

# Emerson Legacy Softkey Licensing Guide

## GENERATING AN ACTIVATION CODE FOR PME V7.00 - V9.70

### Overview

Customers who have purchased early releases (v7.00 through v9.70) of PAC Machine Edition (PME) will be able to generate an activation code using the Product Authorization utility. The following instructions will guide users through the registration and activation process for legacy software. The appendix in this document will also provide a product licensing map to illustrate how the current licensing model corresponds to the legacy licensing model.

### Product Registration Process

Customers who wish to authorize their software using the legacy method must run the Product Authorization utility in PME. Depending on the version of PME installed, there are different methods to Launch the Product Authorization utility.

- 1) For PME versions 9.50 and earlier, the user may run the Production Authorization tool from the Start menu. The tool will be located under the Proficy folder. Once launched, the user will see a window that resembles Figure 1.

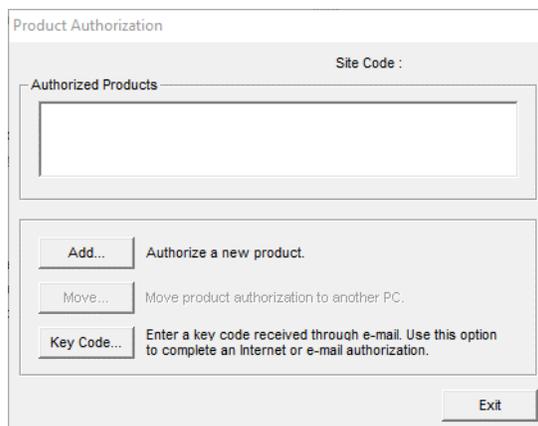
– or –

- 1) For PME versions 9.70, the user must launch the utility using Windows Explorer. The file will be located at the following destination:

`<installdir>\common\ide\TCPAuth.exe`

Once launched, the user will see a window that resembles Figure 1.

**Figure 1: Product Authorization Screen**



- 2) Click the **Add...** button to advance to the next screen in Figure 1. Select the authorization type preferred. This guide will describe how to advance using the Phone/Fax/Email as it is the most popular method.
- 3) Select the **Phone/Fax/Email** radio button and click **Next** (Figure 2).
- 4) Complete this form and create a screen shot (Figure 3). Take note whether the site code was auto-populated in this form before sending to support.
- 5) Send the screenshot to the Emerson Support team. Links are provided at the end of this document. At minimum, the Emerson Support team will require the serial number, site code, and contact information.

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*Note: The legacy support of this software precludes the use of the in-application **Send Email** button. The **Send Email** button will not function in this application; the information must be sent outside of the application.*

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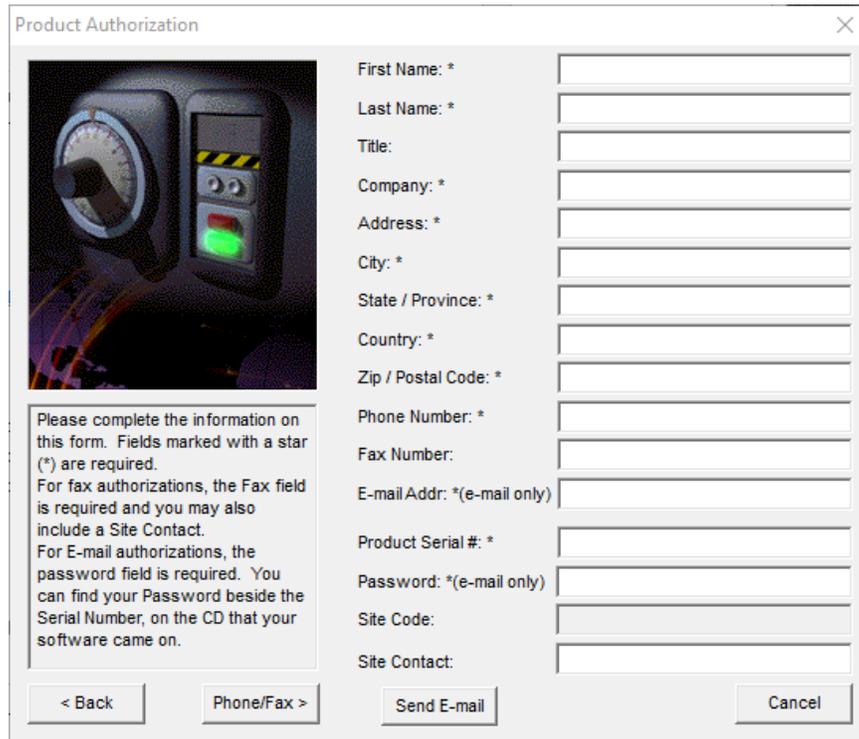
- 6) Once you have received a reply from Emerson Support with the activation codes, return to the opening screen of the Product Authorization utility (Figure 1).
- 7) Click the **Key Code** button to get the screen seen in Figure 4.
- 8) Enter the serial number and key code from the email and click **Finish**. A dialog box should display if the activation was successful.
- 9) Should the email contain multiple key codes, repeat steps 6-8 for each code.

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**Figure 2: Authorization Type**

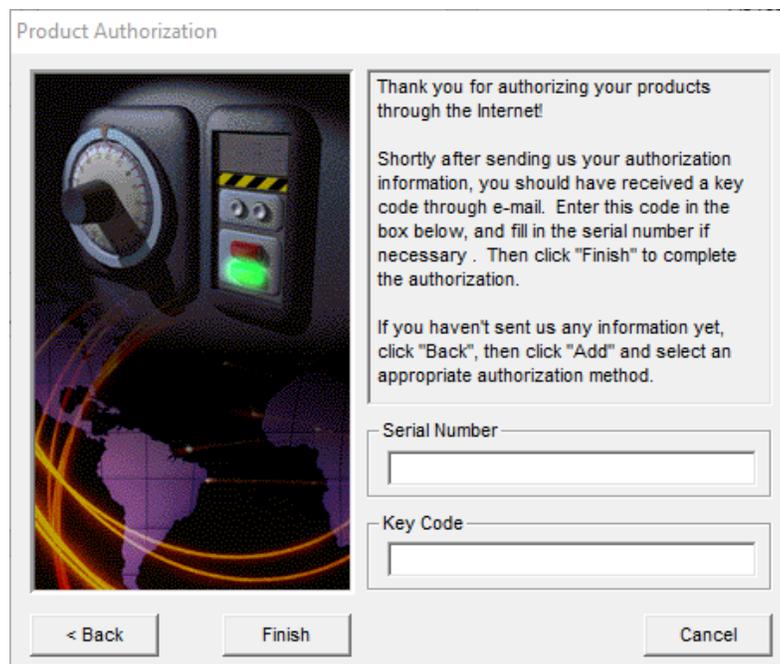


Figure 3: Phone/Fax/Email Method Screen



The screenshot shows a 'Product Authorization' dialog box with a close button (X) in the top right corner. On the left, there is a small image of a control panel with a dial and a green indicator light. Below the image is a text box with instructions: 'Please complete the information on this form. Fields marked with a star (\*) are required. For fax authorizations, the Fax field is required and you may also include a Site Contact. For E-mail authorizations, the password field is required. You can find your Password beside the Serial Number, on the CD that your software came on.' To the right of the image are several input fields: 'First Name: \*', 'Last Name: \*', 'Title:', 'Company: \*', 'Address: \*', 'City: \*', 'State / Province: \*', 'Country: \*', 'Zip / Postal Code: \*', 'Phone Number: \*', 'Fax Number:', 'E-mail Addr: \*(e-mail only)', 'Product Serial #: \*', 'Password: \*(e-mail only)', 'Site Code:', and 'Site Contact:'. At the bottom of the dialog are four buttons: '< Back', 'Phone/Fax >', 'Send E-mail', and 'Cancel'.

Figure 4: Key Code Screen



The screenshot shows a 'Product Authorization' dialog box with a close button (X) in the top right corner. On the left, there is a small image of a control panel with a dial and a green indicator light, overlaid on a world map with glowing orange lines. To the right of the image is a text box with a message: 'Thank you for authorizing your products through the Internet! Shortly after sending us your authorization information, you should have received a key code through e-mail. Enter this code in the box below, and fill in the serial number if necessary. Then click "Finish" to complete the authorization. If you haven't sent us any information yet, click "Back", then click "Add" and select an appropriate authorization method.' Below the text are two input fields: 'Serial Number' and 'Key Code'. At the bottom of the dialog are three buttons: '< Back', 'Finish', and 'Cancel'.

# General Contact Information

Home link: <http://www.emerson.com/industrial-automation-controls>

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

## Technical Support

### Americas

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

Customer Care (Quotes/Orders>Returns): [customercare.mas@emerson.com](mailto:customercare.mas@emerson.com)  
Technical Support: [support.mas@emerson.com](mailto:support.mas@emerson.com)

### Europe

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

Customer Care (Quotes/Orders>Returns): [customercare.emea.mas@emerson.com](mailto:customercare.emea.mas@emerson.com)  
Technical Support: [support.mas.emea@emerson.com](mailto:support.mas.emea@emerson.com)

### Asia

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

Customer Care (Quotes/Orders>Returns): [customercare.cn.mas@emerson.com](mailto:customercare.cn.mas@emerson.com)  
Technical Support: [support.mas.apac@emerson.com](mailto:support.mas.apac@emerson.com)

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

**Note:** If the product is purchased through an Authorized Channel Partner, please contact the seller directly for any support.

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