

# Enhanced Customer Center

## HELP GUIDE

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## 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.

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### CAUTION

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

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

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# Section 1: Introduction

## 1.1 About this Document

This document serves as a supplementary user guide for Emerson Software Licensing. The Entitlement and Licensing Manager (ELM) is capable of automatically activating and returning entitlements so long as the machine is connected to the internet. However, some customers may have applications in which they need to activate or return entitlements on a machine that is not connected to the internet.

The Customer Center allows users to manage their software downloads and orders as well as manually activate and return entitlements on machines without an internet connection.

The user will need to familiarize themselves with ELM and should consult GFK-3104, *Emerson Software Licensing User Manual* to learn more about license files and proof files before beginning. Both of these file types are required to manually activate or return entitlements on a machine.

## 1.2 Document Revision History

Revision	Date	Description
A	December 2020	Initial Release

## 1.3 Glossary of Terms

Column	Definition
<b>Products</b>	
<b>Product</b>	<b>Product Name</b> is the value of the Catalog Product Description field on the EMS product
<b>Activated</b>	The number of entitlements activated against a line item
<b>Available</b>	The number of entitlements available for activation for a line item
<b>Product Orders</b>	
<b>Activation Code</b>	The EMS Product Key
<b>Order Date</b>	The Order Date is a value defined in the 'Start Date' field on the EMS entitlement
<b>Order Number</b>	The Sales Order Number is the value defined in the 'Ref ID 1' field on the EMS Entitlement

Column	Definition
PO Number	The Purchase Order Number is the value defined in the 'Ref ID 2' field on the EMS Entitlement
Activated	The number of entitlements activated against a line item
Available	The number of entitlements available for activation for a line item
Action	Activate Manually- activate an entitlement on a product
<b>Downloads</b>	
Product	The name of the product purchased
Download	Download link for the software Size - The approximate size of the file being downloaded
Copy	Copy link for download software
Description	The product description
Release Date	The date from which the content will be available for download
<b>Orders</b>	
Order Date	The date the order was processed
Order Number	The Sales Order number
PO Number	The Purchase Order Number
Product	<b>The name of the product purchased Part#</b> is the part number of the product <b>License Expiration</b> is the last day that the license will be active
Activation Code	The Product Key
Activated	The number of entitlements activated against a line item
Available	The number of entitlements available for activation for a line item
Action	Activate Manually- Activate Products in an Entitlement using the lock code of the machine to which you are locking
<b>Activations</b>	
Activation Date	The date the order was activated
Activation ID	Activation ID linked to the Activation Code
Activation Code	Activation Code linked Activation ID

Column	Definition
Locking Code	Locking Code of the device
Product	<b>The name of the product purchased Part#</b> is the part number of the product <b>License Expiration</b> is the last day that the license will be active
License File	Link to the associated license file for manual download
Activated	The number of entitlements activated against a line item
Actions	Option to manual return the activation
<b>Devices</b>	
Locking Code	The locking code of the Activated device
Product	<b>The name of the product purchased Part#</b> is the part number of the product <b>License Expiration</b> is the last day that the license will be active
Activated	The Purchase Order Number
<b>Device Activations</b>	
Activation Date	The date on which the license activation was performed
Activation ID	Activation unique identifier
Activation Code	The Product Key

# Section 2: Manually Activate an Entitlement

If users are unable to activate their entitlements using ELM software because of network configurations, they can activate their entitlement manually using Customer Center.

1. Navigate to the **Software Orders and Downloads** tab of Customer Center.
2. Select the **Orders** tab and navigate to the desired Activation Code (Figure 1).
3. Click the **Activate** button (Figure 1).

**Figure 1: Product Tab**

Product	Activated	Available					
▼ PAC Change Management	4	10					
Account	Activation Code	Order Date	Order Number	Activated	Available	Actions	
Tom Asaro CSN: [REDACTED]	[REDACTED]	11/6/2020	[REDACTED]	0	1	Activate Manually	

4. On the next screen, toggle the **Available** button located underneath the **Device Name** menu. The field to the right should now display **Search Device** (Figure 2).
5. Select the correct device name and click **Complete Activation**. The next screen will indicate a successful activation (Figure 2).

**Figure 2: Searching for Available Devices**

The screenshot shows the 'Products' tab with a table of products and a search interface. The table has columns for 'Product', 'Activated', 'Available', and 'Quantity To Activate'. Two products are listed: 'PAC Machine Edition Professional Development Suite' and 'PAC Change Management'. The 'PAC Change Management' product is selected with a checkbox. Below the table, there is a 'Device Name' section with an 'Available' button selected, a search input field containing 'juli', and a dropdown menu showing 'Julie's Laptop'. A 'Device Locking Code' field is also present. At the bottom right, there are 'Cancel' and 'Complete Activation' buttons.

6. Select **Download License File** (Figure 3).

**Figure 3: Download License File**

Order Activation

Activation Code: [REDACTED]  
Customer Name: [REDACTED]

✔ Activation Completed successfully

Product	Activated
<b>Change Management - Software Key vX.X</b> Part# [REDACTED] Expiration: 12/31/2099	3

[Download License File](#) [Done](#)

7. With the license file downloaded, users may save the file to a USB stick (or other portable media storage device) and return it to the machine with ELM installed.
8. Users may then use the license file to continue activating the entitlement for their download software.

**Note:** It is strongly encouraged that users consult GFK-3104, *Emerson Software Licensing User Manual for step 8*.

## Section 3: Download/Share Software Link

The Customer Center allows the user to activate entitlements on behalf of another user or for themselves. Once entitlement has been activated on a machine, follow the instructions below:

1. Navigate to the **Software Orders and Downloads** section of the Customer Center.
2. Select the **Downloads** tab (Figure 4).
3. Click the arrow icon next to the desired product to reveal the version.
4. Click the version number to display in a panel in the lower section of the screen.

### To Download Software

1. Click the name of the product under the **Download** heading (Figure 4).

Figure 4: Download Software

The screenshot shows the Customer Center interface with the 'Downloads' tab selected. A list of products is displayed, with 'PAC Change Management' expanded to show version '9.8' and release date '01/01/2020'. Below this, a table lists download links for various products, with the link for 'PAC Change Management 9.8 (11.16 KB)' circled in red.

Product	Download	Copy	Description	Release Date
PAC Change Management	<a href="#">PAC Change Management 9.8 (11.16 KB)</a>	<a href="#">Copy Link</a>	PAC Change Management Installer	01/01/2020

2. Read the EULA terms and click **I Accept** (Figure 5).

**Figure 5: EULA Terms Screen**



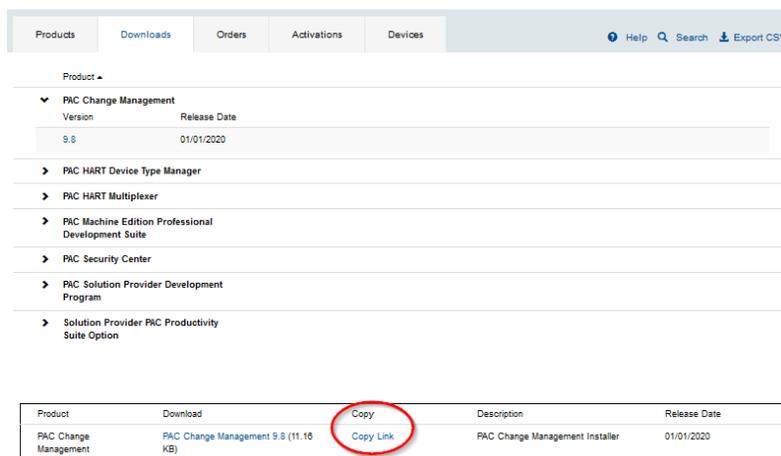
3. The download should begin immediately. (If the download does not begin, please contact our support team at the link provided at the end of this document.)
4. The user may now install their downloaded software to their machine.

### To Share a Download Link

If the software needs to be installed on a different machine, users can send a copy of the download link to another user or email address for installation.

1. Click **Copy Link** under the **Copy** heading (Figure 6).
2. The link has been copied to your pasteboard and can be shared with another user.

**Figure 6: Copy Download Link**



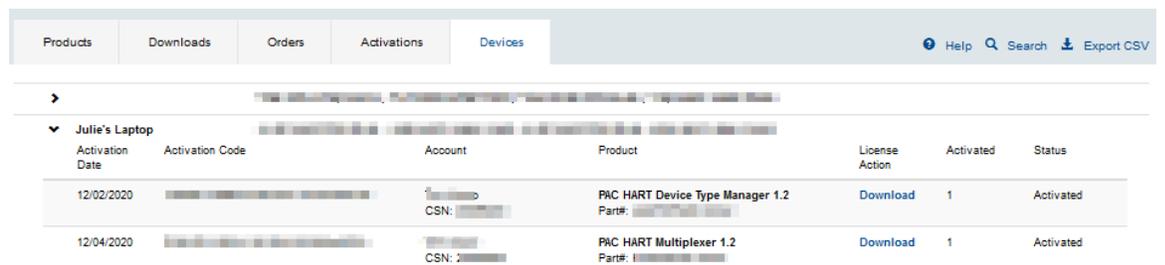
# Section 4: Find a Device With an Activated Entitlement

This section will advise users on how to use an activation code to check for live activations.

**Note:** Devices must have activated entitlements before they are searchable. Without live activations, the device names will not be searchable.

1. Select the **Devices** tab and navigate to the desired device name (Figure 7). In this instance, the device name is **Julie's Laptop**.

**Figure 7: Devices**



The screenshot shows a web application interface with a navigation bar at the top containing tabs for 'Products', 'Downloads', 'Orders', 'Activations', and 'Devices'. The 'Devices' tab is selected. Below the navigation bar, there is a search bar and utility links for 'Help', 'Search', and 'Export CSV'. A dropdown menu is open under 'Julie's Laptop', displaying a table of activation records. The table has columns for 'Activation Date', 'Activation Code', 'Account', 'Product', 'License Action', 'Activated', and 'Status'. Two rows are visible, both showing 'Activated' status.

Activation Date	Activation Code	Account	Product	License Action	Activated	Status
12/02/2020	[REDACTED]	[REDACTED] CSN: [REDACTED]	P&C HART Device Type Manager 1.2 Part#: [REDACTED]	Download	1	Activated
12/04/2020	[REDACTED]	[REDACTED] CSN: [REDACTED]	P&C HART Multiplexer 1.2 Part#: [REDACTED]	Download	1	Activated

2. Click **Download** to download the license file.

This license file is used in conjunction with the Entitlement and Licensing Manager (ELM). For more information, please consult GFK-3104, *Emerson Software Licensing User Manual*.

# Section 5: Manually Return an Entitlement

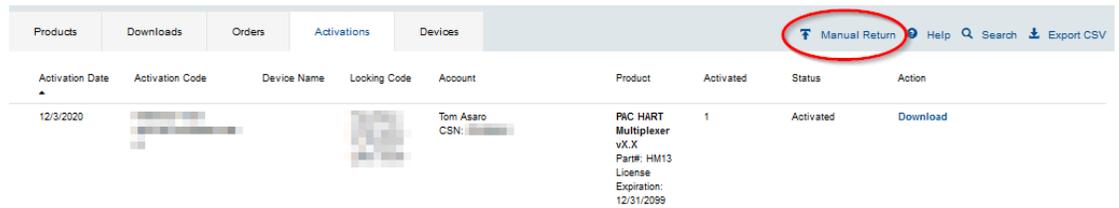
## 5.1 Manual Entitlement Return

The Customer Center allows the user to manually return entitlements when a machine that requires a software entitlement is not connected to the internet for security purposes.

Before beginning, please ensure that you have downloaded the **Proof** file from the machine that previously had an activated entitlement. The Proof file is produced when an entitlement is a return on Entitlements and Licensing Manager (ELM). For more information, please consult GFK-3104, *Emerson Software Licensing User Manual*. Once you have transferred the **Proof** file to a computer with internet access, navigate to the Customer Center and follow these instructions

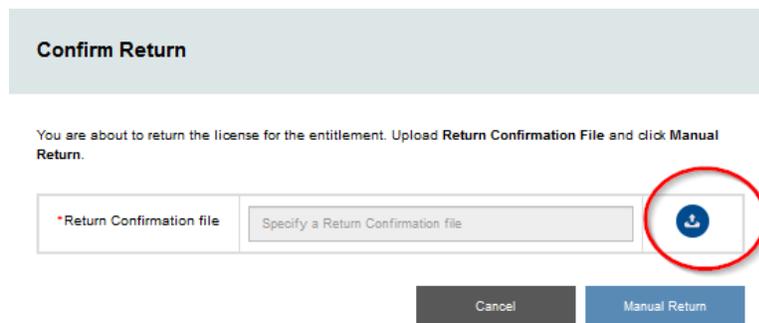
1. Navigate to the **Software Orders and Downloads** section of Customer Center.
2. Select the **Activations** tab.
3. In the upper-right corner, select **Manual Return**.

**Figure 8: Manual Return Location**



4. Click the upload icon circled in Figure 9, to locate and upload the proof file saved to this machine.

**Figure 9: Upload Return Proof**



5. Click **Manual Return**. The system will perform a return on the end-user machine can be used again on a different machine

# General Contact Information

Home link: <http://www.emerson.com/industrial-automation-controls>

Knowledge Base: <https://www.emerson.com/industrial-automation-controls/support>

## Technical Support

### 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](mailto:customercare.mas@emerson.com)

Technical Support: [support.mas@emerson.com](mailto:support.mas@emerson.com)

### Europe

Phone: +800-4444-8001  
+420-225-379-328 (If toll free option is unavailable)

Customer Care (Quotes/Orders>Returns): [customercare.emea.mas@emerson.com](mailto:customercare.emea.mas@emerson.com)

Technical Support: [support.mas.emea@emerson.com](mailto:support.mas.emea@emerson.com)

### Asia

Phone: +86-400-842-8599  
+65-6955-9413 (All other Countries)

Customer Care (Quotes/Orders>Returns): [customercare.cn.mas@emerson.com](mailto:customercare.cn.mas@emerson.com)

Technical Support: [support.mas.apac@emerson.com](mailto:support.mas.apac@emerson.com)

Any escalation request should be sent to [mas.sfdcescalation@emerson.com](mailto: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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