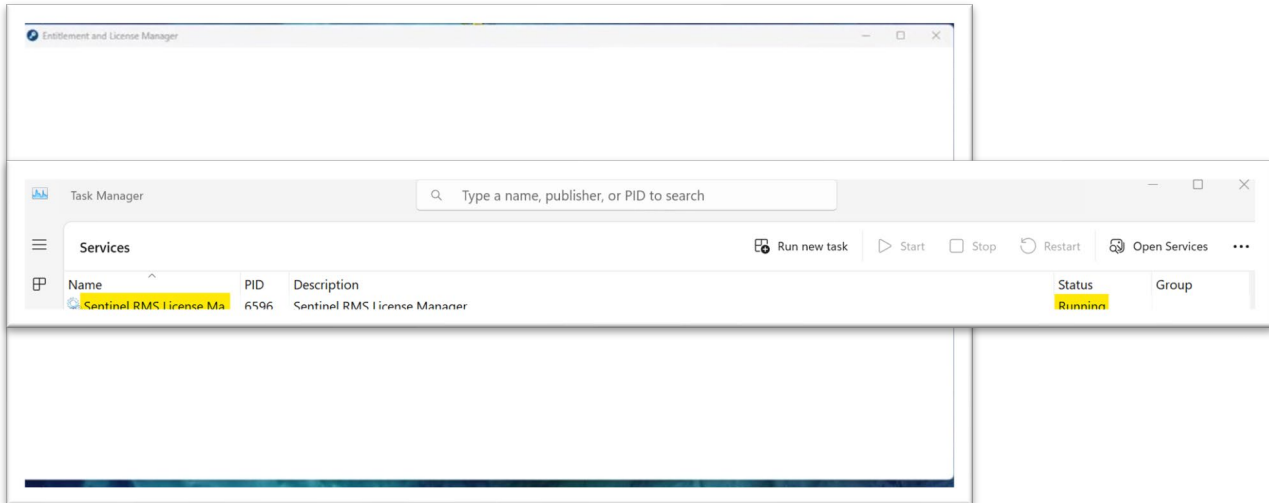


Entitlement and License Manager (ELM) Application Error

Symptom:

The ELM software refuses to start, or you get “application not responding” when trying to open application. When checking the Sentinel RMS License Manager service is started in the Windows task manger services panel, and it will start and then stop.



Environment:

Primary Product Module: Entitlement and License Manager (ELM)

Primary Product Version: 2.0 or later

Primary Product OS: Windows 10/11 x64

Cause:

The local application or installation have become corrupt or did not install correctly.

Resolution:

Follow “clean” uninstall procedure on this article. After, install the latest version of ELM.

Note: Please ensure all License are returned to the cloud prior to performing this procedure. Licenses will need to bereactivated after this procedure. If after procedure the license activation fails it will most likely require you to call Customer Care, Option 1 to request your license be reset.

Step 1: (Optional)

If windows does not uninstall applications or you have errors during uninstall procedure, then clean boot may be required. Perform a clean boot in Windows, refer to the following Microsoft article and follow the instructions; <https://support.microsoft.com/en-us/topic/how-to-perform-a-clean-boot-in-windows-da2f9573-6eec-00ad-2f8a-a97a1807f3dd>

Step 2: Uninstall ELM Application(s)

Make sure to close all Machine Edition applications prior.

- In Control Panel - Uninstall Programs
 - Entitlement and License Manager (ELM)
 - AutoRenewService
 - MSD Import Service
 - Rights Management System

Step 3: Restart Windows

Step 4: Delete the following directories (if they exist)

- C:\Program Files (x86)\Emerson\Entitlement and License Manager
- C:\Program Files (x86)\Emerson\ELM Auto Renew Service
- C:\Program Files (x86)\Common Files\SafeNet Sentinel
- C:\ProgramData\SafeNet Sentinel
- C:\Users*Your User Name*\AppData\Local\Emerson\Entitlement and License Manager
- C:\Users*Your User Name*\AppData\Local\Emerson_Electric
- C:\Users*Your User Name*\AppData\Local\SafeNet Sentinel

Note that some services may need to be stopped to complete deleting the above directories. If errors are encountered, stop the indicated service, and continue deleting the directory.

Step 5: Restart Windows

This concludes a “clean” un-installation of ELM, and related software and a new installation may be started.