Emerson Licensing Management Software

IMPORTANT PRODUCT INFORMATION (IPI)

Version 1.3

EMERSON.

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.*

These instructions do not purport to cover all details or variations in equipment, nor to provide for every possible contingency to be met during installation, operation, and maintenance. The information is supplied for informational purposes only, and Emerson makes no warranty as to the accuracy of the information included herein. Changes, modifications, and/or improvements to equipment and specifications are made periodically and these changes may or may not be reflected herein. It is understood that Emerson may make changes, modifications, or improvements to the equipment referenced herein or to the document itself at any time. This document is intended for trained personnel familiar with the Emerson products referenced herein.

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Introduction

Emerson provides cloud services to allow end-users to manage their investment in Machine Automation Solutions software. These services start with the fulfillment of the ordered software where an end-user receives an email on how to download the ordered software and activate it. End-users can use services to download the ordered software anywhere in the world – no need to wait for software to be delivered by mail. Once installed, the cloud services allow end-users to activate the entitled software. Services are flexible to allow software activation on devices that are connected to the internet or not connected to the internet.

Current Release Information

- License refresh can be performed through Entitlement and License Manager.

- Automatic Refresh - PC's with an internet connection can refresh Emerson software licenses.

- Manual Refresh - Licenses on PC's without an internet connection can be manually refreshed by downloading the updated license file from the Customer Center portal.

- ELM now has a more intuitive user interface that shows users what licenses are installed and their status.

- Hardware key-based licensing reflash is now supported for PAC Machine Edition 9.8 software product through the Entitlement and License Manager.

- Contextual help access allows users to find information more conveniently.

- Information on the device information that the license is bound to is readily available so that tracking licenses between the Customer Center portal and the device that they are deployed on is possible.

Minimum Requirements

Specification	Description
Operating Systems	MS Server 2016, MS Server 2019, Windows 10, Windows 10 IoT, or Windows 11
Disk Space	1 GB
Memory	2 GB
Other System Requirements	
Installation Requirements	ELM software must be installed on the same physical machine as the application when using a software or hardware key. ELM software must be installed on the same virtual machine as the application when using a hardware key. (Software key not accepted.)
Online Activation/Return of Licenses	Both the automatic and manual activation and return of licenses will require internet access. The user will need configure HTTPS protocol on TCP port 443.

Functional Compatibility

Subject	Description	
Programmer version requirements	Hardware License Key	PAC Machine Edition 9.80 SIM 6 or later is required to support Hardware License Key use. **Note**: This support does not extend to PPS or PCM.

Restrictions and Open Issues

Subject	Description
Anti-Virus Exception	If the license manager attempts to access file at the same time as the anti-virus software, then a file-access-error will be observed on license-manager-side. This will cause the license to stop working and license manager will need to be restarted.
Time on Host Machine Differs from VM	Users have experienced difficulty licensing applications when their virtual machine date and time differs from the date and time on the host machine.
License Error with 15+ Features	If the user manually returns a license with 15 or more features, the confirmation file will save successfully, but the user may receive a verification error when attempting to upload to the Emerson Customer Center. Please contact Support to verify that the license has been successfully returned.
License Error in Revoke-in-Progress State	If the user manually returns a license that is in a "revoke-in-progress" state , the confirmation file will save successfully, but the user may receive a "no activation code" error when attempting to upload the confirmation file to the Emerson Customer Center. Please contact Support to verify that the license has been successfully returned.
License Error in Renewed State	If the user manually returns a license that is in a "renewed" state, the confirmation file will save successfully, but the user may receive a "no activation code" error when attempting to upload the confirmation file to the Emerson Customer Center. Please contact Support to verify that the license has been successfully returned.
Renewed Licenses Lose Synchronization When Not Connected to Internet	After a license is renewed, a display issue may occur in ELM where the same license appears twice in the grid when ELM is not connected to the internet. Please contact Support to correct the issue.
Multiple Activations Of The Same Product With Different Activation Codes May Not Display Multiples Entries of Same Products on the Computer Locked License Grid.	When the user has a single product activated two or more times with different activation codes for the same entitlement, then the product may display only one entry on the computer locked license screen. If the user wants to return both of the activated licenses, then the user needs to click the Return button two times to return both licenses.

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.

Release History

Subject	Date	Description
Version 1.3	Feb 2022	• License refresh can be performed through Entitlement and License Manager. • Automatic Refresh - PC's with an internet connection can refresh Emerson software licenses. • Manual Refresh - Licenses on PC's without an internet connection can be manually refreshed by downloading the updated license file from the Customer Center portal. • ELM now has a more intuitive user interface that shows users what licenses are installed and their status. • Hardware key-based licensing reflash is now supported for PAC Machine Edition 9.8 software product through the Entitlement and License Manager. • Contextual help access allows users to find information more conveniently. • Information on the device information that the license is bound to is readily available so that tracking licenses between the Customer Center portal and the device that they are deployed on is possible.
Version 1.2	Mar 2021	• Hardware key-based licensing now supported for PAC Machine Edition 9.8 SIM 6. • Device names can now be customized at the time of activation • Automatic activation – PCs with an internet connection can activate Emerson software licenses with computer name • Manual activation – Licenses on PCs without an internet connection can be activated with the computer host name.
Version 1.1	May 2020	• Self-service license returns are now available through the Entitlement and License manager • Automatic return – PLCs with an internet connection can return Emerson software licenses directly to the Emerson cloud. • Manual return – Licenses on PCs without internet connection can be returned via two-step process.
Version 1.0	Jan 2020	Initial Release

Related Documents

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

Emerson Software Licensing User Manual	GFK-3104
Emerson Legacy Licensing Guide	GFK-3107
Emerson Customer Center Help Guide	GFK-3208

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

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+39-0362-228-5555 (From Italy – If toll-free 800 option is unavailable or dialing from a mobile telephone.
Customer Care (Quotes/Orders/Returns): customercare.emea.mas@emerson.com
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Asia
Phone: +86-400-842-8599
+65-6955-9413 (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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