

# **Emerson Customer Center**

## HELP GUIDE

# Contents

- Section 1: Introduction ..... 1**
  - 1.1 About this Document ..... 1
  - 1.2 Document Revision History ..... 1
  - 1.3 Glossary of Terms ..... 1
- Section 2: Navigating Emerson Customer Center ..... 4**
  - 2.1 Products ..... 4
  - 2.2 Orders, Activations, and Devices ..... 5
  - 2.3 Exporting to CSV File ..... 5
- Section 3: Manually Activate an Entitlement ..... 6**
- Section 4: Download Software ..... 8**
- Section 5: Manually Return an Entitlement ..... 10**
  - 5.1 Manual Entitlement Return ..... 10
  - General Contact Information ..... 11
  - Technical Support..... 11

## 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.

Emerson may have patents or pending patent applications covering the subject matter in this document. The furnishing of this document does not provide any license whatsoever to any of these patents.

Emerson provides the following document and the information included therein as-is and without warranty of any kind, expressed or implied, including but not limited to any implied statutory warranty of merchantability or fitness for a particular purpose.

# Section 1: Introduction

## 1.1 About this Document

The process of activating an entitlement requires communication between Entitlement and License Manager (ELM) and Emerson cloud services. The manual activation process can be begun in the ELM, but will need the aid of the Emerson Customer Center to complete the process. The user will need to ensure they have access to a second device with internet access and a transferable storage device (USB drive). The manual activation procedure that takes place on Emerson Customer Center will provide the customer with a downloadable license file to use on the computer in which Entitlement and License Manager is installed. When the license file is uploaded, the process is complete..

In general, the Emerson Customer Center allows users to manage their software downloads and orders as well as activate entitlements and return licenses manually on machines without an internet connection. This document serves as a supplementary user guide for licensing software with Entitlement and License Manager (ELM). This user guide will provide greater detail on the navigation and use of the Emerson Customer Center. For instructions on how to use Entitlement and License Manager, please see GFK-3104, Entitlement and License Manager User Manual.

## 1.2 Document Revision History

| Revision | Date          | Description                         |
|----------|---------------|-------------------------------------|
| B        | Feb 2022      | Updated to support ELM version 1.3. |
| A        | December 2020 | Initial Release.                    |

## 1.3 Glossary of Terms

| Column                 | Definition   |
|------------------------|--|
| <b>Products</b>        |  |
| <b>Product</b>         | <b>Product Name</b> is the value of the Catalog Product Description field on the EMS product |
| <b>Activated</b>       | The number of entitlements activated against a line item                                     |
| <b>Available</b>       | The number of entitlements available for activation for a line item                          |
| <b>Product Orders</b>  |  |
| <b>Activation Code</b> | Alpha-numeric code used to activate an entitlement on a device.                              |
| <b>Order Date</b>      | The date the order was processed   |

| Column          | Definition  |
|-----------------|---|
| Order Number    | The Sales Order number  |
| PO Number       | The Purchase Order Number   |
| 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<br>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         | <b>The name of the product purchased Part#</b> is the part number of the product<br><b>License Expiration</b> 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            | <b>The name of the product purchased Part#</b> is the part number of the product<br><b>License Expiration</b> 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            | <b>The name of the product purchased Part#</b> is the part number of the product<br><b>License Expiration</b> 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: Navigating Emerson Customer Center

In general, the Emerson Customer Center allows users to manage their software orders and licenses throughout their lifecycle. Users are able to locate and track their available licenses by searching by products, downloads, orders, activations, and devices.

As such, the **Software Orders and Downloads** section of the Emerson Customer Center has been divided into tabs to aid the user to quickly find information.

## 2.1 Products



The products page will provide a list of purchased software as well as the quantities of licenses that have been activated or entitlements still available for activation. Clicking on the  symbol will reveal more detailed information about each product.

Figure 1: Product Information

| ▼ PAC Customer Emergency Key                 |                                      | 0          | 1             |           |           |                   |  |
|--|--------------------------------------|------------|---------------|-----------|-----------|-------------------|--|
| Account                                      | Activation Code                      | Order Date | Order Number  | Activated | Available | Actions           |  |
| INTELLIGENT PLATFORMS, LLC.<br>CSN: 10413900 | dbf884cc-172b-4b58-bb1b-cd6117152b07 | 8/12/2021  | EMERLIC000370 | 0         | 1         | Activate Manually |  |

It is likely that the user may have several software products and/or licenses. Emerson Customer Center has a robust search feature to filter the number of records that are

queried. Clicking the  button, customers can reveal a list of parameters by which to filter. Products can be filtered by **Product Name**, **Account Number**, or **Customer Service Number (CSN)**. The information can be found in the order fulfillment email the user received when the software was purchased.

## 2.2 Orders, Activations, and Devices

If the user does not have access to the order fulfillment email, they are able to search for the orders, activations, and activated devices using the parameters below:

|                       |  |
|-----------------------|--|
| Order Date Range From | Earliest Known Order Date  |
| Order Date Range To   | Latest Known Order Date  |
| Activation Code       | Alpha numeric code   |
| (Device) Locking Code | The locking code is displayed on the Device Information panel located on the home screen of Entitlement and License Manager. |
| Order Number          | Order Number (ETXXXXXXXXX)   |
| Account               | Account Number   |
| CSN                   | Customer Service Number  |
| Product               | Product Name   |

## 2.3 Exporting to CSV File

If more robust data management is required, users may elect to export the data to a CSV file. All returned records will be made available as a CSV file.



## Section 3: 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 tab of Customer Center. Clicking on the Software tab will open the Software Orders and Downloads page.
2. Select the **Orders** tab and navigate to the desired Activation Code (Figure 2).
3. Click the **Activate Manually** button (Figure 2).

**Figure 2: OrdersTab**

| Product ▲               |                 | Activated  | Available    |           |           |                                   |  |
|-------------------------|-----------------|------------|--------------|-----------|-----------|-----------------------------------|--|
| ▼ PAC Change Management |                 | 4          | 10           |           |           |                                   |  |
| Account                 | Activation Code | Order Date | Order Number | Activated | Available | Actions                           |  |
| Tom Asaro               | [REDACTED]      | 11/6/2020  | [REDACTED]   | 0         | 1         | <a href="#">Activate Manually</a> |  |
| CSN: [REDACTED]         | [REDACTED]      |            |              |           |           |                                   |  |

4. On the next screen, enter the Device Locking Code retrieved from ELM. (Figure 3).
5. Click **Complete Activation**. The next screen will indicate a successful activation (Figure 3).

**Figure 3: Activation Screen**

Products

| <input type="checkbox"/>            | Product   | Activated | Available | Quantity To Activate           |
|-------------------------------------|---|-----------|-----------|--------------------------------|
| <input checked="" type="checkbox"/> | PAC Machine Edition Professional Development Suite 9.8<br>Part#: ME98MBP000<br>License Expiration: 12/31/2099 | 0         | 1         | <input type="text" value="1"/> |

Device Locking Code


Cancel


Complete Activation


6. Select **Download License File** (Figure 4). At this point the entitlement has been activated resulting in a license file. The licensing is not finished until the resulting licensing file is stored on the target device.


**Figure 4: Download License File**

Order Activation

Activation Code: 

Customer Name: 

 Activation Completed successfully

| Product  | Activated |
|--|-----------|
| <b>Change Management - Software Key vX.X</b>   |           |
| Part#  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 4: Download Software

The Customer Center allows customers to download their purchased software:

- 1. Navigate to the Software tab in the Customer Center. Clicking on Software will open the Software Orders and Downloads page.
- 2. Select the **Downloads** tab (Figure 5).
- 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 5).

Figure 5: 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 | <a href="#">PAC Change Management 9.8 (11.16 KB)</a> | <a href="#">Copy Link</a> | PAC Change Management Installer | 01/01/2020   |

- 2. Read the EULA terms and click **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 Copy a Download Link

To copy the link to the clipboard:

- 1. Navigate to the **Downloads** tab.
- 2. Click the ➤ symbol next to the Product Name and click the linked version number.
- 3. Click **Copy Link** under the **Copy** heading (**Error! Not a valid bookmark self-reference.**).
- 4. Read the End User License Agreement and click **I Accept**.
- 5. The URL has been copied to your clipboard and can be shared with another user.

Figure 6: Copy Download Link

ProductsDownloadsOrdersActivationsDevices

HelpSearchExport CSV

Product ▾

▼ PAC Change Management

VersionRelease Date

9.801/01/2020

➤ 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 | <a href="#">PAC Change Management 9.8 (11.16 KB)</a> | Copy<br>Copy Link | PAC Change Management Installer | 01/01/2020   |

## Section 5: Manually Return an Entitlement

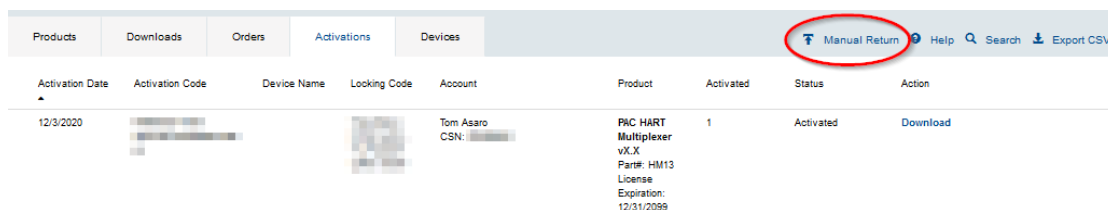
### 5.1 Manual Entitlement Return

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

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

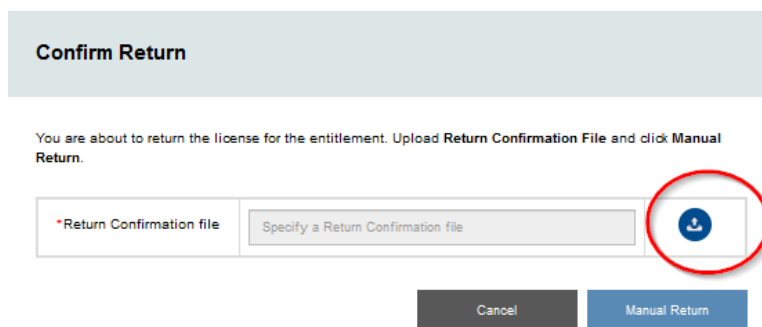
1. Navigate to the Software tab in the Customer Center. Clicking on Software will open the Software Orders and Downloads page.
2. Select the **Activations** tab.
3. In the upper-right corner, select **Manual Return**.

**Figure 7: Manual Return Location**



4. Click the upload icon circled in Figure 8, to locate and upload the proof file saved to this machine.

**Figure 8: 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](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.

Emerson reserves the right to modify or improve the designs or specifications of the products mentioned in this manual at any time without notice. Emerson does not assume responsibility for the selection, use, or maintenance of any product. Responsibility for proper selection, use, and maintenance of any Emerson product remains solely with the purchaser.

© 2022 Emerson. All rights reserved.

Emerson Terms and Conditions of Sale are available upon request. The Emerson logo is a trademark and service mark of Emerson Electric Co. All other marks are the property of their respective owners.

