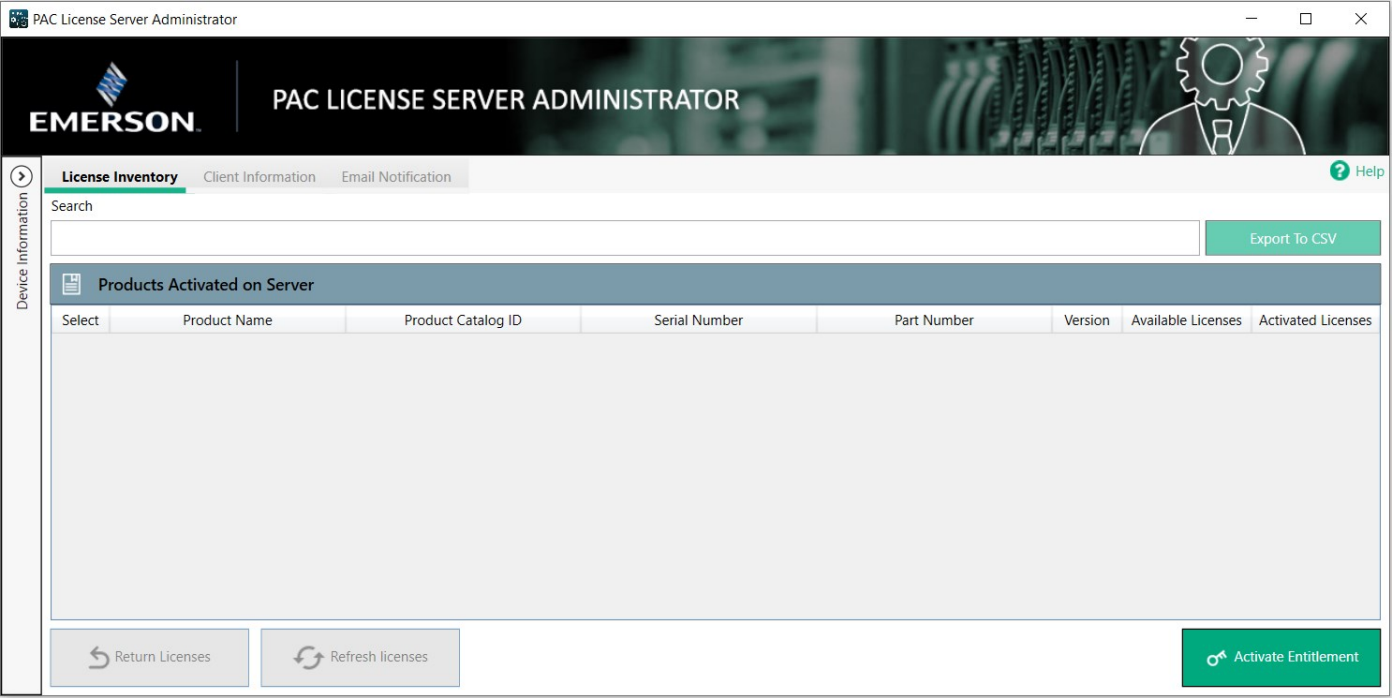


# PAC License Server Administrator

## USER MANUAL



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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:About this Manual

## 1.1 Glossary

**Activation Code** – An activation code is used to convert a customer's entitlement to a software license.

**Device Locking Code** – A device locking code is used during the activation process to bind a license to a specific device.

**Entitlement** – An entitlement is a purchased right to use a software application for a specified period or in perpetuity. An entitlement is activated on a supported device for use. An activated entitlement results in a license that is bound to a device.

**Environment Variable** – An environment variable is a device-wide variable that is configured outside of an application. Users can specify a name and value for the environment variable that can be referenced by any number of applications.

**License** – A license results from activating an entitlement onto a supported device. A license enables customers to use the software on the device to which it is bound.

**Lease** – A temporary license, usually for 30 days, taken from the available pool of licenses on the PAC License Server. The lease gives the client exclusive rights to use that license during the lease period.

**PAC License Server** – a dedicated server where a pool of entitlements are activated and the resulting licenses are made available to clients to lease from the server.

## 1.2 Revisions in this Manual

Revision	Date	Description
C	Jan 2024	<p>Release of PLSA version 2.0</p> <ul style="list-style-type: none"><li>• PLSA application provide email notification to our ELM clients based on their lease licenses expiration days.</li><li>• Include Serial number and Part number into lease license of server application (i.e., PLSA).</li><li>• Ability to show lease licenses is on a separate line item on License Inventory screen if it belongs to different activation code and not grouped into product type.</li><li>• Ability to have Leased Licenses for SP/PPS and PCM.</li><li>• Added fixed heights and widths to certain tabs in the UI.</li></ul>
B	Jan 2023	<p>Adds support for PLSA 1.5</p> <ul style="list-style-type: none"><li>• PLSA can now be run on both physical and virtual machines.</li><li>• Parts of the UI will no longer overlap in smaller windows.</li><li>• Added bulk renewal of leased licenses.</li><li>• Leased licenses can be accessed without administrator rights.</li></ul>
A	Apr 2022	Initial Release

# Section 2: PAC License Server Administrator Installation

## 2.1 Minimum Installation Requirements

System Requirements for the PLSA Suite:

- Minimum processors (for small to medium-sized projects):
  - Intel® Core® i5
  - AMD FX® or Phenom® II X6
- Recommended processors for large projects or when using multi-instance:
  - Intel quad-core Core i7
  - AMD higher FX or Phenom II X6 models
- MS Server 2016, Microsoft Window Server 2019, Microsoft Windows Server 2022, Windows 10, or Windows 11
- At least 2 GB of Disk Space
- At least 4 GB of RAM, 8 GB recommended
- Minimum recommended display resolution of 1920x1080 pixels

## 2.2 Other System Requirements

### **ELM Software (Required)**

- Entitlement and License Manager (ELM)

### **System Requirements for Application Software**

- Specific to the application software being used, the application may reside on a physical or virtual machine

### **Internet Access Requirements for Online Activation / Return of Licenses**

- Internet access is required for online activation and license return from the ELM software using HTTPS protocol on TCP port 443.
- Server connection requires UDP port 5093 to be open to inbound traffic. This may require firewall modifications.
- Internet access is required to email server if using email notification service.

### **License Server Must have a Static IP Address Assigned**

- The machine upon which the license server is installed, must have a static IP address to refresh and end leases.

### **License Server Email Notification Connection Configuration**

- PLSA admin user need to connect IT team to get the Email Server Host Name and Port Number.

# Section 3: Overview and Operation

## 3.1 Overview

PAC License Server Administrator (PLSA) is a desktop application that allows users to activate, return, and refresh a pool of licenses on the PAC License Server. It gives the license administrator the ability to manage licenses from a central location.

Customers can use PLSA to review the inventory of licenses available on the server and the clients that are currently leasing licenses from the server. PLSA is used in conjunction with Entitlement License Manager and Emerson Customer Center to manage licenses.

---

### Important

Server-Side Sentinel RMS License Manager must be added to Windows Defender Firewall's Allow Apps List

- Add Sentinel RMS License Manager to the Allowed Apps list found by following the path *Control Panel > All Control Panel Items > Windows Defender Firewall > Allowed Apps*

Client-Side must have Server IP and System Name updated

- The server's IP and System Name need to be updated in the client's host files found in `C:\Windows\System32\drivers\etc`.

Virtual machines need to have the same subnet mask as the server to fetch licenses.

If a user is experiencing issues accessing the Help PDF, open *Acrobat Reader > Edit > Preferences > Security (Enhanced) > Toggle on Enable Protected Mode at startup*.

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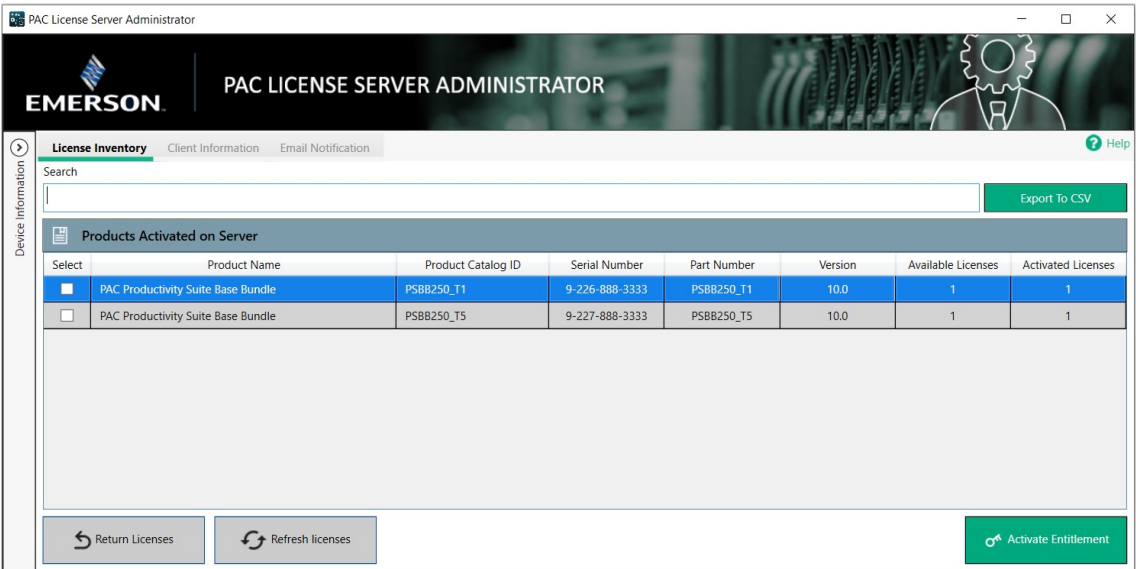
### 3.1.1 License Inventory Tab

The License Inventory tab shows the product name, serial number, part number, version number, and available/activated license quantities.

**Note:** Order numbers previously displayed in the license inventory tab prior to PLSA version 2.0 have been obsoleted in favor of serial numbers and part numbers.

This screen displays licenses activated on the server. The user can return or refresh activated licenses or activate additional entitlements on the server.

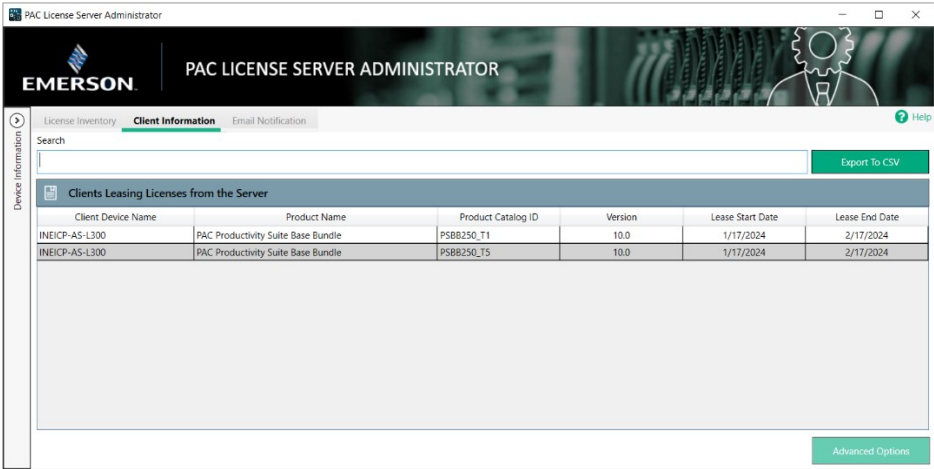
Figure 1: License Inventory Tab



### 3.1.3 Client Information Tab

This tab displays the clients that have leased licenses from the server.

Figure 2: Client Information Tab

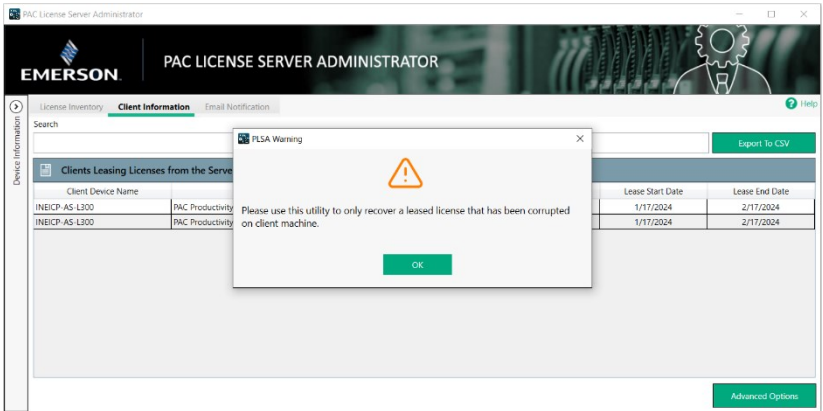


### 3.1.4 Using the Client Information Tab to Force the Release of an Interrupted License Return on an ELM Machine

If a returned license still appears active on the license server, the administrator can use the Client Information tab of PLSA 2.0 to recover the interrupted license on ELM machines.

1. From the Client Information tab, click on the license that needs to be recovered from the ELM device and click on the **Advanced Options** button.
2. After Clicking on Advance option button, a dialog box will appear to confirm the administrator has selected the correct license to recover.

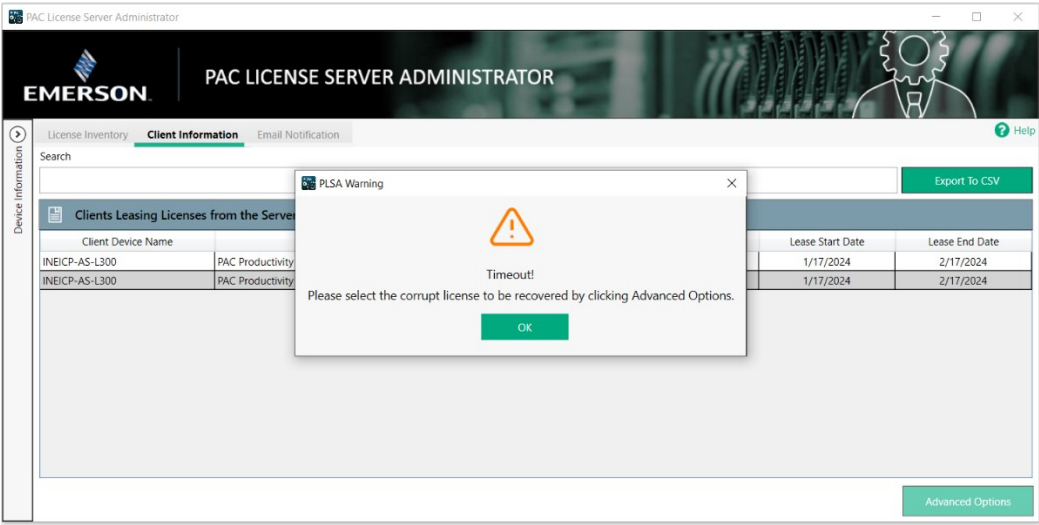
Figure 3: Click Ok to Proceed





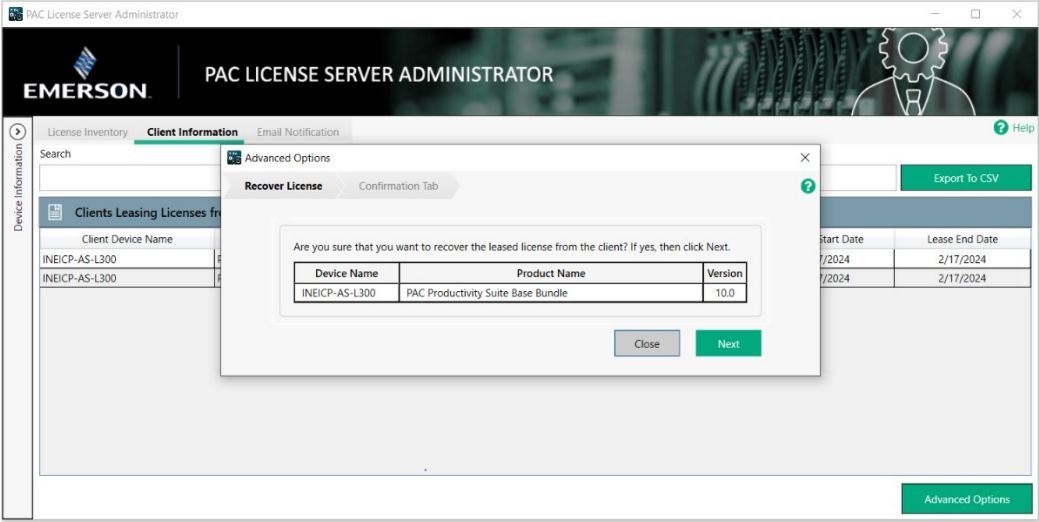
- Once you click on **OK**, another dialog box will pop up to recover the interrupted lease. Click **Recover License** to recover the interrupted license.

Figure 4: Recover Lease



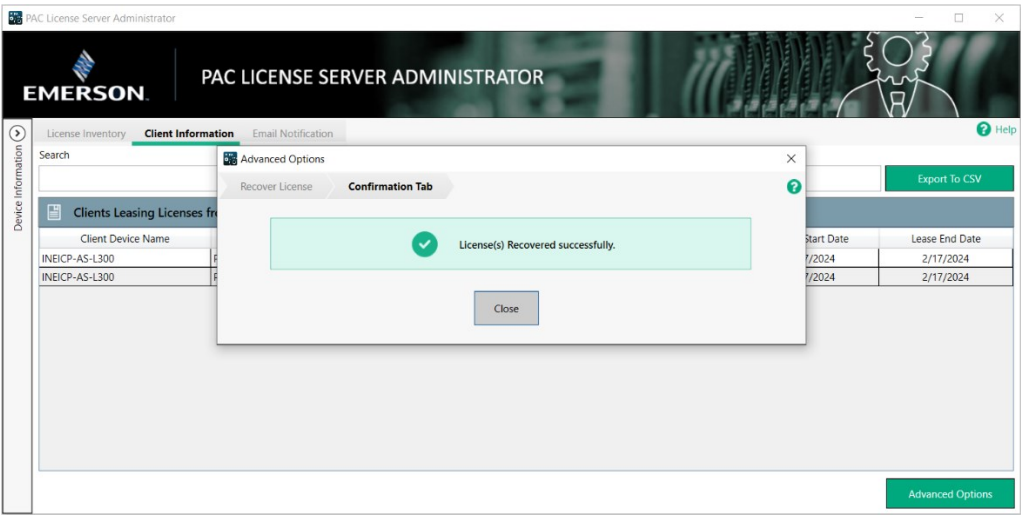
- Click **Next** to confirm this is the correct license to recover, or click **Close** to cancel and reselect the corrupted license.

Figure 5: Click Next to Recover



6. A message will display that the interrupted license has been successfully recovered to the license server and can be activated again.

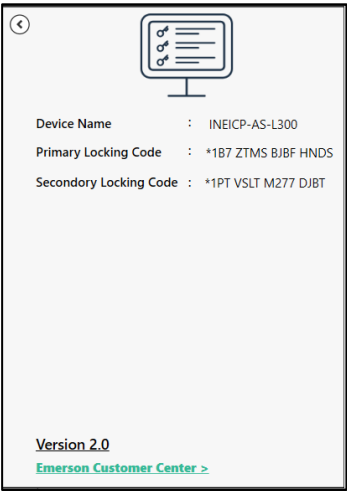
**Figure 6: Licenses Recovered Successfully**



### 3.1.5 Expandable Device Information Panel

This tab shows the user critical information like Device Name, Primary Locking Code, Secondary Locking Code, and a link to open the Emerson Customer Center.

**Figure 7: Expandable Information Panel**



## 3.1.7 Email Configuration Tab

PLSA 2.0 introduces a third tab on the home screen that allows license server administrator to configure automatic email notifications (and their frequency) to ELM clients regarding their expiring lease licenses used on their machine.

### Configuring Email Notifications for License Configurations

#### IMPORTANT

Before accessing this section, PLSA admin users need to connect with the IT team to obtain the Email Server Host Name and Port Number details.

1. Select the **Email Notification** tab on the homescreen and toggle **Turn ON/OFF Email Notifications** to **ON**.
2. Fill out the fields in the **Email Notification Configuration Section**.

**Note:** **All fields are required**. Some fields are grayed out and filled in with default text. This text cannot be overwritten by the administrator. The text will update based on the selections made from the drop down menus in the **Email Notification Configuration** section.

Figure 8: Email Configuration Tab

The screenshot shows the 'Email Notification' tab in the PAC License Server Administrator interface. The interface has a dark header with the Emerson logo and 'PAC LICENSE SERVER ADMINISTRATOR'. Below the header, there are tabs for 'License Inventory', 'Client Information', and 'Email Notification'. The 'Email Notification' tab is active. On the left, there is a sidebar with 'Device Information' and a 'Help' icon. The main content area has a toggle for 'Turn ON/OFF Email Notification' set to 'On'. Below this is the 'Email Notification Configuration' section. It contains several fields: 'Email Server Host Name' (INETMAILEMRSN.NET), 'Port Number' (25), 'Notify License Expiration (In Days)' (10), and 'Mail Frequency (In Hours)' (4). There are also fields for 'Sender Email ID' (aswhin.nimaje@emerson.com) and 'Sender Email Password' (masked with dots). A 'Subject' field contains the text 'Reminder : Your license is going to expire.' The 'To' field contains a list of email addresses: aswhin.nimaje@emerson.com;samruddhi.sinakr@emerson.com;siddhanath.jadhav@emerson.com. The 'Message' field contains a template text: 'Some of the licenses used by your software have expired or are about to expire in 10 days. You may also be running low on licenses for some products. Please review the attached reports for details.' At the bottom right, there are two buttons: 'Send Test Email' and 'Save'.

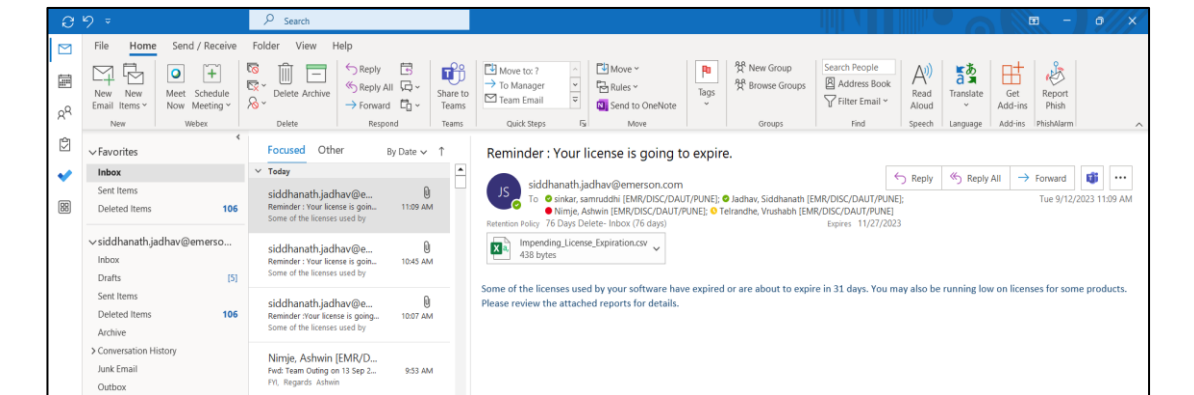
- After filling the data, the **Save** button will be enabled. Once saved, the **Send Test Mail** button will also become enabled. The PLSA admin user can verify if the email notification is working or not by clicking on the **Send Test Mail** button.

Figure 9: Email Notification

The screenshot shows the 'Email Notification' configuration window in the PAC License Server Administrator application. The window has a sidebar with 'Device Information' and a main area with tabs for 'License Inventory', 'Client Information', and 'Email Notification'. The 'Email Notification' tab is active, showing a 'Turn ON/OFF Email Notification' toggle set to 'On'. Below this is the 'Email Notification Configuration' section with fields for 'Email Server Host Name' (INETMAIL.EMRSN.NET), 'Port Number' (25), 'Notify License Expiration (In Days)' (10), 'Mail Frequency (In Hours)' (4), 'Sender Email ID' (aswhin.nimaje@emerson.com), 'Sender Email Password' (masked), 'Subject' (Reminder : Your license is going to expire.), 'To' (aswhin.nimaje@emerson.com;samruddhi.sinakr@emerson.com;siddhanath.jadhav@emerson.com), and 'Message' (Some of the licenses used by your software have expired or are about to expire in 10 days. You may also be running low on licenses for some products. Please review the attached reports for details.). At the bottom right are 'Send Test Email' and 'Save' buttons.

- The email notification also includes a list of expiring licenses details to the end user of the client via email. The CSV file containing the details will be attached to the email. The expiring license details of the client's end user will be fetched based on the email configuration condition, where the end date of the ELM leased license is less than or equal to the value of the Notify License Expiration Label in days.

Figure 10: Example Email Notification



Below is an example email notification with the attached CSV file.

Figure 11: Example CSV File with Expiring Licenses

Impending_License_Expiration.csv - Read-Only						
Client Device Name						
A	B	C	D	E	F	G
1	Client Device Name	Product Name	Product Catalog ID	Version	Lease Start Date	Lease End Date
2	INEICP-AS-L300	PAC Machine Edition Lite Development Suite	MEMBL	10	1/10/2024	2/9/2024
3	INEICP-AS-L300	PAC Machine Edition Professional Development Suite	MEMBP35000	10	1/4/2024	2/9/2024
4						
5						
6						
7						
8						
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## Section 4: Activating Multiple Entitlements Simultaneously

### 4.1 Activating Multiple Entitlements Automatically Using the Internet

1. Click the **Activate Entitlement** button.
2. Choose **Automatic Using Internet**.
3. Enter the 36-digit activation code and Quantity to Activate (Figure 12). The activation code is provided on the customer's order fulfillment email that arrives after the order is placed.

**Figure 12: Enter Activation Code and Quantity to Activate**

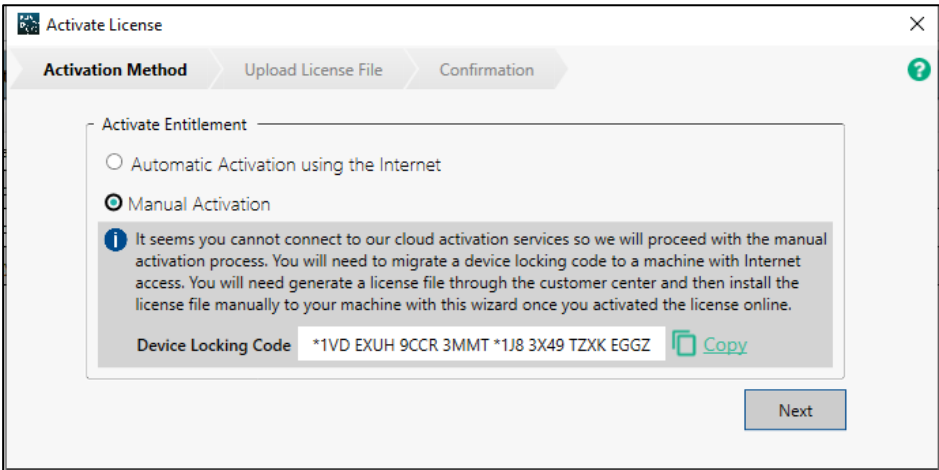
The screenshot shows a web interface for activating entitlements. At the top, there are three tabs: 'Activation Method', 'Enter Activation Code' (which is active), and 'Confirmation'. A green question mark icon is in the top right corner. Below the tabs, there is a large text input field labeled 'Enter Activation Code'. Below this field are two smaller input fields: 'Available Quantity' and 'Quantity to Activate'. At the bottom of the form, there are two buttons: 'Back' on the left and 'Next' on the right.

4. The activation code can have multiple activations associated with it. The remaining activations available for the activation code entered will appear in the Available Quantity textbox. Enter a quantity equal to or less than the Available Quantity in the Quantity to Activate textbox.
5. Click the **Next** button.
6. PLSA will display a confirmation screen if the entitlements are activated successfully.

# 4.2      Activating Multiple Entitlements Manually

1. Click the **Activate Entitlements** button.
2. Select **Manual** for the Activation Method and copy or write down the device locking code. Click **Next**.

Figure 13: Manual Activation Method



3. From a computer with an internet connection, navigate to:  
<https://emerson-mas.force.com/communities/>
4. Click the **Software** tab and find the entitlement to activate and click **Activate Manually**.

Figure 14: Emerson Customer Center

Dec 3, 2021 9:17:59 AM									
Products	Downloads	Orders	Activations	Devices	Help Search Export CSV				
Product	Activated		Available						
PAC Machine Edition Professional Development Suite	0		1						
PAC Solution Provider Development Program	194		66						
Account	Activation Code	Order Date	Order Number	Activated	Available	Actions			
GE APPLIANCE CSN: 11732	f7b3aeed-8f33-43d7-9b0b-663e912f9f5c	9/17/2021	ET00410992	194	66	Activate Manually			

5. Enter the activation quantity in the **Quantity to Activate** text field, enter the device name to be activated into **Device Name Text**, and enter the **Device Locking Code**.
6. Click **Complete Activation**.

8. Click **Download License File** and save it to a removable disk/media.

**Figure 15: Click Download License File**

Order Activation

Activation Code: f7b3aee0-8f33-43d7-9b0b-663e912f95c Customer Name: GE APPLIANCE

● Activation Completed successfully

Product	Activated
Solution Provider Development - Software Key -1 Part# EMRSPDEVL-SWK Expiration: 12/01/2025	1

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

9. Insert the removable disk/media with the downloaded license file into the machine designated as the PAC License Server.
10. In PSLA, click **Browse** and navigate to the downloaded license file. Click **Next**.

**Figure 16: Upload License File**

Activation Method **Upload License File** Confirmation ?

Browse License File

C:\Users\E1344270\OneDrive - Emerson\Downloads\lservrc (44) [Browse](#)

[Back](#) [Next](#)

11. PLAS will confirm that the license file has been uploaded successfully.

**Figure 17: Successful License File Upload**

Activation Method Upload License File **Confirmation** ?

✓ Your license file has been uploaded successfully.

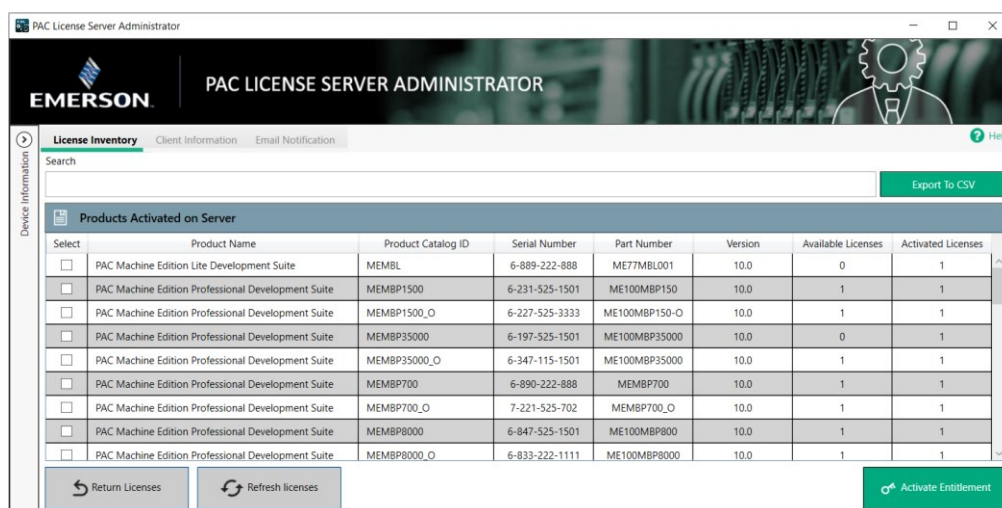
[Close](#)



## 4.3 Activating Multiple Entitlements for Solution Provider, PAC Productivity Suite, and PAC Change Management

PLSA 2.0 can be used to activate multiple entitlements for SP, PPS, and PCM. With each activation, the quantities under **Activated Licenses** and **Available Licenses** will increase and decreased respectively.

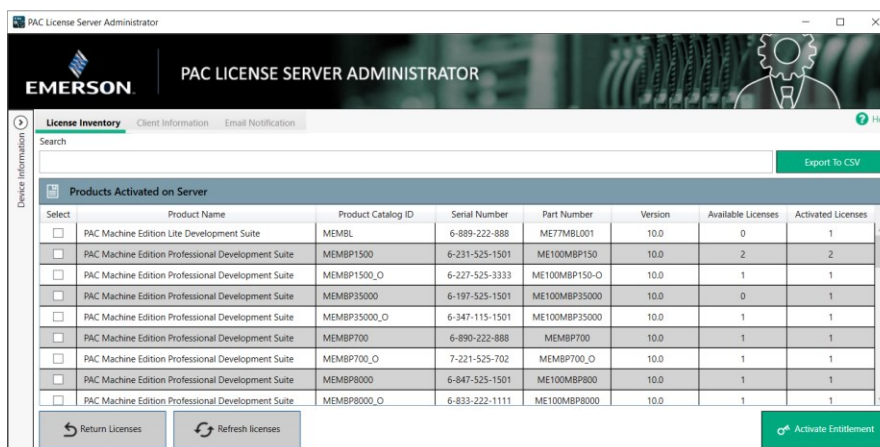
Figure 18: License Inventory



Select	Product Name	Product Catalog ID	Serial Number	Part Number	Version	Available Licenses	Activated Licenses
<input type="checkbox"/>	PAC Machine Edition Lite Development Suite	MEMBL	6-889-222-888	ME77MBL001	10.0	0	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP1500	6-231-525-1501	ME100MBP150	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP1500_O	6-227-525-3333	ME100MBP150-O	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP35000	6-197-525-1501	ME100MBP35000	10.0	0	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP35000_O	6-347-115-1501	ME100MBP35000	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP700	6-890-222-888	MEMBP700	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP700_O	7-221-525-702	MEMBP700_O	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP8000	6-847-525-1501	ME100MBP8000	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP8000_O	6-833-222-1111	ME100MBP8000	10.0	1	1

1. Select the entitlement to activate and click **Activate Entitlement**. The number of Available Licenses will decrease and the number of Activated Licenses will increase.

Figure 19: Activate Entitlements



Select	Product Name	Product Catalog ID	Serial Number	Part Number	Version	Available Licenses	Activated Licenses
<input type="checkbox"/>	PAC Machine Edition Lite Development Suite	MEMBL	6-889-222-888	ME77MBL001	10.0	0	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP1500	6-231-525-1501	ME100MBP150	10.0	2	2
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP1500_O	6-227-525-3333	ME100MBP150-O	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP35000	6-197-525-1501	ME100MBP35000	10.0	0	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP35000_O	6-347-115-1501	ME100MBP35000	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP700	6-890-222-888	MEMBP700	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP700_O	7-221-525-702	MEMBP700_O	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP8000	6-847-525-1501	ME100MBP8000	10.0	1	1
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite	MEMBP8000_O	6-833-222-1111	ME100MBP8000	10.0	1	1

2. To return a license, select the activated entitlement and click **Return Licenses**. Available licenses will increase and Activated Licenses will decrease.

## Section 5: Refreshing Licenses

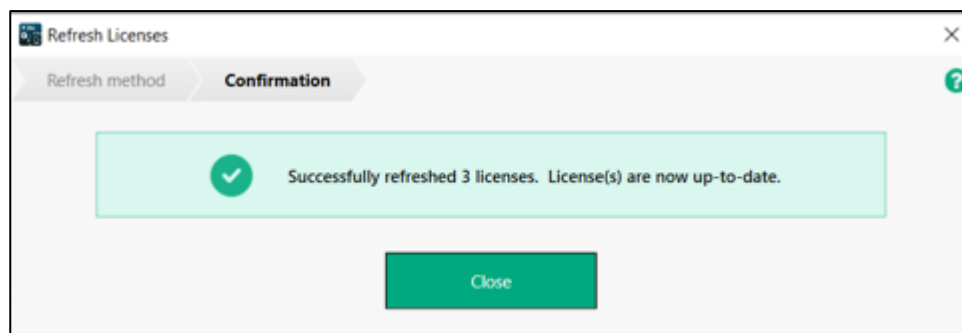
PLSA supports refreshing multiple licenses at the same time. Users will find the feature helpful to update licenses when their expiration dates change or when a new version is available for the product. These refreshes can be done automatically with an internet connection or manually with access to a machine with an internet connection.

### 5.1 Refreshing Multiple Licenses Automatically Using the Internet

1. With the **License Inventory** tab selected, click to highlight the license you wish to refresh and click **Refresh Licenses**.
2. Select **Automatic Using Internet** as the activation method.
3. PLSA will display a confirmation screen if the method was successful.

---

**Figure 20: Confirmation Screen**



# 5.2 Refreshing Multiple Licenses Manually

1. From a computer with an internet connection, navigate to:  
<https://emerson-mas.force.com/communities/>
2. Click the **Software** tab and locate a valid renewable license.

Figure 21: Renewal Pending

f7b3aead-8f33-43d7-9b0b-663e912f9f5c	GE APPLIANCE CSN: 11732	PAC Solution Provider Development Program -1 Part#: EMRSPDEVL-SWK	Refresh	1	Renewal Pending
f7b3aead-8f33-43d7-9b0b-663e912f9f5c	GE APPLIANCE CSN: 11732	PAC Solution Provider Development Program -1 Part#: EMRSPDEVL-SWK	Refresh	1	Renewal Pending
f7b3aead-8f33-43d7-9b0b-663e912f9f5c	GE APPLIANCE CSN: 11732	PAC Solution Provider Development Program -1 Part#: EMRSPDEVL-SWK	Download	1	Activated

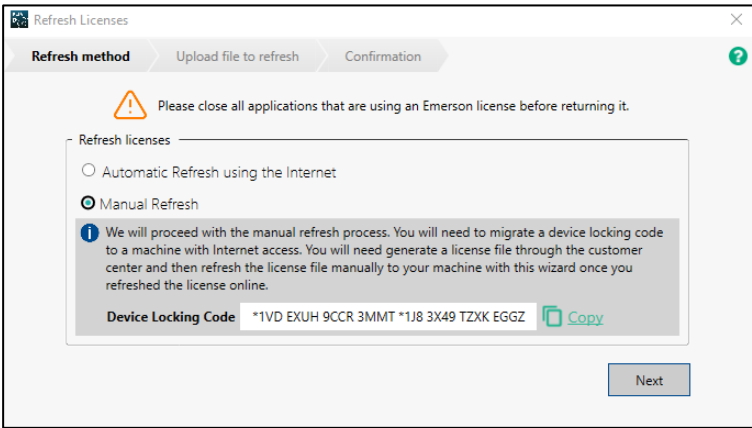
3. Click on **Refresh**. The text will change into a blue **Download** link.
4. Click **Download** and save the license file to a removable disk/media.

Figure 22: Download License File

Refresh	1	Renewal Pending
Refresh	1	Renewal Pending
Download	1	Activated

5. Run PSLA and select **Manual** as the activation method.

Figure 23: Manual Activation Method

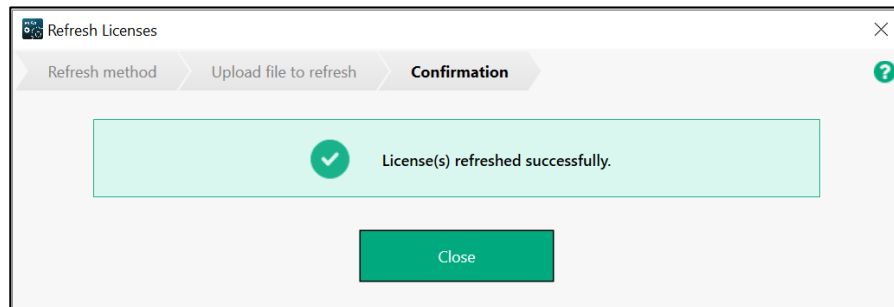


6. Click **Next** to start the manual refresh process. In the next tab, need to select the license file to refresh.

7. The application will display a confirmation screen if the license has been successfully refreshed.

---

**Figure 24: License Refreshed Confirmation**



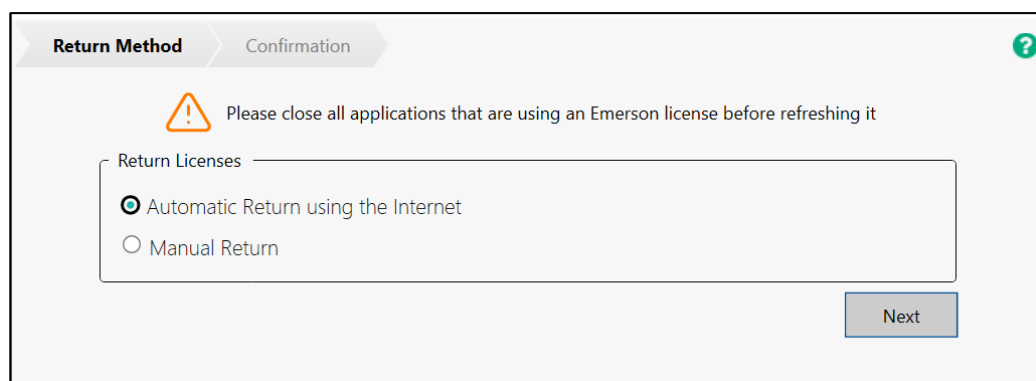
# Section 6:Returning Multiple Licenses Simultaneously

PLSA supports returning multiple licenses at the same time. Users will find the feature helps to remove licenses when their expiration dates are reached or when entitlements need to be activated on different machines. Returning licenses can be done automatically with the internet or manually using a separate internet-connected machine.

## 6.1 Returning Multiple Licenses Automatically

1. Select **Automatic using Internet** from the Return Method options.

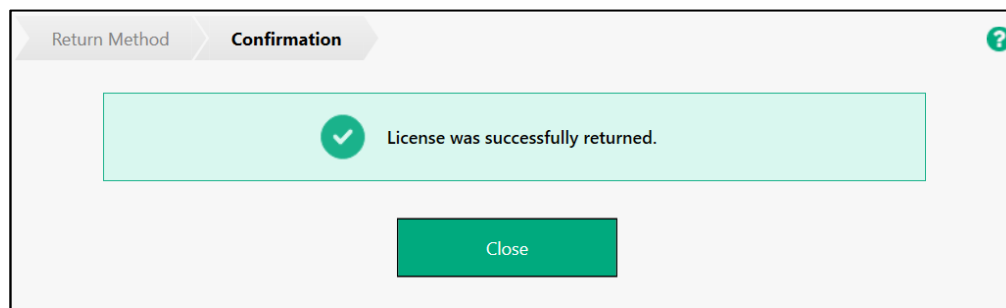
Figure 25: Automatic Return Method



The screenshot shows a dialog box titled "Return Method" with a "Confirmation" tab. A warning icon and text state: "Please close all applications that are using an Emerson license before refreshing it". Below this, there is a section labeled "Return Licenses" containing two radio button options: "Automatic Return using the Internet" (which is selected) and "Manual Return". A "Next" button is located at the bottom right of the dialog.

2. The automatic return method will automatically return the licenses and display a confirmation screen that the licenses have been returned.

Figure 26: Confirmation Level



The screenshot shows a dialog box titled "Return Method" with a "Confirmation" tab. A green checkmark icon and text state: "License was successfully returned." A "Close" button is located at the bottom center of the dialog.

## 6.2 Returning Multiple Licenses Manually

If the machine with PSLA installed has no connection to the internet, the user can still manually return licenses with the aid of another machine connected to the internet.

1. Select **Manual** from the Return Method list and click **Next**.

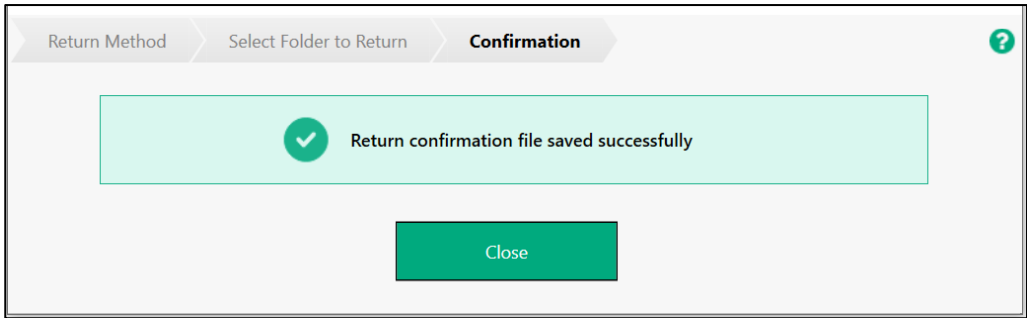
**Figure 27: Return Licenses Manually**

2. The user will need to generate a **Return Confirmation** file. The Return Confirmation file will need to be uploaded to the Emerson Customer Center.
3. Click **Browse** to choose a path to save the Return Confirmation file. Save this file to a removable disk/media to upload to a machine with internet access.
4. Click **Return** to generate the Return Confirmation file.

**Figure 28: Select Folder**

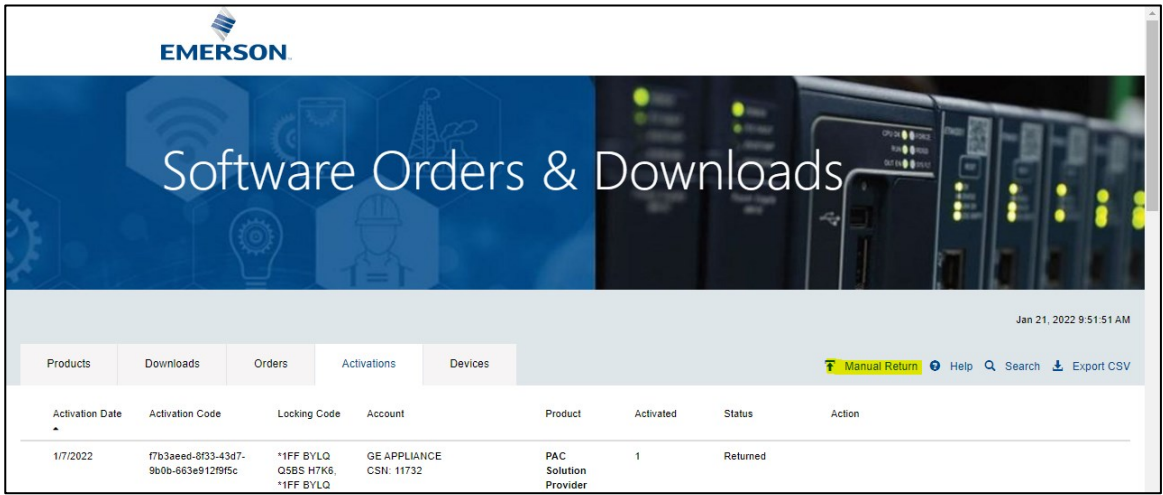
6. The system will display that the return confirmation file has saved successfully.


**Figure 29: Return Confirmation File Saved Successfully**



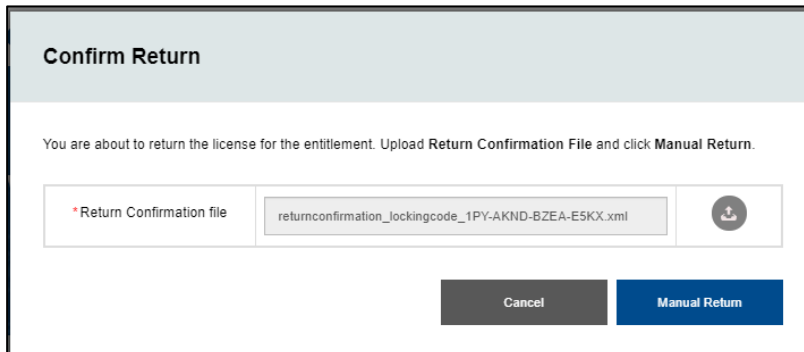
7. From a computer with an internet connection, navigate to:  
<https://emerson-mas.force.com/communities/>
8. Click the **Software** tab and then click the **Activations** tab.
9. Click the **Manual Return** link in the upper-right corner next to the Help button.

**Figure 30: Manual Return link**



10. Emerson Customer Center will request the Return Confirmation file. Click the  button to browse for the saved file and click **Manual Return**.

**Figure 31: Upload the Return Confirmation File**



**Confirm Return**

You are about to return the license for the entitlement. Upload Return Confirmation File and click **Manual Return**.

\* Return Confirmation file

returnconfirmation\_lockingcode\_1PY-AKND-BZEA-E5KX.xml

Cancel Manual Return

11. Emerson Customer Center will display a confirmation screen if the file was successfully returned.



## Appendix A: Secure Deployment Guide

This section introduces the fundamentals of security and secure configuration and deployment.

### A.1: What is Security?

Security is the process of maintaining the confidentiality, integrity, and availability of a system:

- Confidentiality: Ensure only the people you want to see the information can see it.
- Integrity: Ensure the data is what it is supposed to be.
- Availability: Ensure the system or data is available for use.

Emerson recognizes the importance of building and deploying products with these concepts in mind and encourages customers to take appropriate care in securing their Emerson products and solutions.

### A.2: General Security Recommendations

Emerson product users are recommended to follow the following general security recommendations:

- Harden system configurations by enabling/using the available security features, and by disabling unnecessary ports, services, functionality, and network file shares.
- Apply all of the latest Emerson product security updates, Software Improvement Modules (SIMs), and other recommendations.
- Apply all of the latest operating system security patches to control systems PCs.
- Use anti-virus software on control systems PCs and keep the associated anti-virus signatures up-to-date.
- Use whitelisting software on control systems PCs and keep the whitelist up-to-date.
- Limit the installation and usage of software to necessary user groups.
- Firewall: To use the PLSA system with Emerson Cloud, allow all outbound traffic at TCP port 443 to URL `intelliplatform.prod.sentinelcloud.com`. Be sure to allow replies to connections as well. To use ELM system with the PLSA server, all outbound traffic at UDP port 5093 to the host name.
- PLSA admin user need to connect IT team to get the Email Server Host Name and Port Number.
- Proxy: When running ELM on a machine that connects to the internet via a proxy, PLSA uses system proxy settings when communicating with the Emerson cloud to conduct activations and returns.

## A.3: Secure Deployment and Hardening

Emerson recommends the following items when configuring the PAC License Server Administrator:

1. Implement the necessary ACL restrictions such that only users with an Administrator-level of privilege can run the Entitlement and License Manager.
2. Configure a local firewall to allow HTTPS traffic to reach out to the internet through port 443.
3. Configure a local firewall to allow incoming UDP port 5093, unless the default port has been changed.
- 4.

## A.4: PAC License Server Administrator Services List

PAC License Server Administrator uses the following services in the background. If users encounter persistent issues with PLSA, please make sure they are running in the background:

1. Sentinel RMS License Manager.
2. MailNotificationTriggerTask

Figure 32: Sentinel RMS License Manager

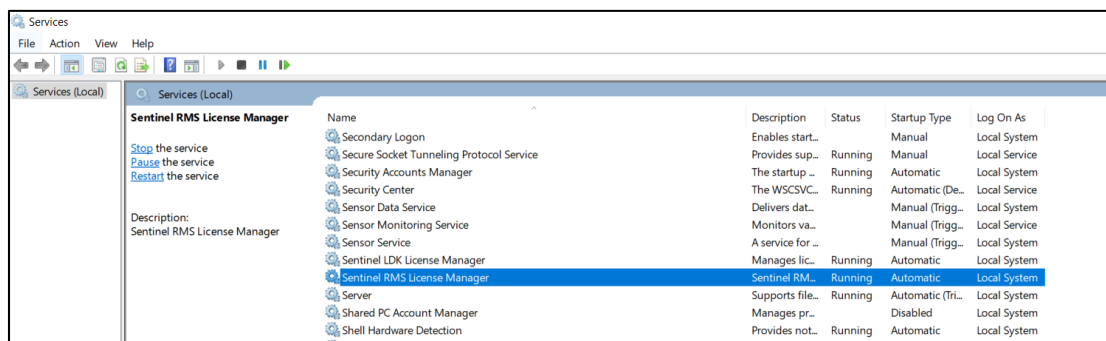
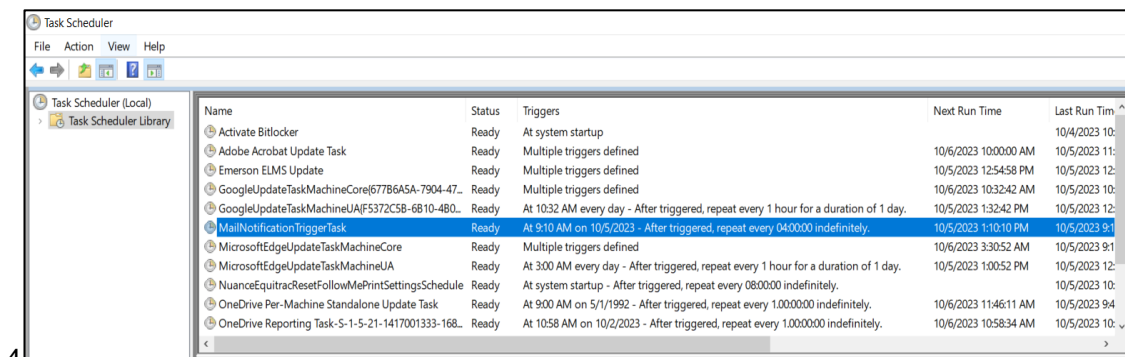


Figure 33: MailNotificationTriggerTask



4

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

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