How to activate a license in FactoryTalk Activation Manager

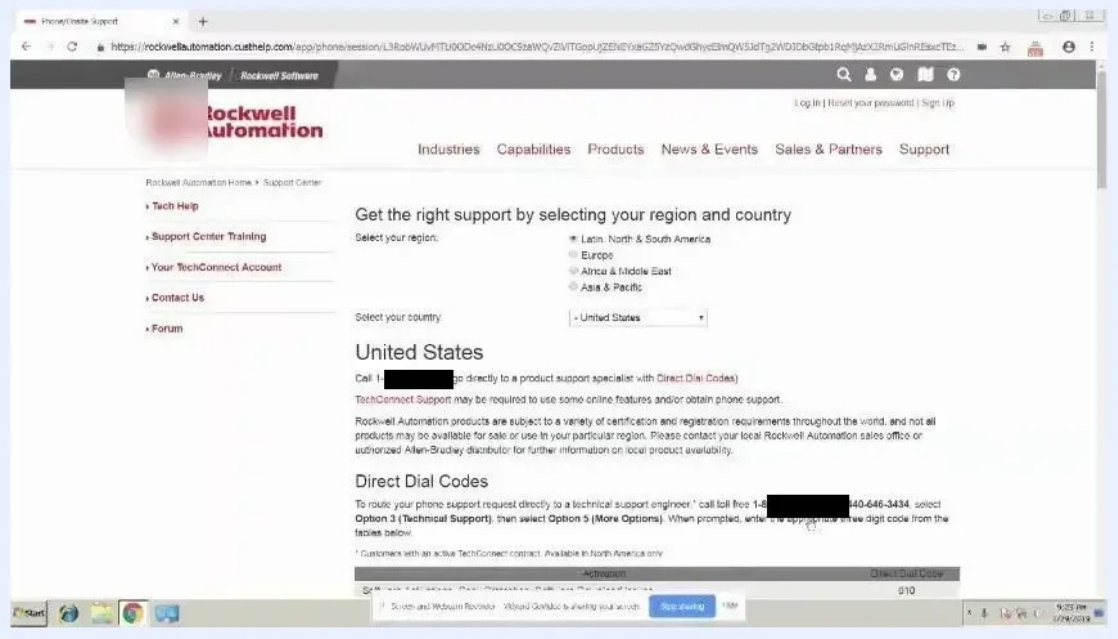
This guide explains how to activate a license in FactoryTalk Activation Manager for your Rockwell Automation software. You enter the serial number and product key from your activation certificate, validate them, download the activation, and confirm that it appears in your list of available activations.

Prerequisites

Before you begin, make sure you have the following:

- **Computer access:** Use the computer that will run the software you want to activate. It must be connected to the Internet. If it has no Internet access, refer to Tech Note 587245 for an alternative activation process.
- **FactoryTalk Activation Manager:** This software is typically installed automatically with any Rockwell Automation software. If you have not yet installed the software you want to activate, install it before you continue.

- **FactoryTalk Activation Certificate:** This certificate came with your software, usually in a red envelope. It contains the serial number and product key you need for activation.



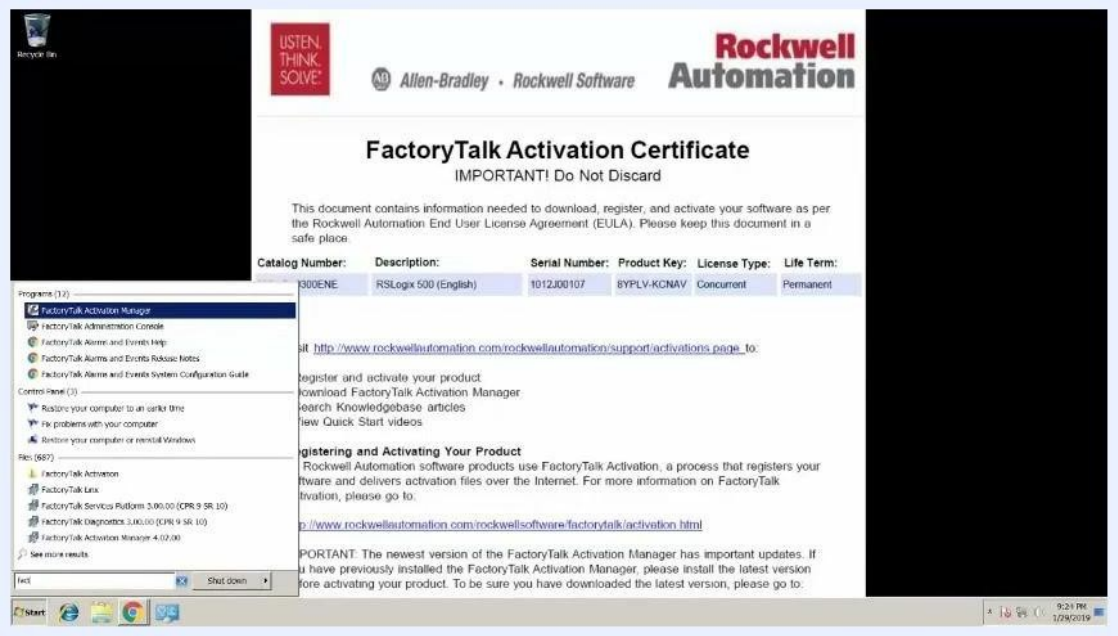
Prerequisites screen listing an Internet connection, FactoryTalk Activation Manager, the FactoryTalk Activation Certificate, and the activation tech note 106058

Step 1: Review your FactoryTalk Activation Certificate

Keep the certificate at hand and note the **Serial Number** and **Product Key**. In this example, the certificate shows:

- Serial Number: 1012J00107
- Product Key: 8PYL-KCN4V

The certificate also lists the Catalog Number, Description, License Type, Life Term, and instructions.

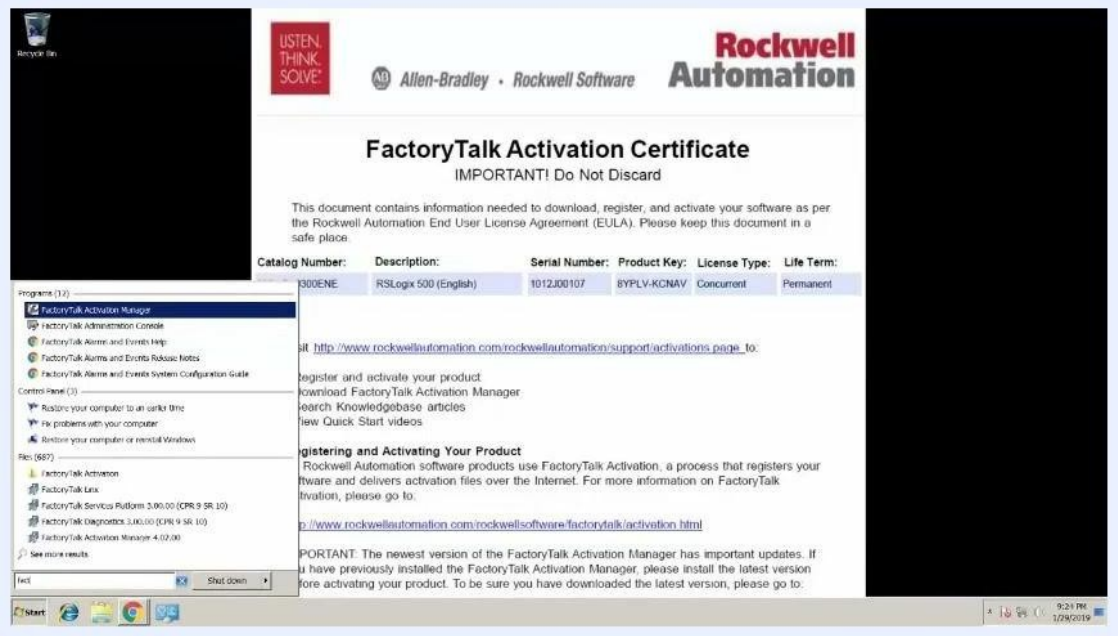


FactoryTalk Activation Certificate showing the Catalog Number, Description, Serial Number, Product Key, License Type, Life Term, and instructions

Step 2: Open FactoryTalk Activation Manager

1. From the Windows Start menu, type FactoryTalk Activation in the **Search Programs and Files** field.
2. Locate **FactoryTalk Activation Manager** under Programs.

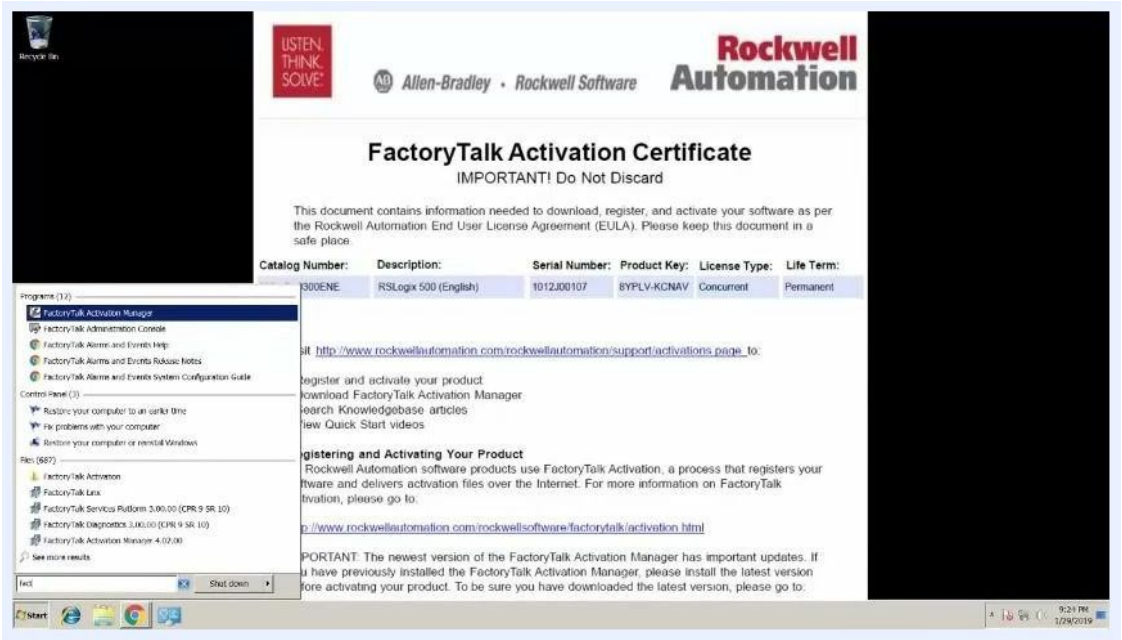
3. Click the program to open it.



Windows Start menu with FactoryTalk Activation Manager highlighted and the FactoryTalk Activation Certificate visible in the background

Step 3: Start a new activation

When the application opens, make sure you are on the **Home** tab. Then click **Get New Activations**.



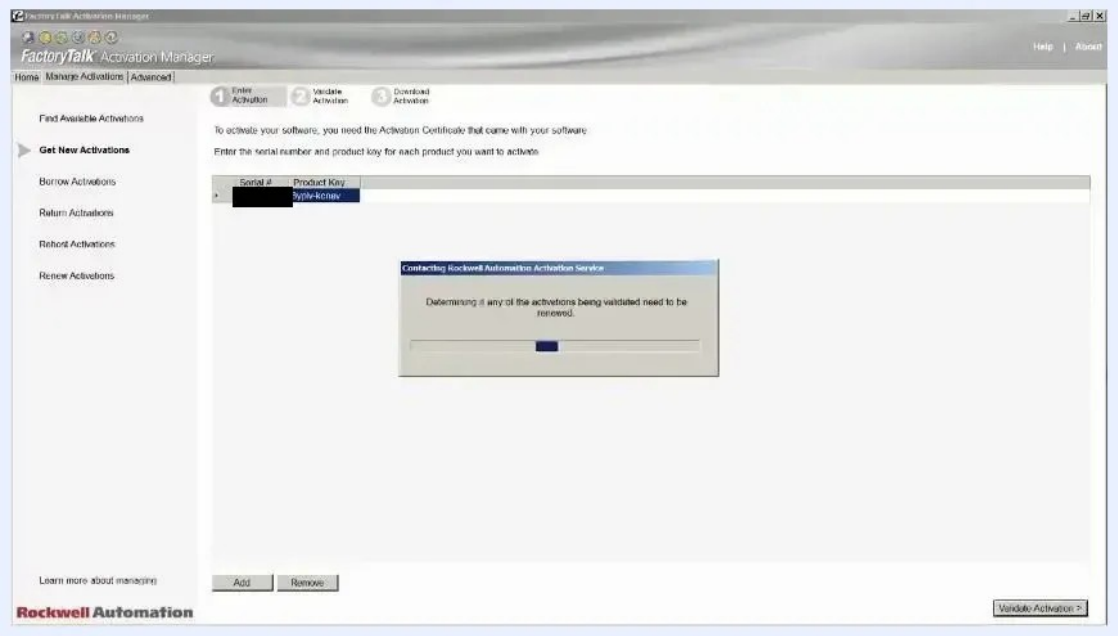
FactoryTalk Activation Manager Home tab with the Find Available Activations and Get New Activations buttons visible

Step 4: Enter your serial number and product key, then validate

In the Get New Activation view, enter the Serial Number and Product Key from your activation certificate. Then click **Validate Activation** in the lower right corner.

FactoryTalk Activation Manager connects to the Rockwell Automation Licensing Server to validate your details. A progress dialog shows the connection and validation status. Wait for validation to complete.

If you run into problems or your computer is not connected to the Internet, refer to technical note 106058 or 587245.



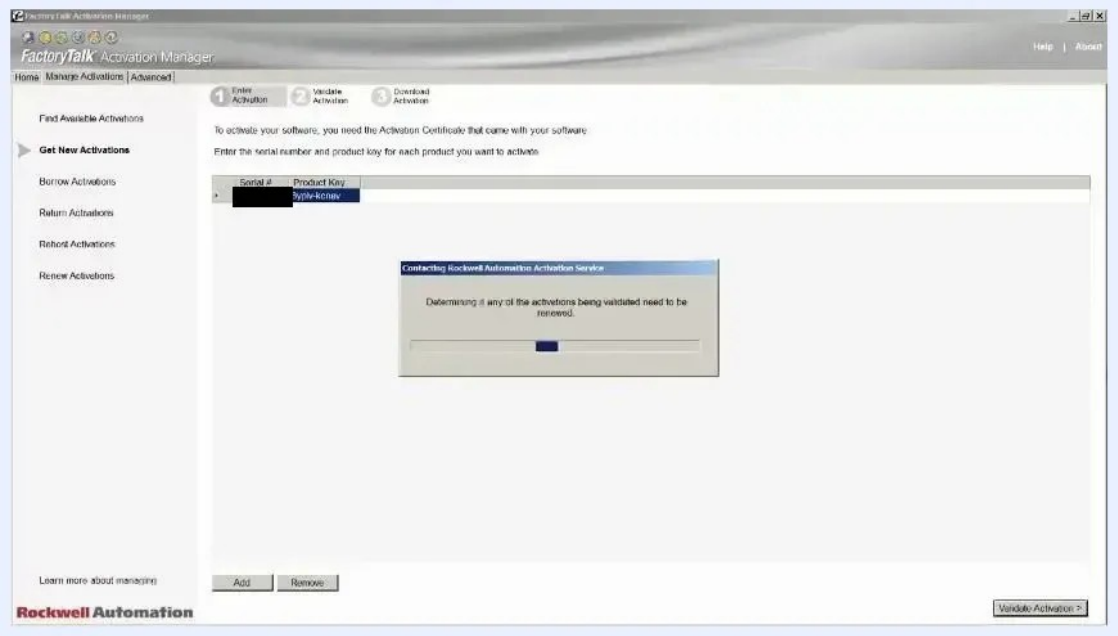
FactoryTalk Activation Manager with the serial number and product key entered, the Validate Activation button highlighted, and a progress dialog connecting to the Rockwell Automation Activation Service

Step 5: Review license availability and details

After validation succeeds, a new screen displays the licenses available on the licensing server. Review the following columns:

- **To Download:** The number of activations to download. The default is 1. Leave it as is unless you need more.
- **Available:** The number of activations available for download, which depends on your purchase.
- **Product:** The product you purchased, for example RSLogix 500 Standard Edn ESD SW.
- **Earliest Version:** The earliest version you can activate. This column has a drop-down menu.
- **Binding:** The hardware or dongle the activation is tied to, typically your hard drive serial number.
- **Destination:** Always set to "This computer". You cannot change it.
- **Serial #:** The serial number associated with the license.
- **Type:** The license type, for example Concurrent.

In the **Earliest Version** drop-down, select the version you want to activate. Select the highest version you plan to use.



FactoryTalk Activation Manager showing validated activations with the columns To Download, Available, Product, Earliest Version (with drop-down), Binding, Destination, Serial #, and Type

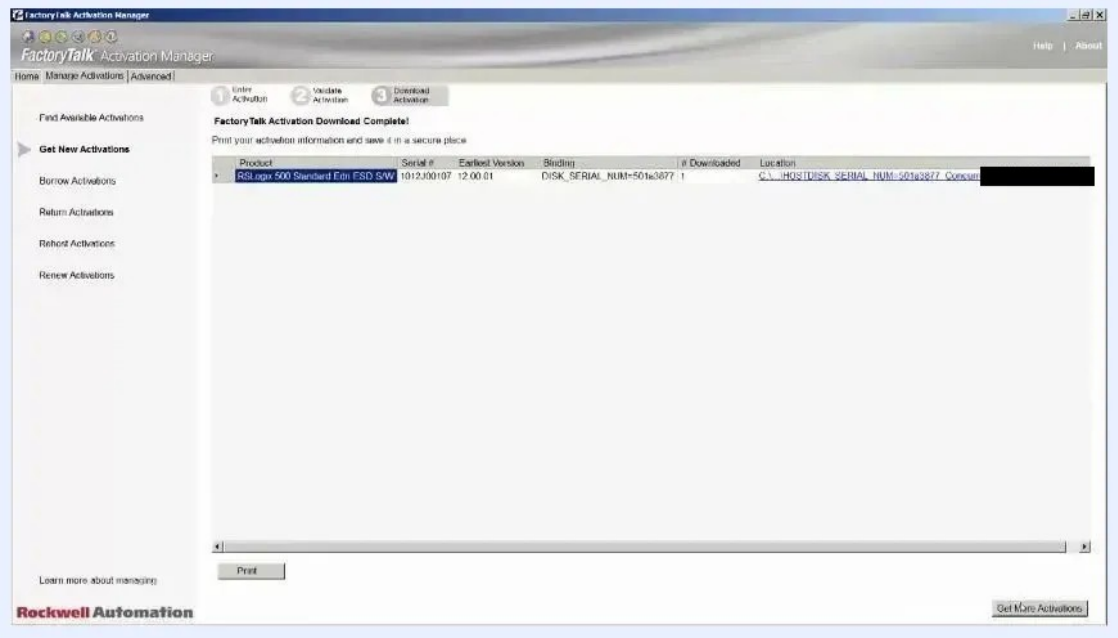
Step 6: Download the activation

After you confirm the details and select the version, click **Download Activation** in the lower right corner. The activation downloads and is bound to the specified hardware, such as your hard drive serial number.

A confirmation screen then displays the activation details:

- Product
- Serial
- Earliest Version
- Binding (for example, DISK_SERIAL_NUM=501e3877)
- Downloaded status
- Location (file path)

Optionally, click **Print** to print your activation information for your records.



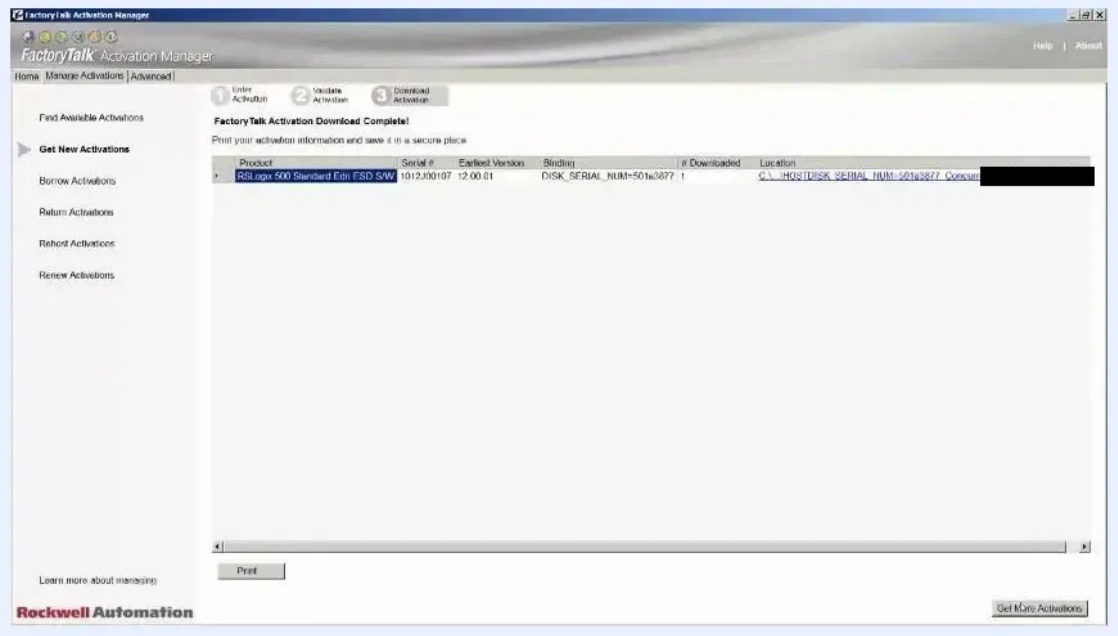
FactoryTalk Activation Download Complete screen showing the product, serial, version, binding, downloaded status, and location

Step 7: Refresh the activation server

Refresh the server so the new activation is recognized.

1. Click the **Advanced** tab at the top of FactoryTalk Activation Manager.
2. Select **Refresh This Server** from the left-hand menu.

3. Click **Refresh Server**. The server status updates to "Refreshing."



FactoryTalk Activation Manager Advanced tab with Refresh This Server selected, the Refresh Server button pressed, and the status bar showing Refreshing

Step 8: Confirm your activation in the available activations list

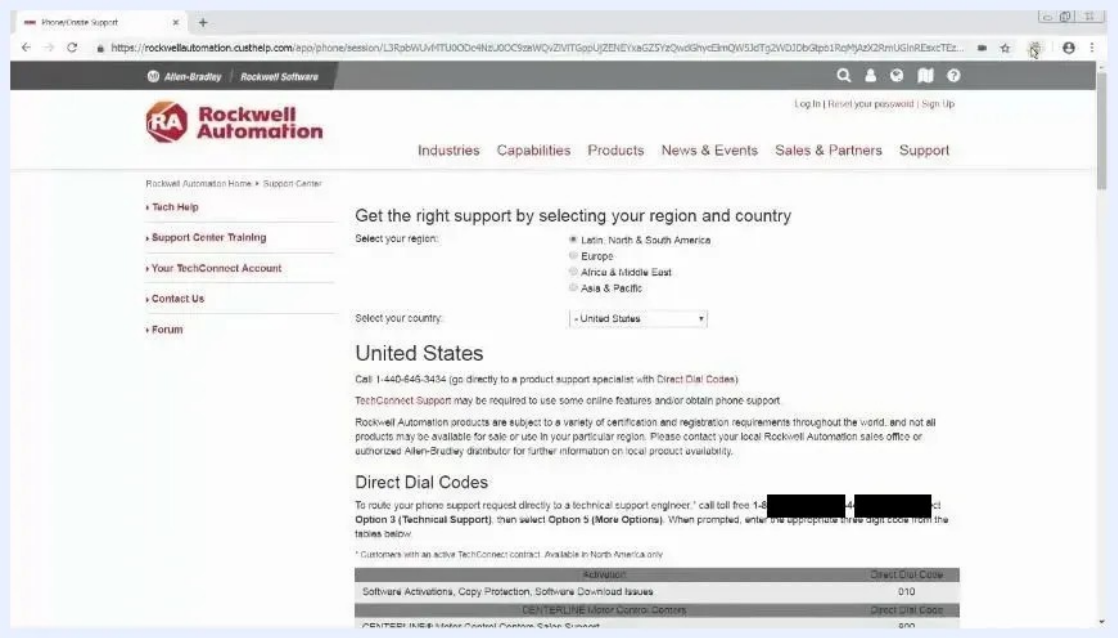
1. Click the **Manage Activations** tab at the top of the FactoryTalk Activation Manager window.
2. On the left-hand side, select **Find Available Activations**.
3. Click **Refresh Activations** at the bottom of the screen.
4. Wait for the list to update.

The "Available activations" section displays all licenses currently available on your system. It includes these columns:

- **Product:** The name of the activated product, for example RSLogix 5000 Pro (English) or FT Transaction Mgr Standard 1500 Tag.
- **Serial #:** The serial number associated with each activation.
- **Expires:** The expiration date of the activation.
- **Activation:** The activation type or code.
- **Version:** The version number of the product.
- **Location:** The path or machine where the activation is stored.
- **Total:** The total number of activations.

- **In Use:** The number of activations currently in use.
- **Borrowed:** The number of borrowed activations.
- **First Version:** The earliest version supported.

Confirm that your newly downloaded activation appears in this list.



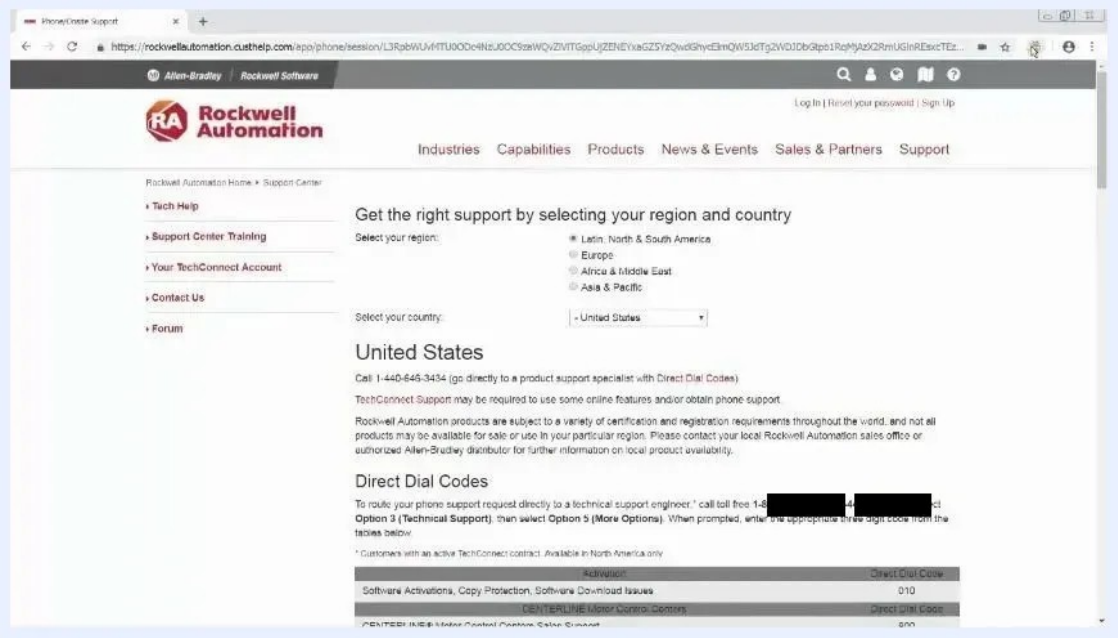
FactoryTalk Activation Manager Manage Activations tab with Find Available Activations selected and a populated list of available activations showing product names, serial numbers, expiration dates, activation types, and versions

Step 9: Run your software

When your activation is listed under "Available activations," you are ready to use your software. Launch the Rockwell Automation application you want, such as RSLogix 5000 or FTView Studio. The software detects the available activation and lets you use all licensed features.

Step 10: Get support if you need it

If you run into issues or need further help, visit the Rockwell Automation Support Center at https://rockwellautomation.custhelp.com/. Select your region and country to reach the appropriate support resources. Use the phone numbers or online resources for technical support, license management, or product assistance.



Rockwell Automation Support Center webpage with region and country selection, support contact information, and direct dial codes for technical support

Summary

You now know how to activate a license in FactoryTalk Activation Manager. You:

1. Gathered your serial number and product key from the FactoryTalk Activation Certificate.
2. Validated them against the Rockwell Automation Licensing Server.
3. Downloaded the activation.
4. Refreshed the server.
5. Confirmed the activation in the available activations list.

Keep your FactoryTalk Activation Certificate in a safe place for future reference.