» *Arena Installation Notes*
» *Arena Maintenance Update*
» *Technical Support, Services and Registration Transfer for Your Arena Product*
» *Activate Rockwell Software Products*

Arena®

Arena Installation Notes

Minimum System Requirements

- Arena® software, version 14.00.00
- Adobe® Acrobat Reader 9.1.0 (or later) recommended to view documentation
- Hard drive with 1GB free disk space (or more)
- 2GB RAM (or more)
- Intel® dual-core processor (or more), 3GHz or faster

Recommended System Requirements

- Arena® software, version 14.00.00
- Adobe® Acrobat Reader 9.1.0 (or later) recommended to view documentation
- Hard drive with 4GB free disk space (or more)
- 4GB RAM (or more)
- Intel® dual-core processor (or more), 3GHz or faster
- Internet access for installing FactoryTalk activations

Graphics Configuration

Applicable for the Arena Visual Designer tool in the Arena Basic Edition Plus, Standard Edition, Professional Edition and Enterprise Suite packages.

Minimum Requirements

Below are example graphics cards that meet the minimum requirements:

- NVIDIA Quadro NVS 160M (or better)
- Intel(R) HD Graphics card (or better)
- NVIDIA NVS 3100M (or better)
- NVIDIA Quadro PCI-E Series (or better)
- NVIDIA GeForce GTX 295 (or better)

Recommended Requirements

- Microsoft DirectX 9.0 and OpenGL 2.0 compatible
- Pixel and Vertex Shaders 2.0 compatible
- At least a 2GB GDDR5 (Graphics Double Data Rate, version 5) SGRAM; this is a high-performance graphics card. Any graphics card that can be used for extreme gaming will generally fit these criteria

Note: The running and animation of Arena and some large simulation models can be calculation-intensive, so a faster processor with additional memory may result in significantly improved performance. In addition, a larger monitor and a screen resolution of at least 1024 x 768 is recommended for improved animation viewing.

Operating Systems

Arena is a Windows desktop application and supports these operating systems:

- Microsoft® Windows® 7, Microsoft Windows Vista (SP2 or later), Microsoft Windows XP Pro or Home (32-bit SP3, 64-bit SP2)
- Microsoft Internet Explorer, version 6.0 or later. Version 7.0 is recommended for Windows 7 and Vista operating systems
- Arena can be installed on x64 versions of Windows and will run as a 32-bit application

The Arena software can be run on single processor, multi processor, and multi-core processor computers; however, you can only run one instance of Arena at a time. The Arena Visual Designer tool will take advantage of multi-core capability to maintain graphic update speed.

You must have Administrative privileges to install the software. If you are using the Microsoft Windows Vista operating system, you must also have Administrative privileges to run the software.

Software Installation Steps

Please read carefully the "Activate Rockwell Software Products" document before you install your Arena software.

When you insert the Arena installation disc, the autorun program should start. If it does not, browse to autorun.exe on the disc and double-click it to start the installation.

Select Install Arena from the install dialog box. When prompted for a serial number, enter the serial number from the Activation Certificate included in the red envelope.Note: You may receive multiple serial numbers if you have add-on products. Enter the serial number from the Arena product only (for example, Arena Basic Edition or Arena Professional Edition). If you do not have an activation, leave this field blank.

1. When choosing a custom location on the computer's hard drive to install Arena, please note that Arena will be placed in a subfolder of the one you specify. For example, if you install Arena 14.0 and specify the install folder "C:\", the software will be installed in the "C:\Arena" folder.
2. After Arena installs, reboot your computer if requested.
3. Your software is not yet activated. View a brief instructional video prior to activating your software: www.rockwellautomation.com/rockwellsoftware/get/videos/activations/hdiActivateNode.html Next follow the steps in the "Activate Rockwell Software Products" document enclosed in your product package.
4. If you are under maintenance and updating a license, see "Arena Maintenance Update Notes."

Arena Maintenance Update

Enclosed in this package is the product CD to update your Arena software from your current version to version 14.0. If you have questions about the software installation, refer to the "Arena Software Installation Notes" document.

During installation, you will be prompted for the software serial number. Enter the number that was provided with your version 14.0 shipment. If a previous version of Arena is on your machine, Arena will automatically uninstall earlier versions before proceeding with the installation.

Arena 14.0 supports FactoryTalk Activation only. If you have Master Disk Activation, you must perform the steps noted in the "Activate Rockwell Software Products" document to upgrade to FactoryTalk Activation. The document is located in the software packaging.

Software updates will require a rehost of your current license. Before getting started, view a quick video on rehosting FactoryTalk Activations at http://www.rockwellautomation.com/rockwellsoftware/get/videos/activations/hdiRehostActivation.html.

To rehost your Arena license:

1. Open the FactoryTalk Activation Manager (Start/Programs/Rockwell Software/FactoryTalk Activation/FactoryTalk Activation Manager).
   - If you do not have the latest version of FactoryTalk Activation Manager, download it from https://licensing.software.rockwell.com.
   - If rehosting on a server, make sure that no Arena users are currently using the software, and stop the service using the Advanced tab of the FactoryTalk Activation Manager.
2. Click the Manage Activations tab.
3. Click Rehost Activations. Make sure to select the option "I have internet access from this computer."
4. Click the Select Activations button to display a list of activations found on the computer's hard drive.
5. Select the activations you want to rehost. You can select one or more of the activations to rehost.
6. Click the Complete Rehosting button. Review the Confirm Activation Removal dialog.
7. Click the Remove Activations button. The selected activations will be removed from the computer and will now be available for download from the Rockwell Automation Activation web site (https://licensing.software.rockwell.com/).

Use your serial number and new product key, enclosed in your product package, to download your license file. Open the FactoryTalk Activation Manager (Start/Programs/Rockwell Software/FactoryTalk Activation/FactoryTalk Activation Manager). Click on the Manage Activations tab and Get New Activations. See the "Activate Rockwell Software Products" document for additional details on activating your updated license.

If you need technical support for the Arena product, please call (1) 440.646.3434 and choose options 3, 7 to reach Arena Support, or you can email arena-support@ra.rockwell.com.

» *Arena Installation Notes*
» *Arena Maintenance Update*
» *Technical Support, Services and Registration Transfer for Your Arena Product*
» *Activate Rockwell Software Products*

Technical Support, Services and Registration Transfer for Your Arena Product

Who Is Eligible for Technical Support?

Support is available to all commercial clients who are currently under a support maintenance contract. All new products include 60 days of technical support. Support of Arena's international business is handled by the local Arena representative in that region.

What Does Technical Support Provide?

Rockwell Automation provides full support for the entire Arena family of products, including Arena Basic, Basic Edition Plus, Standard, Professional and Enterprise; Arena Contact Center template; OptQuest with Arena; and the Arena Packaging template. Questions concerning installation, how modules work, the use of the model editor, and the use of the software are handled by technical support.

Technical support for the Arena family of products includes:

- Online help and manuals
- Technical support hotline and e-mail address staffed by full-time, experienced simulation professionals
- Help with installation problems or questions related to the software's requirements
- Limited support regarding the interaction of Arena with other software packages
- Support of the Arena Object Model, which is used in Microsoft® Visual Basic® for Applications

NOTE: The Rockwell Automation technical support group does not provide programming assistance.

Software Registration Transfer

The Arena Team sends important product information and provides technical support to the registered owner of an Arena product. Software is automatically registered in the purchaser's name. By keeping your registration current, you protect your software investment.

If you wish to transfer the ownership of your software or change your company's contact names, please take a few minutes to transfer the registration at: http://www.software.rockwell.com/support/regtrns/

Contact Technical Support and Services

	United States	Outside United States
Phone Support	1.440.646.3434 (options 3 and 7) Support hours are 8:30 am to 5 pm ET, Monday through Friday. Please have the serial number of your active product available.	Go to www.arenasimulation.com / About_Us_Partners.aspx and select the appropriate country.
E-mail Support	arena-support@ra.rockwell.com	
Sales Support	1.724.741.4000	
Self-Service Support	Visit www.ArenaSimulation.com: • Arena Frequently Asked Questions (FAQs) • Arena Video Library • Link to the Rockwell Automation Knowledgebase From Arena Help Menu: • Access Arena Online Help • Product Manuals • Latest Release Notes • Example and Smarts • And More!	
Arena Training Schedules and Information	www.arenasimulation.com/Services_Training.aspx	