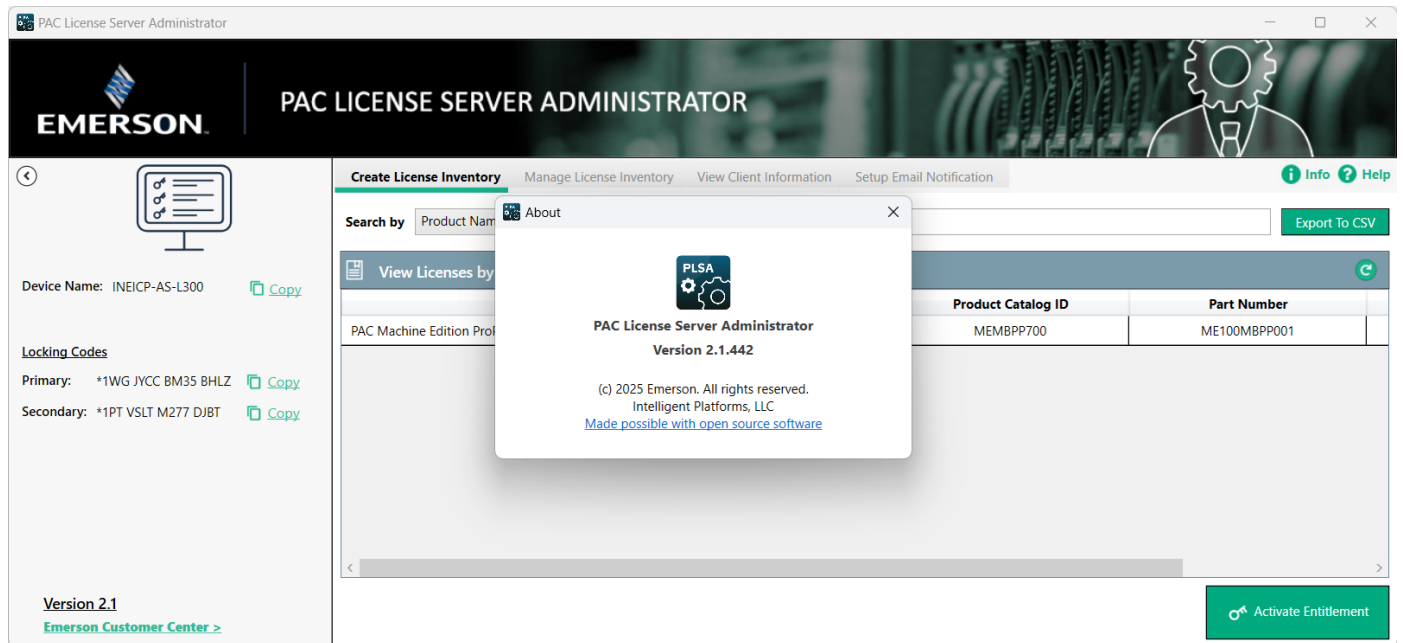


PAC License Server Administrator

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.

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.

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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 one to 60 days, is 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
D	Oct 2025	What's New in PLSA Version 2.1 1. Enhanced License Visibility <ul style="list-style-type: none">View license information directly within the Create License Inventory screen.Get a granular view of each license in the Manage License Inventory screen.See consumed leased license details easily from the View Client Information screen.Provided Unique Identifier (Activation ID), Serial Number, and Expiration Date information for every individual activated

		<p>license in the Manage License Inventory screen (added based on FMG customer requests after the PLSA 2.0 release).</p> <p>2. Smarter Lease License Handling</p> <ul style="list-style-type: none"> • Automatic activation of leased licenses (default quantity: 1) when activating a license inventory. • Real-time automatic refresh of leased licenses at a granular level in the Manage License Inventory screen. • Automatic return of granular-level leased licenses for simplified license lifecycle management. <p>3. Manual Control When You Need It</p> <ul style="list-style-type: none"> • Refresh data manually in the Create License Inventory, Manage License Inventory, and View Client Information screens. • Manual refresh also available for Manual License Inventory to ensure data accuracy on demand. <p>4. Improved Usability</p> <ul style="list-style-type: none"> • Easily copy and paste device name and locking code values from the Device Information tab to reduce manual entry errors. • Added search functionality at the grid level across all tabs (Create License Inventory, Manage License Inventory, and View Client Information) for faster navigation and filtering.
C	Jan 2024	<p>Release of PLSA version 2.0</p> <ul style="list-style-type: none"> • PLSA application provide email notification to our ELM clients based on their lease licenses expiration days. • Include Serial number and Part number into lease license of server application (i.e., PLSA). • Ability to show lease licenses is on a separate line item on Create License Inventory screen if it belongs to different activation code and not grouped into product type. • Ability to have Leased Licenses for SP/PPS and PCM. • Added fixed heights and widths to certain tabs in the UI.
B	Jan 2023	<p>Adds support for PLSA 1.5</p> <ul style="list-style-type: none"> • PLSA can now be run on both physical and virtual machines. • Parts of the UI will no longer overlap in smaller windows. • Added bulk renewal of leased licenses. • Leased licenses can be accessed without administrator rights.
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 MS Windows Server 2025, 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 /Refresh/Return of Licenses

- Internet access is required for online activation, refresh, license return from the PLSA software using HTTPS protocol on TCP port 443.
- Server-to-client 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.

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*.

2.3 Leased License Sharing

Leased License Sharing enables users to access licensed software for a defined period without requiring a permanent activation. This approach provides flexibility for organizations by allowing temporary access to applications while maintaining compliance with licensing terms.

A leased license can be used by a single user to open multiple instances of the same application, but it cannot be shared between multiple user accounts on the same system.

Section 3: General Overview and Operation

3.1 Overview

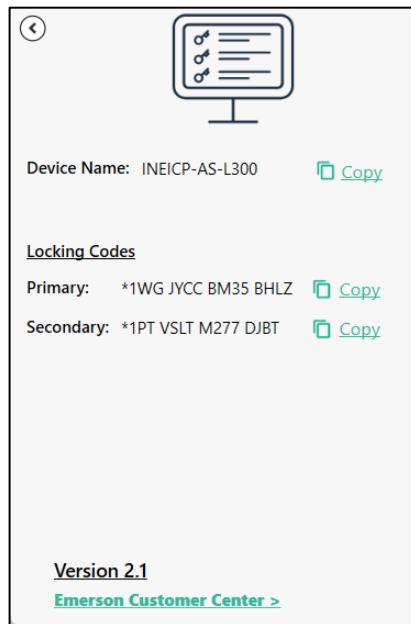
PAC License Server Administrator (PLSA) is a desktop application that allows users to activate, return, and refresh a pool of licenses on the PAC License Server. It gives the license administrator the ability to manage licenses from a central location.

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.

3.2 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. As of version 2.1, these items feature a copy command for the user's convenience.

Figure 1: Expandable Information Panel



Note: Device Names must be between 4-225 characters in length.

3.3 Infographic on Reference Architectures


The PLSA application includes a software licensing infographic designed to walk the user through the process of setting up PACSystems software licensing by providing a reference architecture tailored to their specific needs. To access the infographic, please click the  **Info** icon in the top-right corner of the application

Figure 2: Infographic Walk Through



Section 4: Creating License Inventory

4.1 Create License Inventory Tab

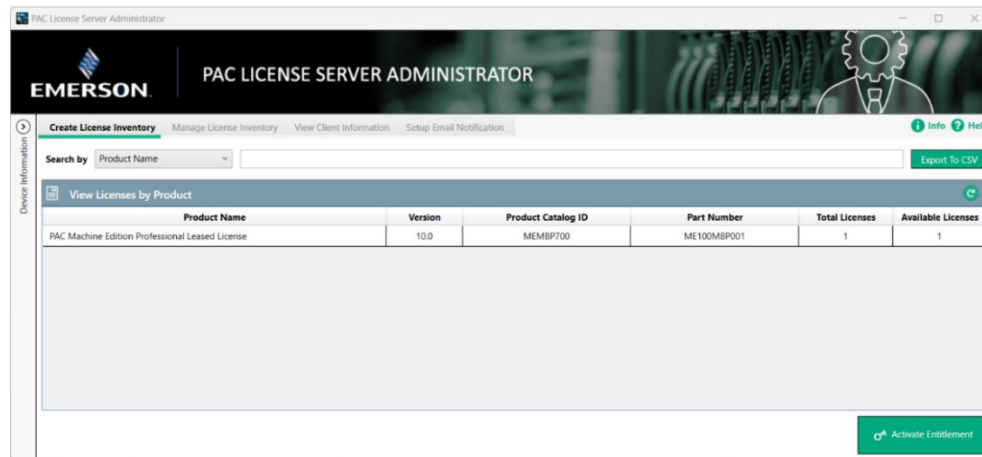
The Create License Inventory tab shows the product name, version number, product catalog ID, part number, total licenses activated, and available licenses.

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

Note:

- As of PLSA 2.1, users can search for licenses by their product name or product catalog ID in the **Search** box located on the Create License Inventory screen.
- Order numbers previously displayed in the Create License Inventory tab prior to PLSA version 2.0 have been obsoleted in favor of serial numbers and part numbers.

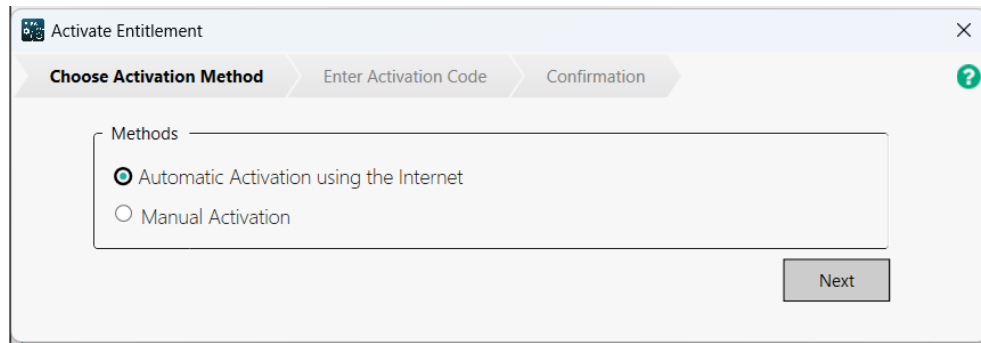
Figure 3: Create License Inventory Tab



4.2 Activating Entitlements Automatically Using the Internet

1. Click the **Activate Entitlement** button.
2. Choose **Automatic Using Internet**.

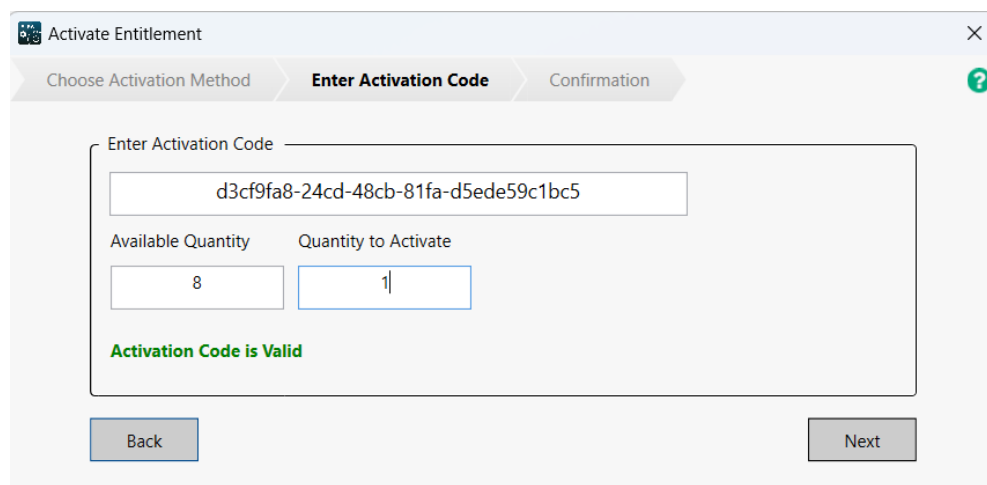
Figure 4: Automatic Activation Using Internet



3. Enter the 36-digit activation code and Quantity to Activate (Figure 5). The activation code is provided on the customer’s order fulfillment email that arrives after the order is placed.

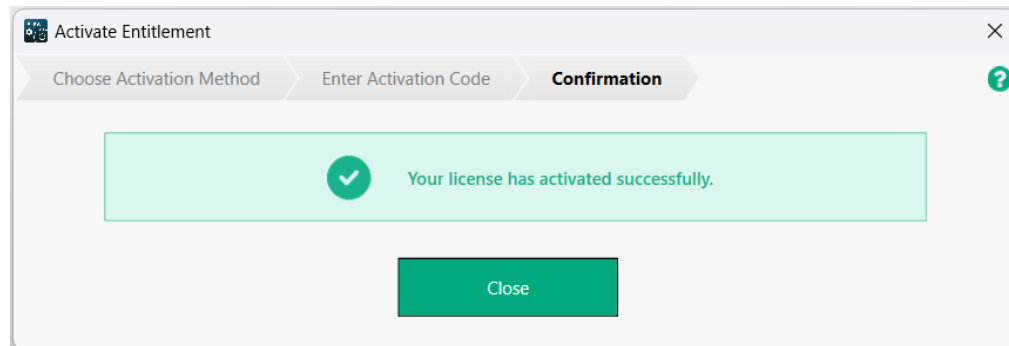
Note: The **Available Quantity** and **Quantity to Activate** parameters refer to individual entitlements. If the user activates a quantity of one, a single entitlement will be activated.

Figure 5: Enter the Activation Code and Quantity to Activate



4. The activation code can have multiple quantities associated with it. The remaining quantities 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.

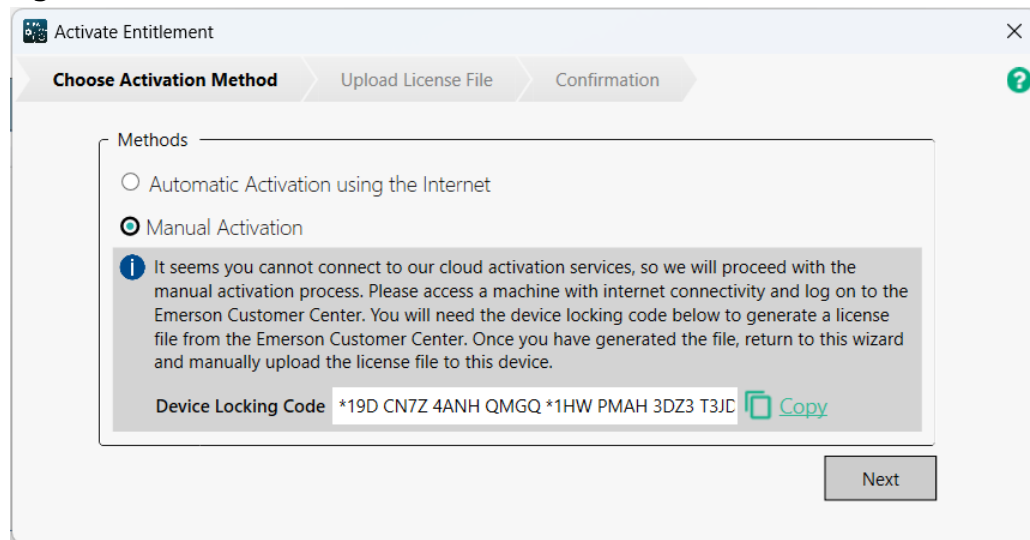
Figure 6: Activation Successful



4.3 Activating 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 7: Manual Activation Method



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

Figure 8: Emerson Customer Center

The screenshot shows the Emerson Customer Center interface. At the top right, the date and time are "Dec 3, 2021 9:17:59 AM". There are navigation tabs for "Products", "Downloads", "Orders", "Activations", and "Devices". A search bar and "Export CSV" link are also visible. Below the tabs is a table with columns for "Product", "Activated", and "Available".

Product	Activated	Available														
▶ PAC Machine Edition Professional Development Suite	0	1														
▼ PAC Solution Provider Development Program	194	66														
<table border="1"> <thead> <tr> <th>Account</th> <th>Activation Code</th> <th>Order Date</th> <th>Order Number</th> <th>Activated</th> <th>Available</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>GE APPLIANCE CSN: 11732</td> <td>f7b3aeed-8f33-43d7-9b0b-663e912f9f5c</td> <td>9/17/2021</td> <td>ET00410992</td> <td>194</td> <td>66</td> <td>Activate Manually</td> </tr> </tbody> </table>	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		
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										

- 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**.
- Click Complete Activation.
- Click **Download License File** and save it to a removable disk/media.

Figure 9: Click Download License File

The screenshot shows the "Order Activation" page. At the top, it displays "Activation Code: f7b3aeed-8f33-43d7-9b0b-663e912f9f5c" and "Customer Name: GE APPLIANCE". A green checkmark indicates "Activation Completed successfully". Below this is a table with columns for "Product" and "Activated".

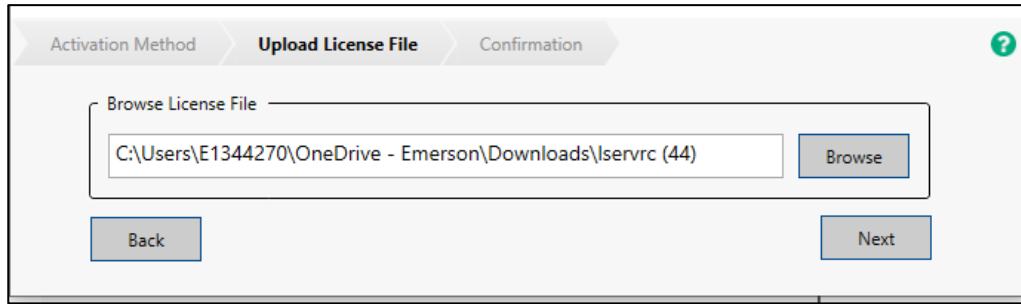
Product	Activated
Solution Provider Development - Software Key -1 Part# EMRSPDEVL-SWK Expiration: 12/01/2025	1

At the bottom right, there are two buttons: "Download License File" and "Done".

- Insert the removable disk/media with the downloaded license file into the machine designated as the PAC License Server.

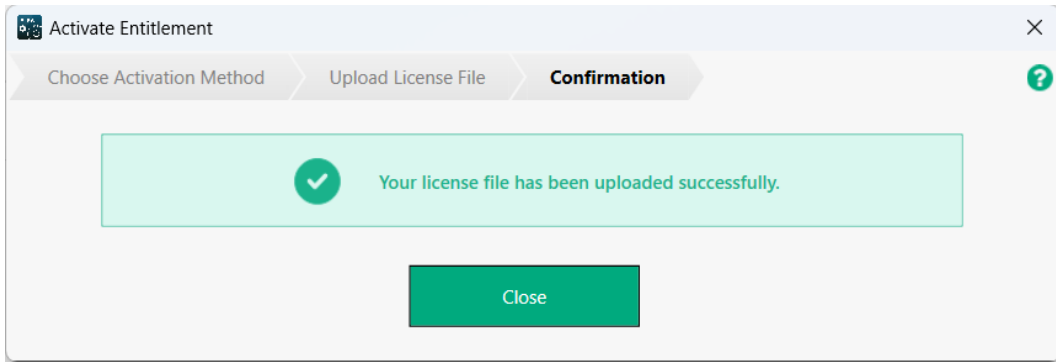
9. In PLSA, click **Browse** and navigate to the downloaded license file. Click **Next**.

Figure 10: Upload License File



10. PLSA will confirm that the license file has been uploaded successfully.

Figure 11: Successful License File Upload

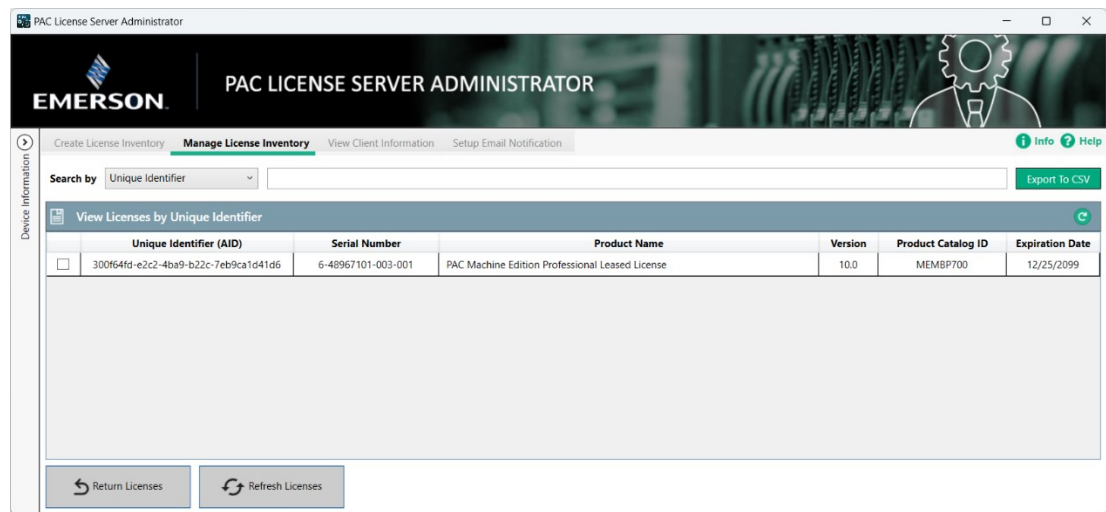


Section 5: Managing License Inventory

PLSA facilitates license inventory management by allowing users to select licenses from the pool and either return them to the cloud for redeployment to another license server or refresh them within the existing pool.

5.1 Manage License Inventory Tab

Figure 12: Manage Inventory Tab



The Manage License Inventory Tab consists of all the parameters that are associated with the user's activate licenses: **Unique Identifiers, Serial Numbers, Product Names, Version Numbers, Product Catalog IDs, and Expiration Dates.**

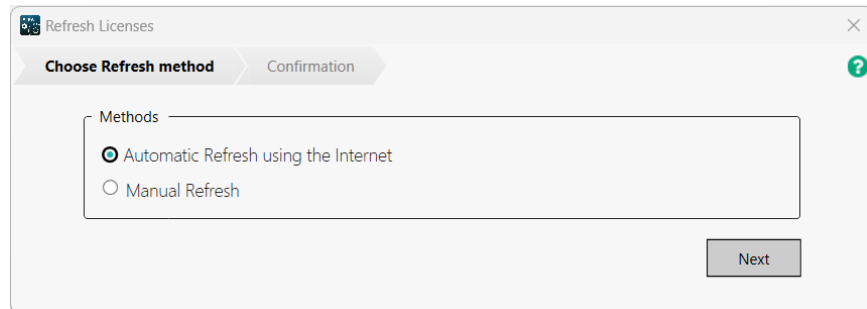
Users are able to return and refresh licenses under the Manage License Inventory tab. Users can use the search bar to filter the list of their active licenses by a parameter, such as a product name, then use the **Return Licenses** or **Refresh Licenses** commands to complete the necessary actions. Further information on automatically or manually refreshing or returning licenses can be found in the subsequent sections of this document.

5.2 Refreshing Licenses

5.2.1 Refreshing Licenses Automatically Using the Internet

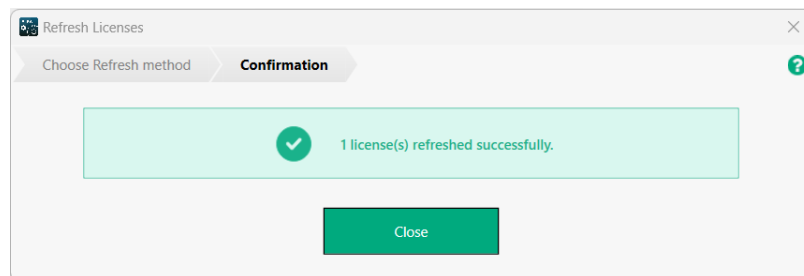
1. With the **Manage License Inventory** tab selected, click to highlight the license you wish to refresh and click **Refresh Licenses**.
2. Select **Automatic Using Internet** as the activation method.

Figure 13: Refresh Licenses



3. PLSA will display a confirmation screen if the method was successful.

Figure 14: Confirmation Screen



5.2.2 Refreshing Licenses Manually

1. From a computer with an internet connection, navigate to:

<https://emerson-mas.my.site.com/communities/>

2. Click the **Software** tab and locate a valid renewable license.

Figure 15: Renewal Pending

f7b3aeed-8f33-43d7-9b0b-663e912f9f5c	GE APPLIANCE CSN: 11732	PAC Solution Provider Development Program -1 Part#: EMRSPDEVL-SWK	Refresh	1	Renewal Pending
f7b3aeed-8f33-43d7-9b0b-663e912f9f5c	GE APPLIANCE CSN: 11732	PAC Solution Provider Development Program -1 Part#: EMRSPDEVL-SWK	Refresh	1	Renewal Pending
f7b3aeed-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 16: 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 17: Manual Refresh Method

Refresh Licenses

Choose Refresh method Upload file to refresh Confirmation

Methods

Automatic Refresh using the Internet

Manual Refresh

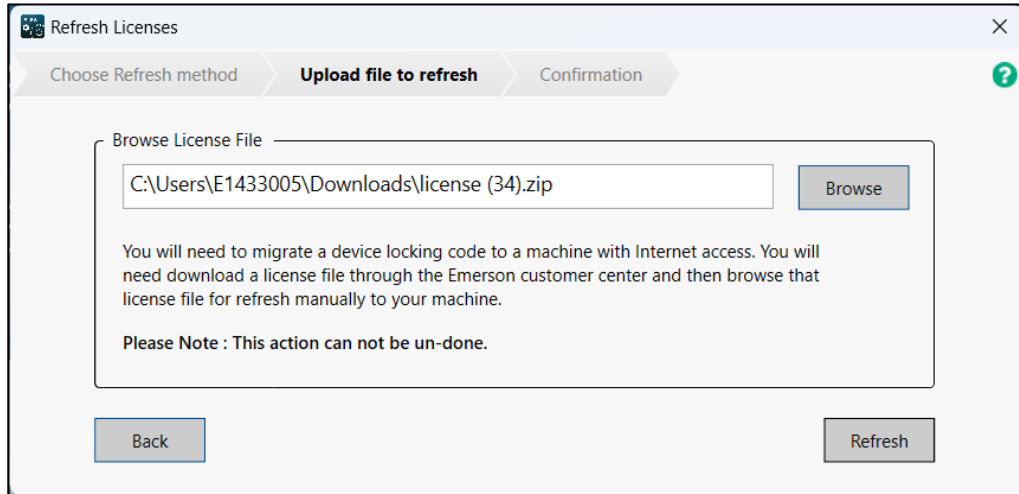
It seems you cannot connect to our cloud activation services, so we will proceed with the manual refresh process. Please access a machine with internet connectivity and log on to the Emerson Customer Center. You will need the device locking code below to generate a license file from the Emerson Customer Center. Once you have generated the file, return to this wizard and manually upload the license file to this device.

Device Locking Code *19D CN7Z 4ANH QMGQ *1HW PMAH 3DZ3 T3JC [Copy](#)

Next

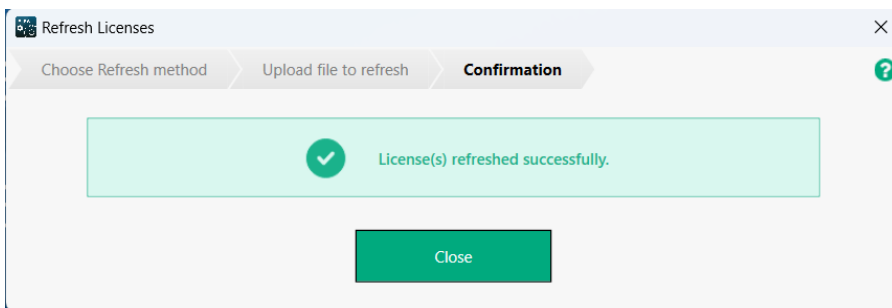
6. Click **Next** to start the manual refresh process. In the next tab, the user will need to select the license file to refresh.

Figure 18: Upload File to Refresh



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

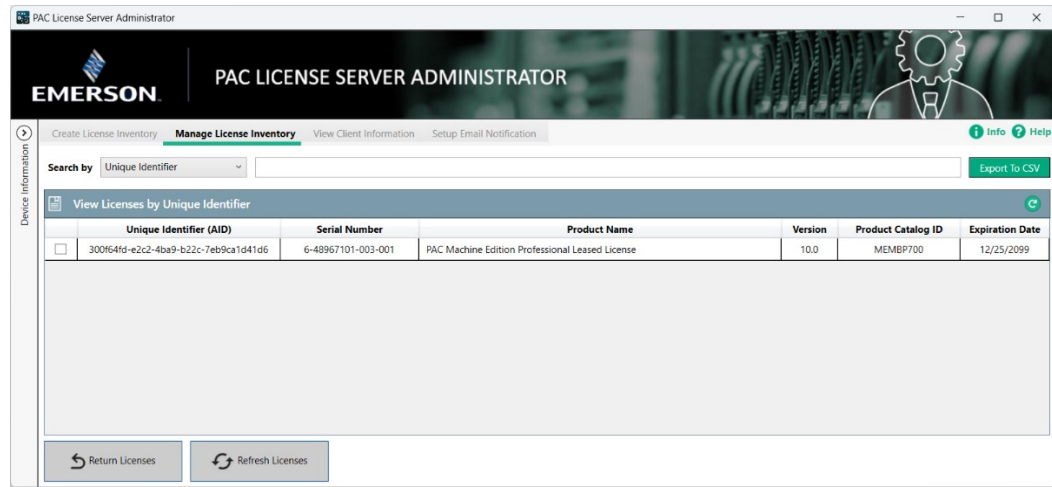
Figure 19: License Refreshed Confirmation



5.3 Returning Multiple Licenses

PLSA supports returning multiple licenses to the cloud 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.

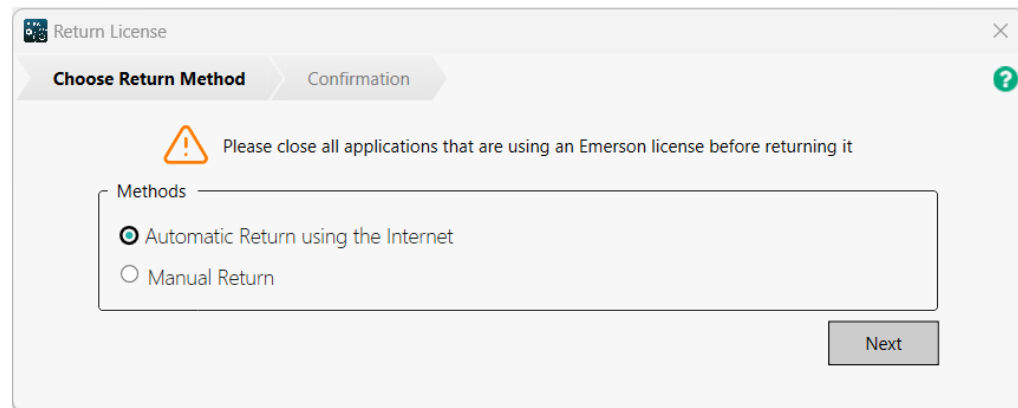
Figure 20: Automatic Return



5.3.1 Returning Licenses Automatically

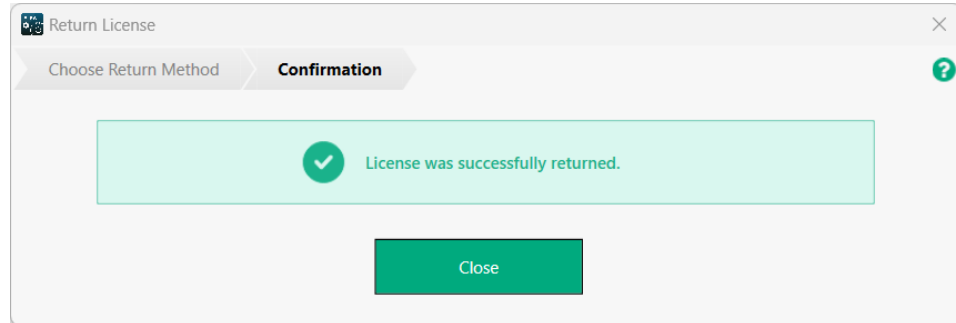
1. Select **Automatic using Internet** from the Return Method options.

Figure 21: Automatic Return Method



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

Figure 22: Confirmation Level

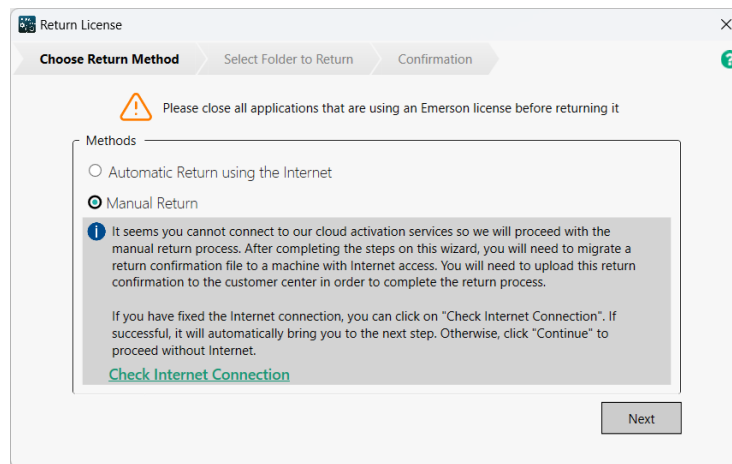


5.3.2 Returning Licenses Manually

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**.

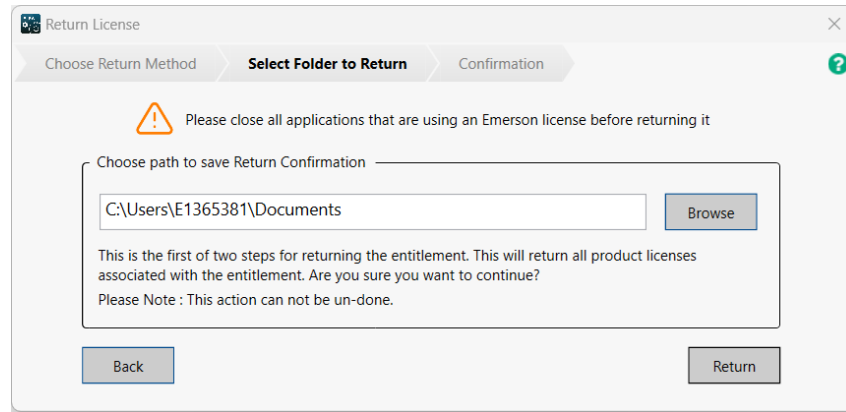
Figure 23: Return Licenses Manually



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.

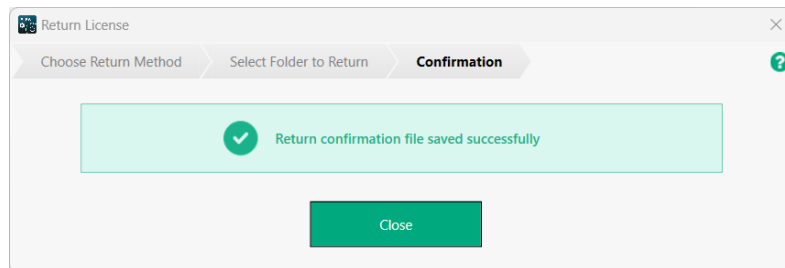
4. Click **Return** to generate the Return Confirmation file.

Figure 24: Select Folder



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

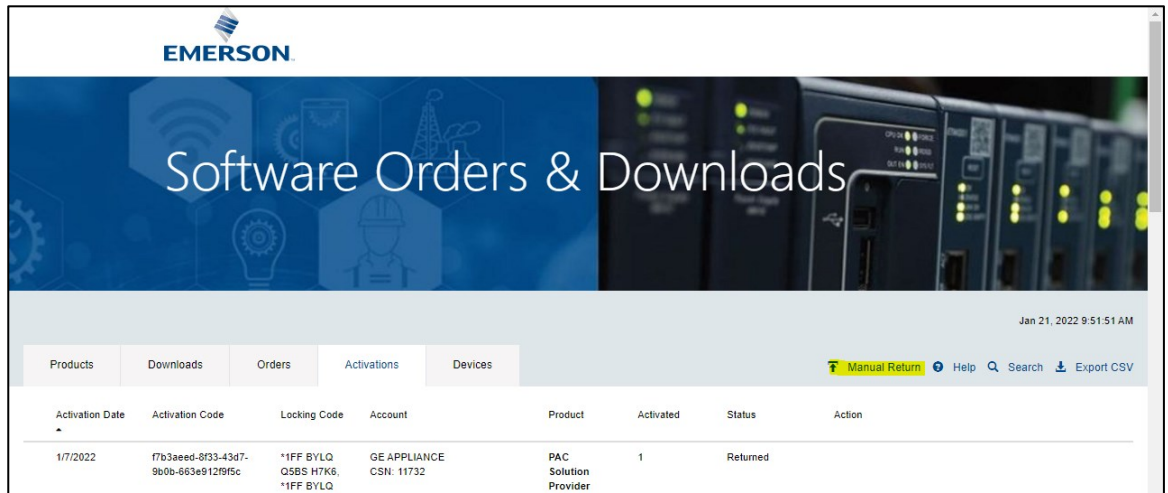
Figure 25: Return Confirmation File Saved Successfully



6. From a computer with an internet connection, navigate to:
7. <https://emerson-mas.my.site.com/communities/>
8. Click the **Software** tab and then click the **Activations** tab.

- Click the **Manual Return** link in the upper-right corner next to the Help button.

Figure 26: Manual Return link




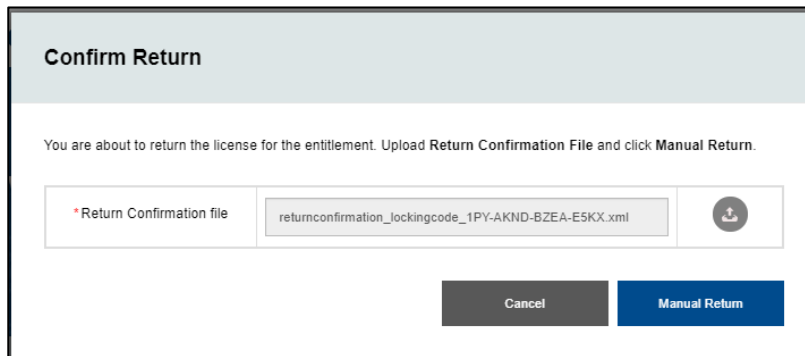
- Emerson Customer Center will request the Return Confirmation file. Click the  button to browse for the saved file and click **Manual Return**.

Figure 27: Upload the Return Confirmation File



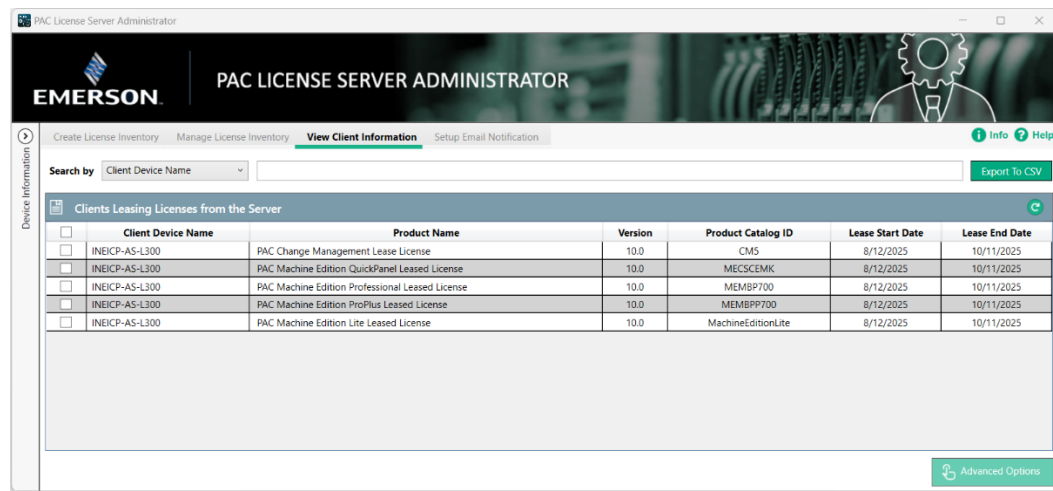
- Emerson Customer Center will display a confirmation screen if the file was successfully returned.

Section 6: Viewing Client Information

This tab displays the clients that have leased licenses from the server. The user will focus on this tab when they wish to view the consumed lease license information.

6.1 Viewing Client Information

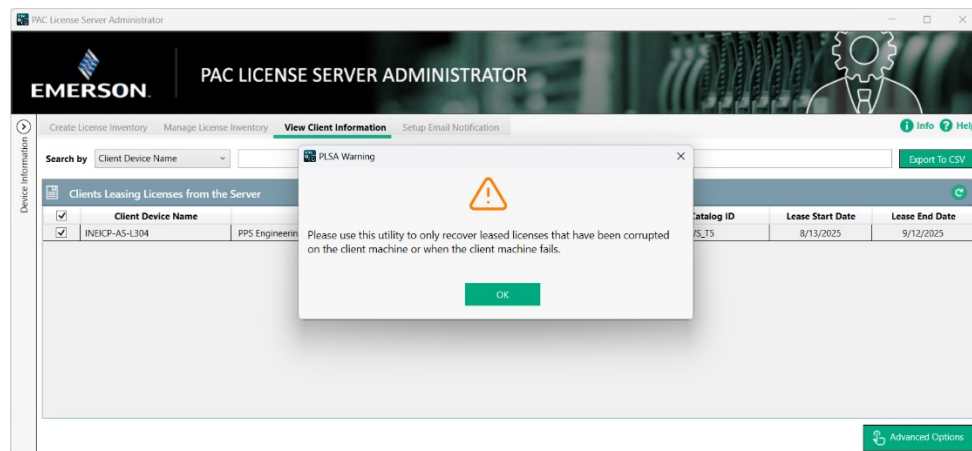
Figure 28: View Client Information



6.2 Recover Leased Licenses

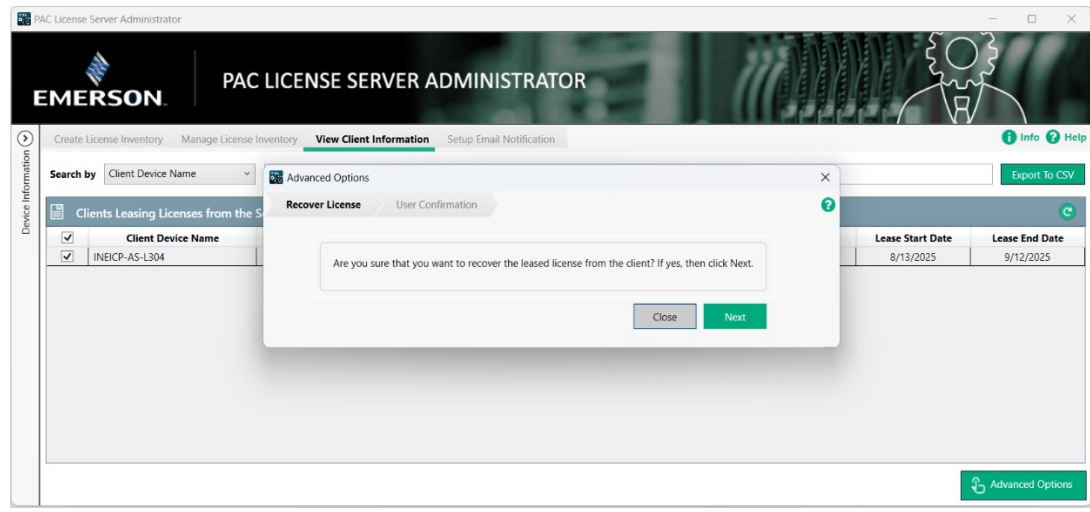
1. To recover leased licenses, begin by selecting the licenses using the checkbox on the View Client Information tab.
2. Click **Advanced Options** and a dialog box will appear (Figure 29).

Figure 29: Click Ok to Proceed



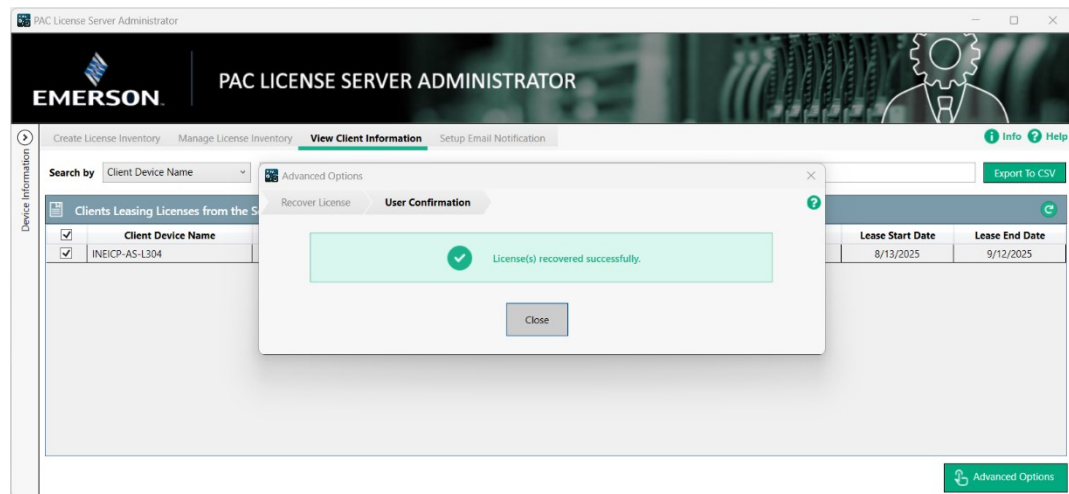
3. Once you click on **OK**, another dialog box will pop up to recover the interrupted lease.
4. Click **Next** to confirm this is the correct license to recover, or click **Close** to cancel and reselect the corrupted license.

Figure 30: Click Next to Recover



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

Figure 31: Licenses Recovered Successfully



Section 7: Setup Email Notification

7.1 Setup Email Configuration Tab

PLSA 2.0 or later has 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

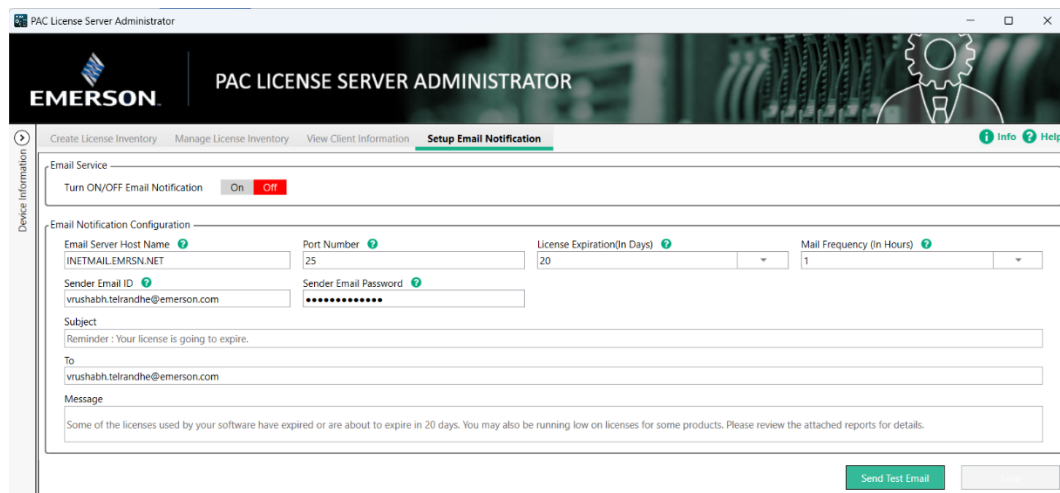
IMPORTANT

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 home screen and toggle **Turn ON/OFF Email Notifications** to **ON**.
2. Fill out the fields in the **Email Notification Configuration Section**.

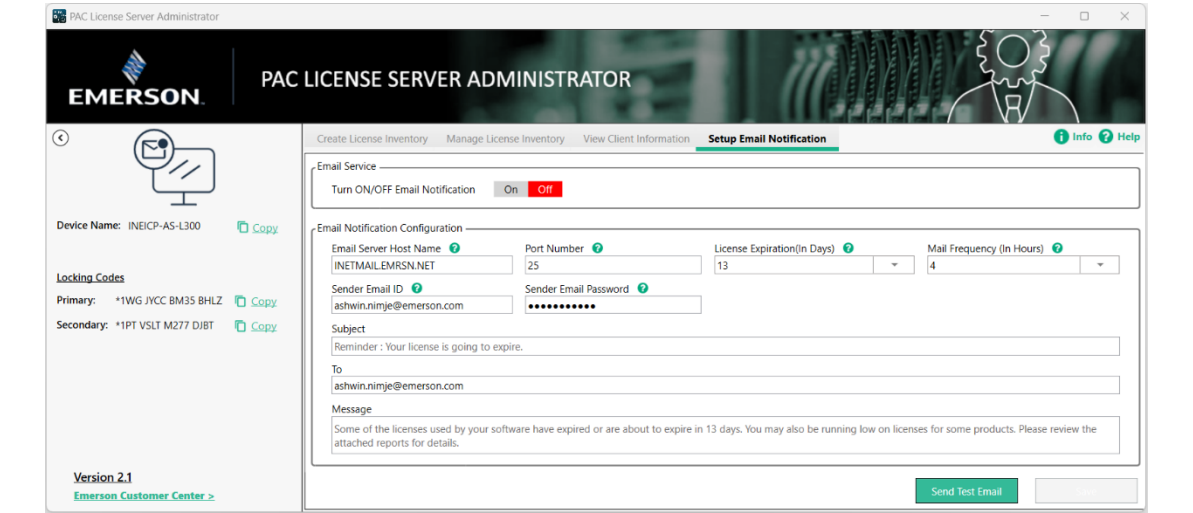
Note: All fields are required. Some fields are grayed out and filled in with default text. This text cannot be overwritten by the administrator. The text will update based on the selections made from the drop-down menus in the **Email Notification Configuration** section.

Figure 32: Email Configuration Tab



- 4. 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.

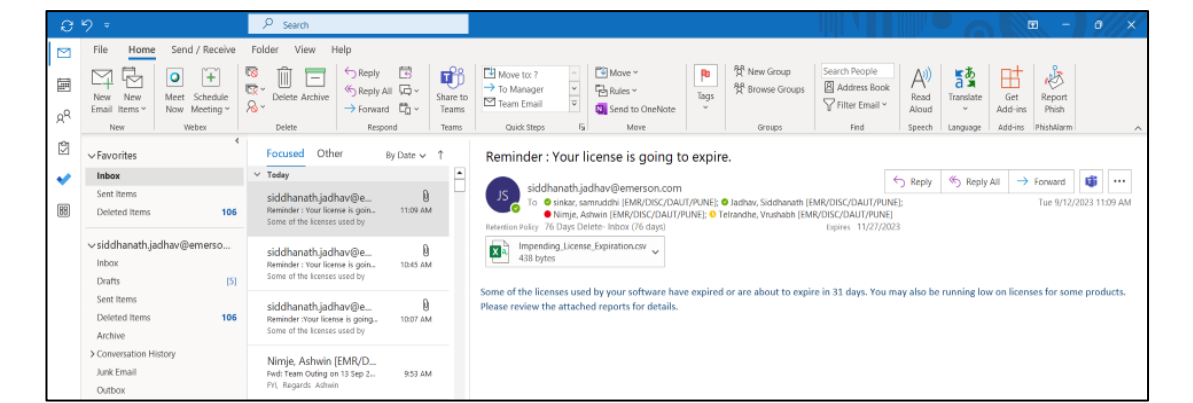
Figure 33: Email Notification



- 5. 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.

Note: Lease licenses can be configured to expire between one and 60 days.

Figure 34: Example Email Notification



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

Figure 35: Example CSV File with Expiring Licenses

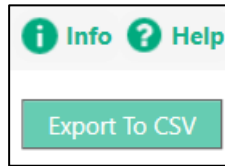
Client Device Name	Product Name	Product Catalog ID	Version	Lease Start Date	Lease End Date
INEICP-AS-L300	PAC Change Management Lease License	CMS	10	8/12/2025	10/11/2025
INEICP-AS-L300	PAC Machine Edition Professional Leased License	MEMBP700	10	8/12/2025	10/11/2025
INEICP-AS-L300	PAC Machine Edition ProPlus Leased License	MEMBPP700	10	8/12/2025	10/11/2025
INEICP-AS-L300	PAC Machine Edition Lite Leased License	MachineEditionLite	10	8/12/2025	10/11/2025

Section 8: Creating Reports

8.1 To Create a Report

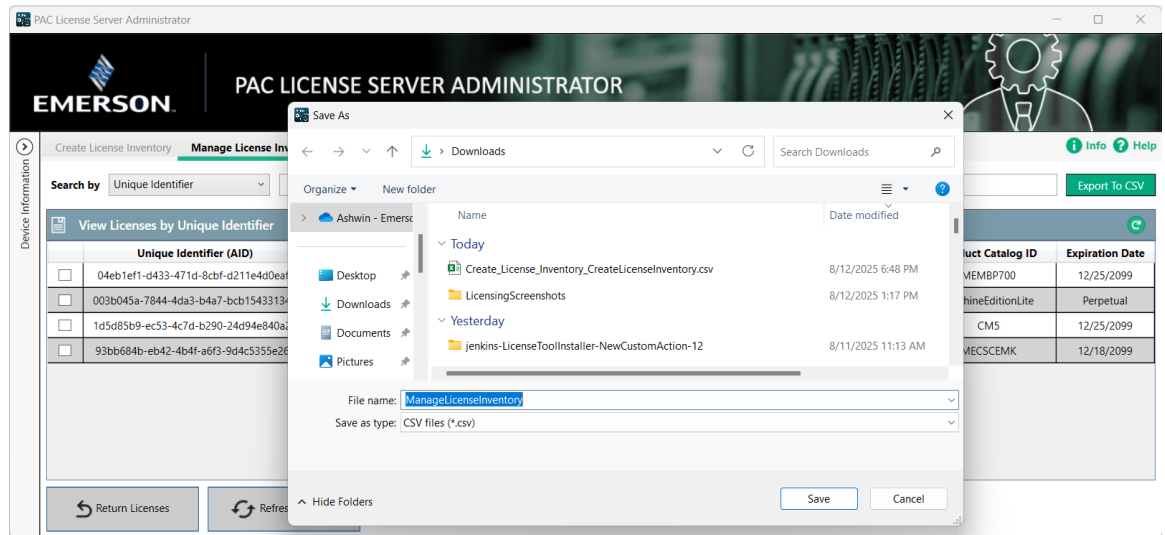
- 1 Navigate to the **Manage License Tab Information** tab.
- 2 Click the **Export to CSV** button located at the top-right corner.

Figure 36: Export to CSV



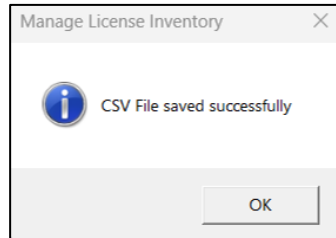
3. The application will ask the user where they would like to save their report. The default location is the user's **downloads** folder and will be named **ManageLicenseInventory.CSV** by default. This file can be renamed.

Figure 37: Save and Name Report



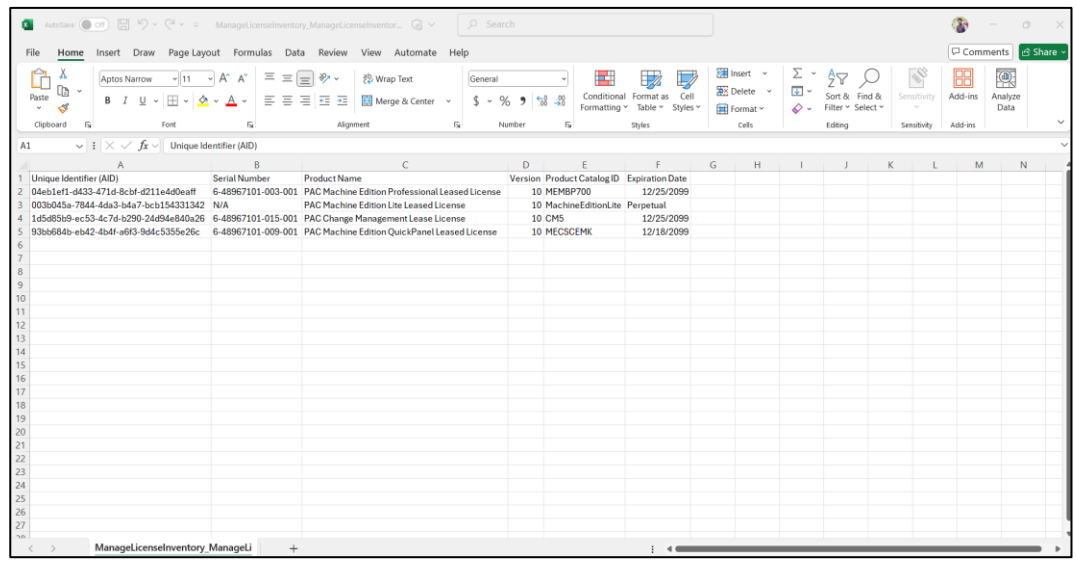
4. The user will see the following screen if the save is successful.

Figure 38: File saved successfully



5. The example below shows the details of a report.

Figure 39: Example of an Information Report



The image shows a screenshot of an Excel spreadsheet. The spreadsheet has a header row with the following columns: Unique Identifier (AID), Serial Number, Product Name, Version, Product Catalog ID, and Expiration Date. The data rows are as follows:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Unique Identifier (AID)	Serial Number	Product Name	Version	Product Catalog ID	Expiration Date								
2	04eb1ef1-d433-471d-8cbf-d211e4d0eaff	6-48967101-003-001	PAC Machine Edition Professional Leased License	10	MEMBP700	12/25/2099								
3	003b045a-7844-4da3-b4a7-bcb154331342	N/A	PAC Machine Edition Lite Leased License	10	MachineEditionLite	Perpetual								
4	1d5d85b9-ec53-4c7d-b290-24d94e840a26	6-48967101-015-001	PAC Change Management Lease License	10	CMS	12/25/2099								
5	93bb604b-eb42-4b4f-a6f3-9d4c335e26c	6-48967101-009-001	PAC Machine Edition QuickPanel Leased License	10	MECCEMK	12/18/2099								
6														
7														
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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.

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 40: Sentinel RMS License Manager

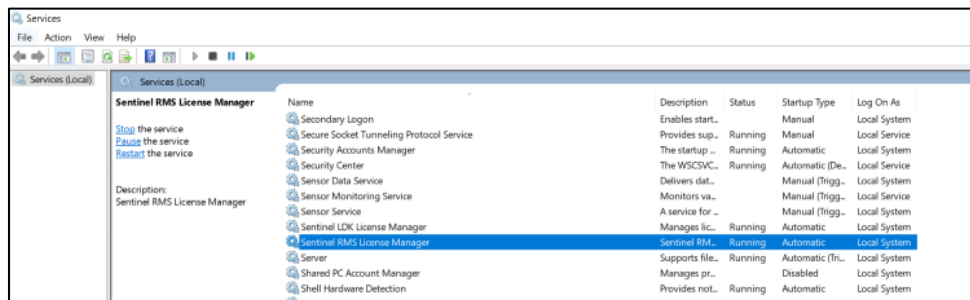
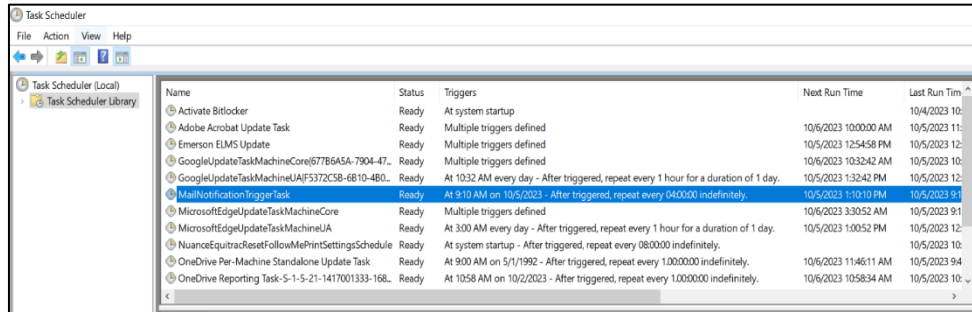


Figure 41: MailNotificationTriggerTask






Contact Information and Support Guide

Questions? We are here to help.

Before starting a case or making a call, try searching our Knowledge Base website — it might have the answer you need right away.

If you have a question, try the following:

Search our Knowledge Base	Open a Support Ticket	Register for a Customer Account
 pacsystems.co/knowledge	 pacsystems.co/support	 pacsystems.co/signup

Other Helpful Links

Customer Center Home Page	Commercial Website	Contact Information
 pacsystems.co/customercenter	 pacsystems.co/commercial	 pacsystems.co/contactus

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