



## 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 Missing PowerFlex Drive Database Files Causes Fatal Error during Conversion to V31.00.00 using PowerFlex Drives AOP V5.01

Reference: 2018-04-001

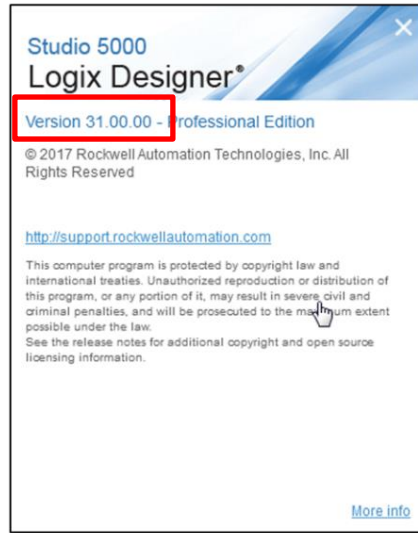
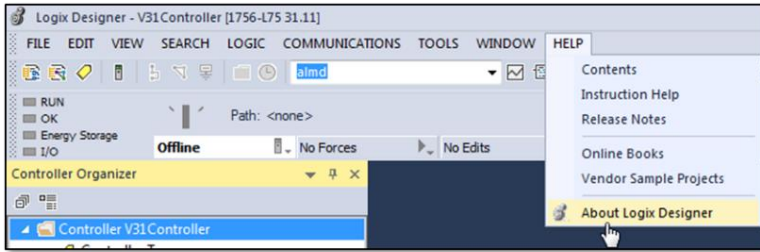
Date: April 2018

This Product Notice informs you of an anomaly that exists with Studio 5000® V31.00.00 with PowerFlex Drives AOP V5.01. Database files associated with a drive or drive peripheral may be missing. When converting from an earlier version of Studio 5000 to V31.00.00, if the earlier version application contains drives or drive peripherals, a fatal error may occur in Studio 5000 Logix Designer®.

### – Product Identification –

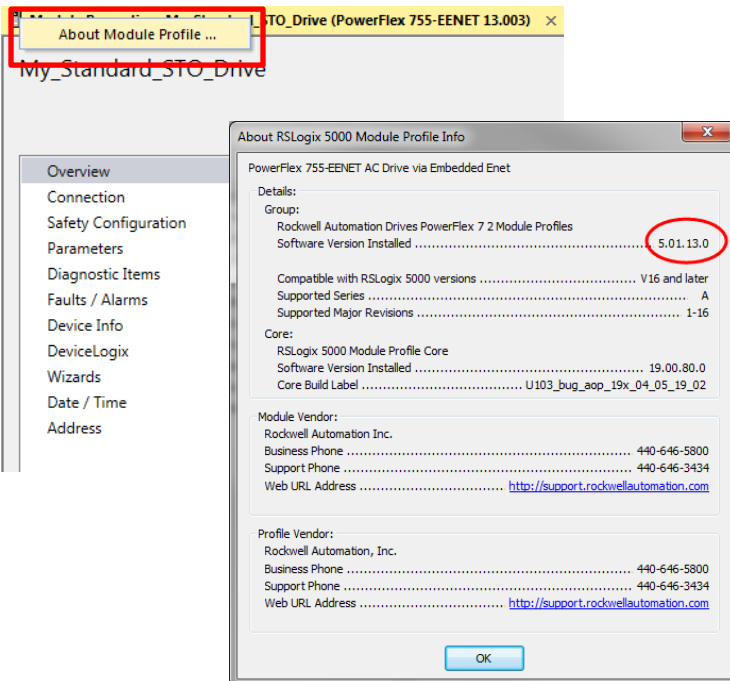
The affected product is Studio 5000 Logix Designer V31.00.00 with PowerFlex Drives AOP V5.01 when converting a prior version application containing drives or drive peripherals. Affected Logix Designer catalog numbers are:

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



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.



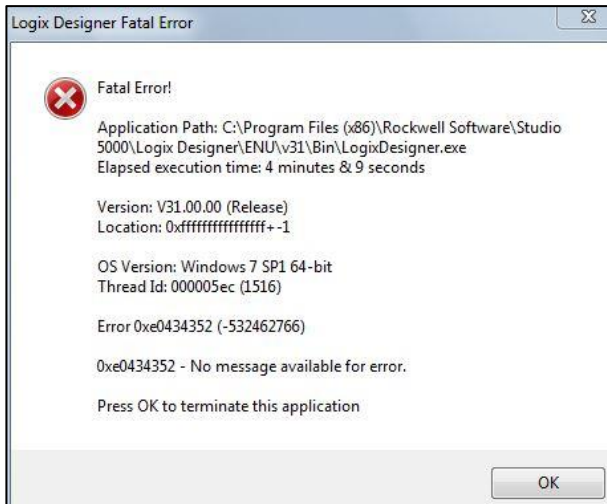
To determine the version of PowerFlex Drives AOP:

1. Open the Studio 5000 project.
2. Go offline with Studio 5000 and open Module Properties of the module.
3. Right click on the box symbol to the left of the dialog title, as shown to the left.
4. Select *About Module Profile ...*
5. The AOP version will be shown in the Software Version Installed field of the resulting About dialog.

Additional information on AOP versions may be found on the Rockwell Automation Knowledgebase Article ID [59520](#).

– Description –

An anomaly exists with Studio 5000® V31.00.00 using Drives AOP V5.01. Database files associated with a drive or drive peripheral may be missing. When converting from an earlier version of Studio 5000 to V31.00.00, if the earlier version application contains drives or drive peripherals, a fatal error may occur in Studio 5000 Logix Designer®.



– Temporary Workarounds –

Correction requires updating the database files by updating and installing the corrected PowerFlex Drives AOP as described in the Correction section of this document. Until V5.02 is released, you may choose to implement the following temporary workaround.

Important – These steps are recommended only until you are able to download and install the PowerFlex Drives AOP V5.02 or later. If you implement this temporary workaround you must install the database files on each computer that you intend to use Studio 5000 for editing. Failure to do so may result in the fatal errors listed in the Description section above.

Download and install the required AB Drives Connected Components Workbench™ (CCW) Device Database Files. CCW database files may be obtained from the Rockwell Automation Product Compatibility and Download Center (PCDC).

- Access the PCDC at <https://compatibility.rockwellautomation.com/Pages/home.aspx>.
- Select the “Find Downloads” link.
- In the Search field, enter “AB Drives CCW Device Database Files”.
- Select the AB Drives CCW Device Database Files result, then click the Downloads button.
- Select the Select Files link, then select the CCW Database Files for your configuration.
- Follow the instructions to complete installation.

**– Correction –**

Correction requires updating the database files as included in PowerFlex Drives AOP V5.02 or later. There are three methods of obtaining the updated AOP from the Rockwell Automation Product Compatibility and Download Center (PCDC) at <https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx>.

1. Download and install the PowerFlex Drives AOP from the PCDC. In the Search field enter “Drive AOPs”, then select the “Drive AOPs” product. Click the Downloads button and follow the instructions to download and install the PowerFlex Drives AOP V5.02 or later.
2. Download and install Studio 5000 V31.00.01 from the PCDC. In the Search field enter “Studio 5000”, then select the specific Studio 5000 product to download. In the version listing, select version 31.00.01 or later. Click the Downloads button and follow the instructions to download and install the selected Studio 5000 product.

Note – Installation and use of Studio 5000 products requires license activation. If you are upgrading from a version of Studio 5000 V30 or prior you may be required to obtain a V31 license and activate your software.

3. Download and install the AOP Bundle Studio 5000 LD V10.01 - V31.00.01 from the PCDC. In the Search field enter “Add-On Profiles”, then select the “Add-On Profiles” product. Click the Downloads button and follow the instructions to download and install the PowerFlex Drives AOP V5.02 or later.

When complete, verify PowerFlex Drives AOP V5.02 has been installed by following the instructions in the Product Identification section of this document.

Note – As of the release of this Product Notice, AOP files correcting this anomaly are in development and not available for download from the PCDC. To receive an email notification when AOP files are available, a link has been provided at the end of the Knowledgebase Article ID [1073095](#) for this notification.

Important – Drive hardware is not affected and may not be returned on this Product Notice.

**– 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.
- Until PowerFlex Drives AOP V5.02 is available, implement the steps listed in the Temporary Workaround section of this document.
- 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 2018-04-001 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 [1073095](#). 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.

## 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
<b>Asia/Pacific</b>	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
<b>Central America</b>	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	1.800.288.0108
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

Region / Country	Phone Number ( ) International Code
<b>Europe</b>	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 10 266 55 80
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
<b>North America</b>	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

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