

Emerson Licensing Management Software

IMPORTANT PRODUCT INFORMATION (IPI)

Version 2.0

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

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.

Minimum Requirements

Specification	Description
Operating Systems	MS Server 2016, MS Server 2019, MS Server 2022, Windows 10, Windows 10 IoT, or Windows 11
Disk Space	1 GB
Memory	2 GB
<i>Other System Requirements</i>	
Installation Requirements	ELM software must be installed on the same physical machine as the application 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	Automatic activation and return of licenses will require internet access. The user will need configure HTTPS protocol on TCP port 443.

Revision History

Version	Date	Description
Version 2.0	Jan 2024	<ul style="list-style-type: none"> Serial numbers and part numbers are now included in computer-locked licenses and hardware key licenses. The server applications now allow users to find leases licenses by IP address Client application (i.e., ELM) now retain the last entered license server information. Added fixed heights and widths to certain tabs in the UI.
Version 1.5	Feb 2023	<ul style="list-style-type: none"> ELM no longer needs to be run as an administrator to access leased licenses. ELM 1.5 introduced auto renew functionality to renew leased licenses automatically. Added status symbols to denote how long a leased license has remaining before expiration. Parts of the UI now operate using fixed heights and widths to prevent overlap in smaller windows. Order numbers are now visible in the Computer Locked and Hardware Key Grid.
Version 1.3	Feb 2022	<ul style="list-style-type: none"> 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. <p>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.</p>
Version 1.2	Mar 2021	<ul style="list-style-type: none"> 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 <p>Manual activation – Licenses on PCs without an internet connection can be activated with the computer host name.</p>
Version 1.1	May 2020	<ul style="list-style-type: none"> 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. <p>Manual return – Licenses on PCs without internet connection can be returned via two-step process.</p>

Release Notes

Version 2.0 of ELM includes quality of license updates and some new features. Some of these involve simple UI updates and others impact the ability to manage licenses.

Entitlement and License Manager

Functional Compatibility

Subject	Description
Programmer version requirements	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.
Non-Supported Operating Systems	Dropped support for the following operating systems: <ul style="list-style-type: none"> • Microsoft® Windows® XP • Microsoft® Windows® Server 2003 • Microsoft® Windows® Server 2008 • Microsoft® Windows® 7
Supported Operating Systems	<ul style="list-style-type: none"> • Microsoft® Windows® 10 • Microsoft® Windows® 10 IoT Enterprise • Microsoft® Windows® 11 • Microsoft® Windows® Server 2016 • Microsoft® Windows® Server 2019
Supported Environment	<ul style="list-style-type: none"> • Type 1 (vSphere, Window Azure), Type 2 (Vmware Workstation), Physical Machine.

Problems Resolved by this Release

ELM 2.0 fixed the following defects:

Resolved Problem	Defect Code	Description
[CS : 02015774] : Leased Licenses Issue	DE9753/ DE9673	Provided clean license tool to clean the stuck licenses.
[ELM 2.0 : #02035438] ELM License Error - String Was not recognized as valid DateTime	DE10100	Fixed the UTC and LocalTime Conversion Difference.
[ELM 2.0] Computer Lock License does not remove from grid after returning the license from ELM	DE9636 / DE9752	PME holds VersionPPDS feature hence we need to close PME application before returning that license which contains VersionPPDS feature.

New Features

ELM 2.0 makes various improvements on the following:

New Feature
Serial numbers and part numbers are now included in computer-locked licenses and hardware key licenses.
The client applications now allow users to find leases licenses by IP address.
Client application (i.e., ELM) now retain the last entered license server information.
Added fixed heights and widths to certain tabs in the UI.

Dropped Features

ELM 2.0 dropped the following:

Dropped Feature	Description
N/A	N/A

Operational Notes

Subject	Description
Returning all licenses when activated entitlements share overlapping features	If you have activated an entitlement of a particular product (e.g. PME Lite), and want to activate another flavor of PME, such as PME Professional, then please return the existing license (PME Lite), before activating the new entitlement.
Hardware Keys Remove Computer-Locked Licenses	If the user already has a computer-locked license activated and a hardware key is inserted and then removed, the computer-locked license features will be removed as well. Users should return the computer-locked license and re-activate the entitlement.

Related Documents

For additional information about ELM, refer to the following publications:

<i>Emerson Software Licensing User Manual</i>	GFK-3104
<i>Emerson Legacy Licensing Guide</i>	GFK-3107
<i>Emerson Customer Center Help Guide</i>	GFK-3208

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.

General Contact Information

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

Knowledge Base: <https://www.emerson.com/iac-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
Technical Support: 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
Technical Support: 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
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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