

Arena Support General Document

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1 System Requirements:

Hardware:

Minimum System Requirements

- Hard drive with 2GB free disk space (or more)
- 8GB RAM (or more)

Recommended System Requirements

- Hard drive with 4GB free disk space (or more)
- 16GB RAM (or more)
- Intel® dual-core processor (or more), 3GHz or faster
- Internet access for installing FactoryTalk activations

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Software:

Minimum Requirements

- Arena® simulation software, version 16.10.00
- FactoryTalk® Activation Manager 4.04

Recommended Requirements:

- Adobe® Acrobat Reader 9.1.0 or later recommended to view documentation
- Microsoft Office® 365 version 16, Office® Pro 2016 and Office® Pro 2019 recommended to utilize the direct read feature with Excel (.xlsx) and Access (.accdb)
- SAP Crystal Reports runtime engine for .NET Framework, version 13 (distributed with the Arena software but not automatically installed) to view reports.

Operating Systems:

Arena is a Windows application that runs on both 32-bit and 64-bit operating systems. You must have Administrator privileges to install the software.

We support the following operating systems:

- Microsoft Windows® 10 Pro/Enterprise, Windows® 7, and Windows® Server 2016

* Microsoft support for Windows® 7 ended January 14, 2020. Arena will run on Windows® 7 (SP1 or later), however any issues found specific to this operating system will no longer be addressed by Rockwell Automation, Inc.

Graphics Configuration:

Applicable for the Arena Visual Designer tool.

Minimum Requirements

Graphics card should have 512MB or more of dedicated DDR3 type or better memory.

Below are example graphics cards that meet the minimum requirements.

- NVIDIA Quadro NVS 160M or better
- NVIDIA NVS 3100M or better
- NVIDIA Quadro PCI-E Series or better
- NVIDIA GeForce GTX 295 or better

Arena Visual Designer performance is dependant upon the OpenGL and graphics card drivers installed on your computer. Early versions of some graphics card drivers contain issues that can cause Arena Visual Designer to not render graphics properly or generate runtime errors. It is strongly recommended to visit your graphics card vendor's web site to obtain the latest version of your graphics card driver.

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 are recommended for improved animation viewing.

Arena's Visual Designer tool will take advantage of multi-core capability to maintain graphic update speed.

Arena can be run on a single processor, multi-processor, and multi-core processor computers; however, you can only run one instance of Arena at a time.

2 Installation Instructions:

We recommend installing 32-bit Arena if running 32-bit Office products and installing 64-bit Arena if running 64-bit Office products.

You can find the version of Office by opening a Word document. Select File > Account. Click on the question mark – About Word.

Save the Arena update file on your computer.

Unzip or extract the file.

Select the MediaImage folder.

Select autorun.exe to install Arena. When entering the serial#, please change any letters in the serial#s to the number 9.

Select Install Factory Talk Activation Manager.

Reboot the computer.

Select the MediaImage folder.

Select the Redist folder.

Select the Crystal folder and click on the .msi to install Crystal Reports.

3 Activating an Arena license:

- Open Factory Talk Activation Manager.
- Select the Manage Activation tab > Get New Activations.
- Enter the Serial# and Product Key then select Validate Activations.
- Change the # to download to the # of activations required for this Host ID.
- Change the Product Version to the version of Arena you have installed.
- Select Download Activation.
- Select the Advanced tab > Manage This Server > Refresh Server. The Server State will turn yellow then green – Running.
- Select the Manage Activation tab > Find Available Activations > Refresh Activations. You should see the activations displayed under Available Activations.
- Select the Advanced tab > Configure CodeMeter Server. Check the box next to Run Network Server.

4 Rehost Instructions:

To rehost an activation: Open Factory Talk Activation Manager.

1. Click the Manage Activations tab.
2. Click Rehost Activations.
3. Select the check box next to the activation to rehost.
4. Click Complete Rehosting. The Confirm Activation Removal dialog box opens.
5. Click Remove Activations or, to return to the Select Activations page, click Cancel.

The removed activations return to the pool of available activations on the Rockwell Automation activation server.

Thank You.