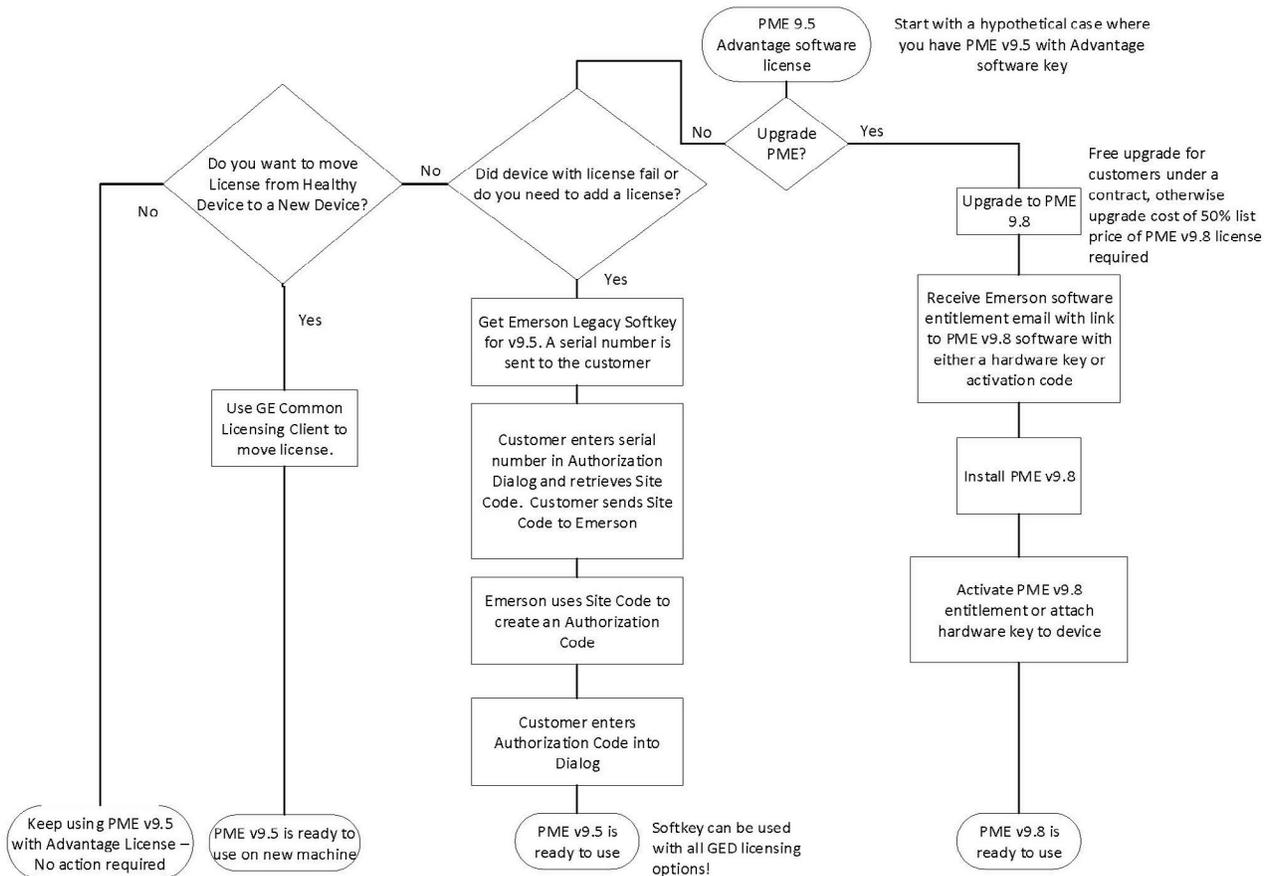


Tech Support

1. How do we migrate an existing PME license?

- The following flowchart explains the migration in detail.



2. Which different licensing options are now available for Emerson products?

- There are primarily two options available for Emerson products.
 - Emerson Software Licensing
 - Emerson Legacy Softkey Licensing
- Emerson will still provide older versions of PPS (v3.6/3.5) with GE common licensing for the foreseeable future.

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3. What replaces GE Common Licensing in PME 9.8 and later?

- Emerson Software Licensing

Emerson Software Licensing	Emerson Legacy Softkey Licensing	GE Common Licensing
<ul style="list-style-type: none">• PAC Machine Edition Professional Development Suite v9.8• PAC Machine Edition Lite Development Suite v9.8• PAC Machine Edition QuickPanel CE Development Suite v9.8• PAC Change Management v9.8• PACSystems HART Device Type Manager v1.2• PAC Productivity Suite v3.8• PAC Security Center v1.1	<ul style="list-style-type: none">• PAC Machine Edition Professional Development Suite v7.0 - v9.7• PAC Change Management v7.0 - v9.7• PAC8000 Workbench Software	<ul style="list-style-type: none">• Proficy Process System v3.5-v3.6

4. What are the various versions in which the new Emerson Software licenses will be implemented?

5. What is the timeline for the new releases?

The following have been available since January 13, 2020:

- Emerson Software Licensing with Software Keys for:
 - PAC Machine Edition Professional Development Suite v9.8
 - PAC Machine Edition Lite Development Suite v9
 - PAC Machine Edition QuickPanel CE Development Suite v9.8
 - PAC Change Management v9.8
 - PACSystems HART Device Type Manager v1.2
 - PACSystems HART Multiplexer v1.2
- Emerson Legacy Softkey Licensing for PME and PCM
- PPS 3.5/3.6 with GE Common Licensing targeting mid-April for fulfilment.
- PPS 3.8 (CIMPPLICITY version) with Emerson Software Licensing targeting mid-April for fulfilment.
- PAC8000 Workbench Legacy Softkey Licensing targeting end of March for fulfilment.
- The hardware keys and the Enterprise (Local) licenses server dates will be shared later.

6. Does Emerson Software Licensing require internet connectivity?

- Yes, Emerson Software Licensing requires internet access on at least one device. While the target PC receiving the licensing does not need direct internet access, the user will need to use a second device with internet access to manually complete the activation process. For more information, please see GFK-3104, Entitlement and Licensing Manager User Manual.
https://emerson-mas.force.com/communities/en_US/Article/PAC-Machine-Edition-Landing-Page

7. Can you transfer a license from one PC to another?

- Yes, Emerson Software Licensing allows users to provision and return licenses, effectively transferring licenses from one PC to another. For customers with internet access, we are adding this functionality shortly in our ELM (License management tool) tool. That functionality will make it easy for customers to return a license from a computer and reactivate easily on the other computer. For offline customers, we



have this feature in our backlog and will update accordingly.

8. Will Emerson continue to provide SIMs on pre-PME 9.8 software?

- Emerson will continue to release SIMs for releases PME 9.5 and PME 9.7.

9. Can I have my Advantage license reset?

- With Flexera licensing, resetting a user’s Advantage license is not possible. Alternatively, Emerson will provide a replacement legacy license as a solution for customers. Uninstalling Common Licensing is not necessary and could render GED software non-functional. Whether the Advantage license specifically for PME or PCM needs to be deactivated is something that needs to be looked at.

10. Can I contact GE to reset my Advantage license?

- With Flexera licensing, resetting a user’s Advantage license is not possible. Alternatively, Emerson will provide a replacement legacy license as a solution for customers.

11. Can I purchase a software version that is released before Emerson licensing changes?

- Yes:

Software	Legacy Version Supported
PAC Machine Edition (PME)	8.6 – 9.7
PAC Change Management	8.6 – 9.7

12. I have a pre-9.8 license server. How will this be supported?

- Emerson Software Licenses purchased and managed by a local license server prior to January 13, 2020 will continue to function. Licenses purchased after January 13, 2020 will not support GE Local License Server.

13. Can I view my Emerson software assets in the Customer Center?

- Yes, customers may view their Emerson software assets in the “Orders” tab of the Customer Center. Additionally, all licenses (activated or available) will be displayed in the Customer Center.

14. I have an application with an M5 license with multiple software licenses. Some of the licenses are from Emerson for Emerson products while others were provided by GE for GE Digital products. How do I consolidate my licensing?

- The M5 keys purchased prior to January 13, 2020 will work without any changes required. No changes are necessary with this scenario since an upgrade was not requested.

15. I have an M5 key and want to upgrade to version 9.7 and need MLIC files. Can this be done? No. What about the other software on my key? How do I reconcile my licensing?

- Upgrades of PME after January 13, 2020 must be to 9.8. The M5 key will continue to work with Emerson Software Licensing. If using an Emerson software key, then PME 9.8.

16. I purchased a CIMPLICITY license from Emerson and need support. Who should I call?

- Emerson Technical Support

Technical Support (Americas)

Phone: 1-888-565-4155
1-434-214-8532 (if toll free 800 option is unavailable)
Email: support.mas@emerson.com
Primary language of support: English

Technical Support (Europe, Middle East, & Africa)

Phone: +800-4-444-8001
+420-225-379-328 (if toll free 800 option is unavailable or dialing from a mobile telephone)
Email: support.mas.emea@emerson.com
Primary languages of support: English, German, Italian, Spanish

Technical Support (Asia)

Phone: +86-400-842-8599
+65-6955-9413 (India, Indonesia & Pakistan)
Email: support.mas.apac@emerson.com
Primary language of support: Chinese, English

- 17. My GE Digital login does not work anymore on Knowledge Base. I own several CIMPLICITY or HIST Licenses. How do I get my access back? Can I file my own IT Ticket?**
- If you have an Acceleration Plan for GED software, you will still be able to access the GE digital portal. If you don't have AP, then we recommend that you sign up for the Acceleration Plan. Please contact your sales rep for more details on how to sign up for an Acceleration Plan.
- 18. I would like to upgrade my software version on an AP covered key. Who should I call?**
- Please contact your regional Emerson customer care.
- 19. How do I sign up for the new portal if I have not yet ordered software?**
- Please go to: <https://emerson-mas.force.com/communities>. And follow the sign-up process.
- 20. How do I get access to version 8.6 software?**
- Legacy versions will be posted to the Emerson website at <https://www.emerson.com/Industrial-Automation-Controls/support>
- 21. I am looking for help with CIMPLICITY or HIST. Who should I contact?**
- Emerson regional tech support, <https://www.emerson.com/Industrial-Automation-Controls/support>
- 22. I would like to switch from Advantage to a Siebel license. Is this possible?**
- No
- 23. I have software version 9.0, but would like to switch to an Advantage license. I see that I can “Get Order Details” at the Customer Center to find the version of the keys shipped. Will I still have access to this information in the future?**
- Please contact the Emerson regional customer care team to help you with this situation.

- 24. I have lost or deleted my license activation code email. Can I be sent a new one?**
- Please contact your channel partner, who then can log in to the Emerson partner portal to retrigger the order email for Emerson software products and for GED software products.
- 25. When can I order a new hardware license key? Will my M5 key continue to work until the new hardware license keys can be ordered? Will there be any overlap?**
- The old M5 key will work unless there are no new changes requested for it.
- 26. How does a customer file a case in both systems (GE Digital and Emerson)?**
- For technical support, please contact regional Emerson tech support. For everything else, please contact regional customer care. https://emerson-mas.force.com/communities/CC_Contact
- 27. I cannot access the Emerson Customer Center. How do I access the datasheets from GE Digital?**
- Datasheets are publicly available documents.
- 28. If we process an AP renewal and an end-user needs a key upgraded today, the GED partners process it right in their system. GC Upgrades are often a hot potato, the GC team does not process upgrade orders, yet GED Order service will kick it back saying it's an Emerson order, we don't do it either. The Emerson team will look at it and say, this is a GC upgrade, this is GED, and it goes back to Digital. How do we fix this?**
- Please contact the Emerson Support Renewal team: mas.query@emerson.com
- 29. I am an end-user with an SSLKEY. What do I do now? I need all my SW on one key and I need to upgrade one of my software licenses. How do I upgrade my PME license? Or just my CIMPLICITY license?**
- Once we release our MSL keys, our Emerson software will be on that separate key. There is no way we can have both GE Digital software and Emerson software on one key.
- 30. I am an end-user, but I did not get my licensing email from GE Digital. In the past, I have been able to quickly retrigger my activation email using the "Send Order Email" button. Is this still available to Emerson customers?**
- It is available for Emerson Software products but not for GE digital software products. For GE Digital software products, please contact the Emerson customer care team.
- 31. I'm a customer with an older M4 license. The M4 key has software licenses for previous versions of PME, CIM and IGS. At this time, I only want to upgrade my PME software. I am not interested in purchasing upgrades for the other software suites to upgrade my copy of PME. What should I do?**
- Continue to use your M4 key for CIMPLICITY and IGS, and use Emerson Software Licensing for v9.8.
- 32. Can I return and reassign my existing Advantage licenses?**
- Yes, currently there is no time limit from GE on returning and reassigning activity completed by the customer.
- 33. Can I upgrade to v9.8 at no cost?**
- If you purchased v9.7, then you have 4 months to request v9.8 at no cost. The 4-month grace period begins on v9.8 release.

- Note: Customers who have active software contracts can always get the latest major release at no additional cost.

34. Can I get a replacement or add-on license on my pre-v9.8 installation?

- Replacements and add-on licenses will be provided using the legacy licensing tool.

35. Will Emerson Software Licensing software support GE Digital software?

- No

36. Will the current published SLAs related to Customer Care change as part of system separation activities?

- At this time, SLAs will remain the same. Global SLAs are:
 - 1 business day for order processing
 - 3 business days for all others (RMAs, general inquiries, etc.)

37. Where do I direct inquiries related to Quotes, Orders, RMAs, Expedited Requests, etc., for Emerson & GED Products?

- All these inquiries will continue to be handled by our Emerson Customer Care team. Please contact your local team for assistance:

Americas

Phone: 1-888-565-4155 or 1-434-214-8532 (If toll-free option is unavailable)

Customer Care (Quotes/Orders>Returns): customercare.mas@emerson.com

Europe

Phone: +800-4444-8001 or +420-225-379-328 (If toll free option is unavailable)

Customer Care (Quotes/Orders>Returns): customercare.emea.mas@emerson.com

Asia

Phone: +86-400-842-8599 or +65-6955-9413 (All other Countries)

Customer Care (Quotes/Orders>Returns): customercare.cn.mas@emerson.com

Any escalation request should be sent to: mas.sfdcescalation@emerson.com

38. How do we license our software via the new Emerson Software Tool?

- Please see GFK-3104, Entitlement and Licensing Manager User Manual.
https://emerson-mas.force.com/communities/en_US/Article/PAC-Machine-Edition-Landing-Page

39. Who do I contact to obtain support on GED Software that I purchased through Emerson?

- The first line of contact is Emerson, which will reach out to GED for software as needed.

40. What are the new URLs for Salesforce, Partner Portal and Customer Center?

Salesforce.com link for Internal Users: <https://emerson-mas.my.salesforce.com/>

Home link: <http://www.Emerson.com/Industrial-Automation-Controls>

Knowledge Base: <https://www.Emerson.com/Industrial-Automation-Controls/Support>

Customer Center: <https://emerson-mas.force.com/communities>

41. What does it mean when I receive the following message: “Please reconfigure Machine Edition at lines x and select a value for ‘Key Type’ on saving a quote”?

- Licenses fulfilled through Emerson’s new software licensing tool require a ‘Key Type’ to be selected when configuring the license. For quotes migrated from GE, since the ‘Key Type’ was not an option, you will see this message. You will need to reconfigure the line using the grey gear icon, hit ‘Update’ and ‘Save’ to continue using that quote.

42. What vendor information do I put on a PO to Emerson?

- The vendor information you put on your PO to Emerson is dependent on the region you are located in. Here are the current Legal Entities to select from:

Intelligent Platforms, LLC
2500 Austin Drive
Charlottesville, VA 22911-8300

Industrial Controls Canada, ULC
2300 Meadowvale Boulevard
Mississauga, ON L5N 5P9

ICC Intelligent Platforms GmbH
Memminger Straße 14
Augsburg, Germany 86159

Emerson Automation Solutions Intelligent Platforms (Shanghai) Co., Ltd.
Free Trade Pilot Zone,
FuTexi 1st Road, No.475, 2nd Floor, B
Shanghai, China 200131

Emerson Automation Solutions Intelligent Platforms Asia Pacific Pte. Ltd
1 Pandan Crescent
128461, Singapore

Emerson Automation Solutions Intelligent Platforms Private
Limited Building No. 8, Ground Floor,
Velankani Tech Park, No. 43,
Electronic City, Phase 1, Hosur Road
Bangalore, Karnataka, India, 56100

43. How will Primary Support (Emerson) and AP (GED) Renewals be handled for Emerson & GED Software?

- The GED AP Team will provide a quote to Emerson for the Software that Emerson can resell under the AP Renewal associated to the End Customer. Our Emerson Renewals Team will prepare a quote that will contain Emerson and GED products for presentation to the end-user. Processing of the AP quote will be

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done by our Renewals Team in our Emerson Salesforce for invoicing to the Customer. Emerson will submit the AP Renewal Quote for the GED by following the quote to order an internal process for GED Software.

44. Will Emerson provide an AP Quote for the GED Software we resell?

- Yes, Emerson will provide one Renewal Quote for both Emerson & GED Software.

45. Is the Emerson Software Support Renewal policy the same as GED's renewal policy?

- Yes, Emerson will plan for Opportunity on Support Renewals to generate 120 days out and plan to have the quote to the customer by 90 days out.

46. Who do I contact if I have questions or concerns on my renewals?

- All inquiries can be sent to mas.query@emerson.com

47. How do I request a Customer Emergency License?

- Customer Emergency licenses for product that Emerson sells, including GED software, can be obtained from Technical Support if it is a true emergency. Please reach out to your local Technical Support Team for assistance:

Americas

Phone: 1-888-565-4155 or 1-434-214-8532 (If toll free option is unavailable)

Technical Support: support.mas@emerson.com

Europe

Phone: +800-4444-8001 or +420-225-379-328 (If toll free option is unavailable)

Technical Support: support.mas.emea@emerson.com

Asia

Phone: +86-400-842-8599 or +65-6955-9413 (All other Countries)

Technical Support: support.mas.apac@emerson.com

Any escalation request should be sent to: mas.sfdcescalation@emerson.com

48. How do I request a Sales Demo License?

- Sales Demo Licenses for our Emerson Product can be requested by an Emerson Salesperson or Channel Partner by submitting a Sales Demo License request via our Emerson Salesforce (Internal Console or Partner Portal). Sales Demo Licenses for the GED Software which Emerson can resell should be submitted to Emerson Customer Care or a Salesperson for processing on the GED Partner Portal.

49. Who is going to provide support for issues with the EMS (Gemalto) Software Licensing Tool?

- Please submit a request via "Click for SFDC Support" under Quick Links. Select the "Orders" option, select the appropriate category under this option and provide description. A Support Ticket will be created for IT review and action.

50. How does our Emerson Channel Partner get access to the new Emerson Partner Portal?

- Please submit a request via "Click for SFDC Support" under Quick Links. Select the "User Access" option, select the appropriate category under this option and provide description. A Support Ticket will be created

for IT review and action.

51. How do our Emerson Internal Employees get access to the new Emerson Salesforce?

- Emerson Employees who had access to GED Salesforce will continue to have Emerson Salesforce access and they can log in via the “Emerson OKTA” option. New users can please drop an email to “DLPSSMASsfdc.support@emerson.com” for assistance.

**52. Who is going to provide support for general issues with Emerson SFDC, Partner Portal, Customer Center?
Ex: New User Account Requests, Password Resets, Customer Center Access, Partner Portal Access, Reports, etc.**

- Please submit a request via “Click for SFDC Support” under Quick Links. Select the appropriate option that you are needing support on, select the appropriate category under this option and provide description. A Support Ticket will be created for IT review and action.
- Note: Emerson Users who have access to GED Salesforce.com will have access to Emerson’s Salesforce.com. You can log in using the “Emerson OKTA” option.

53. Who do you contact to obtain support on GED Software that you purchased through Emerson?

- Emerson Customer Care will be your point of contact for all inquiries for GED Software that we are authorized to resell. Emerson will reach out to GED for support on their software if needed.

Americas

Phone: 1-888-565-4155 or 1-434-214-8532 (If toll free option is unavailable)

Customer Care (Quotes/Orders>Returns): customercare.mas@emerson.com

Europe

Phone: +800-4444-8001 or +420-225-379-328 (If toll free option is unavailable)

Customer Care (Quotes/Orders>Returns): customercare.emea.mas@emerson.com

Asia

Phone: +86-400-842-8599 or +65-6955-9413 (All other Countries)

Customer Care (Quotes/Orders>Returns): customercare.cn.mas@emerson.com

Any escalation request should be sent to: mas.sfdcescalation@emerson.com

54. What are the new URLs for Salesforce, Partner Portal and Customer Center?

- Here are the new Emerson URLs:

Emerson Customer Center

<https://emerson-mas.force.com/communities>

Emerson Partners

<https://emerson-mas.force.com/partners>

Emerson Internal Console

<https://emerson-mas.my.salesforce.com/>

Additional Links

Home link

<http://www.Emerson.com/Industrial-Automation-Controls>

Knowledge Base

<https://www.Emerson.com/Industrial-Automation-Controls/Support>

55. When Emerson SFDC was launched on 1/13/2020, does that mean we can no longer use the GE SFDC?

- At system separation, GED Salesforce.com for our Emerson Internal Employee was revoked. Emerson

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Customer Care, Technical Support and Salespeople have been given access to the GED Partner Portal in order to transact as a reseller of their GED product. The GED Partner Portal for our Emerson Channel Partners was revoked, and you should now transact in our new Emerson Channel Partner Portal.

- **** IMPORTANT NOTE **** Emerson Sales will not have Quote / CPQ capabilities in the GED Partner Portal Instance.

56. How do I get access to the new Salesforce, Partner Portal and Customer Center?

- Please submit a request via “Click for SFDC Support” under Quick Links. Select the “User Access” option, select the appropriate category under this option and provide description. A Support Ticket will be created for IT review and action.

57. If I am an existing user of Salesforce, Partner Portal and Customer Center, will I be able to use my same User Name and login to access the new systems?

- No, Internal Users can log in using the “Emerson OKTA” Option. Customer & Partner Users will receive a “New Welcome” email that will contain the URL and login instructions.

58. Will open cases on GED Salesforce.com that are Emerson related be migrated to the new Emerson Salesforce at system separation?

- Yes, these cases will be moved to the new Emerson Salesforce as part of the data migration activities.

59. Who will help solve these cases?

- If the Case Owner is an Emerson Employee, this will be retained during migration. If the Case Owner is not an Emerson Employee, an Emerson Employee in the applicable group that the case is associated with will be assigned.

60. Will the process for Deal Registration on GED Software change? Who will be responsible to handle the request?

- Yes, the process for Deal Registration will change for GED Software on the back-end only. There’s no change for Sales & Partners to register a deal on the front-end. As of 1/13/20, when an Opportunity in Emerson Salesforce or Emerson Partner Portal and “yes” is selected to the question “Deal Registration Required?,” an automated email notification will be sent to our Customer Care Global Leaders for review. Depending on the region you are located in and the DR is a true request, the regional Customer Care Leader will log the Deal Registration on GED Partner Alliance Community on your behalf. If GED approves, the regional Customer Care Team Leader will be notified, and the Opportunity on Emerson will be updated to reflect Approved in the “Deal Registration ID” field. If GED rejects, the regional Customer Care Team Leader will be notified, and the Opportunity on Emerson will be updated to reflect Declined in the “Deal Registration ID” Field. The opportunity owner will receive an automated email notification whenever this activity occurs.

61. Will Emerson still maintain Group 1, 2 & 3 at the Account Detail Level?

- Yes, it will still be maintained with the same rules applied.

62. Where do I log a case for assistance on GED Software?

- If you are conducting business with Emerson directly, all assistance required on GED software that Emerson is authorized to sell will be handled by Emerson and, therefore, the case will be logged on Emerson Salesforce. If assistance is required on GED software that Emerson is not authorized to sell,

you will need to reach out to GED for support.

63. Where do I find information on old keys (Ex: M4) and assets if required?

- All assets created from January 1, 2015 will be migrated to our new Emerson Salesforce. If the asset is prior to this date, you will not find it in our new Emerson Salesforce.

64. What is the process to order these programs?

- SP/OEM programs will be similar to how they are handled today. Start the process off by requesting a quotation for the desired program(s).

65. What happened after 1/30/2020?

- As of 2/1/2020, there are two new programs:
 - New GED Programs covering GED Software products. Emerson will offer these programs for resale.
 - A New Emerson SP Program that will cover all the Emerson SW Products (PME, View, Change Mgmt., PAC8000, HART, PPS, etc.).

66. Going forward, what are the requirements to be a GED SP in addition to providing a PO for the development licenses?

- Successful completion of the GED online process:
<https://www.ge.com/digital/partners/become-solution-provider-partner>
- Solution Provider Program orders placed through Emerson will be delivered by GED after completion of the online process.

67. If the SP purchased a GED program with PME, will GED support them?

- No. Emerson will support them! Upon request, current GED SP Program members whose program includes PME will receive support from Emerson through the end of their program year. To receive continuing support, the SP will need to join the Emerson SP program.

68. What is the expected Emerson SP approval process?

- The prospective SP contacts the Emerson Sales Lead in their area and requests to be an Emerson SP. The Sales Lead requests information from the SP and determines if they are approved.
- If the SP is approved, the Sales Lead will: a) Issue the SP a quote for the SP Program, b) process the nomination in SFDC, and c) send the SP an agreement signed by the Sales Lead.
- After signing the agreement, the SP sends the signed agreement with their PO to order entry.

69. Will Emerson provide the SP support on older PME versions?

- Yes. There is a licensing process provided by engineering to do that.

70. How will Emerson SP renewals be handled?

- The SP contacts the Emerson Sales Leader and provides the information requested by the Emerson Sales Leader. If the Sales Leader agrees, he/she completes the nomination and provides the SP with a new agreement signed by the Sales Leader.
- SP signs the agreement and returns the agreement with their PO.

71. How is the Emerson Sales Leader involved?

- The Emerson Sales Leader determines the companies Emerson would like to have representing us as an Emerson SP.
- Guidelines on what the Sales Leader should look for will be provided, but it will be the responsibility of the Emerson Sales Leader to approve the organizations that are leaders in their field and that want to partner with Emerson to deliver customer solutions.

72. Will we still be able to offer demo/evaluation licenses and how do we enter this into Salesforce?

- Yes, you will enter 90/60/30-day demos the same way in Emerson's new SFDC. First on a quote, then release it to a no charge order. You can do this for any software, GED or Emerson.

73. On license fulfillment, on the opportunity, can one of those names in the BCC field be a "group" email address, or do you require it to be an individual?

- YES, it can be a group email address, such as purchasing@channelpartner.com

74. Presumably, will a later version license support older versions?

- Yes, as Emerson releases additional branded versions of PAC Machine Edition, we typically leave the current version and two back for purchase. For this transition, we have made available versions back to 8.6 in the new Emerson licensing client.

75. Can Emerson license software work alongside GE licensing software?

- YES! We have tested all versions of our SW, and all versions in the new license client do work alongside GED-licensed SW.

76. Will a USB key eventually take the place of an SSLKey?

- Yes. We will have our own Emerson Hard Key. Currently, we are looking at only a factory- configured option, but later on we can evaluate a field-configurable option as well.

77. With v9.8, is it possible to store an application under an older version?

- With v9.8, you will have the ability to save your program in versions after v9.0.

78. What about an OEM partner that needs to support old versions?

- Active GED or Emerson OEMs (and SPs) may request licenses for older versions of software. Please file a case for your license request at the Emerson Customer Center following the GFK-3107A Emerson Legacy Softkey Licensing Guide.

79. Do I need two separate licensing clients – one for GED software and one for Emerson Software going forward?

- For a customer who uses both software, they will need two licensing clients on their machines. They will need the GE Proficy Common Licensing Client for the GED software, and they will need to download Emerson's licensing client for the Emerson SW. Both license managers have been tested and can run on the same machine.

80. If you have a choice for the size of the new USB key, please make it smaller. SSLKey is so large it can break a port.

- The new Red Emerson keys are similar in size to the RED SSLKeys, which are SMALLER than the Green

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SSLKeys were. Unfortunately, the RED keys are still slightly larger than the Blue M5s. We will take this feedback back to Engineering and will keep driving toward the best key we can provide our customers.

81. Now we can have both Cimplicity and ME license in the same SSLKEY. Will it be possible with ME 9.8?

- Unfortunately, no. GED Software and Emerson SW purchased after 1/13/2020 cannot reside on the same hard key. They are licensed under two different platforms that are not shared. You will need two keys if you choose or need to use hard keys. Keep in mind that per the presentation, we will not have hard keys available for our Emerson-branded software until the end of Q1 2020. GED and Emerson Software purchased prior to 1/13/2020 already on hard key together can remain, no issues.

82. Can I renew an OEM customer early to stay with v9.7 until April 2021, for example?

- Yes, for purchases made before 2/1/2020, PME 9.7 will stay on the GED SP Key profile for OEMs (and SPs) through the end of their program year on the single GED license key. OEMs (and SPs) may request no-charge membership in the Emerson OEM (or SP) program through the end of their GED program year to receive the latest Emerson software products on an Emerson license key. After the GED OEM (and SP) programs purchased by 2/1/2020 have expired, PME will be removed from the GED key.

83. Are we compatible with PSS/DeltaV keys?

- Today, no; however, our goal going forward is to find synergies and work toward common licensing for all Emerson software.

84. What about a Solution provider license?

- Please see #83 above. SP and OEM licenses are managed the same. There are separate SP and OEM programs because the needs of these customers differ. However, their programs are the same as far as the development licenses go.
- Please be aware that since Emerson's Intelligent Platforms are now independent of GE Digital, purchasing a program from GED will be one product and purchasing a program from Emerson will be another product. Each of those products will have their own separate licensing key.
- Emerson will facilitate your quotes for all SP & OEM software, Emerson and GED, which may be quoted from Emerson's SFDC. Note: currently, Emerson SP/OEM programs will need to be on a separate quotes from the GED programs due to differences in the terms & conditions.

85. For Solution Providers, will they need to get an Emerson key and then ask for a GE Digital Key? So we will need to purchase separate SP agreements also?

- Yes, for renewals AFTER Jan 31, 2020, you will be receiving quotes that look a bit different. Quotes for SP renewals will contain two line items, one for the Emerson Product SP renewal and the other for the GED SW on their SP renewals. Both will carry their own price. We (Emerson) will facilitate the ordering of both products for you. You will submit your PO to Emerson. Your end- user will receive TWO activation emails for their total SP order; one from Emerson, one from GED. A reminder: Emerson will not have a Hard Key option until later in the year 2020.

86. Will all current Solution Provider renewal quotes and AP quotes that have not been ordered yet remain the same quote number or will they have to be re-issued due to the change?

- All quotes that were issued prior to the cutover will still be in the new SFDC as the same quote number. As of 1/31/2020, new quotes will be issued at the time of order placement and as needed by our customer care team. New quotes will begin with EMER-(Date 01012020)-6digits instead of BMIQ as before.

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87. In case the computer disk corrupted, do we need to do something like “Recover” from the cloud?

- Unfortunately, if you have an unhealthy machine and cannot get to the license client on the machine and self-serve the recovery, neither GED nor Emerson will be able to recover that serial/activation. We would work with you to re-issue the license in the current Emerson licensing system.

88. How long will GED keep existing assets? Is there a time limit?

- GED has committed to keeping the assets listed in its common licensing system indefinitely. We at Emerson also know all the serial numbers we have historically issued on our legacy software. We should be able to track down licenses and help you in the event of any catastrophic issue or routine upgrading.

89. Will the integrator get the order/sales acknowledgements as we do if they are in the BCC field?

- NO. The order acknowledgements are a field inside the quote on the “order and shipping” tab and is populated in one of two ways: #1 by the quote creator or #2 a pre-designated name to receive order acknowledgements we have saved on their account record in SFDC and SAP. It can also be entered manually. The Individuals listed on the BCC field do not get Order Acknowledgement info (which contains sensitive info such as account numbers and distributor pricing). The Sales acknowledgement is typically limited to the partners.

Quote/SPA Edit
BMIQ-06132017-176330

[Return to Opportunity](#) [Update Opportunity](#) [Revise Quote](#) [Q](#)

▼ General Information

More Info	Addresses	Reports & HW Import	Approvals	Order & Shipping Info	Assets	OpportunitySplits
SAP Order #		ET00344367		Customer PO #*	TESTFIX	
GED Order #		5128201		Secondary PO #		
Total		\$49,613.44		PO Attached?*	True	
Ship Via*		AIRBORNE EXPRESS		PO Attached by*	Swati Khatokar	
Requested Ship Date*		01/13/2020		Order Confirmation Email Address*	swati.khatokar@emerson.com,	
Order Submitted by		Swati Khatokar				

90. If we cannot use the “End user license contact” as before to get an email to our Integrator, how do we do that?

- As mentioned, the “End User Contact” and “End User License Contact” fields must be an individual at the End User CSN and a contact on that account in SFDC. You can use the BCC field for extra recipients who will be blind copied. In this field, you can list UP TO THREE email addresses. They would look like this, with semi colons, no spaces: person@company.com;person2@company.com;person3@company.com

Software Licensing and IT Transition Update FAQ

March 2020

Opportunity Detail

[edit](#) [Clone](#) [Add Opportunity Team Member](#) [Support Tickets](#) [Request Digital Deal Desk Support](#)

[Customer Experience Center Tour](#) [Sharing Detail](#)

Opportunity Record Type	GEAC-Quick Quote [Change]	Opportunity Owner	Adrienne Musto [Change]
Opportunity Name	Test Opp Musto ✎	Close Date	1/10/2020
ITC Request Type		Deal Approval Required?	No
ITC Approved	<input type="checkbox"/>	Deal Registration ID	
ITC WF Number		Stage	Closed - Booked
Amount		Probability (%)	100%
Total SW Order Amount		Service Contract End Date	
Business Area of Interest		Sourced by:	
Product Area of Interest		Sourced by ID	
Next Step		CM%	

▼ Account Information

Account Name	INDUSTRIAL CONTROLS DISTRIBUTORS, INC.	End User Account Name	CLADDAGH ELECTRONICS, LTD.
Bill To Contact	John Pegg	End User Contact	Angelo Mattola
Billing Contact Email	jpegg@lkdfjslkd.com.invalid123	End User Contact Email	tyubawaggdvro@drx.com
Ship To Account	INDUSTRIAL CONTROLS DISTRIBUTORS, INC.	End User License Contact	Angelo Mattola
Ship To Contact	John Pegg	BCC Fulfillment E-mails	adrienne.musto@emerson.com
# Of Machines/Lines		End User Vertical Market	Electronics and Electrical Equipment

91. Can we “load” a PME v9.8 license and Cimplicity on the same USB key?

- No. At present time, Emerson does not have a Hard Key option. For go live, we only have SoftKeys (emailable licenses). We are working hard to get our Emerson Hard Keys ready for launch, which according to Keith, the presentation is still on track for release in Q1 2020. That being said, Emerson software can no longer be ordered on the same key as GED software. For this example, PME 9.8 and CIM, if needed on hard keys, would be shipped as two hard keys - An Emerson Red key and either an SSLKEY or an M5 depending on the need. You still order all Software from your Emerson Channel Partner. Emerson will facilitate your order on GE Digital; You buy from us. You will generate a PO to Emerson.

92. How will the Solution Provider License work?

- You will order any SP keys through your Emerson channel...
- If you have a current entitlement/contract, your keys will function just as normal until your next renewal date; however, your SP key will only contain PME at v9.7.
- If you are a new SP or renewed prior to January 31, 2020, your keys will be reissued as normal and will be active thru the end of your expiration. Again, PME will be version limited to 9.7.
- As of January 31,2020, for anyone renewing or purchasing a new plan, the SP Renewals will differ slightly in handling. Channel Partner Quotes for SP renewals will contain two-part numbers (line for the Emerson SP SW and a line for the GED SW). The Emerson SP Product will carry an individual cost and the second line will include the GED SP software cost. The Emerson quote total will include both parts and costs. When you quote your customer, you may aggregate the cost or show the costs by line item. That is up to the channel partner. Note that both SP programs are maintained by two different companies and now carry two costs.
- All SP customer renewals for your customers are still ordered in Emerson’s SFDC.
- Renewal quotes will still be provided for your legacy customers as they were before.
- Emerson will facilitate your quotes, for all SP software.

93. Will Solution Providers need to get an Emerson key and then ask for a GE Digital Key? So, we will need to purchase separate SP agreements also?

- Yes, for renewals AFTER Jan 31, 2020, you will be receiving quotes that look a bit different. Quotes for SP



renewals will contain two line items, one for the Emerson Product SP renewal and the other for the GED SW on their SP renewals. Both will carry their own price. We (Emerson) will facilitate the ordering of both products for you. You will submit your PO to Emerson. Your end user will receive TWO activation emails for their total SP order; one from Emerson, one from GED.

94. Is the OPC driver included in the MBP Pro Suite by default in v9.8?

- No, it is a separate check box as an option under the Pro Suite. It must be ordered WITH the Pro Suite. Previously, it was a standalone option, but it does not work standalone, so we changed the configuration.

95. Can assets under acceleration plan v9.7 and earlier jump to v9.8?

- Yes! Request this through your Channel partner and territory manager. Customer Care will facilitate that upgrade request for you. All AP plans will be honored for any PME-contracted asset.

96. Will Salesforce start sorting assets by activation code? Most customers just track the activation code since that is what is needed to license their machine.

- Today, assets are listed on an account by Serial Number. For security reasons, we do not have the activations as immediately customer facing, as there is potential for activation misuse. We do list in the account assets the serial number.

97. Can you clarify how customers with both PME and Cimplicity will need to license their computers?

- For customers who use both software, they will need two licensing clients on their machines. They will need the GE Proficy Common Licensing Client for the GED software, and they will need to download Emerson’s licensing client for the Emerson SW. Both license managers have been tested and can run on the same machine.

Software Licensing and IT Transition Update FAQ

98. Is the Mark VIes license available under legacy license?

- The ControlST license for MarkVIes will be available under GE common licensing. Essentially, we are reselling it from GE Power.

99. How will acceleration plan renewals work when a customer has both Emerson software and GED software on their current plan?

- If a customer has been renewed on a large site renewal through GED Directly, their Emerson assets will be split off and the channel partner will receive the renewal quote for the Emerson assets for the end-users. GED Software Reps and GED Direct should no longer have Emerson Software on their renewal quotes.

100. Will Emerson honor the 50% upgrade value of versions older than current version?

- YES! Our software policy is to offer an end-user 50% credit of the value of their existing license key toward the purchase of a new PME version. For example, if a customer has a legacy LDPLC Standard or a lite suite, they receive 50% of the list cost of that SW toward the purchase of the Pro Suite. If the last list value of the customer's LDPLC Standard Key was, for example, \$600, they would receive \$300 toward an ME Pro Suite. An ME Pro Suite has a list value today of \$1,887. So, the new end-user list would be \$1,587. Your territory manager or customer care can guide you on how to price legacy upgrades. If you currently have an ME90 or 95MBP001, for example, yes, you do receive 50% credit on current list. In this example, \$1,887 or discount \$943.50 new end-user list.

101. Will customers or channel partners have access to the existing Advantage Licensing Portal? And could they force the activation return via Salesforce?

- Yes, partly. Yes, only for GED Software. GED Software Tech support will be provided for Key support/ resetting, etc., if the end-user has an active support agreement (Global Care or AP). If a customer needs assistance on a GED SW activation and they have a support plan, they can reach out to GED directly in their customer portal. If an end-user does not carry support on GED SW, they will need to reach out to Emerson for help. We can generate requests for help with GED Software. GED will also remain self-service in Proficy Common Licensing.

102. For Machine Edition and other Emerson Software, is it available to maintenance in the Proficy Common License portal?

- A customer's access to Machine Edition in the Advantage licensing client and related maintenance will only be available in a Self-Service mode in their license client on their machine. The customer will not lose access to Proficy Common Licensing on healthy machines. However, if a laptop or machine crashes, unfortunately there will be no way to recover an Advantage license. GE Digital cannot recover a PME license or activation for an Emerson product going forward. HOWEVER, we do have an emergency plan in place and Emerson can help re-issue the lost license, but you will need to reach out to the channel partner, Tech Support or customer care. We can re-issue legacy licenses as per the following configurator.

PAC Machine Edition

Enter Part Number

Manual Asset

Start Configuring PAC Machine-Edition Here....

Key Type Software Key

Type of License Standard Backup Demo

Version 9.8 9.7(Legacy) 9.5(Legacy) 9.0(Legacy) 8.6(Legacy)
 Earlier than 8.6(Legacy)

Select Product MEMBL001 PAC Machine Edition Lite Development Suite
 MEMBP001 PAC Machine Edition Professional Development Suite
 MECSCEMK PAC Machine Edition QuickPanel CE Development Suite

Points 700 1500 8000

103. Can current customers using any version of PME v9 purchase drives such a IGS for the existing license under Advantage?

- Yes, you can order IGS drivers through the channel partners and we will fulfill an order for the driver sets. (Same as you can today in SFDC.)

104. If we can't recall and let them reactivate a v9.7 and earlier license, is the Emerson legacy issue a charge to the customer?

- No! We can recreate the new license in Emerson SFDC (same version) for you at no charge. Please reach out to Tech support, customer care or your channel partner/manager for help.

PAC Machine Edition

Enter Part Number

Manual Asset

Start Configuring PAC Machine-Edition Here....

Key Type Software Key

Type of License Standard Backup Demo

Version 9.8 9.7(Legacy) 9.5(Legacy) 9.0(Legacy) 8.6(Legacy)
 Earlier than 8.6(Legacy)

Select Product MEMBL001 PAC Machine Edition Lite Development Suite
 MEMBP001 PAC Machine Edition Professional Development Suite
 MECSCEMK PAC Machine Edition QuickPanel CE Development Suite

Points 700 1500 8000

105. How about the license for PPS with iFix?

- PPS, which will now be called PAC Productivity Suite, will initially only contain Cimplicity and will be available by mid-April in SFDC. For iFIX customers, please use the v3.5/3.6 for now while we figure out the next steps.

106. Are we requiring customers to pay for new hardware keys when upgrading?

- We always encourage customers to take advantage of the advantages of internet activating. That being said, not all customers can use that delivery and need hard keys. If that is the case, and the customer needs a physical key, then yes, the Emerson keys will be available later in 2020.

107. PPS 3.6 will ONLY activate 3.6 – it will not cover previous versions?

- PPS 3.6 can work with previous PPS releases.

108. How do you license ControlST for MarkVIeS?

- We have this working on our SFDC instance today. Essentially, the customer would place an order to us and we will place an order to GE and the license (GE Common Licensing based) would be sent directly to the customer. This is similar to how we implement CIMPLCITY licenses.

109. Is there any reason why we cannot quote PPS 3.8 Standard and Historian as a separate license?

- This is an idea to have customers place a separate license for Historian in addition to PPS standard going forward. So yes, it should work.

110. Does PPS 3.8 include options for terminal services, Alarm Cast, etc.?

- We are adding terminal services to the PPS 3.8. Alarm Cast cannot be added as an option in PPS 3.8, unfortunately.

111. PPS used to include PAC8000 Workbench. Is it still like that?

- PPS 3.6 and earlier versions will have PAC8000 Workbench like it always used to. PPS3.8 and beyond will not have PAC8000 Workbench.

112. Will the new Emerson Hardware Keys be cloud activated? Or only loaded at the factory?

- Initially, the hardware keys will come configured from the factory. We can look into adding the self-configurable option in the future.

113. Does the PPS 3.8 license support 3.6?

- No, the PPS 3.8 uses the new Emerson Licensing technology and will not support the PPS 3.6.

114. When is PPS 3.8 iFix expected to be released?

- Customers should use PPS 3.6 and earlier versions for now. We will share more details on PPS 3.8 with iFix options as the plans become more concrete.

115. With the current Emerson Licensing method for PME, what is the right procedure to transfer the license from one computer to another computer?

- For customers with internet access, we are adding this functionality shortly in our ELM (License management tool) tool. That functionality will make it easy for a customer to return a license from a computer and reactivate easily on the other computer. For offline customers, we have this feature in our

backlog and will update accordingly.

- 116. If someone has v9.7 and their customer has v9.8, are they able to use their v9.7 still with the customer since the only difference is the licensing.**
- If the program is stored as a v9.7 program, then, yes; however, if the program is stored as v9.8, then no.
- 117. If we sell an Emerson SP license, how do we supply the Licenses for Legacy PME versions (ex. v9.5)? Are we able to supply a “self-authorization” file so they can “self” manage?**
- We will not support “self manage” mode. However, customers can call our tech support and we can provide the legacy license for older PME versions.
- 118. On PME/PPS v9.8, there is a feature called Automation Interface. What is this feature? (it is currently not licensed on my Pro Suite.)**
- Change management uses this interface. This is designed for big OEMs that would want to extend the PME support via their specific tools. Please contact us directly if you have an OEM such as this.
- 119. Is there a brochure or package explaining the new Emerson program for SPs that would cover more than just the licensing?**
- We are working on it.
- 120. For customers with old logins to the Customer Center, did those accounts get moved over or do they need to create new accounts?**
- Yes, we migrated all customers and sent them a password reset email on January 12 at midnight. That password reset has expired. If you know of a customer who did not receive the email, please enter a Chatter ticket on their behalf.
- 121. Most of my customers didn’t receive that migration email for the Knowledge Base. Is there something that us Channel partners can do to migrate them?**
- Please enter a chatter ticket. If not able to enter a ticket, please send the customer email addresses to support.sfdc@emerson.com
- 122. Is Emerson planning to post service packs for Cimplicity HMI on the Emerson Knowledge Base?**
- GED software and SIMs will be available from the GED portal.

Contact Information

Emerson's Machine Automation Solutions Contact Information and Support Guide

For inquiries on our Emerson Product or GE Digital Software that Emerson is a master reseller of, please try searching the knowledgebase system on our support website or reach out to one of knowledgeable Emerson Agents for assistance.

Support Website:

https://emerson-mas.force.com/communities/CC_Home

Submit a Support Case Online:

https://emerson-mas.force.com/communities/CC_CommercialViewCases?type=all

Online Contact Information:

https://emerson-mas.force.com/communities/CC_Contact

Emerson's Machine Automation Solutions

<https://www.emerson.com/industrial-automation-controls>

Technical Support Contact Information (Global)

(Technical/Engineering Product Assistance)

Technical Support (Americas)

Phone: 1-888-565-4155

1-434-214-8532 (if toll free 800 option is unavailable)

Email: support.mas@emerson.com

Primary language of support: English

Technical Support (Europe, Middle East, & Africa)

Phone: +800-4-444-8001

+420-225-379-328 (if toll free 800 option is unavailable or dialing from a mobile telephone)

Email: support.mas.emea@emerson.com

Primary languages of support: English, German, Italian, Spanish

Technical Support (Asia)

Phone: +86-400-842-8599

+65-6955-9413 (India, Indonesia & Pakistan)

Email: support.mas.apac@emerson.com

Primary language of support: Chinese, English

Commercial Support Contact Information (Global) (Quotes, Orders, Returns, Software Licensing/Authorizations)

Commercial Support (Americas)
Phone: 1-888-565-4155
1-434-214-8532 (if toll free 800 option is unavailable)
Email: customercare.mas@emerson.com
Primary language of support: English

Commercial Support (Europe, Middle East, and Africa)
Phone: +800-4-444-8001
+420-225-379-328 (if toll free 800 option is unavailable or dialing from a mobile telephone)
General Email: customercare.emea.mas@emerson.com
Primary languages of support: English, German, Italian, Spanish

Commercial Support (Asia Pacific)
Phone: +86-400-842-8599
+65-6955-9413 (India, Indonesia & Pakistan)
Greater China: customercare.cn.mas@emerson.com
Primary language of support: Chinese, English

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