**Rockwell
Automation**

⚠ **PRODUCT NOTICE**

Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

Studio 5000 Logix Designer V31.00.00 Compatibility with Studio 5000 View Designer V2 and V3
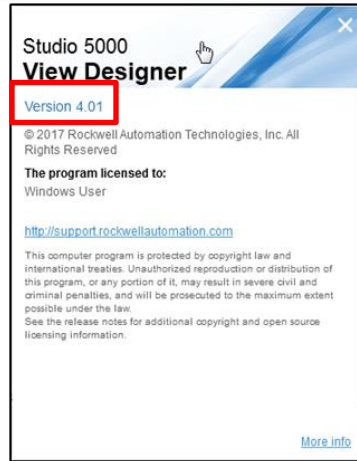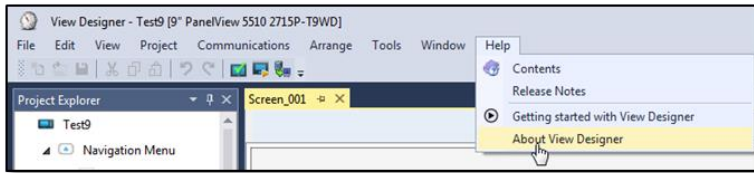
Reference: 2018-03-001

Date: March 2018

This Product Notice informs you of an anomaly that exists with Studio 5000® Logix Designer® V31.00.00 when used with Studio 5000 View Designer™ V2 or V3. Errors may occur when using View Designer V2 or V3 with Logix Designer V31.00.00.

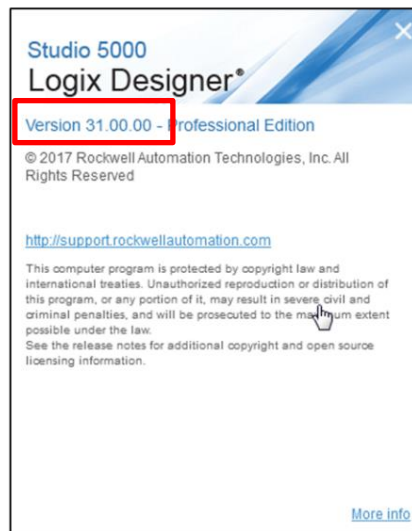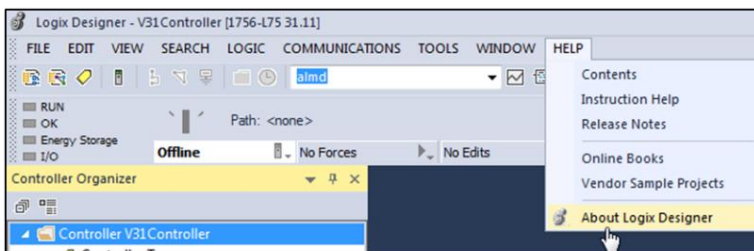**– Product Identification –**

The affected product is Studio 5000 Logix Designer V31.00.00 when used with Studio 5000 View Designer V2 or V3. Affected catalog numbers are:

> 9324-RLD700NXENE, 9324-RLD700NXINT
> 9324-RLD600ENE, 9324-RLD600INTL
> 9324-RLD300NXENE, 9324-RLD300NXINT
> 9324-RLD250ENE, 9324-RLD250INTL
> 9324-RLD200ENE, 9324-RLD200INTL
> 9324-RLD000ENE, 9324-RLD000INTL

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To determine the version of Studio 5000 View Designer, open the Help → About View Designer dialog. The version number is shown in the Version field.

In the example shown to the left, the version number is 4.01. This example is not affected and is not subject to this notification.

To determine the version of Studio 5000 Logix Designer, open the Help → About Logix Designer dialog. The version number is shown in the Version field.

In the example shown to the left, the version number is V31.00.00. If the version of Studio 5000 View Designer is V2 or V3, this installation is affected and is subject to this notification.
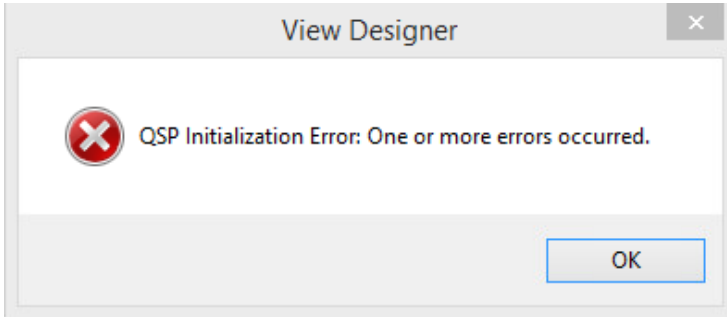
Important – If you are using View Designer V4 or later, you are not affected by this anomaly. If you are using a version of Logix Designer other than V31.00.00, you are not affected by this anomaly. This anomaly only affects the combination of Logix Designer version V31.00.00 and View Designer versions V2 or V3.

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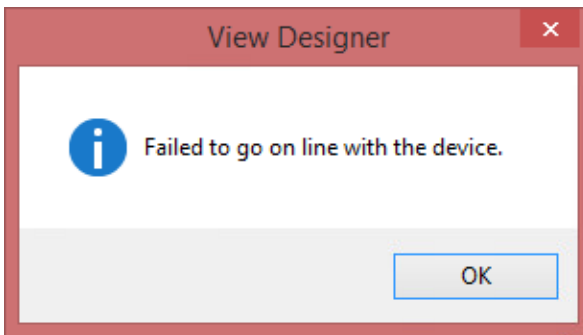
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– Description –

An anomaly exists with the Studio 5000 Logix Designer V31.00.00 when used with View Designer V2 or V3. When using Studio 5000 View Designer V2 or V3 after installing Logix Designer V31.00.00 the following errors may occur.
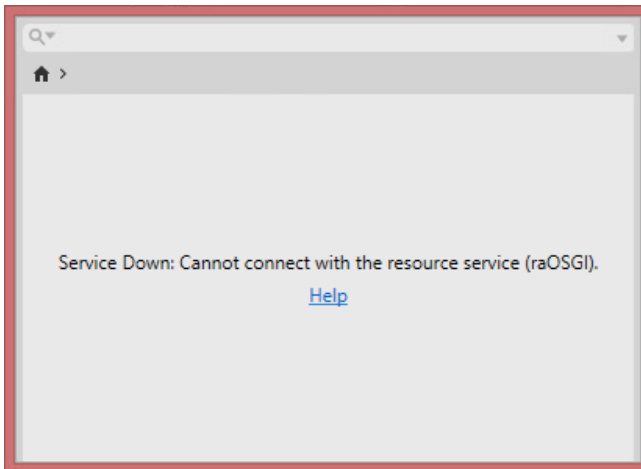
Scenario 1 – Creating a New Project

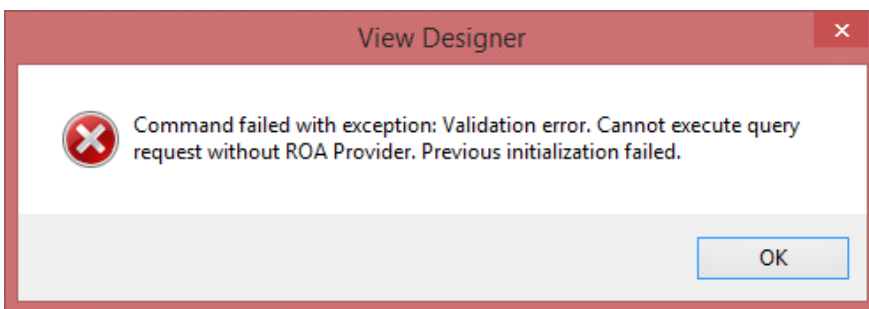1. Project opens and the following error is observed – `QSP Initialization Error: One or more errors occurred.`

2. When browsing for a controller or HMI device you may see the following message – `Failed to go on line with the device.`

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3. When browsing for a tag the following error may be observed – `Service Down: Cannot connect with the resource service (raOSGI)`.

4. When downloading to a terminal you may receive the following error – `Command failed with exception: Validation error. Cannot execute query request with ROA Provided. Previous installation failed`.

Scenario 2 – Opening a V2 or V3 Project

1. View Designer starts to open, but then hangs, requiring the use of the Task Manager to close the software.

– Temporary Workarounds –

Until software correcting this anomaly is available, you may uninstall Logix Designer V31.00.00 or revert your installation to a V30 version of Logix Designer.

– Correction –

Correction requires you take the one of the two following actions:

1. Rockwell Automation recommends that you upgrade your Studio 5000 View Designer installation to V4.01 or later. V4.01 is available as part of the full Studio 5000 V30.01.01 installation. V4.02 is available as part of the full Studio 5000 V31.00.00 installation.

2. You may also choose to upgrade your Studio 5000 Logix Designer installation to V31.00.01 or later. As of the release of this notification, V31.00.01 is scheduled for release on or before the end of May 2018. The Rockwell Automation Knowledgebase article for this notification will be updated when V31.00.01 is available for download and installation. If you would like to receive an email notification when V31.00.01 is available for download and installation, click the link at the end of the Knowledgebase Article for this notification, ID number 1072344.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Customers under support contract are automatically eligible for software updates. Customers not under a support contract should contact Rockwell Automation for further instructions.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice PN 2018-03-001 when calling.
- Customers with TechConnect contracts may be able to chat online with support representatives. Reference this Product Notice when connected to a support engineer.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, http://www.rockwellautomation.com/knowledgebase, as ID number 1072344. Additional languages may also be available at the end of this article attached as downloadable PDF documents.

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different than the listed article ID number.

If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at http://www.rockwellautomation.com/support and click the *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

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Appendix A
Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location on http://www.rockwellautomation.com/support/ by clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

Region / Country	Phone Number ( ) International Code	Region / Country	Phone Number ( ) International Code
Asia/Pacific		**Europe**	
Australia	1 800 762 593	Austria	(49) 211 41553 664
China	400 620 6620	Belgium	(32) 2 716 8411
Hong Kong	+852 2887 4666	Czech Republic	(420) 28401 5911
India	1 800 2000 121	Denmark	(45) 43 466 006
Japan	03 3206 2785	Finland	(358) 958 447 419
Korea	(82) 2 2188 4400	France	(33) 825303132
Malaysia	1 800 80 4851	Germany	(49) 211 41553 664
New Zealand	0800 27 27 25	Hungary	(420) 28401 5911
Taiwan	080 902 0908	Ireland	(44) 01908 635245
Thailand	(66) 2936 1500	Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
		Italy (Bologna,Firenze,Napoli, Roma e Torino)	(39) 199 11 99 22
Caribbean		Morocco	(33) 825303132
All Countries (English)	(1) 440 646 3223	Netherlands	(31) 10 266 55 80
All Countries (Español)	(1) 440 646 3650	Poland	(48) 22 32 60 707
Central America		Portugal	(1) 440 646 3223
Argentina	800.666.0320	Slovakia	(420) 284015911
Belize	(1) 440 646 3650	Spain	(34) 902 30 93 30
Bolivia	(54) 800 10 0632	Sweden	(46) 46 19 93 91
Brazil	(55) 11 5189 9500	Switzerland (German)	(41) 0844 84 84 11
Chile	800.53.0012	Switzerland (French)	(41) 0844 84 84 12
Colombia	01.800.700.2107	Switzerland (Italian)	(41) 0844 84 84 13
Costa Rica	0800.013.1215	United Kingdom	(44) 01908 635245
Ecuador	58.212.949.0611	**North America**	
El Salvador	(52) 55 5246 2010	Canada	(1) 440-646-3223
Guatemala	1.800.288.0108	United States	(1) 440-646-3223
Honduras	(52) 55 5246 2010		
Mexico	001.888.365.8677		
Nicaragua	(52) 55 5246 2010		
Panama	001.800.203.3475		
Paraguay	(54) 11 5554 4000		
Peru	0800.535.36		
Suriname	(1) 440 646 3650		
Uruguay	(54) 11 5554 4000		
Venezuela	800.1.00.3062		

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.

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