



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.

FactoryTalk View SE and FactoryTalk ViewPoint When Used With Studio 5000 Logix Designer V32.00.00

Reference: 2018-12-001

Date: December 2018

Update: January 2019

Update January 2019 – This Product Notice has been updated from its Preliminary release to provide additional descriptive information and corrective actions. Please read this updated document in its entirety.

This Product Notice informs you of a potential anomaly that exists with Rockwell Automation FactoryTalk View SE and FactoryTalk ViewPoint when used with Studio 5000. Users of FactoryTalk View SE and FactoryTalk ViewPoint v2.61, v7.00, v8.00, v8.10, v8.20, v9.00, and v10.00 may experience issues with user login and security permission resolution after upgrading to FactoryTalk Services Platform v6.10, which is included with Studio 5000 Logix Designer v32.00.00.

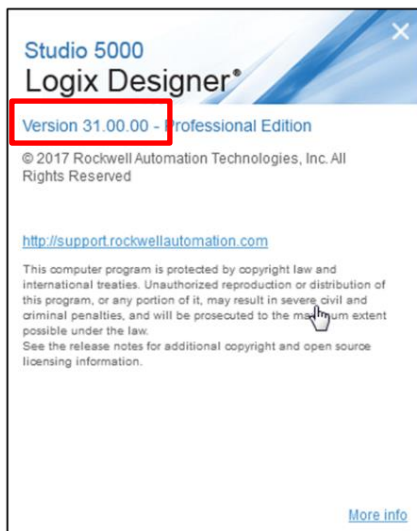
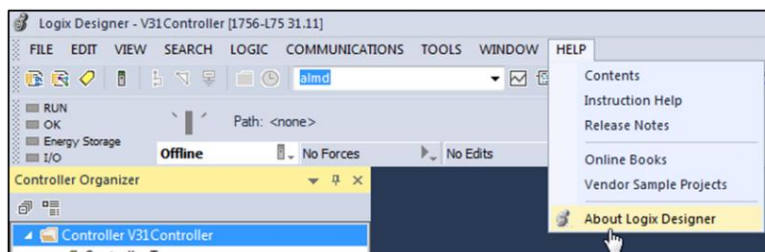


– Product Identification –

The affected products are FactoryTalk View SE and FactoryTalk ViewPoint, versions:

- FactoryTalk View SE v7.00 (Only for E-Signature ActiveX issue)
- FactoryTalk View SE v8.00
- FactoryTalk View SE v8.10
- FactoryTalk View SE v8.20
- FactoryTalk View SE v9.00
- FactoryTalk View SE v10.00
- FactoryTalk ViewPoint v2.61
- FactoryTalk ViewPoint v8.00
- FactoryTalk ViewPoint v8.10
- FactoryTalk ViewPoint v8.20
- FactoryTalk ViewPoint v9.00
- FactoryTalk ViewPoint v10.00

These products become affected when used on a computer hosting Studio 5000 Logix Designer V32.00.00, which includes FactoryTalk Services v6.10.



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. This version is not affected by this anomaly and is shown here as an example only.

– Description –

A potential anomaly exists with Rockwell Automation FactoryTalk View SE and FactoryTalk ViewPoint when used with Studio 5000. Users of FactoryTalk View SE and FactoryTalk ViewPoint v2.61, v7.00, v8.00, v8.10, v8.20, v9.00, and v10.00 may experience issues with user login and security permission resolution after upgrading to FactoryTalk Services Platform v6.10, which is included with Studio 5000 Logix Designer v32.00.00.

- In FactoryTalk View SE, customers will encounter unexpected behavior with permission resolution when using the `CurrentUserHasGroup()` function with users in the Engineers and Maintenance groups after upgrading the client station or FactoryTalk Network Directory to FactoryTalk Services Platform v6.10. **Note:** This will not impact FactoryTalk View SE Local Station applications, since the change causing this issue is isolated to the FactoryTalk Network directory scope; or version 7.00 and earlier of FactoryTalk View SE.
- In FactoryTalk View SE, customers will encounter unexpected behavior with permission resolution when using the E-signature ActiveX control with users in the Engineers and Maintenance groups after upgrading the client station or FactoryTalk Network Directory to FactoryTalk Services Platform v6.10. **Note:** This will not affect FactoryTalk View SE Local Station applications, since the change causing this issue is isolated to the FactoryTalk Network directory scope. This will impact v7.00 and earlier of FactoryTalk View SE.
- In FactoryTalk ViewPoint, customers will find individuals in Engineer and Maintenance groups will not be able to log in after the FactoryTalk Network Directory is upgraded to FactoryTalk Services Platform v6.10. **Note:** This does not affect FactoryTalk ViewPoint ME on PanelView Plus terminals.

Studio 5000 v32.00.00 includes a new version of FactoryTalk Services (v6.10). A new feature of FactoryTalk Services v6.10 creates two new FactoryTalk system groups named Engineers & Maintenance. When an existing FactoryTalk Network Directory is upgraded to v6.10, and the directory previously contained user groups named Engineers or Maintenance those groups will be converted to FactoryTalk system user groups (like the Administrators group). This change affects the user login authentication in E-signature ActiveX control and how the `CurrentUserHasGroup()` function in FactoryTalk View resolves user permissions if they are members of those user groups. The change also affects the way FactoryTalk ViewPoint resolves login authorization for users in those groups.

– Temporary Workarounds –

Rockwell Automation has developed patches for FactoryTalk View SE & FactoryTalk ViewPoint v7.00, v8.00, v8.10, v8.20, v9.00, and v10.00. Refer to the Correction section of this document for patch information.

– Correction –

Rockwell Automation has developed software patches correcting the anomaly in FactoryTalk View SE and FactoryTalk ViewPoint (except for v2.61 of ViewPoint). These patches are available on the following Rockwell Automation Knowledgebase articles:

- For FactoryTalk View SE, reference article ID [1083175](#).
- For FactoryTalk ViewPoint, reference article ID [1083176](#).

Rockwell Automation intends to have a correction in place for the upcoming v11.00 release of FactoryTalk View, which includes FactoryTalk View SE and FactoryTalk ViewPoint. This release is expected by the end of January 2019. This article will be updated when version 11.00 is available for download and installation.

– 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 TechConnectSM support contracts should reference this Product Notice when calling.
- Customers with TechConnect support 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 [1083250](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.



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 *Search Knowledgebase – Get Answers* link. Sign in with your TechConnect 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 by going to the Rockwell Automation Knowledgebase as <https://rockwellautomation.custhelp.com>. Mouse over *Support* and select *Find Local Support*, then enter your location information. If you have a TechConnectSM support contract, please use the telephone number supplied to you with the contract.

Region / Country	Phone Number () International Code
Asia/Pacific	
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
Caribbean	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
Central America	
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
Europe	
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
North America	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223