

# TechConnect SUPPORT



**Rockwell  
Automation**

# Product family coverage

Regardless of your business goals, TechConnect<sup>SM</sup> can help you unlock the potential of your operation. Using the valuable tools packaged with every TechConnect contract and our team of trained experts, you have ability to reduce maintenance time and costs, and improve your overall equipment effectiveness.

## FOR MORE INFORMATION

[For TechConnect support direct dial numbers](#)

[To chat with our engineers](#)

## Standard products

Support is provided for all products listed within a product family. (e.g., Automation Control)

### AUTOMATION CONTROL

**Programmable Controllers** – Compact GuardLogix<sup>®</sup>, CompactLogix<sup>™</sup>, ControlLogix<sup>®</sup> (1756 Family), GuardLogix<sup>®</sup>, MicroLogix<sup>™</sup>, SLC<sup>™</sup> 500, SmartGuard<sup>™</sup> 600, SoftLogix<sup>™</sup> 5800, Pico<sup>™</sup> Controller and PicoSoft (1760 Controllers)

**Operator Interface** – DTAM<sup>™</sup> 2707, Industrial Computer, InView<sup>™</sup>, PanelView 5500, PanelView Plus, MobileView<sup>™</sup> (Only includes 2711T)

**Distributed I/O** – Block I/O<sup>™</sup>, Expansion I/O, Flex<sup>™</sup> I/O, POINT I/O<sup>™</sup> and Remote I/O

**Networks** – ControlNet, DeviceNet, DH+<sup>™</sup>, DH-485, EtherNet/IP, RSLinx<sup>®</sup> Lite, RSNetWorx<sup>™</sup>, 9300 (Cables and 9300-ENA), 1784 Cards (Excludes ISA or PCMCIA cards)

**Networks Security & Infrastructure** – Stratix<sup>®</sup> switches

**Sensors & Switches** – RFID

**Related Software** – RSEmulate<sup>™</sup>, RSLadder<sup>™</sup>, RSLogix<sup>™</sup>, Studio 5000<sup>®</sup>, FactoryTalk<sup>®</sup> View ME

**Condition Monitoring** – Integrated Machine Condition Monitoring (Including 1444)

**Power Monitors** – PowerMonitor<sup>™</sup> 500, PowerMonitor 1000 and PowerMonitor 5000

**Power Energy** – RSPower<sup>™</sup>

### DRIVES AND STARTERS

2362Q 700 Common Bus, 2362S 700S Common Bus, ArmorStart<sup>®</sup>, PowerFlex<sup>®</sup> Series, including PowerFlex 755T

**Medium Voltage Drives Starters** – 1500-1599

### MEDIUM VOLTAGE DRIVES

857, 865, 1500-1599, 1900-1999, 7000A-RPDTD, 7000L-RPDTD, 7000L-R18TX, 7000A-RPTX, 7000L-RPTX, 7000A-RPTXI, 7000-RPTX, 7000-R18TX, 7000-RPTXI, 7760, 7761, 7762, 7703

### INDUSTRIAL MOTION CONTROL

**Rack-Based Motion Products** – ControlLogix Motion (1756-M02AE, M08SE, M16SE, M03SE, M02AE, M02AS, HYD02 and 1758M04SE)

**Servo Drives and Motors** – Integrated Drive Module (IDM), Kinetix<sup>®</sup> Drives (3, 300, 350, 2000, 5500, 5700, 6000, 6200, 6500 and 7000), Ultra<sup>™</sup> 3000 (2098DSD) and Kinetix VP and MP-Series<sup>™</sup> Motors (Rotary and linear motor families)

**Programming Software** – MotionView, RSLogix Motion Commands, UltraWARE

### COMPONENT CLASS

#### Outside North America:

- Complimentary call-back support available with one business day response time 24x7
- Telephone or chat support available 8:00am to 5:00pm or 24x7 with support agreement

#### In North America:

- Complimentary support available 8:00am to 5:00pm
- Support agreement required for 24x7 support

## COMPONENT CLASS, CONT.

**Computer & Operator Interface** – PanelView Component and PanelView 800

**Industrial Control Products**<sup>1</sup>

**Motor Control Center** – IntelliCENTER® (Low Voltage MCC)

**Programmable Controllers** – Micro800® Control Systems

**Safety, Sensors, Connection System Business Products**

**Software** – Connected Component Workbench Software

## PROCESS SAFETY

Requires a Process Safety Support contract. No toolkit support. AADvance®, OptiSIS®, Standard 9000 (Euro9000 and Euro FP) and Trusted®

## ESAFE

**Condition Monitoring** – Condition Monitoring Software, Portable Data Collectors, Protection Modules (XM modules included) and Condition Monitoring Sensors

## RAPID

RAPID Line Integration™

# Advanced software

Support is provided for each software package you select within a family (e.g., FactoryTalk View)

## HMI/COMMUNICATION

FactoryTalk Gateway, FactoryTalk View SE, FactoryTalk ViewPoint, RSLinx Classic (Single Node, OEM, Gateway), RSView® 32 Works and Runtimes

## INFORMATION

FactoryTalk AssetCentre, FactoryTalk Historian, FactoryTalk PlantMetrics (formerly RSBizWare™ PlantMetrics™), FactoryTalk Transaction Manager (formerly RSSql™), FactoryTalk VantagePoint, FactoryTalk ViewPoint, RSMACC™ Server and FactoryTalk Analytics

## MANUFACTURING EXECUTION SYSTEMS (MES)

FactoryTalk ProductionCentre, Modular Framework, Performance Management, Quality Management, Production Management, PharmaSuite, CPGSuite, EIG, EIHub, Datamart and Auto Suite

## APPLICATION

RSJunctionBox™ and RSLogix Frameworks

## PROCESS

eProcedure®, FactoryTalk Batch (formerly RSBizWare Batch), MaterialTrack, 1788 Foundation Fieldbus and Profibus PA<sup>3</sup>

## POWER ENERGY

FactoryTalk EnergyMetrix

## MOBILITY

FactoryTalk TeamONE (Email support only)

# Legacy products

Support is provided for each software package you select within a family (e.g., FactoryTalk View). Legacy products will only be supported Monday through Friday 8:00am to 5:00pm.

## HARDWARE

**Programmable Controllers** – FlexLogix™, GuardPLC™, PLC-5® and 1755

**Operator Interface** – PanelBuilder® 32, 2711 PanelView 1400, PanelView 1400E and 2711 PanelView Standard

**Power Monitor** – PowerMonitor 1400 Series (1400 and 1403)

**Motion Products** – Ultra 5000 (2098IPD), Allen-Bradley® Servo Drives and Motors (1386, 1388, 1391, 1392, 1394, 1398, 1326, 1327, 8720MC, 8720SM)

**Allen-Bradley Drives and Starters** – 160, 1305 Configured Drive, 1305 Standard Drive, 1336 Classic AC Drive and Accessories, 1336 Dynamic Braking Units and Chopper Modules, 1336 FORCE™ (1336T), 1336 FORCE Series A, 1336 VT, 1336E, 1336F PLUS™ (A-C Frames), 1336F PLUS II Standard Drive, 1336 PLUS (D-G Frames), 1336R Regen, 1336S, 1336T, 1336Z Spider Drive, 1395 Digital DC and 1397 Digital DC, PowerFlex 700H, 2362F, 2362H, 2362L, 2362M, 2362N and FlexPak 3000

**Reliance Electric Standard** – FlexPak AC and GV3000/SE

**Reliance Electric Standard Drives** – SP600, DC1, DC2, DC3, FlexPak Plus – Single Phase, GV6000, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MD 60, MD 65, MiniPak Plus – Single Phase, SP500 and VTAC 7 & 9

**Application** – Automation Desktop®

**Networks** – 1785-KE, 1761-NET-DNI, ISA Cards (1784 KT/KTX/KTC/KTS/KTCS/KTCX15/KT2/KTXD) and PCMCIA Cards (1784 PCC, PCD, PCID, PCIDS, PCM4, PCMC, PCMC1, PCMK, PCMK3)

**Process** – FOUNDATION Fieldbus (1757 FFLD)

**Rack-Based Motion Products** – SLC™ Motion (1746-HSRV, 1746-HSTP)

**Servo Drives and Motors** – 1394, Ultra 100, Ultra 200 (1398DDM) and Ultra 1500

## SOFTWARE

**Programming Software** – GML™ Commander and Ultra Master

**Related Software** – Change Management & Network Health and RSGuardian™

# Products not under support

Support is not provided for each family below.

## AUTOMATION CONTROL

### HMI/Communication – INTERCHANGE™

**Programmable Controllers** – RSCompanion, All DOS-Based Programming Software (AI Series, 6200, APS, MPS, PBase and PCD), Automate 15/30/40 and Pyramid Integrator™, Automax® PLC, PLC (1774/1778, 2, 3, 4, 5/250), Programming Terminals (1770T1, T2, T3, T4, 1784, T45, T47 and T50), SLC 100/150, SLC 500 I/O (HSRV, BTM, QS, QV), DataSite™, 2760-RB, RSLogix FrameWorks, 1771-DA, 1771-DMC, 1785-KA, 1785-KA3, 1785-VME, ControlNet 1.25 (Including 1794-ACN and 1771-ACN), 1756HP (Not including 1756HP-TIME), VAX/VMS, Proset, and RSPocketLogix

**Operator Interface** – Dataliner™ 2706, DTAM (Excludes 2707), PanelBuilder® 1200, 2711 PanelView 1200, MobileView 2727, 1784-T30 and RediPANEL™ (2705, 2706, 2707)

**Networks** – 6001-NET, IOLinx, AdaptaScan, 2755, DeviceNetManager™ (1787-MGR) and 1770 Family (KF2, KFC15 and KFCD)

**Application** – RSWire

**Power Monitor** – PowerMonitor 1400 Series (1405 and 1407)

## DRIVES & STARTERS

**Allen-Bradley Drives** – 1302, 1313, 1318, 1330, 1331, 1332, 1333, 1334, 1335, 133T Series A, 1340, 1350, 1351, 1352 (Series A, B, C), 1352C, 1361, 1362, 1365, 1370AR/NR, 1370B, 1371, 1372, 1373, 1374, 1375, 1376, 1379, 1381, 1396, 161, 161S, 161S and 3400, 2364E NRU<sup>3</sup> and 2364F RGU<sup>3</sup>

**Reliance Electric Standard** – GP1000, GP1200, GP1500, GP2000, GV3000 (1-60 HP, 75-150HP and 200-400HP), SP100, SP120, SP200, VVI, VSM500, VTAC 3 & 5 and Webpack 3000

**Reliance System Drives**<sup>2</sup> – AutoMate, AutoMax® 4 Card Set, AutoMax Field Regulator, AutoMax Generic, AutoMax RRC Support, DCS5000, S3C, SA3000, SA3100, SA500, SB3000, SF3000

## INDUSTRIAL MOTION CONTROL

**Motion Products** – 1771-QA/QB/QC, Electro-Craft Brand Products (IQ 2000, IQ 5000, IQMaster Software, Bru 200, Bru 500, BSA, Pro, Max430, Max 100) and PLC (IMC 120, 121, 123) and SLC (IMC 110) & ODS™ Software

**CNC Products and Programming Software** – Fast Track, 7100, 7300, 8200, 8400, 8600, All 9 Series Controllers (including 8500, 8520, 92XX and 9400), Bandit and Machine Pro

## ADVANCED SOFTWARE

ControlView™ Builder, AdvisorPC™, ControlView, RSView for Windows, RSTools, ControlView for Windows, DH+™ Driver, DH485 and WINtelligent™ Series (WINtelligent View, WINtelligent Linx)

## PROCESS

ProcessLogix™ and ProcessPak5™

## APPLICATION

RSData™, RSLinx C SDK, and RSTrainer®

## HMI/COMMUNICATION

RSTrend

## INFORMATION

FactoryTalk Integrator, FactoryTalk Portal and FactoryTalk Scheduler (formerly RSScheduler)

<sup>1</sup> Includes all Industrial Control Products as well as network class overloads and SMC Flex. Including E300, E3, etc.

<sup>2</sup> Supported by the Rockwell Automation Global Solutions unit – See [ab.rockwellautomation.com](http://ab.rockwellautomation.com)

<sup>3</sup> 1788 Lines are included with the exception of 1788-CN2FF.

# TechConnect support options





Application Support	System Support	Product Support	Self-Assist Support	Supportive Services	Description
● ●				Real-Time Application Remote Support	Design support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews
●				Administration	Emergency backup / Performance tuning / Guaranteed field service call-out / Managed services
● ●	● ●			Real-Time System Remote Support	Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution
●	●			Advanced Engineering Expertise	Get support from our system-level support engineers that have on average 11 years of experience in the industrial automation industry
● ●	● ●	● ●		Remote Monitoring	Critical assets that are monitored by automation experts. Device and/or process monitoring and alarming at a Rockwell Automation facility or remote access to historical data for troubleshooting
● ●	● ●	● ●		Real-Time Product Phone Support	Standard product and programming software / Telephone and live chat support available in 20 languages / Remote desktop troubleshooting
●	●	●		Training Advisor	Online assessment tool to help you determine the knowledge of your workforce and build a tailored training plan
●	●	●		Software Maintenance II	Software update media / Emergency software replacement
●	●	●		Genius Webinars	Extend and apply knowledge gained via access to on-demand library of online technical seminars
●	●	●	●	Software Maintenance I	Software update downloads
●	●	●	●	Online Support Center Access	Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email

● Included      ● Optional upgrade.      ● Optional upgrade to 24x7x365 support.

## \* Optional 24x7x365 upgrade

NOTE: You may select different TechConnect Support service levels for different areas of your plant or application. Please contact your local Rockwell Automation sales representative or distributor for details.



Connect with us.    

[rockwellautomation.com](http://rockwellautomation.com) — expanding **human possibility**<sup>™</sup>

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1336 FORCE, 1336 PLUS, AADvance, AdvisorPC, Allen-Bradley, Automation Desktop, AutoMax, Block I/O, Compact GuardLogix, CompactLogix, ControlLogix, ControlView, Dataliner, DataSite, DeviceNetManager, DH, DH+, DTAM, Expanding human possibility, FactoryTalk, FLEX I/O, FlexLogix, GuardLogix, GuardPLC, IntelliCENTER, InView, Kinetix, Micro800, MicroLogix, MobileView, ODS, OptiSIS, PanelBuilder, PanelView, PanelView Plus, Pico, PlantPAX, POINT I/O, PowerFlex, PowerMonitor, ProcessPak5, Pyramid Integrator, RAPID Line Integration, RediPANEL, RSBizWare PlantMetrics, RSEmulate, RSEnergyMetrix, RSFieldBus, RSGuardian, RSLadder, RSLinx, RSLogix, RSMACC, RSNetWorx, RSPower, RSSql, RSTrainer, RSView32, SLC, SmartGuard, SoftLogix, Stratix, Studio 5000, TechConnect, Trusted, Ultra, WINTelligent and XM are trademarks or registered trademarks of Rockwell Automation, Inc.

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