

Emerson Licensing Management Software

IMPORTANT PRODUCT INFORMATION (IPI)
Version 2.1

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.

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Introduction

Emerson provides cloud services to allow end-users to manage their investment in Machine Automation Solutions software. These services start with the fulfillment of the ordered software where an end-user receives an email on how to download the ordered software and activate it. End-users can use services to download the ordered software anywhere in the world – no need to wait for software to be delivered by mail. Once installed, the cloud services allow end-users to activate the entitled software. Services are flexible to allow software activation on devices that are connected to the internet or not connected to the internet.

Minimum Requirements

Specification	Description
Operating Systems	- Microsoft® Windows® Server 2016 (1607) - Microsoft® Windows® Server 2019 (1809) - Microsoft® Windows® Server 2022 (21H2) - Microsoft® Windows® Server 2025 (22H2) - Microsoft® Windows® 10 (22H2) - Microsoft® Windows® 10 IoT Enterprise LTSC (1809) - Microsoft® Windows® 11 (22H2)
Disk Space	1 GB
Memory	2 GB
<i>Other System Requirements</i>	
Installation Requirements	ELM software must be installed on the same physical machine as the application hardware key. ELM software must be installed on the same virtual machine as the application when using a hardware key. (Software key not accepted.) CAUTION: To avoid potential conflicts, it is strongly advised to install ELM and PLSA on separate machines.
Online Activation/Return of Licenses	Automatic activation and return of licenses will require internet access. The user will need configure HTTPS protocol on TCP port 443.

Revision History

Version	Date	Description
Version 2.1	Dec 2025	Documentation update: Updated compatibilities in the Operating System section and added a cautionary note to the Installation Requirements Section .
Version 2.1	Oct 2025	What's New in ELM Version 2.1 1. Smarter License Visibility

Version	Date	Description
		- View available lease licenses on a server using the server hostname or IP address — powered by RMS out-of-the-box API. (<i>Available Licenses on Server screen</i>) - See leased licenses per machine using RMS API for complete transparency. (<i>Leased License on Machine screen</i>) 2. Flexible Lease License Operations Create lease licenses with a custom duration and support for UUID-based locking. (<i>Available Licenses on Server screen</i>) Renew or end leased licenses easily through the Leased License on Machine screen — no manual workarounds needed. 3. Built-In Licensing Documentation - Access the official Software Licensing Reference Architecture PDF directly within ELM by clicking the info icon — always up to date and at your fingertips. 4. System Maintenance & Cleanup - Perform a full license cleanup across ELM for better control and hygiene of your license inventory. 5. Usability Improvements Copy and paste device names and locking codes directly from the Device Information tab — streamline your workflow. Refresh the Computer Locked tab grid to ensure you're always working with the latest data.
Version 2.0	Jan 2024	- Serial numbers and part numbers are now included in computer-locked licenses and hardware key licenses. - The server applications now allow users to find leases licenses by IP address - Client application (i.e., ELM) now retain the last entered license server information. - Added fixed heights and widths to certain tabs in the UI.
Version 1.5	Feb 2023	- ELM no longer needs to be run as an administrator to access leased licenses. - ELM 1.5 introduced auto renew functionality to renew leased licenses automatically. - Added status symbols to denote how long a leased license has remaining before expiration. - Parts of the UI now operate using fixed heights and widths to prevent overlap in smaller windows.

Version	Date	Description
		Order numbers are now visible in the Computer Locked and Hardware Key Grid.
Version 1.3	Feb 2022	- License refresh can be performed through Entitlement and License Manager. - Automatic Refresh - PC's with an internet connection can refresh Emerson software licenses. - Manual Refresh - Licenses on PC's without an internet connection can be manually refreshed by downloading the updated license file from the Customer Center portal. - ELM now has a more intuitive user interface that shows users what licenses are installed and their status. - Hardware key-based licensing reflash is now supported for PAC Machine Edition 9.8 software product through the Entitlement and License Manager. - Contextual help access allows users to find information more conveniently. Information on the device information that the license is bound to is readily available so that tracking licenses between the Customer Center portal and the device that they are deployed on is possible.
Version 1.2	Mar 2021	- Hardware key-based licensing now supported for PAC Machine Edition 9.8 SIM 6. - Device names can now be customized at the time of activation - Automatic activation – PCs with an internet connection can activate Emerson software licenses with computer name Manual activation – Licenses on PCs without an internet connection can be activated with the computer host name.
Version 1.1	May 2020	- Self-service license returns are now available through the Entitlement and License manager - Automatic return – PLCs with an internet connection can return Emerson software licenses directly to the Emerson cloud. Manual return – Licenses on PCs without internet connection can be returned via two-step process.

Release Notes

Version 2.1 of ELM includes quality of license updates and some new features. Some of these involve simple UI updates and others impact the ability to manage licenses.

Entitlement and License Manager

Functional Compatibility

Subject	Description
Programmer version requirements	PAC Machine Edition 9.80 SIM 6 or later is required to support Hardware License Key use. Note: This support does not extend to PPS or PCM.
Non-Supported Operating Systems	Dropped support for the following operating systems: • Microsoft® Windows® XP • Microsoft® Windows® Server 2003 • Microsoft® Windows® Server 2008 • Microsoft® Windows® 7
Supported Operating Systems	• Microsoft® Windows® Server 2016 (1607) • Microsoft® Windows® Server 2019 (1809) • Microsoft® Windows® Server 2022 (21H2) • Microsoft® Windows® Server 2025 (22H2) • Microsoft® Windows® 10 (22H2) • Microsoft® Windows® 10 IoT Enterprise LTSC (1809) • Microsoft® Windows® 11 (22H2)
Supported Environment	• Type 1 (vSphere, Window Azure), Type 2 (Vmware Workstation), Physical Machine.

Problems Resolved by this Release

ELM 2.1 fixed the following defects:

Resolved Problem	Defect Code	Description
ELM 2.1 – We should not be able to see unresponsive when clicked the Lease License on Machine tab.	DE10837	ELM 2.0 Goes unresponsive when clicking the Leased License tab
ELM 2.1 – We should be able to create lease without any issue.	DE11932 / DE12254	Lease not showing up in ELM v2 build 3 / leased license installation failed

New Features

ELM 2.1 makes various improvements in the following:

New Feature	Description
Show server available lease licenses (via RMS API) on the <i>Available Licenses on Server</i> screen	Replaced the RMS Wrapper API with the RMS out-of-box API to fetch available license information based on server hostname or IP. Displays: 1) Product Name, 2)

New Feature	Description
	Product Catalog ID, 3) Version.
Show leased licenses on the <i>Leased License on Machine</i> screen	Replaced the RMS Wrapper API with the RMS out-of-box API to fetch leased license details. Displays: 1) Product Name, 2) Product Catalog ID, 3) Version.
Create a lease license with configurable duration (and UUID locking) on the <i>Available Licenses on Server</i> screen	Added ability to create a lease license with user-defined duration. Consumed license details are shown on the Leased License on Machine screen. UUID locking prevents duplicate license name issues when cloning VMs.
Renew a lease license on the <i>Leased License on Machine</i> screen	Replaced the RMS Wrapper API with the RMS out-of-box API to enable lease license renewal.
End a lease license on the <i>Leased License on Machine</i> screen	Replaced the RMS Wrapper API with the RMS out-of-box API to enable lease license termination.
View Software Licensing Reference Architecture PDF from ELM 2.1	Added an Info icon button in ELM 2.1 that opens the Software Licensing Reference Architecture PDF.
Full clean-up options in ELM	Added an Advanced option (admin rights required) to clean corrupted computer-locked and lease licenses.
Copy/paste functionality for device name and locking code	Enabled copy/paste for device name and locking code on all three tabs (Computer Locked, Lease License, and Hardware License).
Refresh the <i>Computer Locked</i> tab grid	Added ability to manually refresh the data in the Computer Locked tab grid.

Related Documents

For additional information about ELM, refer to the following publications:

Title	Doc Number
Emerson Software Licensing User Manual	GFK-3104
Emerson Legacy Licensing Guide	GFK-3107
Emerson Customer Center Help Guide	GFK-3208

Additional Support

For support and information, visit Emerson's support link located at the end of this document. The files for this manual and other related documentation are available there. Additional region- and language-specific websites and telephone numbers are found there as well.

Contact Information and Support Guide

Questions? We are here to help.

Try searching the Knowledge Base system on our website before starting a case or picking up the phone.

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

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

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