

Arena® 15.0

Arena version 15 provides enhanced capabilities for your Business

Dear Arena Customer:

On behalf of Rockwell Automation, I would like to thank you for your support of Arena simulation software and the capabilities that we provide to our customers. We are pleased to deliver the latest version of Arena—15.0! Your support is an important reason that Arena continues to be the #1 global discrete event simulation tool.

The Arena product family is designed to be an integral part of your business decision-making and continuous improvement initiatives. Arena's capabilities and their resulting benefits have been proven across a wide range of industries, applications and business processes. Our unique flowcharting methodology enables users to quickly and easily develop simulation models without the need for custom programming.

This latest release includes some major enhancements to the Arena platform. Arena is now available as a 64-bit application. This enables you to run much larger models than is possible with 32-bit applications. We have also added local language support to Arena. The first two languages added are Portuguese and French. More languages are on the way to better serve our international markets. Finally, we have added a variety of new features and templates designed to enhance Arena's ease-of-use. As always, you have the confidence in knowing that these enhancements were built upon the solid, proven foundation of Arena's trusted simulation engine and easy-to-use modeling paradigm.

We encourage you to take full advantage of all the resources available to you as an Arena user. Our website, www.ArenaSimulation.com, provides access to a wealth of information including videos on advanced modeling techniques, on-demand webcasts, FAQs and links to the knowledgebase. Information is also available through the Help menu of Arena, giving you quick access to online help, updates about any existing software issues as well as information on training and support. For customers that subscribe to our maintenance program our experienced support engineers are available to provide specific answers to your questions via phone or e-mail.

Our primary goal is to enable you to address the challenges you face in your business and to give you the tools to establish a competitive advantage for your organization. As our valued customer, we are interested in your opinions, comments and suggestions on how we can enable you to achieve these goals. If you would like to share your thoughts or ideas, please do not hesitate to contact me at rakranz@ra.rockwell.com.

Best Regards,



Rob Kranz

Director and General Manager, Arena Software

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Arena Maintenance Update

Enclosed is the product update for your Arena software from your current version to version 15.0. 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 15.0 shipment. If a previous version of Arena is on your machine, Arena will automatically uninstall earlier versions before proceeding with the installation. . If the automatic uninstall fails, you can uninstall Arena manually using the Control Panel.

Software updates from all previous versions of Arena will require a rehost of your current license.

To rehost your Arena license:

Open the FactoryTalk Activation Manager (Start/Programs/Rockwell Software/FactoryTalk Activation/FactoryTalk Activation Manager).

- Arena 15 includes the latest FactoryTalk Activation Manager version 4.00.01. The Arena 15 interface to license activation is not compatible with previous versions of the FactoryTalk Activation Manager (version 3.60 for example). You must uninstall the previous version of FactoryTalk Activation Manager, before installing Arena 15. Arena 15 will not start if you don't have version 4.00.01 of the FactoryTalk Activation Manager

installed and you are using an Arena license.

- 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.

Click the Manage Activations tab.

Click Rehost Activations. Make sure to select the option “I have internet access from this computer.”

Click the Select Activations button to display a list of activations found on the computer's hard drive.

Select the activations you want to rehost. You can select one or more of the activations to rehost.

Click the Complete Rehosting button. Review the Confirm Activation Removal dialog.

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.

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) 440.646.6789 to reach Arena Support, or you can email arena-support@ra.rockwell.com.

Arena Installation Notes

Minimum System Requirements

- Arena® software, version 15.00.00
- Adobe® Acrobat Reader 9.1.0 (or later) recommended to view documentation
- Hard drive with 2GB free disk space (or more)
- 2GB RAM (or more)
- Intel® dual-core processor (or more), 3GHz (or faster)

Recommended System Requirements

- Arena® software, version 15.00.00
- 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 Arena Standard Edition and Professional Edition packages.

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)

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 that is also available on 64-bit operating systems. We support the following operating systems:

- Microsoft® Windows® 8 and 8.1
- Microsoft® Windows® 7 (SP1 or later), Microsoft Windows Vista (SP2 or later)
- Microsoft® Windows Server 2008 R2 SP1
- Microsoft Internet Explorer, version 6.0 (or later). Version 7.0 is recommended for Windows 7 and Vista operating systems
- Arena 32 bit can be installed on x64 versions of Windows and will run as a 32-bit application. Arena 64 bit will run as a 64 bit application on x64 versions of Windows.

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 enclosed in your product package or accessible electronically through the install screen 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.

1. 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 Standard Edition or Arena Professional Edition). If you do not have an activation, leave this field blank.
2. 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 15.0 and specify the install folder “C:\”, the software will be installed in the “C:\Arena” folder.
3. After Arena installs, reboot your computer if requested.

4. Next follow the steps in the “Activate Rockwell Software Products” document enclosed in your product package.
5. If you are under maintenance and updating a license, see “Arena Maintenance Update Notes.”

Technical Support, Services and Registration Transfer

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 Standard and Professional editions; 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: Rockwell Automation technical support group does not provide programming assistance.

Contact Technical Support and Services

	United States	Outside United States
Phone Support	1.440.646.6789 Support hours are 8:30 am to 5:00 pm ET, Monday through Friday. Please have the serial number of your active product available.	Visit www.ArenaSimulation.com
E-Mail Support	arena-support@ra.rockwell.com	
Sales Support	1.724.741.4000	
Self-Service Support	Visit www.ArenaSimulation.com <ul style="list-style-type: none">• Arena Frequently Asked Questions (FAQ)• Arena Video Library• Link to the Rockwell Automation Knowledgebase From the Arena Help Menu: <ul style="list-style-type: none">• Access Arena Online Help• Product Manuals• Latest Release Notes• Examples and Smarts• And More!	
Arena Training Schedules and Information	www.ArenaSimulation.com/support/training	

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 contact Technical Support.

Arena® Silent Install Instructions

The Arena install supports the Microsoft® Windows® Installer silent install application installation and configuration service. The silent install allows users to install Arena entirely from the command line without a user interface appearing during the install process. The silent install can be used by IT departments to deploy Arena remotely with tools such as Altiris™.

Silent Install and Prerequisites

The silent install does not install any of the prerequisite software that is installed by the Arena *setup.exe*. The prerequisites can be found in the Redist folder of the Arena media. Choose the appropriate version of each prerequisite (64 or 32 bit) based on which version of Arena you are installing. The prerequisites below must be installed prior to running the Arena silent install:

- Windows® Internet Explorer 6 (or higher)
- .NET 4.0 or higher
- Microsoft® Windows Installer 3.1 (or higher)
- Microsoft Access Database Engine 2010
- Visual Basic for Applications 7.1
- Visual Basic for Application 7.1 1033
- Visual Studio 2010 Redistributable
- Visual Studio 2013 Redistributable
- Microsoft HTML Help 1.32 Update
- Crystal Report Runtime 13.0.15

Performing a Silent Installation with Windows Installer

- Go to the command prompt.
- Locate the path to the Arena Windows Installer file. The file for Arena is called *Arena.msi* and is located on the install media in the "Install\Arena" folder.
- Enter the command below:
- Msiexec
/I"C:\YourPathToArenaInstaller\Arena.msi" /QN
PIDKEY="YourSerialNumber"
COMPANYNAME="YourCompanyName"
USERNAME="UserName" CONTROL_LAUNCH=Yes
ALLUSERS=1
- PIDKEY, COMPANYNAME, etc., are explained below.

- Enter the command below, if you want to add verbose logging to the silent install:
- msiexec /I "C:\YourPathToArenaInstaller\Arena.msi" /QN /L*v "LogFileName"
PIDKEY="YourSerialNumber"
COMPANYNAME="YourCompanyName"
USERNAME="UserName" CONTROL_LAUNCH=Yes ALLUSERS=1
- PIDKEY, COMPANYNAME, etc., are explained below.

Other Silent Install Options:

Support for the various /Q options are also available. You can substitute the "/QN" above for any of the options below:

- /Q – same as /QN. Install with no user interface.
- /QB – Install showing a basic user interface.
- /QR – Install showing a reduced user interface. A modal dialog is presented at the end of the installation.
- /QF – Install showing a full user interface. A modal dialog is presented at the end of the installation.
- /QN+ – Install with no user interface, but a modal dialog is presented at the end of the installation.
- /QB+ – Install showing a basic user interface. A modal dialog is presented at the end of the installation. If the install is cancelled, the modal dialog is not presented.
- /QB- Install showing a basic user interface. No modal dialogs are displayed.
- Support for the various logging options is also available. See the msiexec command line options for more on logging. You can substitute the "/L*v" above for any of the logging options described the msiexec help.

Install Properties

Passing install properties on the msixexec command line is required because the install needs the information to set Arena registry keys. The properties are normally given values when a user installs Arena in an interactive mode. The msixexec command line examples shown above illustrate how the properties are passed to the install in silent mode.

PIDKEY, COMPANYNAME, USERNAME and CONTROL_LAUNCH are install properties used by the install to set various registry keys.

- PIDKEY, COMPANYNAME, USERNAME, ALLUSERS and CONTROL_LAUNCH are install properties used by the install to set various registry keys.
- COMPANYNAME – Your company name. Enclose the name in double quotes if you want spaces in your company name.
- USERNAME – The name of the user of the installed version of Arena. Enclose the name in double quotes if you want spaces in the user name.
- CONTROL_LAUNCH – Must always be set to Yes. The install will fail if this property is not set to Yes.
- ALLUSERS – Must be set to 1 to install Arena for all users of the computer.

FactoryTalk Activation Manager Silent Install

The FactoryTalk Activation Manager Windows Installer package allows for all levels of installation UI levels (Full; Reduced; Basic; None = silent).

The FactoryTalk Activation Manager silent install does not check or automatically install any prerequisites. See the FactoryTalk Activation Manager documentation for a list of prerequisites and how to perform a silent install.