

Emerson Licensing Management Software

IMPORTANT PRODUCT INFORMATION (IPI)

Version 1.4



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 to 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 the 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

Adds support for ELM version 1.4:

- Users can activate, renew, and end lease licenses using Entitlement and License Manager.
- Users can lease licenses for 30 days.
- Type 1 Hypervisor support for leased licenses (See Operational Notes)

Documentation support for ELM 1.3 and higher

- Licenses can only be returned when PME software is not running.
- When a host connects to VPN, PME within the VM variable must be pointing to the VPN IP Address

Minimum Requirements

Specification	Description
Operating Systems	MS Server 2016, MS Server 2019, Windows 10, 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 computer locked or hardware key. ELM software must be installed on the same virtual machine as the application when using a hardware key or leased key Note: Computer locked key is installed on the physical machine that can host a type 2 VM.)
Online Activation/Return of Licenses	Automatic activation and return of licenses will require internet access on the machine where the license will be deployed. Manual activation and return require internet access on another machine to upload the locking code and retrieve the license file to be deployed on the target machine. The user will need to configure the HTTPS protocol on TCP port 443.
Static IP for License Server Leasing	The machine upon which the license server is installed must be configured with a static IP address.

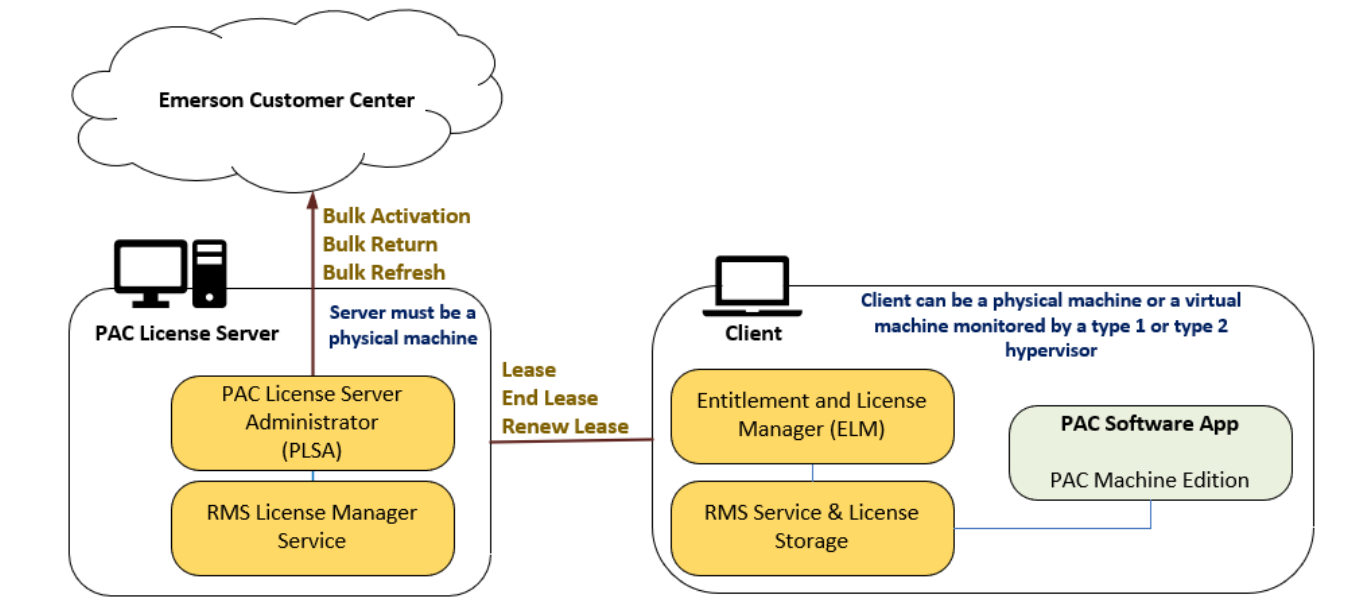
Functional Compatibility

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.

Operational Notes

Entitlement and License Manager (version 1.4) supports Type 1 and Type 2 Hypervisors for leased licenses. The diagram below illustrates the support for virtual machines. Note that the client may be on a virtual machine, but the license server *must* be on a physical machine.

Figure 1: Leased License Diagram



Restrictions and Open Issues

Subject	Description
Anti-Virus Exception	If the license manager attempts to access the file at the same time as the anti-virus software, then a file access error will be observed on the license-manager side. This will cause the license to stop working and the license manager will need to be restarted.
Time on Host Machine Differs from VM	Users can experience 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 the 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 Multiple 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.

Release History

Subject	Date	Description
Version 1.4	April 2022	<p>Adds support for ELM version 1.4:</p> <ul style="list-style-type: none"> • Users can activate, renew, and end lease licenses using Entitlement and License Manager. • Users can lease licenses for 30 days. • Type 1 Hypervisor support for leased licenses <p>Adds documentation support for ELM 1.3 and higher</p> <ul style="list-style-type: none"> • Licenses can only be returned when PME software is not running. • When a host connects to VPN, PME within the VM variable must be pointing to the VPN IP Address

Subject	Date	Description
Version 1.3	Feb 2022	<ul style="list-style-type: none"> • License refresh can be performed through Entitlement and License Manager. • Automatic Refresh - PCs with an internet connection can refresh Emerson software licenses. • Manual Refresh - Licenses on PCs 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 be 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	<ul style="list-style-type: none"> • Hardware key-based licensing is 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 the computer name • Manual activation – Licenses on PCs without an internet connection can be activated with the computer hostname.
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. • Manual return – Licenses on PCs without an internet connection can be returned via a 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:

<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.

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 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
+65-6955-9413 (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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