

Emerson Licensing Management Software

IMPORTANT PRODUCT INFORMATION (IPI)
Version 2.2

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 the 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 and 25H2)
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 2.2	May 2026	Added full support for PME/PPS/PCM v11.0 licenses across all relevant ELM workflows and tabs. Improved handling of expired licenses by making them visible and actionable within the ELM UI.
Version 2.1.73	Mar 2026	Fixed compatibility issues with Windows 11 25H2 or later.

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 Smarter License Visibility - 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>) 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. 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. System Maintenance & Cleanup - Perform a full license cleanup across ELM for better control and hygiene of your license inventory. 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.

Version	Date	Description
		- 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. - 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

ELM 2.2 introduces expanded license support and improved license management workflows, helping users manage licenses more efficiently while reducing dependency on support teams.

New Features

New Feature	Description
v11.0 License Support Across ELM	Details - Users can now create v11.0 lease licenses alongside existing v10 licenses. - v10 and v11 licenses with identical features can coexist and be retrieved independently. - v11 licenses are fully integrated into: - Show Available License tab - LeaseLicenseOnMachine tab - Computer Locked tab (Software Key Licenses) - Hardware Key tab - Server-activated v11 licenses can be retrieved using: - localhost - Server IP address Impact - Expands license compatibility to newer product versions. - Ensures continuity between v10 and v11 licensing workflows. - Improves license lifecycle management across environments.
Visibility and Refresh of Expired OEM/SP Licenses	Previous Behavior - Expired OEM/SP licenses were removed from the Computer Locked tab. - Users could not refresh expired licenses directly. - Required manual intervention and support tickets. New Behavior - Expired licenses remain visible in the Computer Locked tab. - Users can: - View expired licenses - Initiate Refresh License directly from the UI - Proceed with renewal or reassignment without backend support Impact - Enables self-service license recovery - Reduces support dependency and turnaround time - Improves compliance and device uptime

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

Resolved Problem	Defect Code	Description
Improved handling of expired licenses by making them visible and actionable within the ELM UI.	N/A	• Expired OEM/SP licenses were removed from the Computer Locked tab. • Users could not refresh expired licenses directly. • Required manual intervention and support tickets.

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

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

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