

PACSystems™ RX3i

ETHERNET INTERFACE MODULE (IC695ETM001-LDAB)

Version 7.10



Warnings and Caution Notes as Used in this Publication

WARNING

Warning notices are used in this publication to emphasize that hazardous voltages, currents, temperatures, or other conditions that could cause personal injury exist in this equipment or may be associated with its use.

In situations where inattention could cause either personal injury or damage to equipment, a Warning notice is used.

CAUTION

Caution notices are used where equipment might be damaged if care is not taken.

Note: *Notes merely call attention to information that is especially significant to understanding and operating the equipment.*

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Introduction

The Ethernet Interface Module, IC695ETM001, connects a PACSystems RX3i controller to an Ethernet network. It enables the RX3i controller to communicate with other PACSystems equipment and with Series 90 and VersaMax controllers. The Ethernet Interface provides Transmission Control Protocol and Internet Protocol (TCP/IP) communications with other control systems, host computers running programming software, and computers running the TCP/IP version of the programming software. These communications use the Service Request Transport Protocol (SRTP), Modbus TCP, and Ethernet Global Data (EGD) protocols over a four-layer TCP/IP (Internet) stack.

Features of the RX3i Ethernet Interface include:

Programming and configuration services. Firmware upgrades from the RX3i CPU using the Web/HTTP method if the CPU supports that method, or by using the WinLoader software utility, which is supplied with updates to the Ethernet Interface software

- Periodic data exchange using Ethernet Global Data (EGD)
- EGD Commands to read and write controller and EGD exchange memory over the network
- TCP/IP communication services using SRTP
- Support for SRTP Channels, Modbus/TCP Server, and Modbus/TCP Client.
- Ethernet port on the faceplate of the model for a direct connection to the module
- Three auto-sensing 10BaseT/100BaseTX/1000BaseTX RJ45 shielded twisted-pair Ethernet ports for direct connection to either a 10BaseT or 100BaseTX or 1000T IEEE 802.3 network without an external transceiver. There is one interface to the network for Communications protocols and Station Manager (two ports) and one separate interface (one port) for Station Manager access only
- Internal network switch with Auto-negotiate, Sense, Speed, and Crossover detection
- Ethernet Restart pushbutton permits manually restarting the Ethernet firmware without power cycling the system
- LEDs: OK, STATUS, LAN OK, LOG EMPTY, individual port activity and speed LEDs
- Configurable stand-alone Redundant IP Addressing, which allows a single IP Address to be assigned to corresponding Ethernet modules in two different controllers. The Redundant IP Address is configured in addition to the normal unique IP Address of each Ethernet module. Under application logic control, only the Ethernet module in the active unit can use the Redundant IP Address
- Time synchronization to SNTP Time Server on Ethernet network (when used with Release 5.00 or later CPU module)

Current Release Information

Catalog Number	Date	Firmware Version (Build Number)				Hardware
		Ethernet Firmware ID	Ethernet Boot Loader Firmware ID	MCU	FPGA	
IC695ETM001-LCAB	Aug 2022	Version 7.10 (EKJP)	Version 1.07 (EJT6)	Version 1.7 Boot 1.0	Version 0.162 (23A9)	Version 11.00

Field Upgrades

IC695ETM001-Kxxx or later revision modules are field-upgradeable to firmware version 7.10 using the Web/HTTP method or WinLoader firmware upgrade utility. To upgrade an ETM001-Kxxx or later revision module to firmware version 7.10, you will need the upgrade kit which can be downloaded from the support link provided at the end of this document.

IC695ETM001-Jx and earlier revision modules cannot be updated to R7.00 or later firmware.

Upgrade Kit No.: 41G2749-MS10-000-A3

Upgrade File Name: ETM001-Kxxx_FW7_10_41G2749-MS10-000-A3.zip

IC695ETM001-KAAA or Later¹ Specifications

Specification	Description
Connectors	Three 10BaseT/100BaseTX/1000BaseT Ports: 8-pin female shielded RJ45
LAN	IEEE 802.2 Logical Link Control Class I IEEE 802.3 CSMA/CD Medium Access Control 10/100/1000 Mbps
Number of IP Addresses	Two (One for Front Panel port and One for LAN1 switched ports)
Number of Ethernet Port Connectors	Three. All are 10BaseT / 100BaseTX / 1000T with auto-sensing RJ45 connection.
Embedded Ethernet Switch	Yes – Allows daisy-chaining of Ethernet nodes.

Refer to the *PACSystems RX3i System Manual*, GFK-2314, for product standards and general specifications.

¹ For IC695ETM001-Jx or earlier, please consult GFK-2332AA or earlier. This document is specific to the -KAAA and later hardware platform.

Ethernet Interface Status Bits

Note: Unless **LAN Interface OK** (Status Bit 16) is set, the other status bits are invalid. Bit 1 is lsb.






















LAN Interface Status Bits

1	Port 1 full-duplex
2	Port 1 100Mbps
3	Port 2 full-duplex
4	Port 2 100 Mbps
5	Network Time Locked
6	Redundant IP Address is active
7	Port 1 1000 Mbps (-Kxxx or later)
8	Port 2 1000 Mbps (-Kxxx or later)
9	Any Channel Error (error on any channel)
10–12	Reserved
13	LAN OK
14	Resource problem
15	Module Overtemperature
16	LAN Interface OK

Channel Status Bits (two for each channel)

17	Channel 1 Status (SRTP: Data Transfer)
18	Channel 1 Status (SRTP: Channel Error)
...	...
79	Channel 32 Status (SRTP: Data Transfer)
80	Channel 32 Status (SRTP: Channel Error)

Indicator Light Emitting Diodes (LEDs)

LED Behavior  On  Off  Blinking	Where Stopped	Possible Cause	Corrective Actions
<p style="text-align: center;">Hardware Failure</p> <p>ETM001 ETM001-Kxxx</p> <p> Ethernet OK  OK</p> <p> LAN OK  STATUS</p> <p> LOG EMPTY  LAN OK</p> <p>  LOG EMPTY</p>	<p>A</p> <p>Hardware Failure</p>	<p>Fatal Hardware Error</p>	<ul style="list-style-type: none"> • Make sure the PLC has power. • Examine Controller Fault Table for clues. • Recheck PLC Programmer configuration. • Power off the baseplate, inspect the interface for loose components, reseal the module, and Restart. • If the problem persists, replace the PLC hardware.
<p style="text-align: center;">Software Loader Failure</p> <p>ETM001 ETM001-Kxxx</p> <p> Ethernet OK  OK</p> <p> LAN OK  STATUS</p> <p> LOG EMPTY  LAN OK</p> <p>  LOG EMPTY</p>	<p>B</p> <p>Software Loader</p>	<p>Software corrupt or currently loading new Software</p>	<ul style="list-style-type: none"> • Connect a PC Software Loader and load new software.
<p style="text-align: center;">Waiting for Config from PLC</p> <p>ETM001 ETM001-Kxxx</p> <p> Ethernet OK  OK</p> <p> LAN OK  STATUS</p> <p> LOG EMPTY  LAN OK</p> <p>  LOG EMPTY</p> <p>Blink behavior: Regular Periodic Blinking</p>	<p>C</p> <p>Waiting for Configuration from PLC</p>	<p>Did not configure slot using the PLC Programmer.</p> <p>CPU not communicating with the Ethernet interface.</p> <p>(Condition can last a maximum of 5 minutes.)</p>	<ul style="list-style-type: none"> • Use the PLC Programmer configuration software to configure the interface then store the configuration on the PLC CPU. • Power cycle the PLC. • Clear faults and Restart interface.
<p style="text-align: center;">Unrecoverable Hardware Failure</p> <p>ETM001 ETM001-Kxxx</p> <p> Ethernet OK  OK</p> <p> LAN OK  STATUS</p> <p> LOG EMPTY  LAN OK</p> <p>  LOG EMPTY</p> <p>Blink Behavior: Pattern 9-digit Blink Code</p>		<p>Unrecoverable hardware or runtime failure</p>	<ul style="list-style-type: none"> • See the list of blink codes on the next page.

<p>Waiting for IP Address</p> <p>ETM001</p> <p> Ethernet OK LAN OK LOG EMPTY </p>	<p>D</p> <p>Waiting for IP Address</p>	<p>The interface's IP address has not been configured or has been configured as 0.0.0.0.</p>	<ul style="list-style-type: none"> • Use the PLC Programmer to configure the interface with a non-zero IP address. • Assign IP address over the network
<p>Operational</p> <p>ETM001 ETM001-Kxxx</p> <p> Ethernet OK OK LAN OK STATUS LOG EMPTY LAN OK LOG EMPTY LOG EMPTY </p>	<p>E</p> <p>Operational</p>	<p>If the LAN LED is OFF, the problem may be network cable is not connected</p> <p>If the STAT LED is OFF, an exception condition has occurred.</p>	<ul style="list-style-type: none"> • Connect cable. • Examine Controller Fault Table to find out why the STAT LED is OFF.

Hardware Installation

Initial Checks

Upon receiving your RX3i equipment, carefully inspect all shipping containers for damage. If any part of the system is damaged, notify the carrier immediately. The damaged shipping container should be saved as evidence for inspection by the carrier.

As the consignee, it is your responsibility to register a claim with the carrier for damage incurred during shipment. Intelligent Platforms LLC will fully cooperate with you, however, should such action be necessary.

After unpacking the RX3i equipment, record all serial numbers. Serial numbers are required if you should need to contact Customer Care during the warranty period. All shipping containers and all packing material should be saved should it be necessary to transport or ship any part of the system.

Verify that all components of the system have been received and that they agree with your order. If the system received does not agree with your order, contact Customer Care.

Installation Location

This product is intended for use with the RX3i system. Its components are considered open equipment (having live electrical parts that may be accessible to users) and must be installed in an ultimate enclosure that is manufactured to provide safety. As a minimum, the enclosure shall provide a degree of protection against solid objects as small as 12mm (e.g. fingers). This equates to a NEMA/UL Type 1 enclosure or an IEC60529 IP20 rating providing at least a pollution degree 2 environment. For details about installing RX3i rack systems, refer to GFK-2314.

For complete installation information, please refer to RX3i Installation and Maintenance Requirements document, GFK-2975.

Module Installation

This module is compatible with all RX3i CPU models, except CPE400 and CPL410.

The ETM001 must be installed in the main (CPU) rack of an RX3i system, using a Universal Backplane such as IC695CHS007, CHS012, or CHS016.

1. The ETM001 supports insertion/removal while power is applied to the rack (hot-swap).
2. RX3i rack power may be off or on (“hot insertion”).
3. Holding the module firmly, align the module with the correct slot and connector, then swing the module down until the module’s connector engages the backplane’s backplane connector. Visually inspect the module to be sure it is properly seated.
4. Secure the bottom of the module to the backplane using the machine screws provided with the module.

Related Documents

For additional information about the Ethernet Interface Module, refer to the following publications:

<i>PACSystems RX3i TCP/IP Ethernet Communications User Manual</i>	GFK-2224
<i>PACSystems TCP/IP Ethernet Communications Station Manager User Manual</i>	GFK-2225
<i>PACSystems RXi, RX3i, and RSTi-EP Controller Secure Deployment Guide</i>	GFK-2830
<i>PACSystems RX3i System Manual</i>	GFK-2314

Additional Support

For support and information, visit Emerson’s support link located at the end of this document. The files for this manual and other related documentation are available there. Additional region- and language-specific websites and telephone numbers are found there as well.

Functional Compatibility

Subject	Description	
PLC CPU Firmware Version Requirements	IC695ETM001-Kxxx (or later) hardware requires the following CPU versions for full feature support: <ul style="list-style-type: none"> • CPE330 Release 9.90 • CPE302/CPE305/CPE310 Release 9.90 • CPU320/CPU315 Release 8.95 • CRU320 Release 8.95 	
Programmer version requirements	Produce EGD on Redundant IP	PAC Machine Edition Logic Developer PLC 9.80 SIM 5 or later is required to support EGD Production with the Redundant IP address.
	IC695ETM001-Kxxx Hardware Configuration (Release 7.00 Firmware)	PAC Machine Edition Logic Developer 9.5 SIM 16 or later adds an ETM001 Kxxx module option which allows the configuration of parameters previously only available through AUP files. The ETM001-Kxxx (or later) may also be configured with older versions of PME by selecting the ETM001 module option. When configured this way, the ETM001-Kxxx (or later) supports all features of the ETM001-Jx (and earlier) modules. However, any new configuration options are not available.
Rx3i Backplane Hardware Revision Compatibility	The following backplane hardware revision MUST be used: IC695CHS012-BAMP IC695CHS016-BAMP IC695CHS012CA-BAMP IC695CHS016CA-BAMP or IC695CHS012-CA (or later) IC695CHS016-CA (or later) IC695CHS012CA-CA (or later) IC695CHS016CA-CA (or later) or IC695CHS007-AA (or later)	

Subject	Description
Ethernet Toolkit, BOOTP, FTP Server, & Set Temporary IP Address Tool Support	<p>These features are not supported beginning with Firmware version 7.00:</p> <ul style="list-style-type: none"> • Ethernet Toolkit Applications • BOOTP • FTP Server Connections • Set Temporary IP Address Tool
Ethernet AUP File Support	<p>The ETM001-Kxxx with Release 7.00 (and later revisions) supports Advanced User Parameter (AUP) files to maintain compatibility with ETM001-Jx with Release 6.43 (or earlier revision) applications. Some AUP parameters may generate a Station Manager log entry indicating the AUP parameter is no longer supported and was ignored.</p>
Ethernet Station Manager Compatibility	<p>Ethernet Station Manager Utility Version 1.3 Build 2 or later is recommended for use with the ETM001-Kxxx. Earlier versions are compatible; however, they may not display all the ETM001-Kxxx's Ethernet parameters after issuing a parm all command. Should this issue occur, pressing enter, or issuing another command will cause the station manager to display the remaining parameters.</p>
Network and Memory Performance Monitor PACS Analyzer Requirements	<p>The IC695ETM001 PACSystems RX3i Ethernet Interface with firmware revision 7.05 or later supports Network and Memory Performance Monitoring when used with PACS Analyzer version 4.3 or later.</p>

New Features and Enhancements in this Release

This release *adds IECEx and ECAS (UAE) certification to the product.*

Release History

Catalog Number	Firmware Version	Date	Comments
IC695ETM001-LDAB IC695ETM001CA-LDAB IC695ETM001LT-LDAB	7.10 (EKJP)	Nov 2023	The product's labels have been updated to show compliance with IECEx and ECAS(UAE). For updated certifications, please refer to https://emerson-mas.force.com/communities/en_US/Article/Certifications-and-Agency-Approvals-Landing-Page .
IC695ETM001-LCAB IC695ETM001CA-LCAB IC695ETM001LT-LCAB	7.10 (EKJP)	Aug 2022	Manufacturing component issues. Resolves issues found in Section Problems Resolved.
IC695ETM001CA-LBAA IC695ETM001-LBAA IC695ETM001LT-LBAA	7.06 (EG67)	Oct 2021	The product's labels have been updated to show compliance with new certifications. For updated certifications, please refer to https://emerson-mas.force.com/communities/en_US/Article/Certifications-and-Agency-Approvals-Landing-Page .
IC695ETM001-LAAA	7.06 (EG67)	Mar 2021	Adds support for the Produce EGD on Redundant IP parameter and resolved Gateway IP Address Truncation issue.
IC695ETM001-LAAA	7.05 (EEJN)	Sep 2020	Manufacturing update. No change to fit, form, or function.
IC695ETM001-KAAA	7.05 (EEJN)	June 2020	IC695ETM001 PACSystems RX3i Ethernet Interface Firmware Release 7.05 adds support for the <i>Network and Memory Performance Monitoring Tool</i> and resolves the issues found in Error! Reference source not found.
IC695ETM001-KAAA	7.00 (EC7K)	Sept 2019	This release of the IC695ETM001 addresses obsolescence and is a new hardware and firmware release to implement the same features of the existing ETM001. Differences include: <ul style="list-style-type: none"> • Drop-in replacement for IC695ETM001-Jx or earlier • Support for 1000mbps connections • Achilles Level 2 certification • Replacement of serial port for Station Manager with separate Ethernet Interface • Only monitor Station Manager commands • A limited set of AUP parameters supported <ul style="list-style-type: none"> • New IP Setup Mode to default to known IP settings • Includes patches for VxWorks Urgent/11 vulnerabilities

Restrictions and Open Issues

Subject	ID Code	Description
No CPU fault logged when Ethernet Interface in fatal blink code	DE5720	The CPU does not log any PLC or I/O Faults when the Ethernet Interface has a fatal blink code. The user's application should monitor the LAN interface and an OK status bit to detect the loss of the module.

Ethernet Operational Notes

Subject	Description
Setup IP Mode	<p>The ETM001-Kxxx supports Setup IP Mode which temporarily sets the Ethernet ports to known IP addresses to allow initial connectivity and configuration.</p> <p>Press and hold the RESET button for at least 5 seconds while the CPU is in STOP mode to place the Ethernet module in Setup IP Mode. This is indicated with all the network speed LEDs blinking in unison. During this mode, the port settings are:</p> <p><u>Front Panel</u> IP Address: 10.10.0.100, Subnet Mask: 255.255.255.0, Gateway IP Address: 0.0.0.0</p> <p><u>LAN1</u> IP Address: 192.168.0.100, Subnet Mask: 255.255.255.0, Gateway IP Address: 0.0.0.0</p> <p>IP Setup mode is terminated by pressing the RESET button again for less than 5 seconds, or power-cycling.</p>
Multiple zero period EGD exchanges may not produce similar numbers of samples	<p>If more than one EGD-produced exchange is configured for a production period of zero, the exchanges may not produce similar numbers of samples. (A production period of zero configures the exchange to transfer as fast as possible.) Due to the way that scheduling occurs when multiple exchanges are scheduled "as fast as possible", some zero-period exchanges may produce significantly more samples than others. For more consistent EGD production, configure the produced EGD exchanges with non-zero production periods.</p>
Idle Modbus/TCP connection between a Series 90 and a PACSystems may be prematurely terminated	<p>An idle Modbus/TCP connection between a Series 90 Ethernet Interface and the PACSystems Ethernet Interface may be prematurely terminated. There is an incompatibility between the TCP "Keep-Alive" timer values on the PACSystems Ethernet Interfaces and Series 90 Ethernet Interfaces. The default value of the keep-alive timer for the Series 90 modules is set to a much higher value than for the PACSystems.</p> <p>To keep TCP connections open between a Series 90 Ethernet Interface and a PACSystems Ethernet Interface, the Series 90 Interface Advanced User Parameter <i>wkal_time</i> should be set to the value 750 to match that of PACSystems. With this change, TCP connections remain open indefinitely. This also applies to SRTP Client Channels that have infrequent traffic and can be resolved by using the same technique.</p>
ENIU Stale Data during Run Mode Store of EGD	<p>In a large PPS system running 20 ENIUs, when a Run Mode Store is performed that deletes the EGD exchanges for 10 of the ENIUs, the other ENIUs will see the status on their exchanges indicate consumption timeouts during the RMS. After the RMS, the exchanges operate normally.</p>

Subject	Description
Limited buffering in Embedded Switches	<p>Changing speeds from 1000mbps to 100mbps/10mbps or 100mbps to 10mbps with any switch may drop packets as network loading increases. Embedded switches typically have less memory than dedicated switch hardware.</p> <p>ETM001-Kxxx Version 7.00 and later adds two 'tally I' counts, TxDrop and TxEDrop to indicate packets that are dropped leaving a specific port. These can help identify that the embedded switch is dropping packets before they leave a specific port. This is generally due to the port running at a slower data rate than the source of the data.</p>
Unexpected LOG EMPTY LED Operation Associated with Redundant IP Address Communications	<p>The IC695ETM001-Kxxx's LOG EMPTY LED operation may differ from the IC695ETM001-Jx's LOG EMPTY LED operation when configured in a redundant system. During a role switch scenario, the ETM001 loses communications (SRTP, Modbus, etc.) directed to its Redundant IP address. This communications loss is expected and when it occurs, a corresponding event is logged in the event log. However, when the event is logged, the IC695ETM001-Kxxx's LOG EMPTY LED turns off, whereas the IC695ETM001-Jx's LOG EMPTY LED remains on.</p>
Winloader update not supported in Slot 1	<p>Winloader updates of the IC695ETM001 are not supported in Slot 1. Serial updates are supported from slot 2 onward. Updates via the Web interface are supported in Slot 1.</p>
Station Manager Commands	<p>The ETM001-Kxxx supports a subset of Station Manager Commands. (monitor only commands) Refer to TCP/IP Ethernet Communications for PACSystems Station Manager Manual, GFK-2225, for details.</p>
Avoid COMMREQ Commands During First Scan	<p>COMMREQ commands should be sent to the ETM001 after the first logic scan completes. COMMREQs sent during the first scan may be aborted.</p>
SRTP Communication Delays	<p>The average latency of communications on SRTP channels may vary considerably due to TCP retransmissions. SRTP client applications should be designed to take this variance into account. In particular, SRTP client applications migrating from Series 90 SRTP servers to PACSystems may need to lengthen SRTP timeout parameters.</p>
SRTP Server Errors Can Cause Timeouts at Channels Client	<p>The SRTP Server in the PACSystems Ethernet Interface can encounter various errors when the remote Series 90 PLC client takes down an SRTP connection and then establishes a new connection. This can cause unexpected channel timeout errors 0190H or 0290H at the client.</p> <p>The SRTP server errors in the Ethernet exception log are identified as Event = 2; Entry 2 may be 001cH, or 0021H</p>
Modbus/TCP Channel Aborted During Power-cycle	<p>After powering up a PLC running Modbus/TCP client channels, the established connection occasionally fails because the server occasionally rejects the "open" from the client. The connection will then succeed if the application retries the open when it sees a 0x9690, 0xAA90, 0xA990, 0x9790, or b490H response to an open request or the first write request.</p>
Avoid Overlapping Remote IP Networks when Configuring IP Address and Subnet Mask	<p>The ETM001-Kxxx (and later) contains two LAN interfaces, each one supporting a unique IP address. Care must be taken when assigning IP Addresses and subnet masks to each LAN so that each network does not overlap any remote subnets in the network infrastructure. Intermittent or no Ethernet communication may result if the local networks on the ETM001 overlap a remote subnet.</p>

Subject	Description
SRTP & Modbus TCP Channel COMMREQ Error Response with Gateway	SRTP & Modbus TCP Channel commands provide different COMMREQ error codes when a request is sent to an unreachable server. When an Ethernet gateway is configured, the COMMREQ returns error code 0290H; when a gateway is not configured, the COMMREQ returns error code AA90H.
Changing IP Address of Ethernet Interface While Connected	Storing a hardware configuration with a new IP address to the ETM001 while connected to PAC Machine Edition (PME) will succeed, then immediately disconnect because the ETM001 is now using a different IP address than PME expects. You must enter a new IP address in the Target Properties in the PME Property Inspector window before reconnecting.
Modbus/TCP Client Channels require at least a 10-millisecond delay between bulk channel close and bulk channel open processing	A delay of at least 10 milliseconds must occur between logic-driven attempts to close sixteen Modbus/TCP Channels simultaneously and then re-open 16 Modbus/TCP Channels. This delay is necessary to provide external Modbus/TCP Servers sufficient time to close all channels before the Client issues channel open requests.
LAN System Software Fault After Redundant Unit Role Switch when Using Redundant IP	In a redundant system, when Redundant IP is configured on either the CPU's Embedded Ethernet interface or an ETM001, a LAN System Software Fault; Resuming message may be logged in the fault table when a role switch occurs between the Active and Backup units. This fault indicates that SRTP connections on the previously active Ethernet interface were terminated due to the role switch. This fault does not impact the normal operation and no additional action is necessary should this occur.
Reset Module SVC_REQ 24 Support with ENIU001	The Reset Module Service Request (SVC_REQ 24) is not supported by IC695ETM001-Kxxx and later Ethernet modules when installed in an IC695NIU001 Ethernet NIU.

Support Links

Home link: <http://www.Emerson.com/Industrial-Automation-Controls>

Knowledge Base: <https://www.Emerson.com/Industrial-Automation-Controls/Support>

Customer Support and Contact Information

Americas

Phone: 1-888-565-4155
1-434-214-8532 (If toll-free option is unavailable)

Customer Care (Quotes/Orders>Returns): customercare.mas@emerson.com
Technical Support: support.mas@emerson.com

Europe

Phone: +800-4444-8001
+420-225-379-328 (If toll-free option is unavailable)
+39-0362-228-5555 (from Italy - if the toll-free 800 option is unavailable or dialing from a mobile telephone)

Customer Care (Quotes/Orders>Returns): customercare.emea.mas@emerson.com
Technical Support: support.mas.emea@emerson.com

Asia

Phone: +86-400-842-8599
+65-3157-9591 (All other countries)

Customer Care (Quotes/Orders>Returns): customercare.cn.mas@emerson.com
Technical Support: support.mas.apac@emerson.com

Any escalation request should be sent to: mas.sfdcescalation@emerson.com

Note: If the product is purchased through an Authorized Channel Partner, please contact the seller directly for any support.

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