Version-Based Licensing Communications: Customer Letters & FAQs

Customer letter

Subject: Updates to Rockwell Automation Software Portfolio: Beginning November 2026, check your software license support status before your next upgrade.

We want to help you prepare for your next Rockwell Automation software upgrade – starting now.

Beginning November 2026, Rockwell Automation software licenses activated through FactoryTalk Activation will become version aware. This means the software license itself will check for active support status during a version upgrade. This also reinforces existing support entitlements that are required to access newly released versions of software.

Consistent with existing software support policies, customers with active support, maintenance, or subscription coverage will have access to newly released software versions. Version Based Licensing allows the software products to confirm the state of their active support during an upgrade. Customers whose support coverage has expired can continue using the software versions they are already entitled to, but they will not be able to activate newer releases until support coverage is renewed.

Why and how this helps you
This version aware software helps ensure you, our customers, are receiving the latest capabilities in our software portfolio and can take better advantage of all entitlements offered with your software and technical support. This also provides the opportunity for Rockwell to proactively notify you of cybersecurity alerts, version updates, or other improvements as they become available to help you maintain a secure, up-to-date and high-performing environment. While this is not a new policy, it is a new way to verify license version entitlements, and we are committed to helping our customers navigate this change.

Reviewing details before your software installation can help prevent delays
Before you install a newer version, please:

- Identify the software you use now and the version you plan to install.
- Confirm who owns and manages the license.
- Verify that the planned upgrade is covered by support. This means either:
    - The license is currently under support, which provides access to all new versions.
    - The version being installed was released while the license was under active support.

- Review any activation, transfer or rehost steps, especially for systems that are not connected to a network.

If you need help, we are here

We can help you review your license(s) to ensure your equipment, operations and production continue as seamlessly as possible. To get started, we will need some simple information: the product name, current version, target version, and license information. If there is an unclear licensing record or an activation issue, that does not necessarily mean you are not entitled to the upgrade. Our team can help investigate and resolve those situations as well.

Start by checking your licensing at MyRockwellAutomation.com or https://www.rockwellautomation.com/en-us/my/

Customer Frequently Asked Questions

What is version-based licensing?

This means the software automatically checks that your license includes the version you want to use. For the Rockwell Automation software portfolio, access to newer software versions is linked to active support, maintenance, or subscription coverage. The product, version and applicable agreement determine what applies.

What does this mean for my current software?

This notice is about planning an upgrade because all future software versions continue to require active support, maintenance or subscription coverage. It does not mean any installed versions will stop working. Confirm your product, license, and support coverage before making changes. Support can include online resources, the latest software version entitlements, and access to resources as outlined in your software support contract.

What should I check first?

Start with the product name, serial numbers, current version, version you want to install, license owner and the person who manages the renewal.

We already have TechConnect. Are we covered?

Your agreement and the software license tied to the planned upgrade must be reviewed. Older records may need clarification. Serial numbers listed under an active TechConnect contract are considered in support. Any licenses bought outside of TechConnect should be identified and renewed as new TechConnect serial numbers or renewed as individual software maintenance support.

Does support contract renewal complete activation?

No. Renewal and activation are separate steps. After coverage is confirmed, you may still need to complete activation, transfer, or rehost steps. Support Contract renewal ensures that covered Serial Numbers have valid active support coverage. After renewing or confirming active support coverage, the activation can be updated to grant access to the latest software versions available.

What if activation fails even though support is active?

Record the exact error and the activation environment. The technical problem should be reviewed separately from license ownership or support coverage. You can also check the activation assistant at https://www.rockwellautomation.com/en-us/my/activation-assistant.html

What if the installation is urgent or I am having an issue?

Share the product, version, timing, environment and network limits with Tech Support. Work with your Rockwell sales representative to obtain a quote to get the license back into support.

What if the installation is off-network?

If off network, use this FactoryTalk Activation Manager: Offline Rehost

What does support include?

Rockwell Automation Support Services provide access to technical experts, self-service knowledge and support resources, eligible software updates, and digital tools that help you maintain, troubleshoot, and optimize your Rockwell Automation Software and Hardware throughout its lifecycle.

Do I need to update my software now?

No, but you may want to check and ensure your current software is in support to take advantage of all enhancements and entitlements.

Does it matter where or how I purchased my software?

No, this does not matter, this will follow the same steps to validate support and activations.

Is this a policy change?

No, the policy remains active, what changes is that starting with Studio 5000 Logix Designer Version 39, launching in November 2026, the software is now version aware. All subsequent software releases across our platforms will also be version aware as they launch.

Where can I learn more?

- License Manager – MyRockwellAutomation New Portal Experience: Customer-facing information about the MyRockwellAutomation license portal.

- **Rockwell Automation, Software Support Services Policy (July 2023),** sections 4. 1–4. 2, 5, 6. 1. 6, 8. 6 and 10. Use the policy to review coverage, support conditions and transfer-related provisions against the applicable agreement.
    - https://www. rockwellautomation. com/en-us/company/about-us/legal-notices/software-support-services-policy. html

- **Rockwell Automation, Software and Cloud Services Agreement (April 2026),** sections 1. 1, 1. 3. 2–1. 3. 3 and 1. 21. Use the agreement to review license, permitted-use and transfer terms. Toolkit rights remain agreement-specific.
    - https://www. rockwellautomation. com/en-us/company/about-us/legal-notices/software-cloud-services-agreement. htm