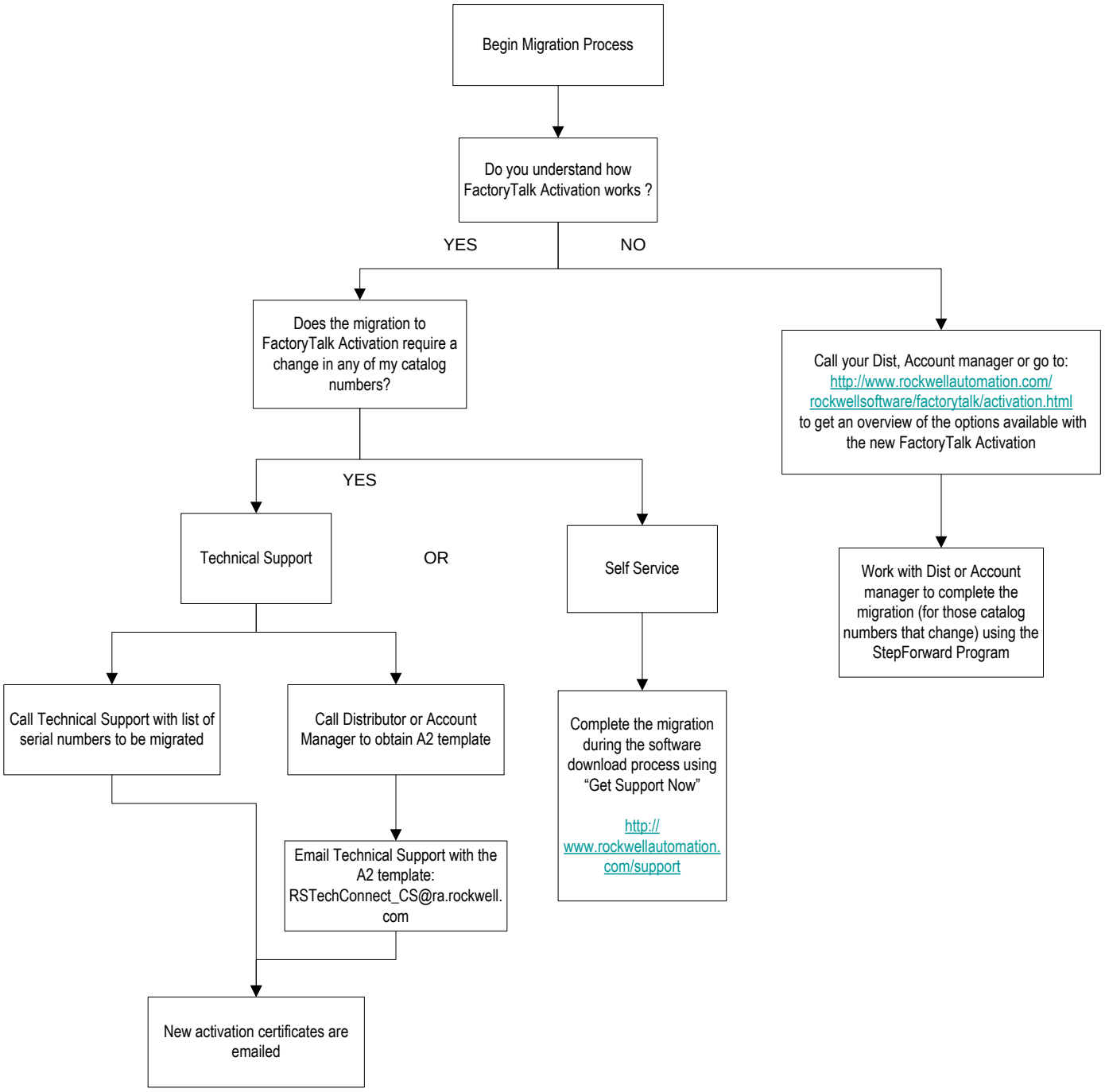
Begin Migration Process
Do you understand how FactoryTalk Activation works ?
YES
NO
Does the migration to FactoryTalk Activation require a change in any of my catalog numbers?
Call your Dist, Account manager or go to: http://www.rockwellautomation.com/rockwellsoftware/factorytalk/activation.html to get an overview of the options available with the new FactoryTalk Activation
YES
Technical Support
OR
Self Service
Work with Dist or Account manager to complete the migration (for those catalog numbers that change) using the StepForward Program
Call Technical Support with list of serial numbers to be migrated
Call Distributor or Account Manager to obtain A2 template
Complete the migration during the software download process using "Get Support Now"
http://www.rockwellautomation.com/support
Email Technical Support with the A2 template: RSTechConnect_CS@ra.rockwell.com
New activation certificates are emailed