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# Frequently Asked Questions

1. What Rockwell Software products are currently tested and on what Microsoft® Operating System? **UPDATED**

Microsoft Patch Qualification for Rockwell Automation Rockwell Software & Revisions				
System Test Bed	SR12	SR11	SR7	
O/S - Servers	Windows 2019 (1809)	Windows 2016 (1607)	Windows 2012 R2	
O/S - Clients	Windows 10 (20H2)	Windows 10 (1909)	Windows 8.1 x64	
CPR 9 Service Release	SR12	SR11	SR7.1	SR7
FactoryTalk Activation	4.04.14	4.03.03	3.62	3.62
FactoryTalk Alarms & Events	6.20	6.11	2.71	2.70
FactoryTalk Diagnostics	6.20	6.11	2.71	2.70
FactoryTalk Service Platform	6.20	6.11	2.71	2.70
FactoryTalk AssetCentre	10.00	9.00	6.00	-
FactoryTalk Batch	14.00	13.00.02	-	-
FactoryTalk Batch Material Manager	14.00	13.00.02	-	-
FactoryTalk eProcedure	14.00	13.00.02	-	-
FactoryTalk Linx Gateway	6.20	6.11	-	-
FactoryTalk Gateway (RSOPC)	-	-	-	3.70
FactoryTalk Historian Site Edition	7.00	6.00	-	4.00
Factory Transaction Manager (RSSql)		-	-	10.20
FactoryTalk VantagePoint	-	-	-	6.10
FactoryTalk View ME	12.00	11.00	-	8.00
FactoryTalk View SE	12.00	11.00	-	8.00
FactoryTalk ViewPoint SE	12.00	11.00	-	8.00
RSBizWare	-	-	-	11.50
RSBizWare FT Historian Classic	-	-	-	11.50
RSLinX Classic	4.20	4.10	3.71	3.70
RSLinX Enterprise	6.20	6.11	5.71	5.70
RSLogix 500	-	-	9.05	-
RSLogix 5000	-	20.05	-	-
Studio 5000 Logix Designer	33.00 32.03 31.02 30.02	32.01 31.00 30.00 24.02	24.00	-



## 2. I don't see test results for the OS/Product combination that I am running. What should I do?

The Microsoft Patch Qualification team strategically tests the latest Rockwell Software product release and two prior, as we cannot test every possible OS combination.

We take into consideration Microsoft's product support lifecycle strategy and the software requirements of each Rockwell Software package. We feel our selection process provides the best testing coverage over supported combinations.

Please note that if you see a critical patch qualified on a different OS/CPR combination, we would suggest that the same patch on an alternate OS/CPR combination, should be considered as relatively 'low risk' and could be applied at your discretion.

As always, we do suggest that before implementing any Microsoft updates, you should verify them on a non-production system, or when the facility is non-active, to ensure that there are no unexpected results or side effects.

## 3. How does Rockwell determine which Microsoft Patches to test?

Each month the goal for the MS Patch Qualification team is to qualify [Microsoft Security Bulletins](#) against the most popular set of Rockwell Automation software solutions.

We use the Windows Server Update Services (WSUS) to manage and deploy patches as required for each PC.

If available via WSUS, we may apply other Windows Updates such as Microsoft Office updates and general Windows fixes that typical ICS users would also be presented with.

The MS Patch Qualification team now consumes the Monthly Rollup that includes both Security and Feature updates. Beginning in October 2016 Microsoft began offering security patches only in rollups. They publish *Security-only updates* which have only the security patches, and a *Monthly Rollup* which includes all security and feature updates.

This article further explains the original announcement: [Further simplifying servicing models for Windows 7 and Windows 8.1](#).

When Microsoft started Patch Rollups they took away the ability to install or remove individual patches, or to even see if the patches in the Rollup have been installed.

For this reason we no longer list the individual patches/MS bulletin on our website if they are part of a Rollup that we tested. The easiest way to see the KB's of the rollups is to use this site and type monthly rollup at the top of [Microsoft Update Catalog](#).

In the catalog *Security-only updates* are named "Security Only Update", and the *Monthly Rollup* is named "Security and Quality Rollup"

Currently our 'Not Tested' KBs are taken from <https://portal.msrc.microsoft.com/en-us/security-guidance>, and should be security patches. (Previous 'Not Tested' were taken from security Bulletins.)

These pertain to MS products:

- That are not required by Rockwell Software,
- That don't apply to our testing scope, or
- Apply to MS Operating Systems that are not used in any test beds.

## 4. I don't see new MS Security Updates for Windows® Server 2003 R2 SP2, why?

The Microsoft Life Cycle for Windows Server 2003 R2 SP2 ended on July 14, 2015.



5. What happened to CPR4, CPR6, CPR7, CPR9, CPR9 SR2, CPR9 SR3, CPR9 SR6, etc. Testing?

To be consistent with Rockwell Automation Product Support Policies, the Microsoft Patch Qualification Team targets the current software release, plus two prior releases. This is balanced against the need to test as many client and server Microsoft operating system combinations, and appropriate product versions.

Product Version	Link to Results	Date of Final Test Result
CPR9 SR10	<a href="#">results</a>	October 2019
CPR9 SR9	<a href="#">results</a>	September 2018
CPR9 SR6	<a href="#">results</a>	August 2017
CPR9 SR4	<a href="#">results</a>	January 2020
CPR9 SR3	not available	June 2013
CPR9 SR2	not available	July 2015
CPR9 (No SR)	not available	February 2010
CPR7	not available	August 2011
CPR6	not available	July 2010
CPR4	not available	February 2007

Rockwell Software product versions previously qualified in MS Patch Qualification											
Cordinated Product Release	CPR4	CPR6	CPR7	CPR9	SR1	SR2	SR3	SR4	SR6	SR9	SR10
FactoryTalk Activation	-	-	2.00.01	3.01	3.01	3.02	3.30	3.40, 3.50	3.60, 3.51	4.00	4.02
FactoryTalk Alarms & Events	-	-	-	-	-	-	-	2.40	2.60	2.90	3.00
FactoryTalk AssetCentre	-	-	-	-	-	3.00	-	4.10	5.00	7.10	8.00
FactoryTalk Diagnostics	-	-	-	-	-	-	-	2.50, 2.40	-	-	3.00
FactoryTalk Gateway (RSOPC)	-	-	2.00	3.01	3.01	3.02	3.03	3.40	3.60	3.90	-
FactoryTalk Linx Gateway	-	-	-	-	-	-	-	-	-	-	6.00
FactoryTalk Service Platform	-	-	-	2.10.01	2.10.01	2.10	2.30.01	2.50, 2.40	2.60, 2.51	2.90	3.00
FactoryTalk Transaction Manager (RSSql)	-	7.50	8.00	9.00	9.00	9.10	-	-	-	-	-
FactoryTalk View ME	3.10	3.20	4.00	5.00	5.00	5.10	6.00	6.10	7.00	9.00	10.00
FactoryTalk View SE	3.10	3.20	4.00	5.00	5.00	5.10	6.00	6.10	7.00	9.00	10.00
FactoryTalk ViewPoint	-	-	-	-	-	1.10	2.00	2.10	2.60	9.00	10.00
RSBizWare	-	-	-	-	-	-	-	-	10.50	-	-
(RSBizWare) FactoryTalk Batch	6.02	7.00	8.00	9.00	9.00	10.00	-	11.01	-	-	-
(RSBizWare) Batch Campaign	6.02	7.00	8.00	9.00	9.00	10.00	-	-	-	-	-
(RSBizWare) BatchHistorian	7.00	7.50	8.00	9.00	9.00	10.00	-	-	-	-	-
(RSBizWare) eProcedure	6.02	7.00	8.00	9.00	9.00	10.00	-	-	-	-	-
(RSBizWare) Historian	7.00	7.50	8.00	9.00	9.00	9.10	-	-	-	-	-
(RSBizWare) MaterialTrack	6.02	7.00	8.00	-	9.00	10.00	-	11.01	-	-	-
(RSBizWare) PlantMetrics	7.00	7.50	8.00	-	9.00	10.00	-	-	3.51	-	-
RSLinx Classic	2.42	2.43	2.50	2.52	2.54	2.55, 2.56	2.56	2.58, 2.59	5.51	3.90	4.00
Refer to the FAQ #1 for the currently tested software											



Rockwell Software product versions previously qualified in MS Patch Qualification											
Cordinated Product Release	CPR4	CPR6	CPR7	CPR9	SR1	SR2	SR3	SR4	SR6	SR9	SR10
RSLink Enterprise	2.00	3.00	4.00	5.00	5.17	5.20, 5.21	5.30	5.40, 5.50	8.00	5.90	6.00
RSLogix 5	6.10	6.30	7.00	7.30	7.30.10	7.40	-	8.00	9.00	-	-
RSLogix 500	6.10	6.30	7.00	7.30	7.30.10	8.20	-	9.00	21.00	-	11.00
RSLogix 5000	12.02	13.02	15.01	16.03	17.00	18.00	19.01	20.00	-	-	20.04
RSMessenger	2.00	2.11	2.12	2.14	2.15	-	-		10.10	-	-
RSView32	6.50	7.10	7.20	7.40	7.50	7.50	-	7.60	-	-	-
RSView32 ADS	6.50	7.10	7.20	7.40	7.50	7.50	-	7.60	-	-	-
RSView32 WebServer	1.20	7.10	7.20	7.40	7.50	7.50	-	7.60	21.00	-	-
SoftLogix5800	-	-	-	-	-	18.01	-	20.01	-	-	-
RSView32 TrendX / TrendX	3.20	3.41	3.42	3.xx	3.45	-	-	3.46	-	-	-
Refer to the FAQ #1 for the currently tested software											

6. When will you publish your results?

Microsoft updates are applied on the 2nd Tuesday of each month with the goal of publishing results within 10 business days.

Refer to Microsoft's "Windows 10 update servicing cadence":

<https://techcommunity.microsoft.com/t5/windows-it-pro-blog/windows-10-update-servicing-cadence/ba-p/222376>

7. How do I get monthly e-mail notifications when new Patch Qualification results are available?

Email notifications are not available at this time. Please visit our site according to our update schedule.

8. Where do I find the Rockwell Automation Knowledgebase and How do I Login?

The link for the Rockwell Automation Knowledgebase is <https://rockwellautomation.custhelp.com/app/home>

All users, including Rockwell Automation employees, distributors and customers will need to create an account, even if you have used another Rockwell Automation database.

Registration is Free, however access to certain content may require a TechConnect Support agreement.



## 9. What does a recommendation of 'Fully Qualified', 'Partially Qualified', 'Not Qualified', etc. Mean?

The Rockwell Automation **'Recommendation'** documents the results of the MS Patch testing as one of the following:

### **Fully Qualified**

The MS Patch has been tested and no issues were found.

### **Partially Qualified**

One or more issues relating to the use of this patch have been discovered, and may be suitable to install. Navigating to the Qualification Details page may provide more information.

### **Not Qualified**

The MS Patch is not suitable for installation. Testing encountered one or more issues. Navigating to the Qualification Details page may provide more information.

### **Not Tested**

These MS Security updates pertain to a software product that is not installed on our MS Patch Qualification test bed and cannot be installed for testing purposes. Typically, these products are not required by Rockwell Automation Software Products & do not apply to our testing scope. If you have software products that require updates that are not Fully Qualified, we recommend you verify them on a non-production system, or when the facility is non-active, to ensure that there are no unexpected results or side effects.

### **Testing**

The MS Patch testing is underway.  
Test results are usually available within 10 business days of release.

## 10. What versions of Internet Explorer do you test?

Browsers are configured to update automatically

- **IE11** is installed on SR7 and SR11.
- **Edge** is installed on SR12.

## 11. Do you test or qualify the FactoryTalk Gateway Product?

Yes, the FactoryTalk Gateway and FactoryTalk Linx Gateway products (formerly known as RSOPC Gateway) are tested and considered to be part of the RSLinx Enterprise family. So the test results will show as RSLinx Enterprise, but do cover the FactoryTalk Gateway product.

## 12. Do you test the Rockwell Software Patch Roll-ups?

Yes, beginning December 2009 we started installing applicable Patch Roll-ups on CPR9 SR1 and continue this process today. The Master list of all available Patch TOCs is [ID QA57432](#)

Alternately, Monthly Patch Roll-ups can be obtained for certain products, within the [Rockwell Automation Knowledgebase](#).

Tip: Search the KnowledgeBase for "Patch TOC" and review each products Table of Contents to see what's new!



### 13. What Adobe® Reader software does Patch Qualification test with?

Starting in February 2009 we have tested the following combinations with no issues found.

- **Adobe Reader v20.013.x** is installed on the SR12 test bed
- **Adobe Reader v19.021.x** is installed on the SR11 test bed
- **Adobe Reader v11.0.x** is installed on the SR7 / SR7.1 test bed

Archived Test beds:

- **Adobe Reader v18.011.x** was installed on the CPR9 SR10 test bed
- **Adobe Reader v17.012.x** was installed on the CPR9 SR9 test bed
- **Adobe Reader v11.0.x** was installed on the CPR9 SR5 / SR5.1 / SR6 / SR9 test beds
- **Adobe Reader v10.0.x** was installed on the CPR9 SR4 test bed
- **Adobe Reader v9.4.x** was installed on the CPR9 SR3 test bed
- **Adobe Reader v9.1.x** was installed on CPR6, CPR7 and CPR9 SR1 / SR2 test beds

Adobe Reader is only installed and passively tested on a subset of test bed systems.

### 14. What Antivirus software does Patch Qualification test with?

Rockwell Automation Knowledgebase article [ID PN24](#) contains details about Rockwell Software products and Antivirus Software.

### 15. Do you test the Enhanced Mitigation Experience Toolkit (EMET)?

No, EMET reached end of life on July 31, 2018.

EMET 4.0 was implemented on the CPR9 SR5.1/SR6 test bed which has been retired. Protection was configured using the recommendation file available in RA Knowledgebase article [ID QA17326](#)

### 16. Where can I find the latest information on the Microsoft Longevity Lifecycle?

To view the Microsoft Product Support Lifecycle information page, click -> [HERE](#)

Important End-Of-Lifecycle dates:

Windows 7SP1 x64/86	Jan 14, 2020
Windows Server 2008 R2	Jan 14, 2020
Windows 8.1 x64	Jan 10, 2023
Windows Server 2012 R2	Oct 10, 2023

### 17. What does 'CPR' and 'SR' stand for?

**CPR** stands for **Coordinated Product Release**

The strategy behind a coordinated product release is to ensure that the software works together as a reliable, stable and robust system.

Applications that are required to operate as a system will continue to share common platform services and will be designed, developed and tested in a tightly controlled and coordinated process.

**SR** stands for **Service Release**

The Service Release is listed because Rockwell Automation will no longer limit releases to once a year for FactoryTalk and Rockwell Software-branded software products.

This refinement of release types increases flexibility and helps improve time-to-market capability while still ensuring compatibility of the products as a system.

If your browser is unable to expand the questions, click on this [Link](#) to download a PDF.