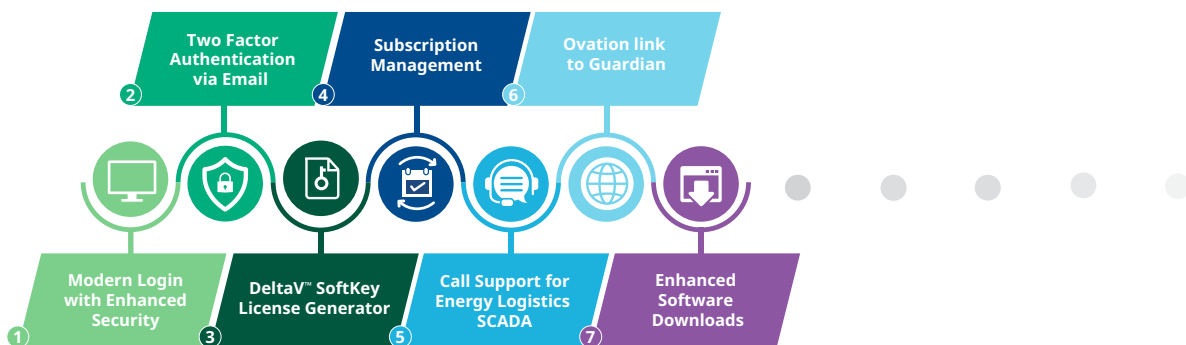








Guardian™ Transformation has begun!

Login to explore the new Guardian digital experience

Since the launch of the New Guardian Vision at Emerson Exchange 2022, we have been laser-focused on delivering a digital customer experience to seamlessly and proactively manage your subscriptions, easily connecting to support expertise and having a personalized interaction with our Lifecycle software and services. This Guardian transformation journey has begun by keeping user experience and cybersecurity at the forefront of this transition, and we're excited to introduce the following features:



What's New in Guardian?

 <p>Enhanced Software Downloads <i>Jun 2024</i></p> <p>As part of our continuous enhancements of Guardian, we are providing you a user-friendly downloads page where you can easily find and download all the necessary files for your software.</p>	 <p>Ovation link to Guardian <i>Feb 2024</i></p> <p>Seamless access to Ovation Users Group; Continue going to your favorite Ovation Users group from Guardian directly with one login, and endless possibilities. Manage your workflow efficiently with a single sign-on experience across both websites.</p>
 <p>Call Support for Energy Logistics SCADA <i>Jan 2024</i></p> <p>Energy Logistics SCADA offerings are now integrated into Guardian! This means you can access a more customer-centric product support experience. Log a support ticket directly within Guardian and easily track its progress, keeping you informed every step of the way.</p>	 <p>Subscription Management <i>Aug 2023</i></p> <p>Enabling Subscription Management feature in Guardian. You can now initiate subscription renewal and modification from Guardian, having the ability to submit renewal request and receive quote through email.</p>
 <p>DeltaV Softkey License Generator <i>Aug 2023</i></p> <p>Introducing DeltaV License Enforcement via Softkey. You can now order and generate softkeys instead of physical USB dongles to uniquely identify your system. Available for DeltaV v15.LTS and DVS 4.3.1 and above.</p>	 <p>Two-Factor Authenticator <i>May 2023</i></p> <p>New Release for the Two-Factor Authenticator to protect your Guardian Account. Login now and enable the 2FA feature now on your Guardian Account through your Account Settings.</p>

Guardian Transformation Has Begun



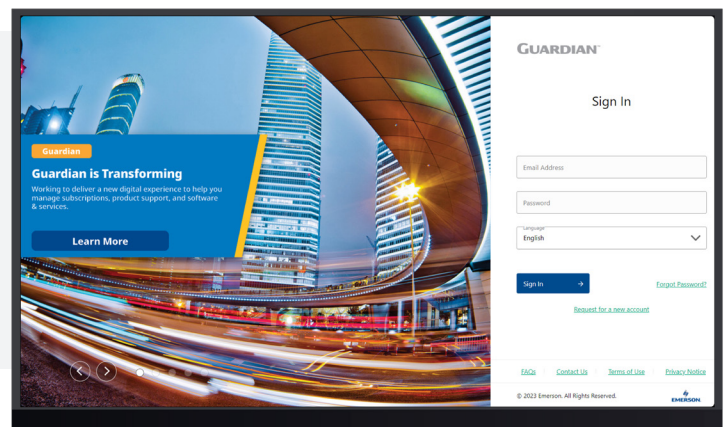
Since the launch of the **New Guardian Vision** at Emerson Exchange 2022, we have been laser-focused on delivering a digital customer experience to seamlessly and proactively manage your subscriptions, easily connecting to support expertise and having a personalized interaction with our Lifecycle software and services. This Guardian transformation journey has begun by keeping user experience and cybersecurity at the forefront of this transition, and we're excited to introduce the following features:

- **Modernized Guardian Login:**
Clean and simple login with a much-improved layout, easy-to-access information, and responsive design.
- **Improved Lockout Policy:**
Added security to your Guardian login process. The new lockout policy is described in the **Guardian FAQs**, Question 7: *"What will I do if my Guardian Account got locked?"*

How does the Lockout policy work?

To help users protect their accounts from cybersecurity threats, Guardian will temporarily lock their accounts, and a notification message will appear on the login page.

- First three incorrect attempts will prevent the user from logging in for 15 minutes.
- After the 15-minute lockout period, three more incorrect attempts will prevent the user from logging in for 60 minutes.
- After the 60-minute lockout period, additional 3 incorrect attempts will lock the account.
- The user can manually unlock the account by clicking the link embedded in the "Guardian Account Locked" email.



We are continuously working to deliver you the new Guardian digital experience, here's a sneak peek at what's coming!

[Watch the 'Future of Guardian'](#)

Protect your Guardian Account with Two-Factor Authentication (2FA)



Introducing Two-Factor Authentication to enhance security of your Guardian Account.

Two Factor Authentication (2FA) is one of the best cybersecurity practices to add another layer of protection to your online accounts. This security measure will make it difficult for malicious users to gain access to your account even if they end up with your account information. When 2FA is enabled, users will have to login to Guardian and enter the six-digit code to gain access to their Guardian account.

2FA Feature is disabled by default. It is advisable to turn on the 2FA feature for your Guardian account by clicking on your Profile Name at the top right corner of the screen, then Go to **Account Settings** → **Sign-in & Security**. Enable Two-Factor Authentication then click **SAVE**.



Make sure that your Guardian Account password is different from your Email password to maximize the 2FA security functionality.

Logging in to Guardian using 2FA

When 2FA is enabled, upon logging in, you will be directed to a page to input the One-Time Verification Code.

The One-Time Verification Code will be sent to your registered email address. The code is valid for 5 minutes.

Enter the 6-digit One-Time Verification Code and click Verify. If you did not receive the code even after 3 minutes, click Resend Code.

Frequently Asked Questions

1. How many times can the One-Time Verification code be generated?

There is no limit to the number of One-Time Verification codes that can be generated. In some cases, it might take up to 3 minutes to receive the code depending on your internet connection.

2. What happens if I enter the verification code incorrectly?

If you enter the verification code incorrectly for three consecutive times, you will be sent back to the login page. You should login and follow the 2FA login process again.

3. What to do if I did not initiate the request and received a verification code?

If you did not request for a code, please contact the Emerson Global Service Center immediately to ensure that your account is not being compromised.

4. What to do if I did not receive any verification code, even after waiting for 3 minutes?

If you did try logging in, with 2FA enabled and did not receive the verification code, please try resending One-Time Verification Code. If the problem persists, please contact the **Emerson Global Service Center**.



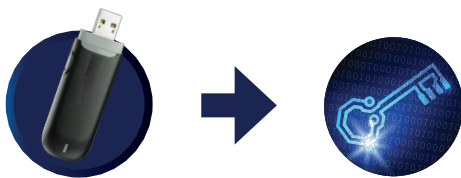
DeltaV™ Softkey License Generator

Introducing DeltaV™ License Enforcement via Softkey instead of physical USB dongles to uniquely identify your system.

Softkeys are available for DeltaV™ v15.LTS and later releases for all customers. With softkeys, the system identifier is made available as a digital fingerprint, rather than requiring the use of a physical USB dongle. Using softkeys removes the risk of loss or damage that comes with using physical dongles. Softkeys also provide rapid delivery of system identification without the need for physical shipments. A unique set of system attributes, called a “system fingerprint,” is needed to generate a softkey that is unique to your system. Softkeys can be instantly generated for eligible systems, directly from Guardian.

Advantages of Softkeys over USB dongles include:

- Easy installation and management
- Reduced risk of loss or damage
- Instant availability, without causing delays during plant startups



Softkeys can be specified for the following systems when ordering software/licenses:

- DeltaV v15.LTS and above
- DeltaV Simulate Standalone v15.LTS and above
- DeltaV Simulate Multi-node v15.LTS and above
- DeltaV Virtual Studio v4.3.1 and above

A screenshot of the Guardian software interface. The header is blue with the word "GUARDIAN" in white. The main content area is white and titled "Generate DeltaV Softkey System Identifier". It includes a "Select DeltaV System" section with a dropdown menu for "System Name (ID)" containing "DVS Test System (0018-2022-0021)". Below this are radio buttons for "Primary" (selected) and "Secondary". The "Select DeltaV System Fingerprint file" section has a text input field with "C:\fakepath\Valid.c2v" and a "Browse..." button. A message states: "Our records show you already have a Softkey System Identifier file generated. Please upload your updated system fingerprint file." Below this are radio buttons for "New Computer" (selected), "Replacement Component", and "Others" with an empty text field. At the bottom, it says "To generate the DeltaV Softkey System Identifier, click 'Start Upload'." and a "Start Upload" button.

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GUARDIAN™


EMERSON™

Subscription Management in Guardian™

As part of Emerson's Guardian Transformation initiative, Guardian is heavily invested in making subscription management easier for our customers. The primary focus is on improving the overall efficiency of the current process and making the renewal cycle faster.

Guardian users can now instantly request subscription renewals and modifications through the new subscription management system in Guardian.

The screenshot displays the Guardian web interface. At the top, there's a navigation bar with 'GUARDIAN' and user information 'Hi, Patrick'. Below is a menu with 'Subscriptions' selected. The main area shows a table of 'Active Subscriptions' with columns for System Name, System ID, Subscription Type, Current Year Start Date, and Multi-Year End Date. An overlay window titled 'Request for Renewal' is open, showing details for a 'DeltaV - Fermentation 2' subscription, including a request form and a confirmation message.

System Name	System ID	Subscription Type	Current Year Start Date	Multi-Year End Date
DeltaV - Fermentation 2	0001-0001-4457	Cybersecurity Project Support	01 Aug 2022	01 Sep 2023 (7 days)
DeltaV - Fermentation 2	0001-0001-4457	Guardian Automated Patch Management Service	01 Mar 2022	01 Oct 2023 (1 month, 6 days)
DeltaV - Fermentation 2	0001-0001-4457	Product Support for DeltaV	01 Jul 2022	01 Oct 2023 (1 month, 6 days)
DeltaV - Fermentation 2	0001-0001-4457	Trellix Endpoint on Workstations	01 Mar 2022	
DeltaV - Fermentation 2	0001-0001-4457	DeltaV IQ.CONNECT for Honeywell TDC3000	01 Sep 2022	
DeltaV - Fermentation Line 1	0001-0001-9680	DeltaV System Analysis Reports	01 Jan 2023	
DeltaV - Fermentation Line 1	0001-0001-9680	Product Support for DeltaV	01 Jan 2023	
DeltaV - Fermentation Line 1	0001-0001-9680	ST200 SureService	01 Jan 2023	

The new subscription management system offers a variety of capabilities, including:

- Viewing all product support and product subscriptions in one place
- Managing subscriptions for a single site or the entire enterprise
- Requesting renewals for 1, 3, or 5 years
- Renewing related subscriptions that belong to a system
- Requesting modifications to your current subscription (e.g. adding DSTs, adding users)
- Receiving email notifications about renewal and modification requests
- Receiving visual alerts when subscriptions are closer to the due date for renewal

Subscription Management is now available in Guardian for all product support subscriptions and new product subscriptions. Please check this out by visiting Guardian.

We value your feedback and use it to improve our products and services. If you have any suggestions, please feel free to email us at Guardian.Info@Emerson.com

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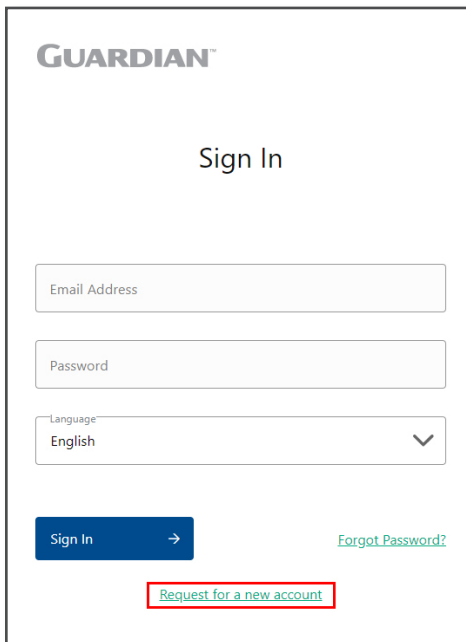
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GUARDIAN™


EMERSON™

Bringing Energy Logistics SCADA Products to Guardian™ for a more customer-centric Product Support experience

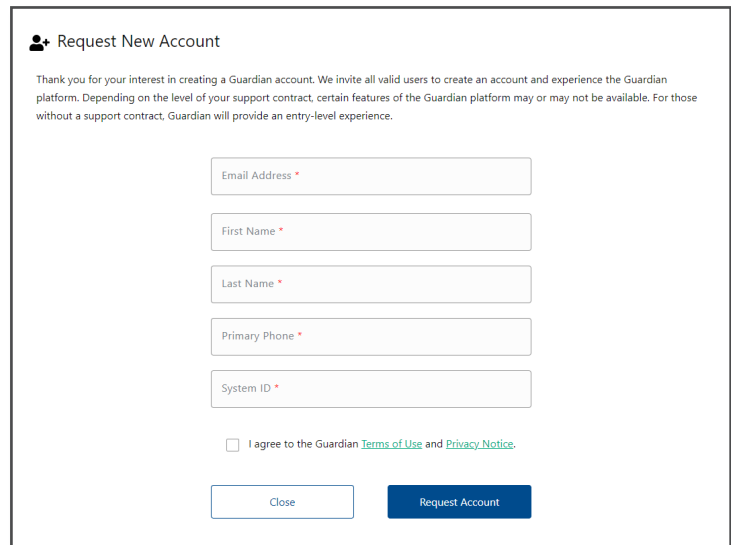
Energy Logistics SCADA offerings are now in Guardian™. Register today to access product support, software downloads, and knowledge management features. When you log a product support ticket, you get complete visibility of the progress of the support call. You can communicate with product experts throughout the entire process until the support ticket is closed.



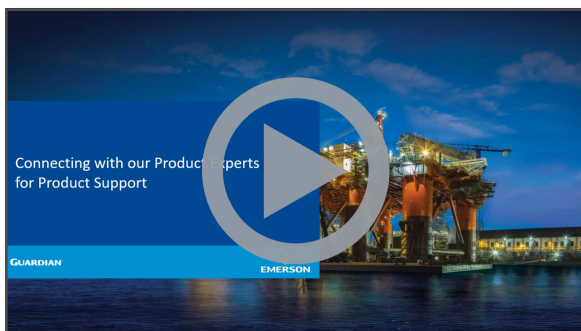
The screenshot shows the Guardian Sign In interface. At the top left is the Guardian logo. Below it is the text "Sign In". There are three input fields: "Email Address", "Password", and "Language" (set to "English" with a dropdown arrow). A blue "Sign In" button with a right-pointing arrow is located below the fields. To the right of the button is a link "Forgot Password?". Below the "Sign In" button is a red-bordered box containing the link "Request for a new account".

TO REQUEST FOR A NEW GUARDIAN ACCOUNT

- Go to the Guardian website: <https://guardian.emerson.com>
- Click on the **Request for a New Account** button
- Request New Account window will open up
- Enter the necessary information indicated with * (Email Address, First and Last name, and Phone Number)
- Lastly, in the **Systems ID** section, enter "ETS" as your System ID and click on the Request Account



The screenshot shows the "Request New Account" form. At the top left is a plus icon and the text "Request New Account". Below this is a paragraph of text: "Thank you for your interest in creating a Guardian account. We invite all valid users to create an account and experience the Guardian platform. Depending on the level of your support contract, certain features of the Guardian platform may or may not be available. For those without a support contract, Guardian will provide an entry-level experience." Below the text are five input fields: "Email Address *", "First Name *", "Last Name *", "Primary Phone *", and "System ID *". Below the "System ID" field is a checkbox with the text "I agree to the Guardian [Terms of Use](#) and [Privacy Notice](#)". At the bottom are two buttons: "Close" and "Request Account".



Here's the **GUARDIAN EXPERIENCE PREVIEW** that will demonstrate the capabilities that will be available to you when you start using Guardian.

GETTING STARTED

Visit <https://Emerson.com/Guardian> for more details.

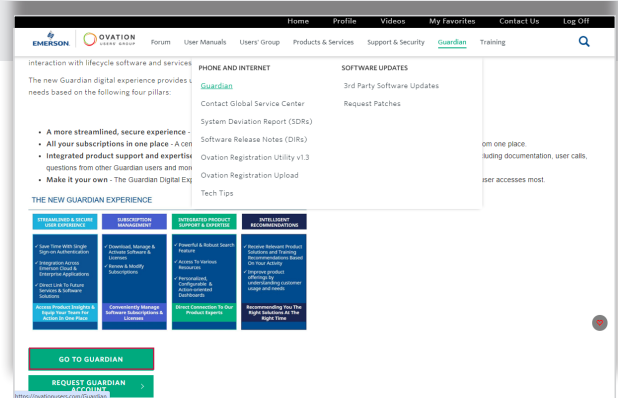
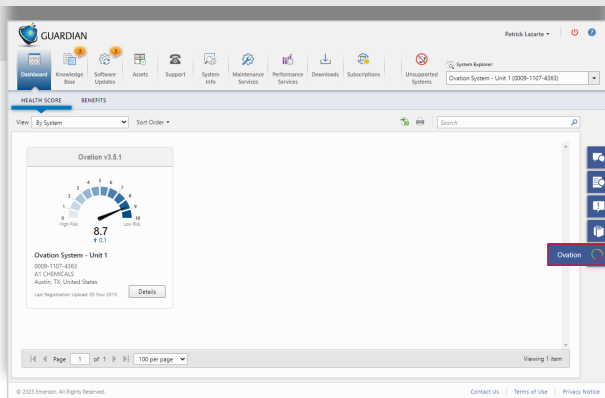
For questions related to Guardian, please email Guardian.info@emerson.com

GUARDIAN™

Seamless Access to Ovation User Group is Now Available in Guardian

Guardian is evolving from a service portal to a comprehensive digital experience. Users will continue to find the same best-in-class product support from Guardian but will now also seamlessly and proactively manage subscriptions and have the ability to personalize their interaction with lifecycle software and services.

Manage your workflow efficiently with a single sign-on experience across both websites.



Transition to Guardian FAQ is also available in ovationusers.com/Guardian.

▶ GETTING STARTED

Visit <https://Emerson.com/Guardian> for more details.

For questions related to Guardian, please email Guardian.info@emerson.com

Transition to Guardian

FREQUENTLY ASKED QUESTION





We are Improving the Software Download Experience for Everyone!

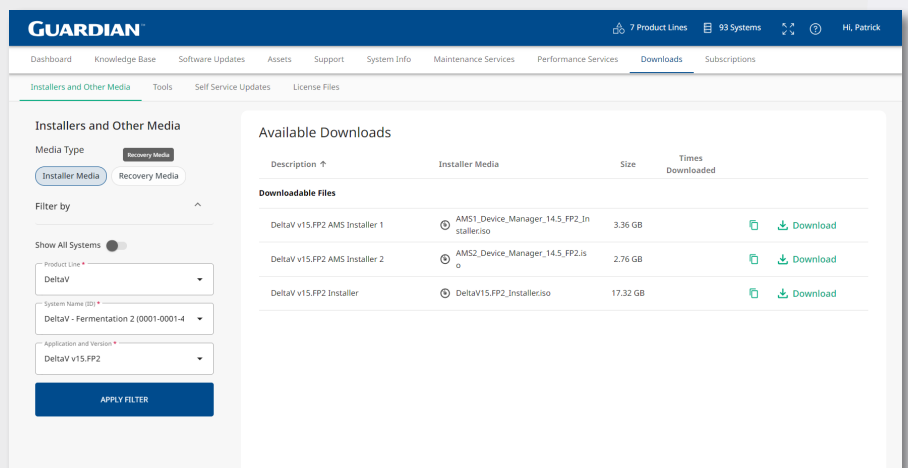
As part of our continuous enhancements of Guardian, we are providing you a user-friendly downloads page where you can easily find and download all the necessary files for your software.

Easier Access to Downloads

Capability to download purchased software directly from the Guardian portal, regardless of your product's support or subscription status.

Enhanced Experience

Using the next-generation technology to make downloading software smoother than ever and to accurately identify the files that you need.



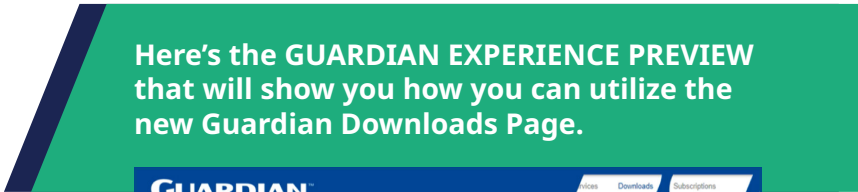
What can you Download?

- ✓ **Installer Media**
The files needed to install your software for the first time
- ✓ **Recovery Media**
Files to help you restore your software if needed
- ✓ **Software Tools**
Additional utilities related to your software

▶ GETTING STARTED

Visit <https://Emerson.com/Guardian> for more details.

For questions related to Guardian, please email Guardian.info@emerson.com



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