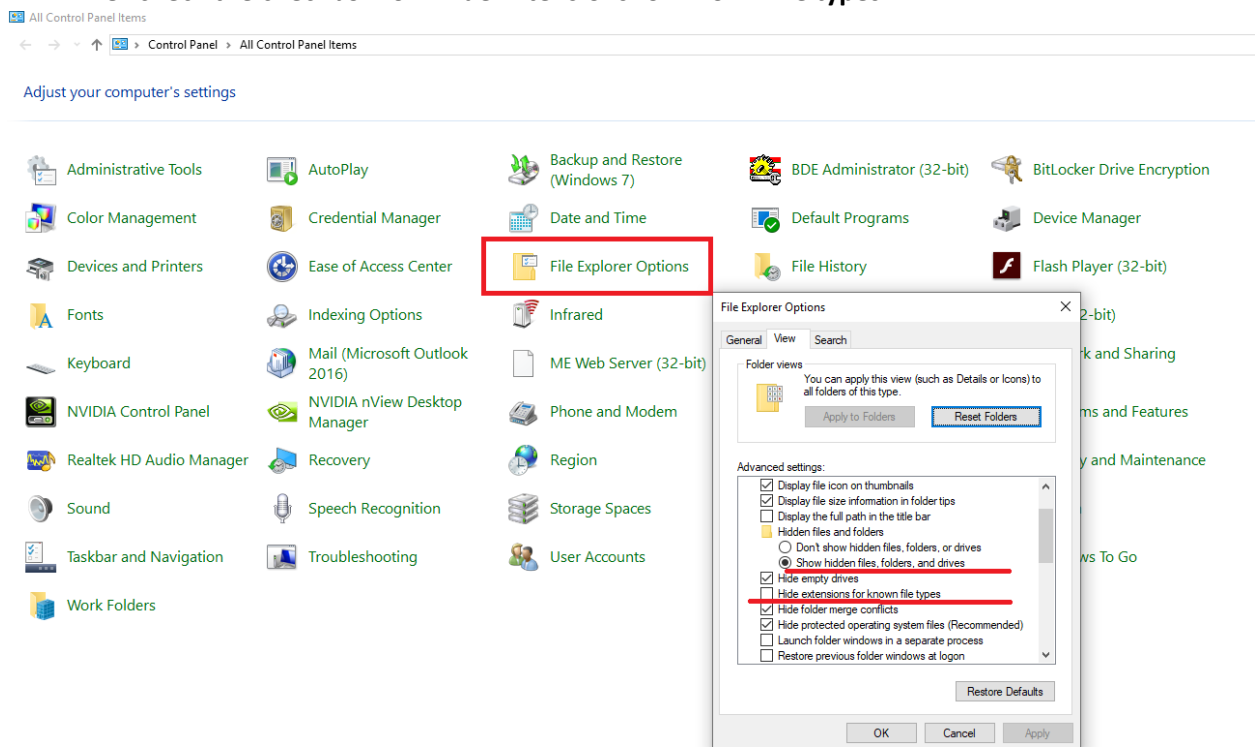# Entitlement License Manager Software – Clean uninstall / removal procedure

*Warning – Before performing the uninstall, If an Activation Code is being used, please record it for possible future use. Return all such codes to the Emerson Cloud before performing the uninstall.
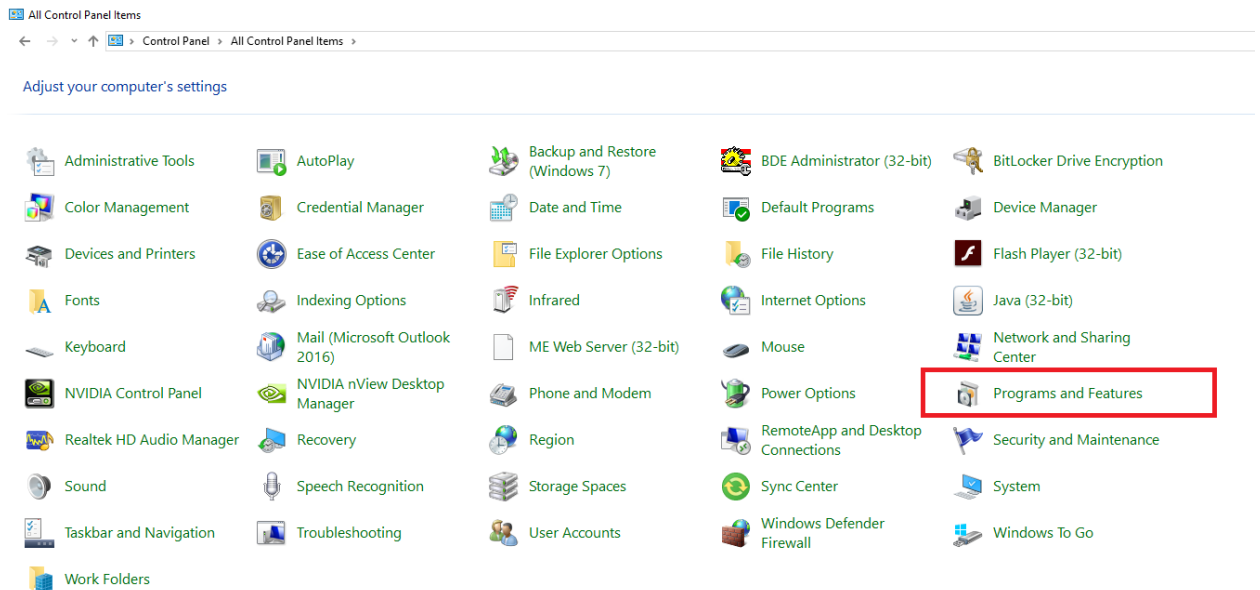
This Document applies ONLY to Machine Edition version 9.80 or higher

1.) Go to Windows – Control Panel – File Explorer Options
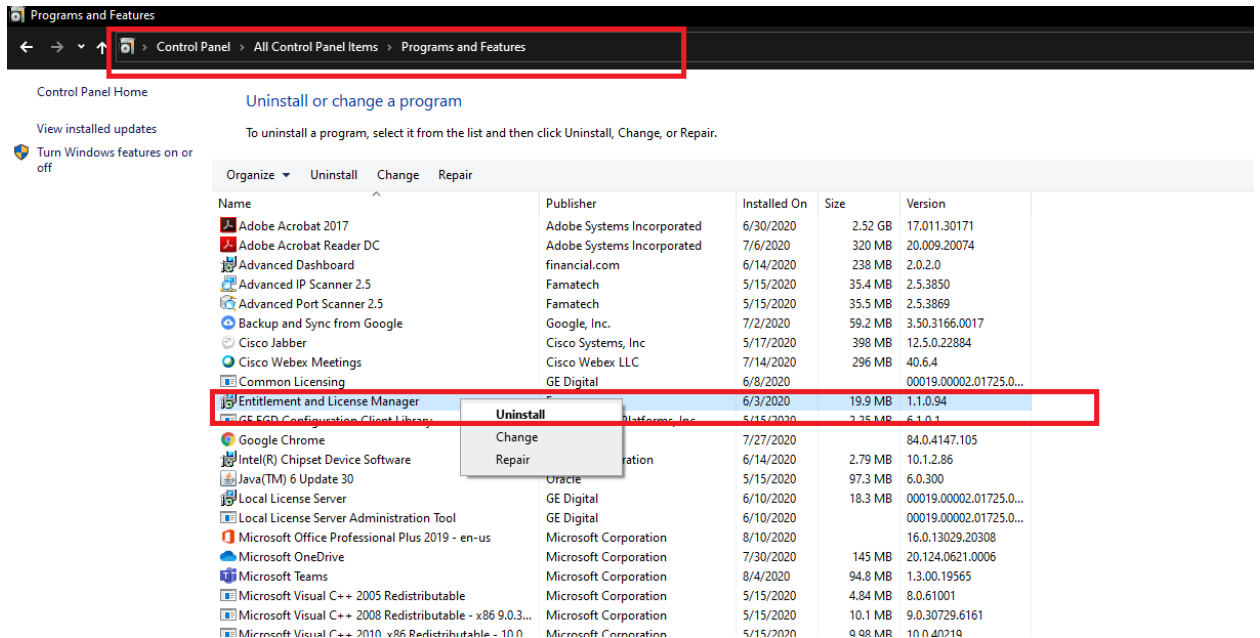   - **Enabling show Hidden file and Folders**
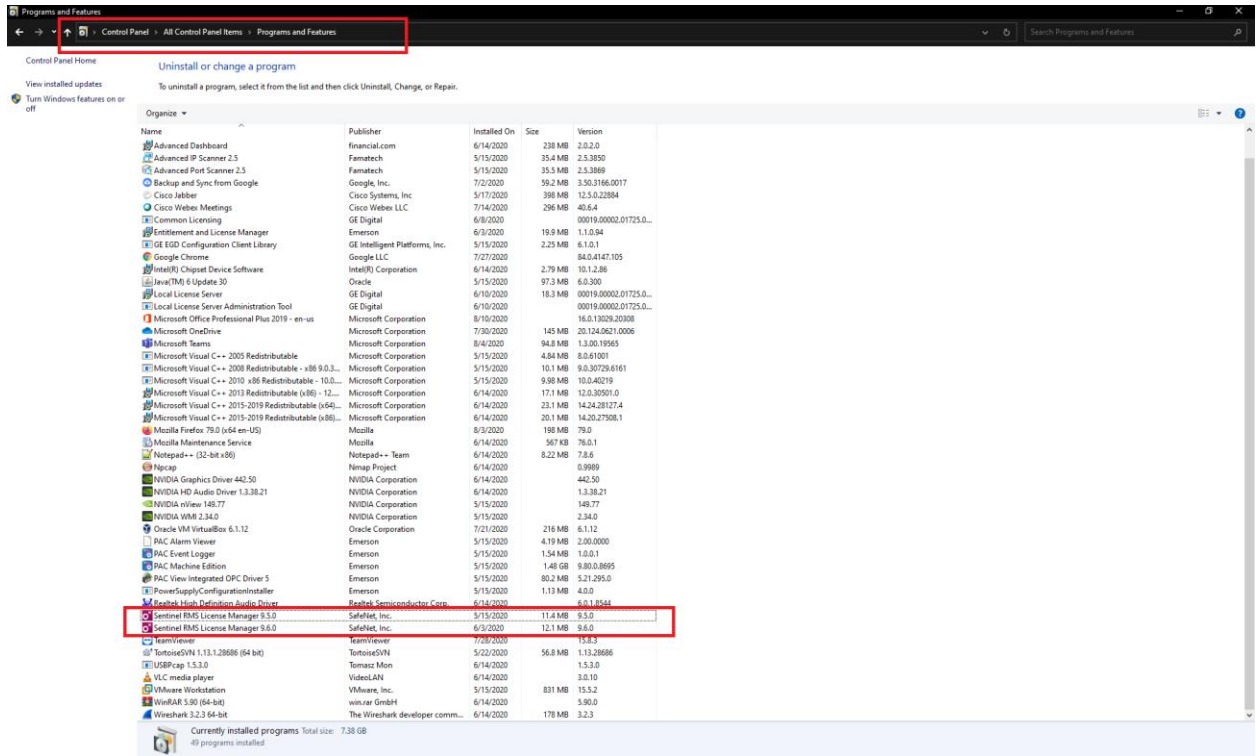   - **Uncheck the checkbox for "Hide Extensions for Known file types"**

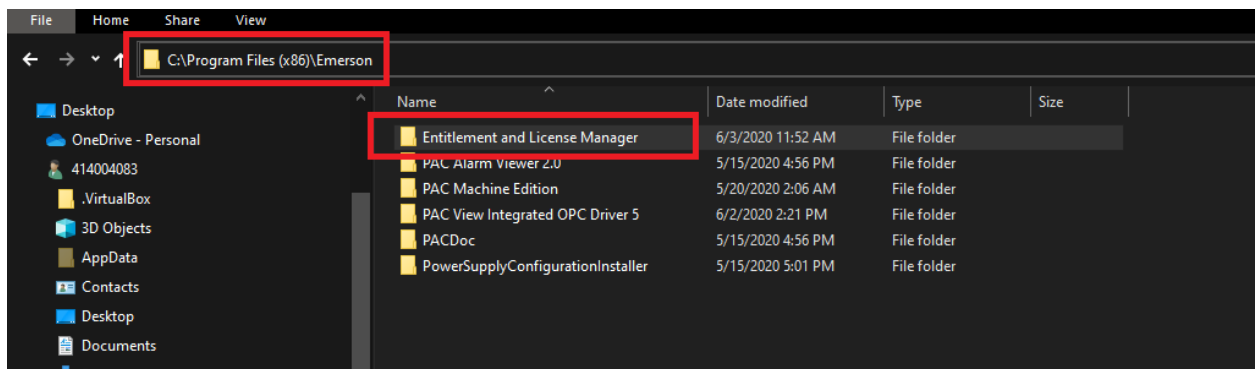2.) Go to Windows – Control Panel – Programs and Features
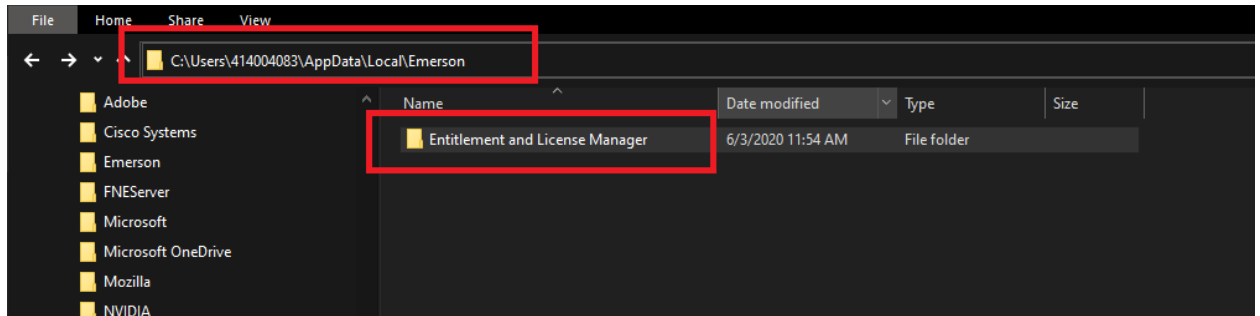

3.) Uninstall the "Entitlement and License Manager"

4.) Uninstall the Sentinel RMS License Manager. (NOTE – You may have one version or more than one version of the Sentinel RMS License Manager). You will need to uninstall them all.
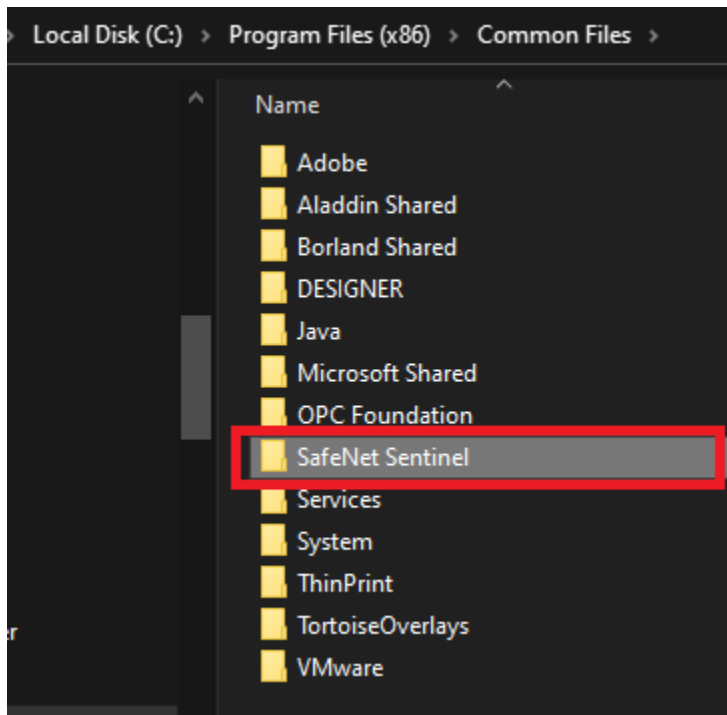

5.) Go to folder C:\Program Files (x86)\Emerson, DELETE the "Entitlement and License Manager" folder

6.) Go to folder C:\Users\[Your User Account]\AppData\Local\Emerson , DELETE the Entitlement and License Manager folder

7.) Delete the folder – "SafeNet Sentinel" under C:\Program Files (x86)\Common Files\

8.) Restart the Windows PC (REQUIRED)

9.) Download and install the **latest version** of Entitlement License Manager in one of the following links.

Customer Page URL: https://emerson-mas.force.com/communities/en_US/Download/Entitlement-and-License-Manager-Software

Partner Page URL: https://emerson-mas.force.com/communities/en_US/Download/Entitlement-and-License-Manager-Software?Type=Download__kav&Id=ka41t000000TkBt

Internal Page URL: https://emerson-mas--c.eu16.visual.force.com/apex/KnowledgeDetailWithoutHeaderFooter?Id=ka41t000000TkBt&Type=Download__kav&lang=en_US

10.) Install the Entitlement License software , launch it by Run click "Run as Administrator"

11.) After install completed, restart the Windows PC again.

12.) Re-active your license