

Emerson Licensing Management Software

IMPORTANT PRODUCT INFORMATION (IPI)

Version 1.5

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.

Emerson may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not provide any license whatsoever to any of these patents.

Emerson provides the following document and the information included therein as-is and without warranty of any kind, expressed or implied, including but not limited to any implied statutory warranty of merchantability or fitness for particular purpose.

Contents

Introduction	1
Minimum Requirements	1
Revision History	2
Release Notes.....	3
Entitlement and License Manager	3
Functional Compatibility	3
Problems Resolved by this Release.....	3
New Features.....	4
Dropped Features	4
Related Documents	5
Additional Support.....	5
General Contact Information.....	6
Technical Support.....	6

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, 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 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 1.5 of ELM includes quality of life 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

Problems Resolved by this Release

ELM 1.5 fixed the following defects:

Resolved Problem	Defect Code	Description
Will not run on Windows Server 2019 over RDP/Getting XML error	DE8936/DE8744	Fixed an error status code that occurred while running the application on Windows Server 2019 over RDP. Verify that Sentinel Service is properly installed on Windows™ Server 2019.
ELM 1.4 – GFK-3104E document did not get updated	DE8956	Updated GFK-3104E to current product functionality
ELM not recognizing activation when moving on/off docking station	DE8928	Fixed issues with detecting activated computer locked licenses when moved on/off a docking station.

Resolved Problem	Defect Code	Description
ELM showing computer locked error when PLSA on same machine	DE8852	The leased license from ELM 1.4 needs to be ended and leased license from PLSA 1.4 needs to be returned. Then computer locked screen needs to be enabled to activate the computer locked license in ELM 1.4.
String was not recognized as a valid DateTime	DE8901	Fixed the UTC and LocalTime Conversion Difference.

New Features

ELM 1.5 makes various improvements on the following:

New Feature	Description
Automatic renewal of leased licenses	An automatic renewal option has been added to renew leased licenses automatically.
Order numbers now visible in Computer Locked and Hardware Key Grid	Order numbers are now visible in the Computer Locked and Hardware Key Grid for better management of active licenses.
Expiration status symbols added to "Leased Licenses on Machine" tab	"Leased Licenses on Machine" now has a column with color coded symbols denoting how long a leased license has until expiration. <ul style="list-style-type: none"> Green: 16 to 30 days remaining. Yellow: six to 15 days remaining. Red: five or less days remaining.
Leased licenses can be accessed without administrator rights	Leased licenses no longer need administrator rights to be accessed in ELM.
Added fixed heights and widths to certain tabs in the UI	Previously parts of the UI would overlap, fixed heights and widths were added to these parts to prevent it from happening.
Added support for PAC Productivity Suite licenses	Licenses for PPS now work with ELM and 15 features.

Dropped Features

ELM 1.5 dropped the following:

Dropped Feature	Description
N/A	N/A

Related Documents

For additional information about ELM, 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

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/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
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.

Emerson reserves the right to modify or improve the designs or specifications of the products mentioned in this manual at any time without notice. Emerson does not assume responsibility for the selection, use or maintenance of any product. Responsibility for proper selection, use and maintenance of any Emerson product remains solely with the purchaser.

© 2023 Emerson. All rights reserved.

Emerson Terms and Conditions of Sale are available upon request. The Emerson logo is a trademark and service mark of Emerson Electric Co. All other marks are the property of their respective owners.

