

Enhanced Customer Center

HELP GUIDE

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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: Introduction

1.1 About this Document

This document serves as a supplementary user guide for Emerson Software Licensing. The Entitlement and Licensing Manager (ELM) is capable of automatically activating and returning entitlements so long as the machine is connected to the internet. However, some customers may have applications in which they need to activate or return entitlements on a machine that is not connected to the internet.

The Customer Center allows users to manage their software downloads and orders as well as manually activate and return entitlements on machines without an internet connection.

The user will need to familiarize themselves with ELM and should consult GFK-3104, *Emerson Software Licensing User Manual* to learn more about license files and proof files before beginning. Both of these file types are required to manually activate or return entitlements on a machine.

1.2 Document Revision History

Revision	Date	Description
A	December 2020	Initial Release

1.3 Glossary of Terms

Column	Definition
Products	
Product	Product Name is the value of the Catalog Product Description field on the EMS product
Activated	The number of entitlements activated against a line item
Available	The number of entitlements available for activation for a line item
Product Orders	
Activation Code	The EMS Product Key
Order Date	The Order Date is a value defined in the 'Start Date' field on the EMS entitlement
Order Number	The Sales Order Number is the value defined in the 'Ref ID 1' field on the EMS Entitlement

Column	Definition
PO Number	The Purchase Order Number is the value defined in the 'Ref ID 2' field on the EMS Entitlement
Activated	The number of entitlements activated against a line item
Available	The number of entitlements available for activation for a line item
Action	Activate Manually- activate an entitlement on a product
Downloads	
Product	The name of the product purchased
Download	Download link for the software Size - The approximate size of the file being downloaded
Copy	Copy link for download software
Description	The product description
Release Date	The date from which the content will be available for download
Orders	
Order Date	The date the order was processed
Order Number	The Sales Order number
PO Number	The Purchase Order Number
Product	The name of the product purchased Part# is the part number of the product License Expiration is the last day that the license will be active
Activation Code	The Product Key
Activated	The number of entitlements activated against a line item
Available	The number of entitlements available for activation for a line item
Action	Activate Manually- Activate Products in an Entitlement using the lock code of the machine to which you are locking
Activations	
Activation Date	The date the order was activated
Activation ID	Activation ID linked to the Activation Code
Activation Code	Activation Code linked Activation ID

Column	Definition
Locking Code	Locking Code of the device
Product	The name of the product purchased Part# is the part number of the product License Expiration is the last day that the license will be active
License File	Link to the associated license file for manual download
Activated	The number of entitlements activated against a line item
Actions	Option to manual return the activation
Devices	
Locking Code	The locking code of the Activated device
Product	The name of the product purchased Part# is the part number of the product License Expiration is the last day that the license will be active
Activated	The Purchase Order Number
Device Activations	
Activation Date	The date on which the license activation was performed
Activation ID	Activation unique identifier
Activation Code	The Product Key

Section 2: Manually Activate an Entitlement

If users are unable to activate their entitlements using ELM software because of network configurations, they can activate their entitlement manually using Customer Center.

1. Navigate to the **Software Orders and Downloads** tab of Customer Center.
2. Select the **Orders** tab and navigate to the desired Activation Code (Figure 1).
3. Click the **Activate** button (Figure 1).

Figure 1: Product Tab

Product ▾	Activated	Available					
▼ PAC Change Management	4	10					
Account	Activation Code	Order Date	Order Number	Activated	Available	Actions	
Tom Asaro CSN: [REDACTED]	[REDACTED]	11/6/2020	[REDACTED]	0	1	Activate Manually	

4. On the next screen, toggle the **Available** button located underneath the **Device Name** menu. The field to the right should now display **Search Device** (Figure 2).
5. Select the correct device name and click **Complete Activation**. The next screen will indicate a successful activation (Figure 2).

Figure 2: Searching for Available Devices

Products

<input type="checkbox"/>	Product	Activated	Available	Quantity To Activate
<input type="checkbox"/>	PAC Machine Edition Professional Development Suite Part#: [REDACTED] License Expiration: 12/31/2099	0	3	<input type="text" value="3"/>
<input checked="" type="checkbox"/>	PAC Change Management Part#: [REDACTED] License Expiration: 12/31/2099	0	3	<input type="text" value="3"/>

Device Name :

Available

New

Device Locking Code

Julie's Laptop

THIS DEVICE FOR BLANK/NO

REDACTED

Cancel

Complete Activation

6. Select **Download License File** (Figure 3).

Figure 3: Download License File

Order Activation

Activation Code: [REDACTED]
Customer Name: [REDACTED]

✔ Activation Completed successfully

Product	Activated
Change Management - Software Key vX.X Part# [REDACTED] Expiration: 12/31/2099	3

Download License File

Done

7. With the license file downloaded, users may save the file to a USB stick (or other portable media storage device) and return it to the machine with ELM installed.
8. Users may then use the license file to continue activating the entitlement for their download software.

Note: It is strongly encouraged that users consult GFK-3104, *Emerson Software Licensing User Manual* for step 8.

Section 3: Download/Share Software Link

The Customer Center allows the user to activate entitlements on behalf of another user or for themselves. Once entitlement has been activated on a machine, follow the instructions below:

- 1. Navigate to the **Software Orders and Downloads** section of the Customer Center.
- 2. Select the **Downloads** tab (Figure 4).
- 3. Click the arrow icon next to the desired product to reveal the version.
- 4. Click the version number to display in a panel in the lower section of the screen.

To Download Software

- 1. Click the name of the product under the **Download** heading (Figure 4).

Figure 4: Download Software

ProductsDownloadsOrdersActivationsDevices

HelpSearchExport CSV

Product ▾

▼ PAC Change Management

Version	Release Date
9.8	01/01/2020

➤ PAC HART Device Type Manager

➤ PAC HART Multiplexer

➤ PAC Machine Edition Professional Development Suite

➤ PAC Security Center

➤ PAC Solution Provider Development Program

➤ Solution Provider PAC Productivity Suite Option

Product	Download	Copy	Description	Release Date
PAC Change Management	PAC Change Management 9.8 (11.16 KB)	Copy Link	PAC Change Management Installer	01/01/2020

2. Read the EULA terms and click **I Accept** (Figure 5).

Figure 5: EULA Terms Screen

End User License Agreement (EULA)

Customer agrees to be aware of and comply with U.S. and any other relevant export laws and regulations to ensure that the Software will not be used, sold, transferred, or re-exported in violation of such laws and regulations. Customer agrees that it shall not, without prior necessary government authorization, export, re-export, or transfer the Software, either directly or indirectly:

- 1) To any country subject to a comprehensive U.S. trade embargo;
- 2) To any person or entity listed on the "Entity List" or "Denied Persons List" maintained by the U.S. Department of Commerce, the list of "Specifically Designated Nationals and Blocked Persons" maintained by the U.S. Department of Treasury or any other applicable prohibited party list; or,
- 3) To an end-user engaged in any nuclear weapons, chemical weapons, or biological weapons activities. The software you are about to download is subject to export control laws and regulations. By downloading this software you agree that you will not knowingly, without prior written authorization from the competent government authorities, export or re-export, directly or indirectly, any software downloaded from this website to any prohibited destination, end-user, or end-use

Decline

I Accept




3. The download should begin immediately. (If the download does not begin, please contact our support team at the link provided at the end of this document.)
4. The user may now install their downloaded software to their machine.

To Share a Download Link

If the software needs to be installed on a different machine, users can send a copy of the download link to another user or email address for installation.

1. Click **Copy Link** under the **Copy** heading (Figure 6).
2. The link has been copied to your pasteboard and can be shared with another user.

Figure 6: Copy Download Link

Products	Downloads	Orders	Activations	Devices	 Help	 Search	 Export CSV
Product ▾							
▼ PAC Change Management							
Version		Release Date					
9.8		01/01/2020					
▶ PAC HART Device Type Manager							
▶ PAC HART Multiplexer							
▶ PAC Machine Edition Professional Development Suite							
▶ PAC Security Center							
▶ PAC Solution Provider Development Program							
▶ Solution Provider PAC Productivity Suite Option							
Product	Download	Copy	Description	Release Date			
PAC Change Management	PAC Change Management 9.8 (11.15 KB)	Copy Link	PAC Change Management Installer	01/01/2020			

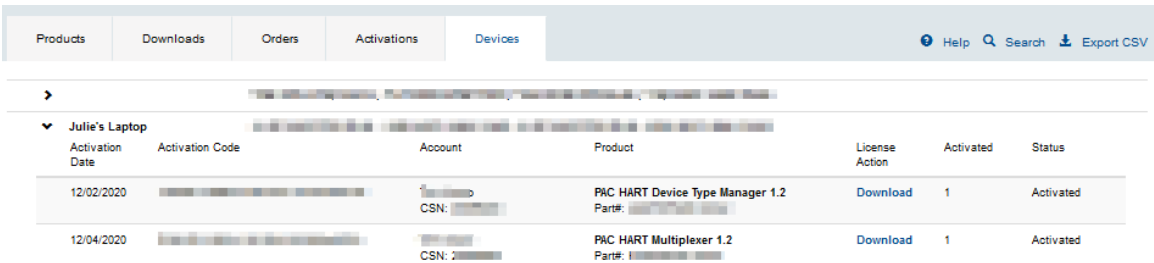
Section 4: Find a Device With an Activated Entitlement

This section will advise users on how to use an activation code to check for live activations.

Note: Devices must have activated entitlements before they are searchable. Without live activations, the device names will not be searchable.

1. Select the **Devices** tab and navigate to the desired device name (Figure 7). In this instance, the device name is **Julie's Laptop**.

Figure 7: Devices



Products	Downloads	Orders	Activations	Devices	Help	Search	Export CSV
Julie's Laptop							
Activation Date	Activation Code	Account	Product	License Action	Activated	Status	
12/02/2020		CSN:	PAC HART Device Type Manager 1.2 Part#:	Download	1	Activated	
12/04/2020		CSN: 2	PAC HART Multiplexer 1.2 Part#:	Download	1	Activated	

2. Click **Download** to download the license file.

This license file is used in conjunction with the Entitlement and Licensing Manager (ELM). For more information, please consult GFK-3104, *Emerson Software Licensing User Manual*.

Section 5: Manually Return an Entitlement

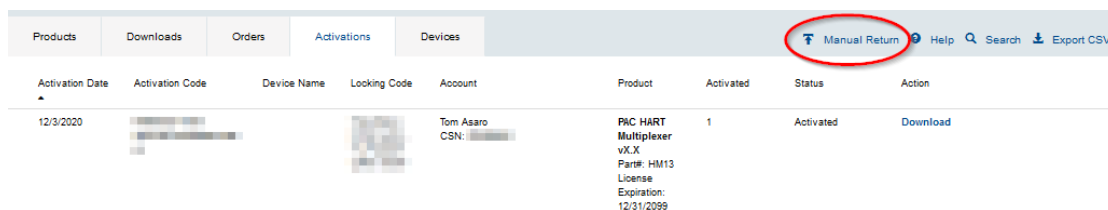
5.1 Manual Entitlement Return

The Customer Center allows the user to manually return entitlements when a machine that requires a software entitlement is not connected to the internet for security purposes.

Before beginning, please ensure that you have downloaded the **Proof** file from the machine that previously had an activated entitlement. The Proof file is produced when an entitlement is a return on Entitlements and Licensing Manager (ELM). For more information, please consult GFK-3104, *Emerson Software Licensing User Manual*. Once you have transferred the **Proof** file to a computer with internet access, navigate to the Customer Center and follow these instructions

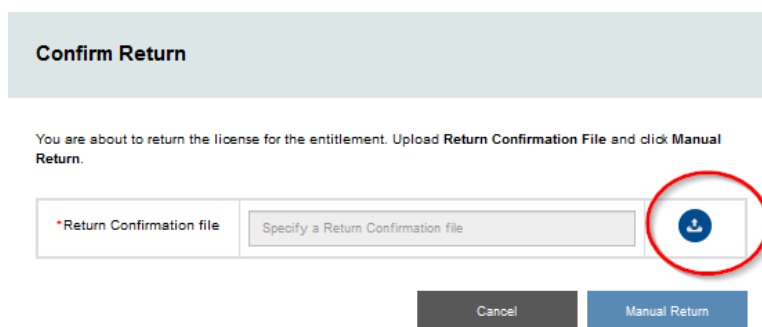
1. Navigate to the **Software Orders and Downloads** section of Customer Center.
2. Select the **Activations** tab.
3. In the upper-right corner, select **Manual Return**.

Figure 8: Manual Return Location



4. Click the upload icon circled in Figure 9, to locate and upload the proof file saved to this machine.

Figure 9: Upload Return Proof



5. Click **Manual Return**. The system will perform a return on the end-user machine can be used again on a different machine

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

Any escalation request should be sent to 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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