administrative rights on the computer where RSLinx is being installed (for example, the Windows® 2000 Administrator account has these rights).

Administrative rights are not required to run RSLinx Classic.

To install RSLinx Classic

1. Close all open Windows programs.

2. Place the RSView Enterprise Supervisory Edition CD in the computer’s CD drive. The CD starts running automatically.


4. Click Install RSLinx Classic.

5. Click Install RSLinx.

6. Follow the instructions on the screen to complete the installation.

7. Install RSI Utilities, if they have not already been installed on this computer.

For information about installing RSI Utilities, see Chapter 3.
Activating RSLinx

During installation, you are prompted to activate RSLinx. If you have an activation key for an RSView SE Server on the same computer, you might not need to install an activation key for RSLinx.

The RSView SE Server activation key allows RSLinx to serve data to RSView clients, but not to third-party clients. To serve data to third-party clients, install an RSLinx activation key to activate RSLinx Gateway.

For details about installing activation keys, see Chapter 6, *Activating RSView Enterprise software*.

What to do next

After you install RSLinx Classic:

- set up drivers.
- set up DDE/OPC® topics.
- make sure RSLinx is running as a Windows service.

For details see the RSLinx documentation that is installed with RSLinx.

Uninstalling RSLinx Classic

To uninstall RSLinx Classic, use Add/Remove Programs in the Windows Control Panel. RSLinx Classic is listed as RSLinx in the list of currently installed programs.

Do not uninstall RSLinx Classic if other Rockwell Software products you are using require it to be installed.
Activating RSView Enterprise software

Rockwell Software uses activation files to activate its Windows®-based software packages. For most packages, the activation files reside on an Activation disk. During installation, the software prompts you to insert the Activation disk and move the activation key from the disk to the drive where you’ve installed RSView®.

RSAssetSecurity™ Network activations, which allow you to create user accounts for RSView Supervisory Edition distributed applications, do not reside on the activation disk. You must install them separately. For more information, see “Activating RSAssetSecurity Network” on page 46.

About the Activation disk

RSView comes with an Activation disk (which might also be referred to as a Master disk) that activates the RSView software.

Without activation, RSView runs in demo mode, allowing a maximum of five HMI servers per distributed application and two hours of use on a local RSView SE Client™. When in demo mode, each HMI server can contain only five graphic displays.

The Activation disk contains:

- one or more activation keys.

  The activation key is the software that activates RSView. Depending on what you purchased, your Activation disk will have one or more activation keys. For example, if your company purchased four RSView Studio™ installations, you require four activation keys.

  The keys are product specific. For example, RSView SE Client requires an SE Client activation key. Multiple copies of the same software require activation keys with matching serial numbers. All of the activation keys can be on the same activation disk.

- a program called EvMoveW.exe that moves activation keys to and from computers.

- a program called ResetW.exe that reactivates a damaged activation key.

You can move activation keys to and from the Activation disk. The programs EvMoveW.exe and ResetW.exe are on the Activation disk and in the folder Program Files\Rockwell Software\RSUtil.
Activation keys

This table lists the activation keys for RSView Enterprise products:

<table>
<thead>
<tr>
<th>This key</th>
<th>Is for this product</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSLE10.RUN</td>
<td>RSLinx® Enterprise, full function</td>
</tr>
<tr>
<td>RSV.STUDIO</td>
<td>RSView Studio</td>
</tr>
<tr>
<td></td>
<td>(This key allows a test version of RSView SE Server™, a 2-hour test version of</td>
</tr>
<tr>
<td></td>
<td>RSView SE Client, RSLinx Classic, and full use of RSView Studio Supervisory Editio</td>
</tr>
<tr>
<td></td>
<td>n™ and Machine Edition™ Development and Test Tools.)</td>
</tr>
<tr>
<td>RSVME.STUDIO</td>
<td>RSView Studio for Machine Edition applications</td>
</tr>
<tr>
<td>RSVSESERV.MAX</td>
<td>RSView SE Server, unlimited displays, and RSLinx Classic</td>
</tr>
<tr>
<td>RSVSESERV.250</td>
<td>RSView SE Server, 250 displays, and RSLinx Classic</td>
</tr>
<tr>
<td>RSVSESERV.100</td>
<td>RSView SE Server, 100 displays, and RSLinx Classic</td>
</tr>
<tr>
<td>RSVSESERV.25</td>
<td>RSView SE Server, 25 displays, and RSLinx Classic</td>
</tr>
<tr>
<td>RSVSE.250</td>
<td>RSView SE Client, stand-alone applications only, 250 displays</td>
</tr>
<tr>
<td>RSVSE.100</td>
<td>RSView SE Client, stand-alone applications only, 100 displays</td>
</tr>
<tr>
<td>RSVSE.25</td>
<td>RSView SE Client, stand-alone applications only, 25 displays</td>
</tr>
<tr>
<td>RSVME.RUN</td>
<td>RSView ME Station™ with 75 displays</td>
</tr>
<tr>
<td>RSVME.30</td>
<td>RSView ME Station with 30 displays</td>
</tr>
<tr>
<td>RSVME.15</td>
<td>RSView ME Station with 15 displays</td>
</tr>
<tr>
<td>RSVSECLI.RW</td>
<td>RSView SE Client, full function, read/write</td>
</tr>
<tr>
<td>RSVSECLI.RO</td>
<td>RSView SE Client, view only</td>
</tr>
</tbody>
</table>

To view the keys on your Activation disk

1. Insert the Activation disk into the disk drive.
2. Run A:\EvMoveW.exe where A is the disk drive containing the Activation disk.
   The EvMove Summary dialog box opens showing your activation keys.
Installing dedicated or floating licenses

When you install all RSView Supervisory Edition components on the same computer, the activation keys you install on the computer determine which of the components will run.

When you install individual components on different computers, you can make use of dedicated or floating licenses to activate RSView Studio or the RSView SE Client. You cannot use floating licenses with RSView SE Servers, RSLinx Classic, or RSLinx Enterprise.

Dedicated licenses

Dedicated licenses are installed on the same computer as the software being used. These licenses ensure that a particular computer will always have a license to use the software. No matter how many licenses you have, do not exceed the system limits listed on page 24.

Floating licenses

Floating licenses are installed on the computer running the FactoryTalk™ Directory software. These licenses ‘float’ to whichever computer needs them. This means that the license is granted for the exclusive use of any computer while that computer is using the software. When the software is no longer being used, the license becomes available for other computers.

The software checks for dedicated licenses that are installed on the local computer before requesting a floating license from the FactoryTalk Directory.

For RSView SE Clients, there are two types of floating licenses: read-write licenses, and view-only licenses. Read-write licenses allow full read-write privileges. View-only licenses allow read-only privileges. When using floating licenses to activate RSView SE Clients, keep these effects in mind:

- If an RSView SE Client is set up as read-write, and only view-only licenses are available, the client will be view-only, because the view-only activation key will override the read-write configuration of the client.

- If an RSView SE Client is set up as view-only, and only read-write licenses are available, the client will use a read-write license, but the view-only configuration of the client will override the read-write activation key, and will allow view-only access to the application.

Do not rely on available activation keys to determine whether a client is view-only. Always set up the client explicitly as view-only, when you create its configuration file.
Each floating license requires one installation of the appropriate activation key on the computer running the FactoryTalk Directory:

- For RSView Studio, an RSV.STUDIO key is required for each user.
- For read-write SE Client licenses, the RSVSECLI.RW key is required.
- For view-only SE Client licenses, the RSVSECLI.RO key is required.

To increase the number of licenses available, install additional activation keys on the FactoryTalk Directory computer. No matter how many licenses you have, do not exceed the system limits listed on page 24.

Activating RSView after installation

You might need to reactivate RSView after moving activation keys back to the Activation disk, or after resetting a damaged key. To reactivate RSView, move the activation key from the Activation disk back to the hard disk.

By default, when you move activation to a hard disk from the Activation disk, the software moves only one copy (license) of an activation key.

To move activation keys to the hard disk

1. In RSView Studio, change the HMI server startup type to On demand for each HMI server in each application. To do this:
   a. Right-click the HMI server, and then click Properties.
   b. In the Startup type list, click On demand.
   c. Click OK.
2. Close RSView Studio, and all other Rockwell Software products that are using licenses on this computer.
3. Restart the computer.
4. If RSLinx Enterprise is installed and running as a service, stop the service:
   a. In the Windows Control Panel, double-click Administrative Tools.
   b. Double-click Services.
   c. Right-click RSLinx Enterprise, and then click Stop.
5. If RSLinx Classic is installed and running as a service, right-click the RSLinx icon in the system tray, and then click Shutdown RSLinx.
6. Stop RSView Supervisory Edition services:
b. Click Stop, and then click Close.

7. Insert the Activation disk into the disk drive.

8. Run A:\EvMoveW.exe, where A is the disk drive containing the Activation disk.

The EvMove Select Drives dialog box opens.

9. In the From Drive list, click the drive containing the Activation disk. In the To Drive list, click the drive where RSView is installed. Click OK.

10. Either move activation keys for all installations or for a selected number of installations:

   To move activation keys for all installations, click Move.

   To move a selected number of installations, do the following:

      a. Click Edit All.

      b. In the Move box, type 0, and then click OK.

      c. Click the activation key you want to move.

      d. Click Edit Selected.

      e. In the Move box, type the number of activation keys you want to move.

      f. Click OK, and then click Move.

Moving activation keys back to the Activation disk

You can move activation keys back to the Activation disk at any time. For example, you would move activation back to the Activation disk:

   ■ to run an RSView component on a different computer.

   ■ before installing or using software that could damage your activation files. For a list of specific operations that can damage activation, see “Protecting your activation files” on page 45.

   ■ before sending your computer to a technician.

By default, when you move activation keys back to the Activation disk, the software automatically moves all activation keys for the selected product.
To move activation keys back to the Activation disk

1. In RSView Studio, change the HMI server startup type to On demand for each HMI server in each application. To do this:
   a. Right-click the HMI server, and then click Properties.
   b. In the Startup type list, click On demand.
   c. Click OK.
2. Close RSView Studio, and all other Rockwell Software products that are using licenses on this machine.
3. Restart the computer.
4. If RSLinx Enterprise is installed and running as a service, stop the service:
   a. In the Windows Control Panel, double-click Administrative Tools.
   b. Double-click Services.
   c. Right-click RSLinx Enterprise, and then click Stop.
5. If RSLinx Classic is installed and running as a service, right-click the RSLinx icon in the system tray, and then click Shutdown RSLinx.
6. Stop RSView Supervisory Edition services:
   b. Click Stop, and then click Close.
7. Insert the Activation disk into a disk drive.
8. Run A:\EvMoveW.exe, where A is the disk drive containing the Activation disk.
   The EvMove Select Drives dialog box opens.
9. In the From Drive list, click the drive where RSView is installed. In the To Drive list, click the drive containing the Activation disk. Click OK.
10. Either move activation keys for all installations or for a selected number of installations:
    - To move activation keys for all installations, click Move.
    - To move a selected number of installations, do the following:
      a. Click Edit All.
      b. In the Move box, type 0, and then click OK.
c. Click the activation key you want to move.

d. Click Edit Selected.

e. In the Move box, type the number of activation keys you want to move.

f. Click OK, and then click Move.

**Protecting your activation files**

Performing certain operations on your computer’s hard disk can damage activation files. Always move activation keys from your hard disk back to the Activation disk before doing any of the operations listed below. After completing the operation, it is safe to move the activation keys back to the hard disk and reactivate RSView.

Move activation files back to the Activation disk before:

- **upgrading or installing your computer’s operating system.** Upgrading, installing, and uninstalling operating system software or networking system software can damage the activation files.

- **compressing or uncompressing your computer’s hard disk.** Compressing the hard disk using some compression software programs can damage activation files. In addition, uncompressing a hard disk with activation files on the compressed drive can damage the activation files.

> Always wait until the floppy disk drive’s light is off before removing the Activation disk from the disk drive. Otherwise, the Activation disk will become corrupted and unusable.

**Reactivating a damaged key**

If your activation key becomes damaged for any reason, contact Rockwell Software Technical Support for a reset code:

440-646-5800.

**When you call**

When you call, be at a computer. You do not have to use the same computer on which RSView is installed. However, you must have the Activation disk with a serial number that matches the RSView software.

The support representative will explain how to find the product ID and system ID from the Activation disk, and then will assign a reset code for the activation key. After obtaining a reset code from the technical support representative, reset the key, and then reactivate RSView.
To reactivate a key with a reset code

1. Ensure RSView and all other Rockwell Software products are closed.
2. Insert the Activation disk into the disk drive.
3. Run A:\ResetW.exe, where A is the disk drive containing the Activation disk.
4. In the Reset utility’s dialog box, select the product ID for the damaged activation key.
5. In the Reset Code box, type the reset code, and then click Apply.
6. Reactivate RSView by following the steps in “Activating RSView after installation” on page 42.

Troubleshooting activation

If activation is not working:

- are you using the right Activation disk? Check the serial numbers in the Help About dialog box, and printed on your Activation disk labels—the serial numbers must match.
- does your computer have a virus? Boot-sector viruses can damage your Activation disk. The Rockwell Software support team recommends using a commercial virus protection program.
- did you save other files on the Activation disk? Saving any files to the Activation disk can damage the activation software.

Activating RSAssetSecurity Network

RSAssetSecurity Network provides security services for RSView Supervisory Edition distributed applications, which can consist of multiple client and server computers deployed across a network.

To use these security services, you must install activation for each user you intend to create for an application.

RSAssetSecurity Network provides the first 10 user accounts. To create more than 10 accounts, you must purchase additional activations. For information about purchasing RSAssetSecurity activations, contact your local Rockwell Automation representative.

For details about installing user activations, see the RSAssetSecurity Getting Results and Installation Guide on the RSAssetSecurity Network CD.
Getting the information you need

Using RSView Help

RSView® Help provides step-by-step procedures and reference information for working with all the features in RSView. To open Help while RSView is running, do one of the following:

- Click the Help button in any window.
- On the RSView Studio menu bar, click Help, and then click Contents.
- Press the F1 key.

Viewing the Help contents

For an overview of RSView Supervisory Edition™ Help, click the Contents tab.

To see the topics in a book, double-click the book.

To go to a topic, click the topic.
Using the index

The Help index is similar to an index in a book, listing keywords for topics in Help. To see the index, click the Index tab.

As you type a word here...
...index entries are listed here. To go to a topic, double-click it in the list.

Finding words or topics

To search the entire text of the Help, click the Search tab.

Type the item you want to search for here, and then click List Topics.

Scroll through the list of topics to find the one you're looking for. When you find the topic, double-click it to display it in the right-hand pane.
Using the RSView online user’s guides

The RSView Supervisory Edition CD includes the following manuals:

- RSView Supervisory Edition Installation Guide

The RSView CD also includes the Adobe® Reader® software for viewing the guides. You can print all or part of the guides, and you can copy text and graphics from the guides and paste them into other documents. For more information, see Adobe Reader Help.

Technical Support Services

You have many options for finding information about how to use RSView, or how to solve problems with RSView.

Try the user’s guides and Help first

The RSView user’s guides and Help provide comprehensive information about typical uses of RSView. Chances are, your question is answered in the documentation.

To find the answer, use the table of contents and the index in the user’s guides and Help. You can also perform a full-text search on both the Help and the PDF user’s guides.

For information about searching the user’s guides, see Adobe Reader Help.

Information on the Internet

If you can’t find the answer to your question or problem in the user’s guides or Help, you can also find information on the World Wide Web.

You can connect to the Rockwell Software and Rockwell Automation web sites from within RSView Studio. To do so, you must have a web browser installed on your computer, and you must have an active Internet connection.

To connect to web sites from RSView Studio

1. On the Help menu, select Rockwell Software on the Web, and then click the name of the web page to view.

The Rockwell Automation KnowledgeBase

The KnowledgeBase web page contains a comprehensive searchable database of support information for all Rockwell Automation and Rockwell Software products.
Rockwell Software Discussion Forums

The Rockwell Software Discussion Forums are web pages for users of Rockwell Software products. The forums offer discussion groups, for exchanging tips and questions with other RSView users.

Contacting Rockwell Software Technical Support

If you can’t find the answer to your question using any of the resources suggested above, contact Rockwell Software Technical Support at:

Telephone: 440-646-5800
Fax: 440-646-5801

World Wide Web Support site: http://www.rockwellsoftware.com

Support staff are available Monday to Friday from 8 AM to 5 PM local time (North America only), except on statutory holidays.

When you call

When you call, be at your computer and ready to give this information:

■ the product serial number
  You’ll find this number on the Activation disk label and in the About RSView Studio dialog box available from the Help menu in RSView Studio.

■ the product version number

■ the type of hardware you are using

■ the exact wording of any messages that appeared on your screen

■ a description of what happened and what you were doing when the problem occurred

■ a description of how you tried to solve the problem

You might also be required to provide information about the RSView add-ons and updates that are installed on your computer.

To view the list of installed add-ons and updates

1. In RSView Studio, on the Help menu, click About RSView Studio.
2. To view the list of installed add-ons, click Add-Ons.
3. To view the list of installed updates, click Updates.