



Installation and Administration

User's Guide

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Automation Studio™ Installation and Administration User's Guide
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1 Introduction

Automation Studio™ is an innovative product always trying to meet the changing needs of its users. The purpose of the present guide is to help you in the installation procedure of the product.

Licenses

Before its first launch, Automation Studio™ must obtain a “license”. All the information about one or more of your licenses is stored on a protection key. This information includes:

- The Automation Studio™ version;
- The Automation Studio™ edition (Professional, Educational, **Simulation** or Design);
- The workshops and modules that are activated;
- The license type (local or network).

In the case of a **local** license, the USB key must be connected directly into the USB port of the workstation where Automation Studio™ is installed. In this scenario, the license can only be used by the local user.

A **network** license is meant to be shared by multiple workstations. The USB key must then be connected into the USB port of a machine which can be accessed by the workstations. That machine runs the “License Manager”.

This guide describes how you can configure Automation Studio™ depending on whether you use a local or a network license. In the latter case, if this task is your responsibility, you will also learn how to install the components required to use a network license, as well as how to manage your network licenses.

2 Installing and Starting Automation Studio™

This chapter explains the installation procedure for Automation Studio™. You will also learn how to configure the application to connect to an Automation Studio™ License Manager. If you are interested in using the multi-user mode, this chapter will also explain how to configure a connection to a remote Automation Studio™ Project Server.

2.1 Minimum Required Configuration

- **Minimum Required Configuration for Professional Edition**

Please be sure to have the minimum required configuration:



A valid Automation Studio™ Professional Edition License.



Operating System Edition (32-bit or 64-bit): Windows 10(version 1607 – Build 14393 Release date August 2016), 11 or Windows Server 2016(version 1607 – Build 14393 Release date October 2016), 2019, 2022 and 2025.

Recommended: Windows 11 64-bit.

NOTE: Windows 10 (version 1607 – Build 14393, released in August 2016) is reaching the end of Microsoft’s support. Famic Technologies wishes to inform its clients that while Automation Studio™ version 10.0 should remain compatible with Windows 10, any issues specifically related to this operating system will no longer be addressed.



CPU: Intel® Core™ i5 Quad-Core 5th generation 2.70GHz or equivalent. Intel® Core™ i7 Quad-Core 5th generation 3.00GHz and up is recommended.

Automation Studio™ uses Intel or AMD processors with x86 or x64 architecture and not compatible with ARM (Or M1) processors.

Automation Studio™ takes advantage of multi-core processors.



Memory: 8 GB or more.



Graphic Card: Video memory 512 MB and up, with a screen resolution of 1024 x 768 minimum. Support for OpenGL 2.0 or Direct3D 11 is required for the 3D module.

NOTE: For use of Automation Studio™ Manifold workshop, we recommend video card

memory to be 1 GB or more.



Disk space: 5 GB of free space. Additional space is required for the catalogues.



USB port required to support the protection key

- **Minimum Required Configuration for Educational Edition**

Please be sure to have the minimum required configuration:



A valid Automation Studio™ Educational Edition License.



Operating System Edition (32-bit or 64-bit): Windows 10(version 1607 – Build 14393 Release date August 2016), 11 or Windows Server 2016(version 1607 – Build 14393 Release date October 2016), 2019 and 2022.

Recommended: Windows 11 64-bit.

NOTE: Windows 10 (version 1607 – Build 14393, released in August 2016) is reaching the end of Microsoft's support. Famic Technologies wishes to inform its clients that while Automation Studio™ version 10.0 should remain compatible with Windows 10, any issues specifically related to this operating system will no longer be addressed.



CPU: Intel® Core™ i5 Quad-Core 2nd generation 3.3GHz or equivalent. Intel® Core™ i5 Quad-Core 5th generation 3.00GHz and up is recommended.

Automation Studio™ uses Intel or AMD processors with x86 or x64 architecture and not compatible with ARM (Or M1) processors.

Automation Studio™ takes advantage of multi-core processors.



Memory: 4 GB or more.



Graphic Card: Video memory 512 MB and up, with a screen resolution of 1024 x 768 minimum. Support for OpenGL 2.0 or Direct3D 11 is required for the 3D module.



Disk space: 5 GB of free space. Additional space is required for the catalogues.



USB port required to support the protection key

2.2 Installing Automation Studio™

Automation Studio™ must be installed on each workstation on which it will be used. This chapter describes two installation methods:

- From download;
- Silent installation.



To install the application, the user must have administrator rights.

2.2.1 Installation from Download

2.2.1.1 Download package as new user

If it's the first-time using Automation Studio™, after the purchase an email was sent to you with the invoice and with the direct link to download the software. Please use these credentials to download the software. If you are not the person in charge of the installation please forward this information to the appropriate person.

At the same time, a package containing the protection key(s) (USB key(s)) will be sent to you. Without this key you will not be able to use Automation Studio™.



The keys as supplied have not been activated. To activate the key after you have received them, you have to send an email to the production department (production@famicttech.com), identify yourself and the key(s) and request the activation codes.

At the same time please register (<https://support.famicttech.com/STW/stw/user/signup.jsp>) the key(s), this will give you access to the following:

- “Customer request” tab for direct contact with our technical support team, where you can ask questions and find answers.
- “Product Download” tab from where you can download the updates or the full versions of latest Automation Studio™.
- “Key Codes” tab, for the update codes for the key(s), codes necessary for any key modification.

- “Catalogues Download” tab, from which you can download the latest version of the manufacturer’s catalogues.
- “Documentation Download” tab, from which you can download the latest version of the user guides.

2.2.1.2 Download package as existing user

If you are an existing customer please connect to the download area of the [Client Zone](#) and download the full version. The name of the package begins with PAS.... .

2.2.1.3 Installing Automation Studio™

To install proceed as follows:

1. Download the full version of Automation Studio™ (see previous chapter to know how);
2. Decompress the downloaded file into a temporary local folder.



Avoid installation through the network.

Installation Prerequisites

Before installing Automation Studio™, it may be necessary to update the computer and install certain drivers and utilities. Here is the sequence of actions to follow:

1. Make sure all the updates suggested by Microsoft have been installed;



Do not install Automation Studio™ while you update Windows.



To install the application, the user must have administrator rights.

The installation of some prerequisites is necessary. DirectX drivers are installed each time the installation is executed.

Once the zip file is decompressed, locate the file *install.exe* and run it. The installation of Automation Studio™ will begin.

2. A verification of administrator rights will be performed;

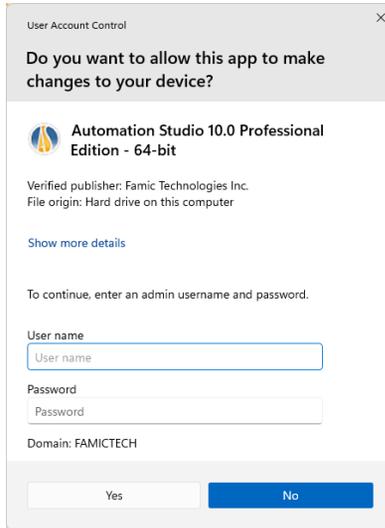


Figure 2-1: Administrator rights verification

If *Figure 2-1: Administrator rights verification* appears, it means that the account used for the installation does not have the administrator rights and an administrator is required in order to continue the installation. The administrator can enter their username and password and then select *Yes* to continue the installation.

If *No* is selected, a new dialogue (*Figure 2-2: No administrator rights*) will appear. This confirms that the user does not have the privileges required to install the application and the installer will close.

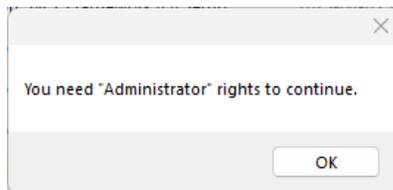


Figure 2-2: No administrator rights

If a user is using an account with administrator rights, the following validation will appear:

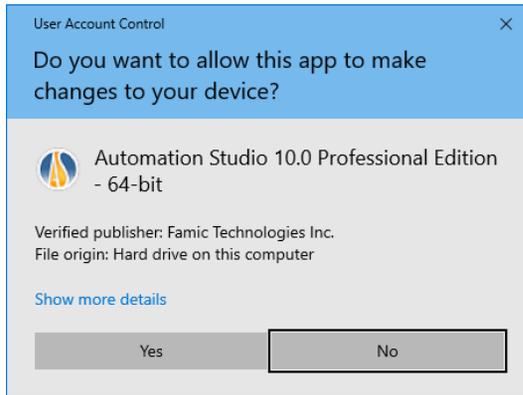


Figure 2-3: Automation Studio™ Installation

By selecting Yes, the installation will continue. By selection option No, the installer will close.

3. Select the language and click on “Next”;



Figure 2-4: Language selection



The selected installation language is the language in which Automation Studio™ will be launched for the first time. The user can modify the language afterwards if needed.

4. Read the license agreement. Click “I accept ...”, and then click on “Next”;



Figure 2-5: License Agreement

5. This dialogue requires you to enter your name and your organization information. Once this is done, click on “Next”;

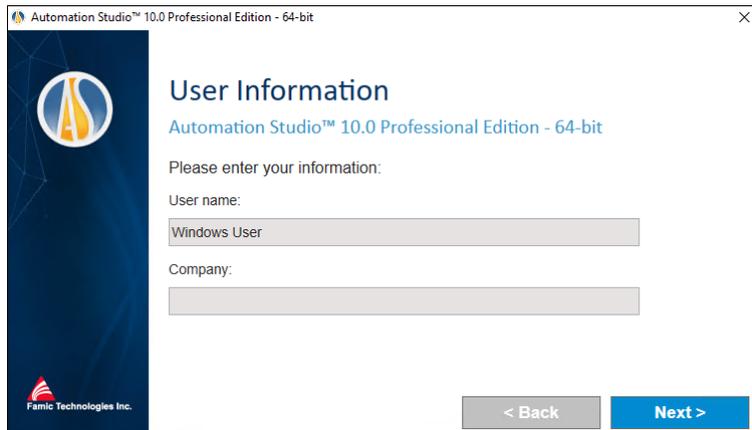


Figure 2-6: Customer Identification

6. Choose a destination folder. You can modify the suggested path by clicking on the browse button . Then click on “Install”;

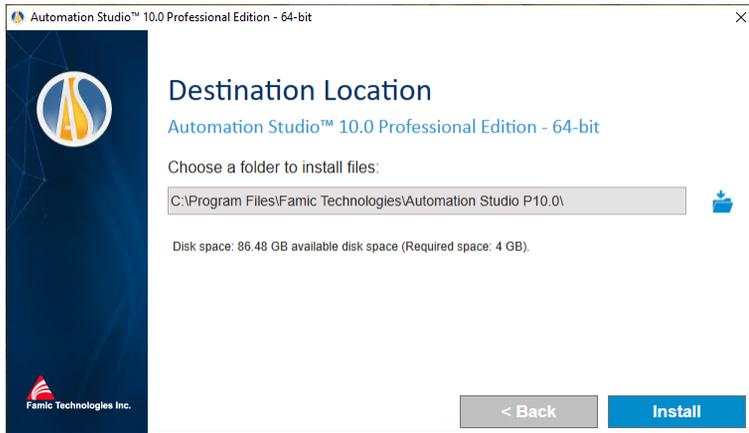


Figure 2-7: Destination Folder

7. Depending on the programs and features installed on the computer, some prerequisites for Automation Studio™ will appear in the installation process;

Some of the prerequisites are:

- Microsoft Visual C++ 2022
- Microsoft Access Database Engine 2010
- Sentinel Driver
- OPC UA Discovery Server
- Text to Speech

Some of these are not mandatory and you have the option to install them or not based on your situation



Figure 2-8: Optional Prerequisites

The optional prerequisites are: *Sentinel Protection 7.7.1*, *OPC Discovery Service*, *Microsoft Access Database Engine 2010 SP2* and *IronRuby 1.1.3*.

Here you have information about each optional prerequisite:

- **Sentinel Protection:** this prerequisite install driver to enable the detection of hardware protection keys (USB dongles). This is required for the usage of Automation Studio™ license numbers that are below **66966**.
- **OPC Discovery Service:** this prerequisite installs the OPC Server Discovery service. Automation Studio™ uses this service to simplify the connection to an OPC server. This service is not essential to Automation Studio™'s OPC functionality if the OPC server address is known.
- **Microsoft Access Database Engine 2010 SP2:** This prerequisite is required to open existing Automation Studio™ projects created in versions older than version 6.4 SR3 (August 2020)
- **IronRuby:** IronRuby is a scripting and automation tool that enables users to write scripts, automate repetitive tasks, customize workflows, and interact with Automation Studio™'s .NET APIs using a Ruby-like syntax. IronRuby is not required if the user does not plan on writing these scripts or using scripts provided by a third party. However, the user must have an Automation Studio™ license that includes the API module to access this functionality.

If these prerequisites are already installed, they will show grey out, as in *Figure 2-8: Optional Prerequisites*. If needs to be install select the check box for the one to be install.



A tooltip will show the details of each prerequisite by hovering the mouse over the

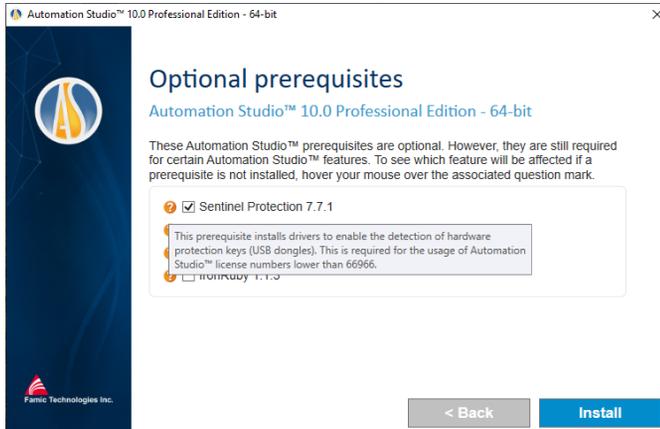


Figure 2-9: Installation Process

- The installation will continue automatically from this point. The wizard will show the following:



Figure 2-10: Installation Process

- The wizard will also automatically open the Famic Technologies website page which displays the new features in Automation Studio™;
- Depending on the programs and features installed on the computer, some prerequisites for Automation Studio™ will appear in the installation process;



Figure 2-11: Prerequisite Installation

11. The installation will continue automatically with Automation Studio™;



Figure 2-12: Installing Automation Studio™

12. A window will inform you when the installation is done. Click "Finish" to close the window.



Figure 2-13: Installation Completed

If a new prerequisite program was installed with this installation, a restart may be required

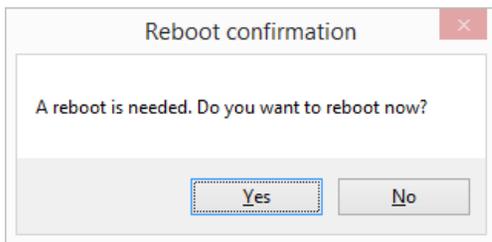


Figure 2-14: Reboot confirmation

2.2.1.4 Installation of a Software Patch

Go to the *Famic Technologies Inc.* Technical Support Portal to download and install the latest updates. For more details, see section 3.2 *Service Release or a New Version*.

2.2.2 Silent Installation

In some cases, especially when you have to install Automation Studio™ on several workstations, the installation can be done faster with minimal human intervention.

With the silent installation, no dialogue will appear during the installation process. You will only notice the new desktop icon created after the installation has ended.

The user still sets the information for Automation Studio™ but this is done prior to starting the installation.

These installation settings are:

- **Installation language:** The selected installation language will be the language in which Automation Studio™ will be launched for the first time. Afterwards, you will be able to modify the language if needed.

The available languages are:

Code	Language
En	English
Fr	French
It	Italian
Al	German
Es	Spanish

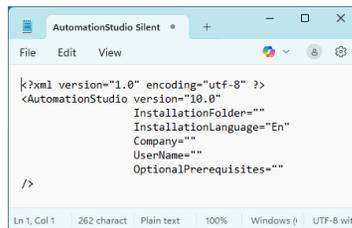
Code	Language
Po	Portuguese
Ch	Chinese
Co	Korean
Ja	Japanese
Ro	Romanian
Ru	Russian

- **User information:** it is possible to set the default “Company name” and the “User name”. This information will subsequently be available in Automation Studio™ projects and will be displayed in fields or title blocks.
- **Installation folder:** the default path to install Automation Studio™ is “C:\Program Files\Famic Technologies\Automation Studio P10.0”. Depending on your operating system, this may be different.
P10.0 indicates Professional edition and **E10.0** indicates Educational edition. This option allows you to modify the default path.

In silent installation, the above information can be set by editing the file “AutomationStudio SilentInstallation.xml”. This file can be found in the Automation Studio™ installation files and can be edited using *notepad*.

If this file is not modified prior to the silent installation, then the default values will be considered:

- Default installation language: English;
- Default installation folder: C:\Program Files\Famic Technologies\Automation Studio P10.0.



```
<?xml version="1.0" encoding="utf-8" ?>
<AutomationStudio version="10.0"
  InstallationFolder=""
  InstallationLanguage="En"
  Company=""
  UserName=""
  OptionalPrerequisites=""
/>
```

Figure 2-15: Editing File “Automation Studio SilentInstallation.xml”

The silent installation also allows users to select the optional prerequisites to install. The ones to be installed will have to be added to the xml file in between the quotation symbols of the `OptionalPrerequisites=""` line as follows:

- « SentinelDriver » for « Sentinel Protection X.X »
- « OpcDiscoveryService » for « OPC Discovery Service »
- « AccessDatabaseEngine » for « Microsoft Access Database Engine 2010 SP2 »
- « IronRuby » for « IronRuby 1.1.3 »

The line should look like: `OptionalPrerequisites="SentinelDriver;AccessDatabaseEngine"`

The optional prerequisites should be added on the same line and separated by “;” with no spaces.

Follow these steps to continue with the silent installation:

1. Open a Command Interpreter: in the Windows’ “Start” menu, type **CMD** in the “Run” dialogue;
2. Navigate to the folder that contains the Automation Studio™ installation files by typing **CD path** at the prompt (e.g.: `CD C:\Install`);
3. Type the following in the Command window as shown in the next figure:

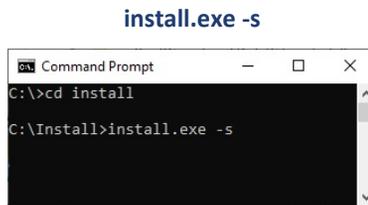


Figure 2-16: Command Interpreter Window

4. Press the ENTER key to validate the command;

If necessary, it is possible to check on the *Windows Task Manager* that the process *Automation Studio 10.0 Professional Edition – 64-bit.exe* is running.



You will be able to see that the installation has finished when a shortcut to the

application appears on your desktop.



Figure 2-17: Shortcut to Automation Studio™

If the silent installation is executed and Automation Studio™ is already present on the computer, then the silent uninstallation will start automatically. You will only notice that the shortcut will disappear at the end of the process.

Note that you might still need to install a software patch after a silent installation. For more details, see section 2.2.1.4 *Installation of a Software Patch*.

After the installation, if Automation Studio™ does not start because one of the prerequisite programs was not installed, it is possible to install this prerequisite, using the option “Change”

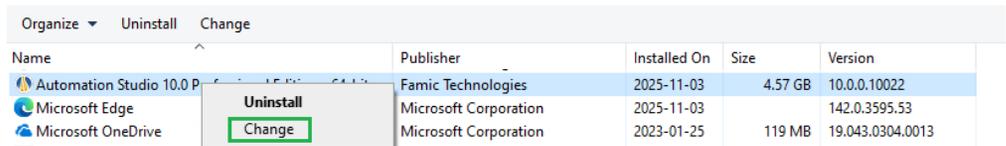


Figure 2-18: “Change” option

The Silent installation has also the “Change” option. Type the following in the Command window as shown in the next figure:

Install.exe -s -modify

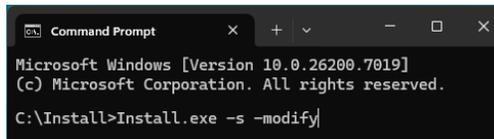


Figure 2-19: “Change” option in silence mode

The installer will then only install the optional prerequisites that are missing from the workstation and are listed in the .xml file used for silent installation (the file needs to be modified to add these prerequisites).

2.3 Starting Automation Studio™

After the installation of Automation Studio™, a shortcut to the application appears on your desktop. Double-click on the shortcut to start Automation Studio™.

You can also start Automation Studio™ through Windows' "Start" menu.

Importing configuration and files of previous versions

The installer looks in the following directories to recover some files from the most recent previous version present on the computer.

C:\ProgramData\Famic Technologies\Automation Studio (version): the files are not in read-only access are recovered and copied to the directory of the new version.

- In doing so, the files provided with Automation Studio™ are not recovered and their newer version is installed.
- Personal files, such as templates stored under `.\Templates` and custom libraries stored under `.\Libraries` are carried over to the new version's directories.
- Databases that can be modified by the user are carried over to the new version: the standards database (`asenterprisestandards.db`) and user-defined translations database (`UserTranslations.db`). See also *2.3.1 Template and Standards Database Update*.

C:\Users\%user%\AppData\Roaming\Famic Technologies\Automation Studio (version): All the files are recovered for the current user and copied to the directory of the new version.

- The `Accounts.XML` file, which contains the license connection configuration, is copied if found, else the default configuration is created at first startup.
- The `ASSettings.db` application settings database is carried over at the first startup, else the default configuration is created.

2.3.1 Template and Standards Database Update

When there is a new fix or a new release of Automation Studio™, if any change was made on enterprise standards (project or document options) a database update must be done, otherwise Automation Studio™ will not start.

Automatic Update

During the first launch of the new installed version, a warning message is displayed to inform the user that the standards database must be updated, based on the evolutions included in the new release of Automation Studio™. For a local mode use of Automation Studio™, this update is done automatically but the following dialogue is displayed to inform the user about what will be done by the update tool.



Figure 2-20 : Warning message "Update"

Click "Yes" to continue.

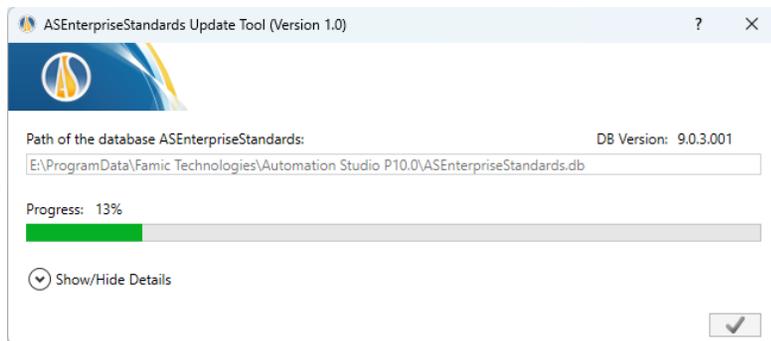


Figure 2-21 : Enterprise Standards Update Dialogue

The Progress Window appears; the command  is used to finish the update. Now Automation Studio™ is ready to use.

Manual Update

If your company shares its standards for Automation Studio™ users, it means that the Standards database is stored on a server located somewhere other than on the computers using Automation Studio™. In this case, an administrator with WRITE permissions must update

the database manually on the server.

To do so, the administrator would launch (from a machine where the new version of Automation Studio™ is installed) an external application called *ASEnterpriseStandardsUpdateTool.exe*.

ASEnterprise Standards Update Tool can be found on the Automation Studio™ installation folder; for example: *C:\Program Files\Famic Technologies\Automation Studio P6.3*. This application would open the dialogue shown below.

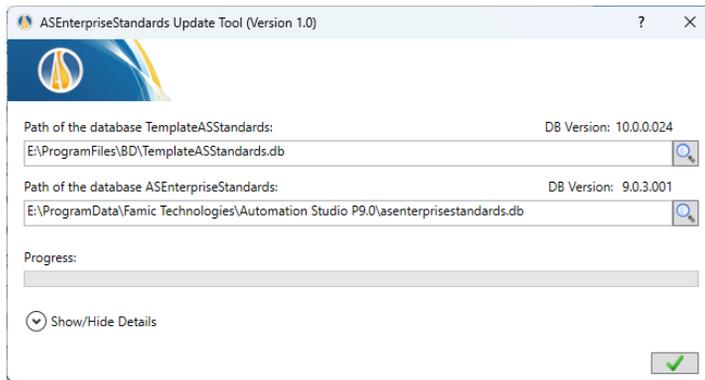


Figure 2-22 : Enterprise Standards Update Tool Dialogue

- **“Path of the database TemplateASStandards”**: the default path corresponds to the template database that will be used for the update;
- **“Path of the database ASEnterpriseStandards”**: use the magnifying button  to navigate to and double-click on the file *asenterprisestandards.accdb*. The default path corresponds to the local database. If this database is placed on a server, the path must be edited in this field;
- **“Progress Bar”**: to view the update progress status.

The command  is used to start the update after completing the fields described previously.

When the progress bar turns completely green, Automation Studio™ will be ready to use. It is possible to close the ASEnterprise Standards Update Tool by clicking on  (at the top right corner).

Automation Studio™ will now start normally and it will use the updated ASEnterprise

Standards database.



To see the Enterprise Standard location for an installed version, click on the Automation Studio™ Options that you will find in the menu .

Automation Studio™ is by default configured to use a local license and operate under the single-user mode. If this setting answers your needs, you can go to *2.3.3 Quick Start* and skip the rest of this chapter.

If you plan to use a **network license**, you will need to configure a connection to an Automation Studio™ License Manager (section *2.3.4.1 Connecting to a Network License*).

If you wish to use the **multi-user mode**, you will need to configure a connection to a remote Project Server.

2.3.2 Windows firewall

Automation Studio™ does not need to be connected to the Internet to run. Automation Studio™ is not an internet-based application.

Some messages may appear and are related to internal servers that communicate with Automation Studio™ via the internal network protocol. In a standalone setup, the communications never leave the PC.

When using a multi-user setting, there is communication between the Automation Studio™ Project Server and the clients' machines.

Automation Studio™ will attempt to connect to the Internet for the following functionalities (reasons):

- checking for software updates (fixes). By default, this automatic update feature is set to run only once a month, but it can also be set to run manually so that you can decide when you will check for updates
- online catalogue usage
- access different parts of the online support of Famic Technologies (website, client zone) from the “Online Support” tab
- access the online help
- access the license, if the license is hosted on Famic Technologies server.

All of the above, except the access the license, use the https protocol (port 443 TCP) which needs to be open.

The Automation Studio™ installation does not turn off the Firewall, but an exception needs to be added for the port 5301(TCP) for the communication with the License Manager.

Regarding the exceptions allowed by the Firewall for Automation Studio™, when Automation Studio™ is first launched, Windows sends a popup message to the user regarding the approval to run three essential services for internal AS communications. If the user approves, Windows will add these 3 services in the Firewall Exception List to allow these communications to go through. Automation Studio™ needs these services in order to run properly;

Therefore, if we get a warning message like the one shown below, the user may click on "Unblock" and Automation Studio™ will open normally.



Figure 2-23: Message from Windows Firewall

2.3.3 Quick Start

Read this section if the initial configuration of the application meets your needs (using a local license, and operating in single-user mode).



Before you launch Automation Studio™, make sure that the USB key that contains your

license is connected to the USB port of your workstation.

Automation Studio™ should start normally when you launch the application. However, it is possible that the dialogue “License Information” (*Figure 2-24: “License Information”*) appears before Automation Studio™ is started: if it happens, check that the USB key that contains your license is properly connected to your workstation. Then, click the “Retry” button.



You can update your local license from the “License Information” dialogue. The procedure is described in section 2.3.4.5 *Updating a local license*.

If Automation Studio™ refuses to open, and if other dialogue windows appear when you launch the application, it is probable that the initial configuration of Automation Studio™ has been modified. You might want to consult the following sections.

2.3.4 Choosing the License Type

The type of license that will be used (local or network) is selected inside the “License Properties” dialogue (*Figure 2-26: “License Properties”*).

This dialogue is accessed by clicking on the “License Configuration” button in the “License Information” dialogue (*Figure 2-24: “License Information”*). This dialogue also appears when Automation Studio™ cannot obtain a license when it is started. This situation happens if:

- Automation Studio™ is configured to use a local license, but no USB key is connected to the workstation;
- Automation Studio™ is configured to connect to a remote Automation Studio™ License Manager, but this server does not have access to any license, or cannot be found.

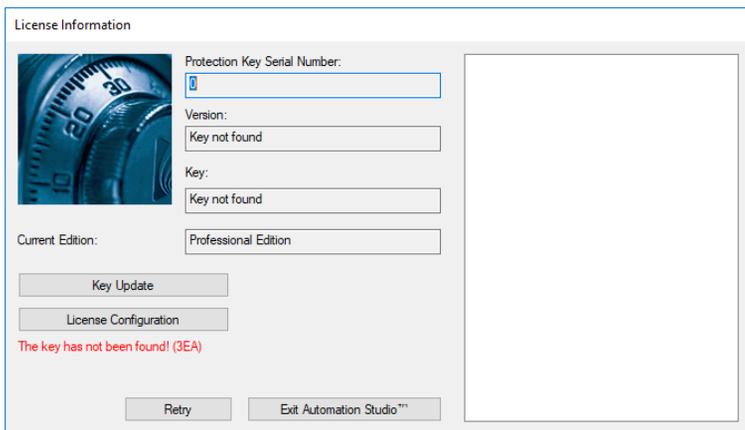


Figure 2-24: “License Information” Dialogue

Clicking on the “Exit Automation Studio” button will quit the application.

Clicking on “Retry”, will cause Automation Studio™ to make another attempt to connect to the configured licence.

The “License Information” dialogue can also be accessed from Automation Studio™: choose the command “Licenses” in the “Administration” group, under the “Tools” tab (Figure 2-25: “Licenses” Command).



Figure 2-25: “Licenses” Command

When opening the license information using the “Licenses” button, the dialogue will display information on the license currently in use (Figure 2-29: “License Information” Dialogue–Normal). In this case the “Exit Automation Studio™” button is replaced by an “OK” button which will close the dialogue.

2.3.4.1 Connecting to a Network License

To use a network license, you must configure Automation Studio™ to connect to an Automation Studio™ License Manager. To do so, open the “License Properties” dialogue (Figure 2-26: “License Properties”) by clicking on the “License Configuration” button in the

“License Information” dialogue.

Before connecting to an Automation Studio™ License Manager, make sure that:

- The keys that contain the licenses are connected to the USB ports of the machine that hosts the Automation Studio™ License Manager;
- The Automation Studio™ License Manager is running and configured; for configuration, please refer to the full version of the *Installation and Administration User Guide*.

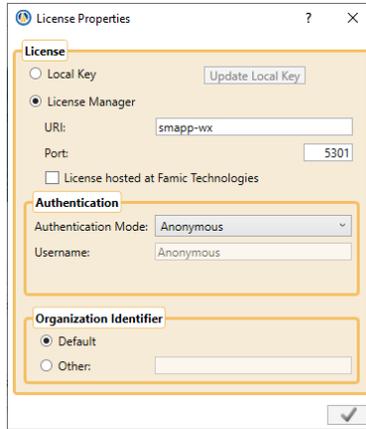


Figure 2-26: “License Properties”

To configure a connection to an Automation Studio™ License Manager, proceed as follows:

- **License Manager:** check this radio button;
- **URI:** enter the URI of the running Licence Server or server’s IP;
- **Port:** enter the Manager Service Port Number of the Automation Studio™ License Manager (port 5301 by default);
- **License hosted at Famic Technologies:** check this box if your license is hosted by Famic Technologies
- **Authentication Mode:** choose the authentication mode that matches the user account to be used.



If the “Username & Password” authentication mode is selected, a username and password may be entered in the reserved fields but it is not required.

- **Organization Identifier:** if the Automation Studio™ License Manager is installed on a machine you own, simply check the “Default” radio button; otherwise, check the “Other” radio button and enter your organization ID in the corresponding field.

If the application successfully contacts the Automation Studio™ License Manager, Automation Studio™ will proceed with the user authentication.

The authentication is done automatically, unless authentication by Username & Password is selected, and the required information was not given in the “Profile Properties” dialogue. In that case, the required information must be provided in a dialogue such as *Figure 2-27: “Login”*



Figure 2-27: “Login” Dialogue

Depending on the permissions, a user might have access to several network licenses: if so, Automation Studio™ will provide the option to choose the license to use. In the “Select License” dialogue (*Figure 2-28: “Select License”*), simply highlight the required license and click “Select”.

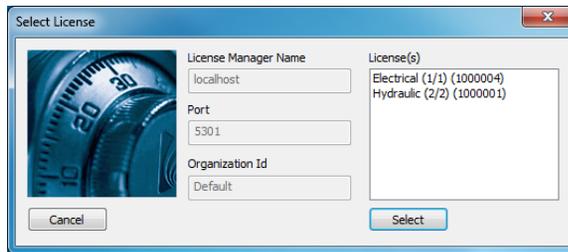


Figure 2-28: “Select License” Dialogue

If the user has access to a single license, the license is automatically selected and the “Select License” dialogue is skipped.

Automation Studio™ then goes back to the “License Information” dialogue. An error message is displayed in the dialogue if an error occurred in a previous step (*Figure 2-24: “License Information”*). Otherwise, click on “OK” (*Figure 2-29: “License Information” Dialogue–Normal*) to obtain the network license and start the application.

Note on the firewall: During the Network Automation Studio™ License Manager’s installation

(which is not recommended for installation on a client PC), some rules are added to the Firewall for these specific program communications.

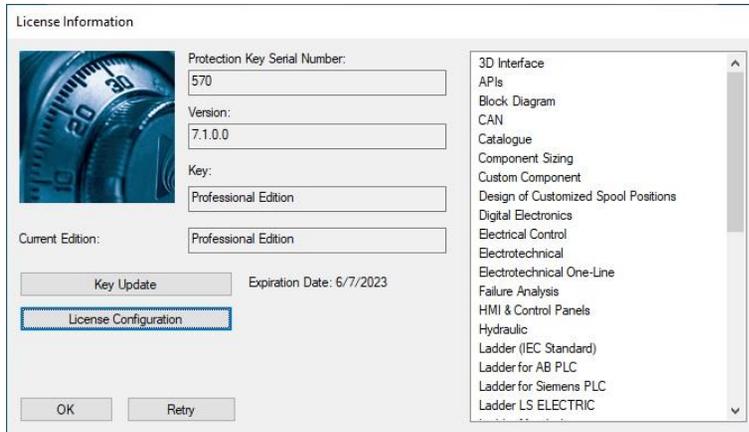


Figure 2-29: “License Information” Dialog– Normal

2.3.4.2 Connecting to a license hosted at Famic Technologies

If your license is hosted by Famic Technologies, you can use the same steps describe in the above chapter (2.3.4.1 *Connecting to a Network License*) and use the information received from our Production department to connect.

This information will contain:

- Server name
- Authentication mode
- Organization identifier

Make sure to check the option “**License Hosted at Famic Technologies**”.

Allocation and revocation of a network license

Once communication with the Automation Studio™ License Manager is established, a network license will be granted or declined depending on the configuration of the user account within the server. Moreover, if the selected license has already reached its full capacity (already used by the maximum number of users), it will not be possible to obtain a license.

In that situation, if the user’s “Priority Number” is high enough, the user can still obtain a license from a server that has reached its full capacity. However, this will revoke the license

of a lower-priority user.



If a selected license has reached its full capacity, a license will be obtained only if one of the current users has a lower priority.



A lower number indicates a higher priority.

The “License Information” dialogue (*Figure 2-24: “License Information”*) is shown to inform a user that the allocated license was revoked. The user may then try to obtain another license.



If the user fails to obtain another license, nothing will be lost. By choosing the “Close Automation Studio™” command, the application will prompt the user to save all open projects.

Apart from the revocation of a license by a higher-priority user, there are other situations that can cause the loss of a license:

- The Automation Studio™ License Manager is no longer available due a power failure;
- The manager service has been stopped by an administrator;
- The USB key that contains the network license has been unplugged from the Automation Studio™ License Manager.

2.3.4.3 Mass Deployment of the Network License’s Configuration

In large companies or schools, manual installation and configuration of Automation Studio™ to use a server license can be a daunting task. However, this process can be greatly simplified by creating one default configuration for all users and then deploying this configuration to each workstation.

This chapter will describe this procedure step by step and how to deploy the configuration file.

After installing Automation Studio™, the first step will be to configure the Automation Studio™ License Manager profile (section 2.3.4.1 *Connecting to a Network License*) for the current user.

Each Windows user has his own personal Automation Studio™ License Manager configuration that is stored in the *Accounts.xml* file located in:

```
%USERPROFILE%\AppData\Roaming\Famic Technologies\Automation Studio  
<ASversion>\
```

Where %USERPROFILE% is the location of the current Windows user's files and C:\User*user_name* and <ASversion> stands usually for E10.0 (Educational version) or P10.0 (Professional version).

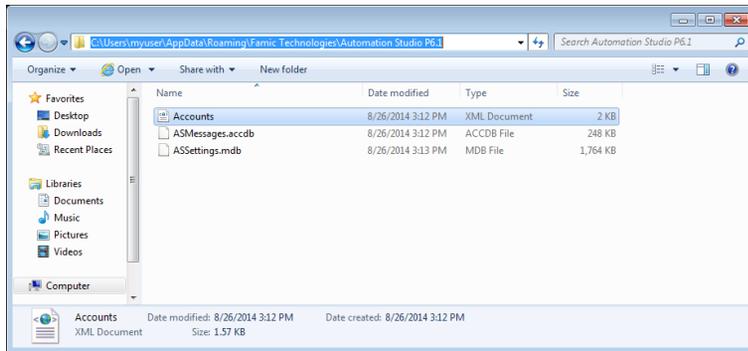


Figure 2-30: Access to Accounts.xml File

To share this configuration with other users on the same computer, rename the *Accounts.xml* file *DefaultAccounts.xml* and copy this file to:

C:\ProgramData\Famic Technologies\Automation Studio <ASversion>\

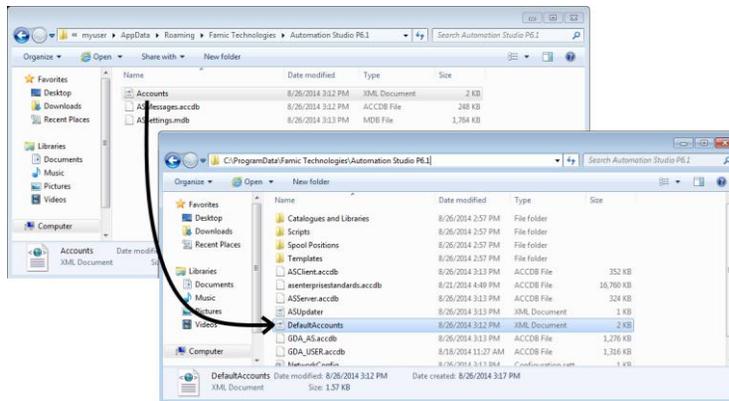


Figure 2-31: File Copy/Paste into ProgramData

From now on, whenever a new user starts Automation Studio™ for the first time on this computer, the *DefaultAccounts.xml* file will automatically be copied into that user's License Manager configuration.

To deploy the same license configuration to other computers, simply copy the

“DefaultAccounts.xml” file to that computer’s ProgramData directory:

```
C:\ProgramData\Famic Technologies\Automation Studio <ASversion>\
```

2.3.4.4 Connecting to a Local License

It is also possible to connect to a local licence.



Before launching Automation Studio™, check that the USB key containing the local license is properly connected to the workstation.

Check the “Local Key” radio button in the “License” section. All other controls in the section should be disabled, except for the “Update Local Key” button.

Click the “Apply” button to return to the “License Information” dialogue. If instead, the ‘X’ button is used to close the dialogue, Automation Studio™ will display a dialogue box asking if you want to save the modifications in the license configuration: choose “Yes” and your modifications will be saved.

2.3.4.5 Updating a local license

The “License Configuration” dialogue allows local licenses to be updated. An update is necessary to:

- Upgrade licenses for a new version of Automation Studio™;
- Add workshops and/or modules to a license.



The “Update Local Key” button in the “Profile Properties” dialogue (*Figure 2-26: “License Properties”*) also opens the “License Management” dialogue.

To update your license, follow these steps:

1. Contact *Famic Technologies Inc.* at production@famictech.com, to get the update code for your license. You need to provide your 5-digit serial number key;



If you have an annual maintenance plan, the update codes will automatically be generated for your licenses when a new version is available and they will always be available on the support portal under the “Key Codes” tab for the keys registered under your name (see *3-37 Activation codes Download*). Otherwise, Famic Technologies Inc. will invoice you for its services.

The update codes are created for a specific version of Automation Studio™, the key can be

updated only using this specific Automation Studio™ version.



For example: if version 6.4 is in use and the new codes are for version 10.0, then it will be necessary to install version 10.0 and apply the new update codes.

2. Make sure you have the latest version of Automation Studio™, with the latest patches. For more information, refer to section 2.2.1.4 *Installation of a Software Patch*;
3. Connect the key that contains your license to the USB port of your workstation;
4. Go to the “License Information” dialogue and click the “Key Update” button. The “Key Update” window opens;

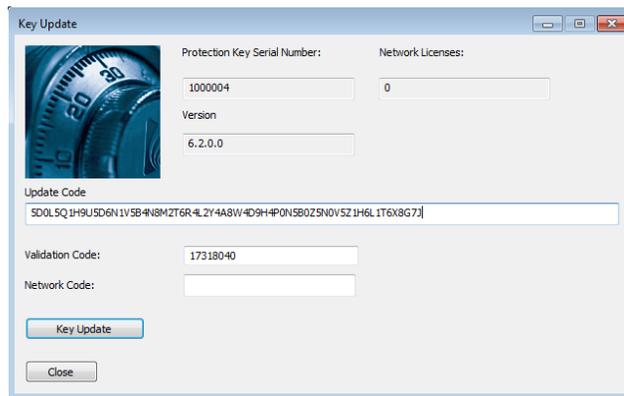


Figure 2-32: “Key Update” Window

5. Copy and paste the codes you obtained from *Famic Technologies Inc.* in the “Update Code” and “Validation Code” fields. The “Network Code” field remains empty.



The codes shown in *Figure 2-32: “Key Update” Window* are not valid. Use ONLY the codes sent to you by *Famic Technologies Inc.* for your license.



Do not type in the codes. It is better to copy and paste them in their respective fields.

6. Click on the “Update Key”. A dialogue appears, asking you to confirm that you want to proceed with the update. Click “Yes”;
7. A dialogue is displayed to inform you that the update was successful

3 Technical Support

This chapter provides information about the Technical Support Portal and the update process for Automation Studio™.

3.1 Direct Contact

You can contact our technical support team through your [Client Zone](#) or the [Contact Us](#) page from our web site www.famictech.com.

You can also contact our technical support from the ribbon in the tab “Support” → “Client Support Page”.

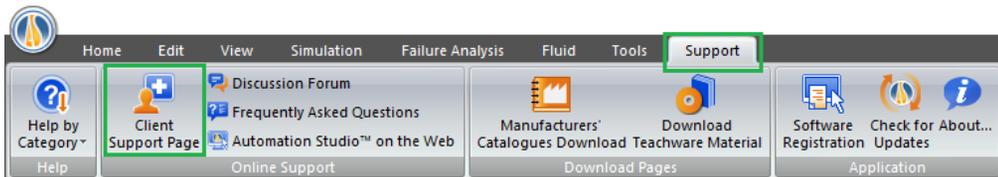


Figure 3-1 Client support page through the Client zone

This will open the [Client Zone](#) on the website. If you haven't already created your login, please use the <https://www.famictech.com/en/Registration> registration page to obtain your credentials. For the registration use the same email you used to register the key in the support portal, this will create a link between the two pages.

An email will be sent to confirm the registration, click the link from this email; log off and log in again so your access permissions are applied;

Once registration has been completed, you can access the Support Portal at any time by clicking on the “Client Zone” button;

If you forgot your password, it can be reset by using the following link: <https://www.famictech.com/en/Homepage/ctl/SendPassword>.

Once you connect to the support portal, you will get access to:

- “Customer request” tab: direct contact with our technical support team, where you can ask questions and find answers.
- “Product Download” tab from where you can download the updates or the full versions of latest Automation Studio™.
- “Catalogue Download” tab, from which you can download the latest version of the

manufacturer's catalogues.

- "Documentation Download" tab, from which you can download the latest version of the user's guides.
- "KeyCodes" tab, for the update codes for the key(s), codes necessary for any key modification.

Once you have registered, you can request to receive an email notification whenever a new Service Release becomes available for your version of Automation Studio™. It is recommended that you always keep your version up to date.

If you have an annual maintenance plan, updates are free for the duration of your plan.

If you are using an older version of Automation Studio™, we recommend that you get the latest version in order to take full advantage of the latest functions. To learn more about the latest version, please visit our [website](#) and ask for a free online presentation with one of our specialists.

3.2 Service Release or a New Version Download

You can download the latest Service Releases of Automation Studio™ at any time.

A full version of the software can be recognised by the product code. Any product beginning with PAS followed by other characters are full versions. Products beginning with UAS are the updates. Updates can be installed if you already have a major version installed. All the newer updates contain the previous updates.

To download a new version or service release, follow the steps below:

First, make sure you have:

- Your username and password for the [Client zone](#);
- Activation codes for your license(s) (contact production@famictech.com to obtain these codes if you are new user; if you are an existing customer your codes are all the time at your disposal under the "Key Codes" tab). No codes are necessary for updates from one minor version to another (e.g., from 6.4 SR1 to 6.4 SR2).

1. Login into the Client zone;
2. Click on "Technical Support Portal".
3. Select the "Product Downloads" tab;

4. Use the filters to show only the items that are compatible with your version of Automation Studio™;
5. From the list, click on the product code in the “Code” column for the desired item;

Product	Version	Edition	Code	Title	Date	Size (MB)
<input type="checkbox"/> Automation Studio™	6.2	Professional	PAS32ZFTP62010207	Automation Studio™ 6.2 Professional + SR#2 32-bit	2017-05-12	Download (0.7)
<input type="checkbox"/> Automation Studio™	6.2	Professional	PPS32ZFTZ62010207	Automation Studio™ Project Server 6.2 + SR#2 32-bit	2017-05-12	Download (0.7)
<input type="checkbox"/> Automation Studio™	6.2	Professional	UAS32ZFTP62010207	Automation Studio™ Professional SR#2 32-bit (exe format)	2017-05-12	Download (0.7)
<input type="checkbox"/> Automation Studio™	6.2	Professional	UAS32ZFTP62010207	Automation Studio™ Professional SR#2 32-bit (msi format)	2017-05-12	Download (1009.0)

Figure 3-2: “Product Downloads” Tab

A page containing the item’s description opens.

6. Click on the “Download” button;



If the “Download” button is inactive then your “Software Maintenance & Support Program” may have expired. Please contact your sales representative to renew your plan.

7. Save the file on your local disk;
8. The downloaded file is a download tool. When run, this file will give you the option to choose the download server closest to your region for downloading the full software.
9. Execute the download tool.
10. The download tool has the option “Install after download”; if this option is checked the tool will download the file, unzip the package and begin the installation. The option is checked by default. If you decide not to install, you can uncheck this box. After the download has completed, the tool will unzip the package and display a window showing with the contents of the zip file.
11. Once the installation has completed, connect your protection key into your workstation in order to update it.

3.3 Documentation Download

To download the documentation, follow these steps:

1. Login into the Client zone;
2. Click on “Technical Support Portal”.

3. Select the “*Documentation Download*” tab;
4. Use the filters to show only the items that are compatible with your version of Automation Studio™;
5. From the list, click on the product code in the “Code” column for the desired item;
A page containing the item description opens.
6. Download “DASZZENFTP70U01.zip” for the English documentation;
7. Save the file on your local disk;
8. Unzip the file in order to access the guides.

3.4 Activation codes Download

To download the activation codes, follow the steps:

1. Login into the Client zone;
2. Click on “Technical Support Portal”.
3. Select the “*Key codes*” tab;
4. Here you will be able to see the codes of the keys you have access to. If you are looking for a key and you can’t find it in here please contact the support team, they will be able to help you.

3.5 Catalogue Download

To download the manufacturer catalogues, follow these steps:

1. Login into the Client zone;
2. Click on “Technical Support Portal”.
3. Select the “*Catalogue Downloads*” tab;
4. You can use the filter to select the manufacturer you want
5. Click on the “Download” button;
6. Save the file on your local disk;
7. The downloaded file is a download tool. When run, this file will give you the option to choose the download server closest to your region for downloading the full catalogue;

8. Execute the download tool.
9. The download tool has the option “Install after download”; if this option is checked the tool will download the file, unzip the package and begin the installation. The option is checked by default. If you decide not to install, you can uncheck this box. After the download has completed, the tool will unzip the package and display a window showing with the contents of the zip file.
10. The default installation directory is
C:\ProgramData\Famic Technologies\Catalogues\manufacturer
11. After installation, to work with the catalogue, open Automation Studio™ and choose the Catalogue manager