

We continue to get customers who are receiving PVP7 Series B hardware. They are several known issues when setting these up for the first time as well as no matter what the process is different than in the past. I have worked up a guide to help our customers. Hayden and I have both set these up already for customers so can help them but this process get almost everyone through all the various failure points.

First thing to start is you will find all these articles in Knowledgebase by just using the search PanelView Plus 7 Series B. As they identify more issues with work arounds this will be the best path forward. They are releasing firmware updates and patches almost daily to correct issues and return functionality that was not present with the initial release. Below is the screen shot of the search and just the start of the listings of articles when dealing with series B.

The screenshot shows the Rockwell Automation Knowledgebase search interface. At the top is the Rockwell Automation logo and a navigation menu with links for Industries, Capabilities, Products, News, Events, Sales & Partners, and Support. Below the navigation is a search bar containing the text 'PanelView Plus 7 Series B' and a red 'SEARCH' button. A 'Start Over' link is visible below the search bar. The search results are displayed under the heading 'Results'. On the left side, there is a filter menu with the following categories: Document Types (Article, PDF), Collections (Certifications, Dimension Sheets, Getting Results, Installation Instructions, Break/Fix, Information), and a 'Filter by [Clear All Filters]' option. The search results list four articles:

- PanelView Plus 7 Performance Series B Services Password Prompt is not popping up correctly**  
PanelView Plus 7 Performance Series B PanelView Plus 7 Performance Stainless Steel Series C The image above was taken on a 10', could occur on other screen sizes too.
- PanelView Plus 7 Performance Series B VNC**  
Does the PanelView Plus 7 Performance Series B support VNC?
- PanelView Plus 7 Performance Series B Quick Start**  
I have lost the PanelView Plus 7 Performance Series B Quick Start document. Where can I access this document online?
- PanelView Plus 7 Performance Series B FTP Support**  
Does PanelView Plus 7 Performance Series B Support FTP?

With that said, the initial out of box setup for the series B has some known workarounds depending on each startup screen. Two major differences before we even power up the unit is that the new Windows 10 OS requires an active network connection upon startup to apply the IP address, so plug the PV into a switch and then to your laptop. This will be addressed in more detail further down the line. Secondly the new screens do not ship with firmware and should be flashed using ControlFlash Plus software, this will also be addressed in more detail below.

Step 1: Once you power up the unit you will enter the Administrator Password screen, If you can enter the password and the PV moves to the Network adapter page then move to step 2.

If it fails then use KB Article BF27892 -

[https://rockwellautomation.custhelp.com/app/answers/answer\\_view/a\\_id/1134846/loc/en\\_US#\\_highlight](https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/1134846/loc/en_US#_highlight)

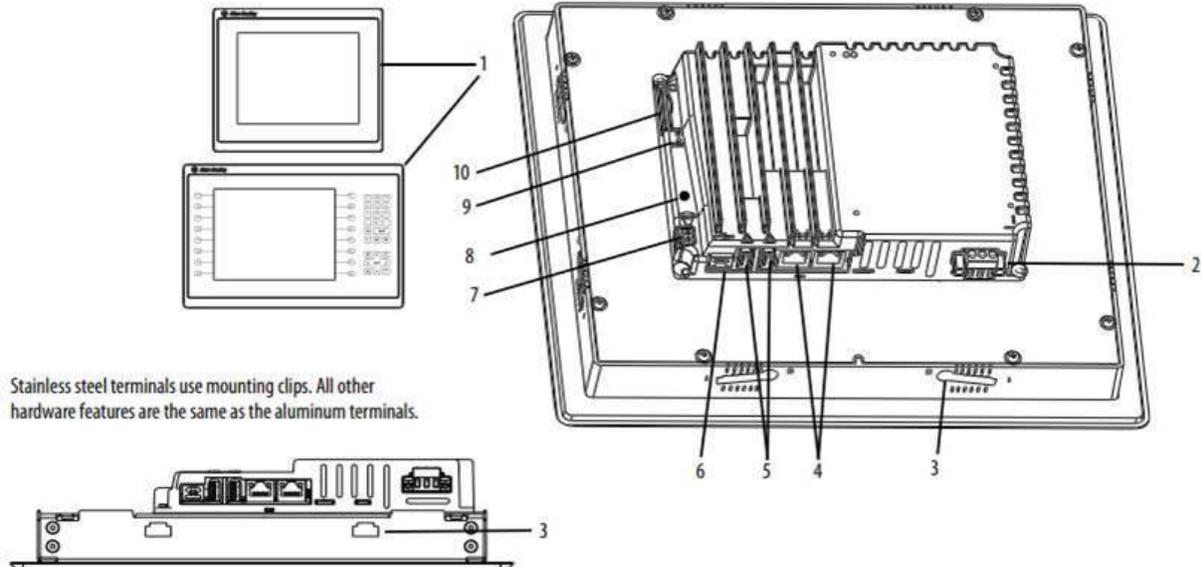
This will walk you through the steps to force the PV into maintenance mode and reset the machine, this will allow you to get past this initial screen.

If you fail any further steps and cannot recover, you will need to reference this step to start over.

Button 8 in the diagram below is the location of the maintenance button that replaces the white square needed to get to maintenance on startup.

## Hardware Features

The PanelView Plus 7 Performance terminals feature fixed hardware configurations with a range of display sizes and operator input options.



Step 2: Changing IP address on Network Adapter page. If you have a valid network connection when you initially startup the PV, attempt to enter and IP address. If that succeeds then move to step 3.

If it fails then use KB Article BF27859 -

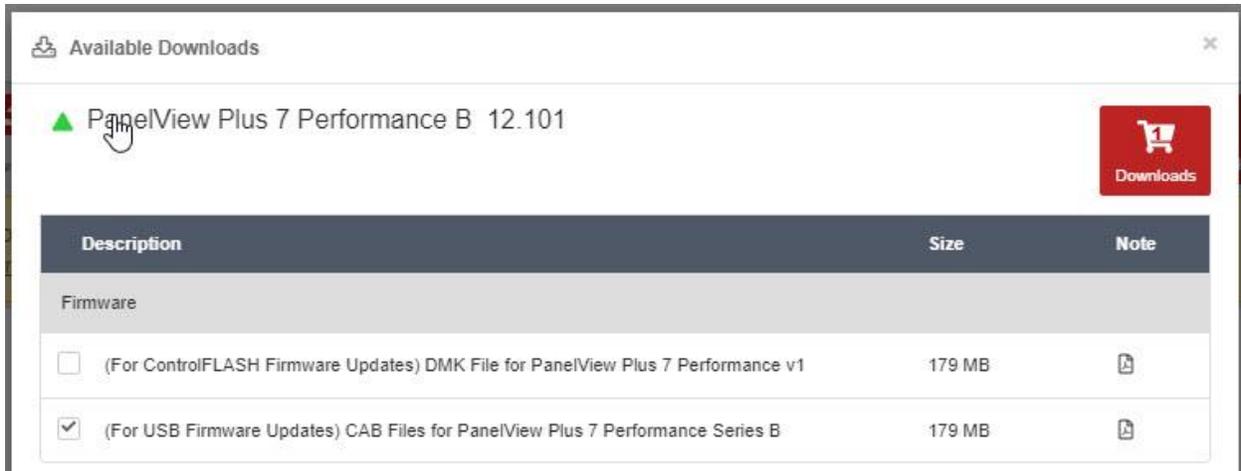
[https://rockwellautomation.custhelp.com/app/answers/answer\\_view/a\\_id/1134737/loc/en\\_US#\\_highlight](https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/1134737/loc/en_US#_highlight)

This will explain what could go wrong. It recommends jumping back to step 1 and running a reset on the hardware to see if you can install the IP, if this fails for the second time then you are allowed to skip this step, leave the IP 0.0.0.0 and move to the firmware page.

Step 3: Updating firmware on the firmware page. Once you reached this page you will typically connect with controlflash Plus software. This is important not to use ControlFlash (original) since they are not publishing the proper firmware file for the old software. If you can connect and see the PV in CF+ then simply download and move to step 4.

If you Skipped step 2 or the PV is not showing up in CF+ even though it has and IP address then use KB Article QA63775.

This will run you through the procedure to download the firmware off the Rockwell PCDC. Type the full part number of the PV into the search bar, ensure you select Series B then it will ask if you want to download for CF+ or USB. From here select USB, which will provide a single zip file. Transfer that file to a USB device and extract the content. Move all the contents to the root folder, it will not find them if they are left inside any folder on the USB. Below is image of selection for USB



Step 4:

Now the PV will act similar to original PVs, but you must go to the terminal setting->networkadapters->ipaddress and disable DHCP. This may not always be set to NO when assigning the IP via the network page initially.

