Finding your AMS Machinery Manager software serial number.

If you are running version 4.70 or higher, you can find your software serial number by clicking Help -> Support or Maintenance, depending on the version. In version 5.0 or higher, you must be on the tools tab to see Support on the menu.

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Support Agreement Status	
Serial Number: 400	2009
To renew your support agreement, contact your local AMS Machinery Manager representative. In the USA you may call Emerson Process Management/CSI directly at 865-675-2400, ext. 2130, or you may send an email with your AMS Machinery Manager serial number to: MHM.supportagreement@EmersonProcess.com. To update agreement status (and reset reminder messages), ask your administrator to select File, Support Agreement, and Update to enter the 10 digit code provided on your support agreement certificate.	

Finding your hardware serial number.

All analyzers should be tagged with a unique serial number. This tag is typically located on the top connector panel of the analyzer or on the back.

The serial number is also displayed on the screen of portable analyzers.

The CSI 2130 always displays the serial number at the bottom center of the Home screen.

All other analyzers display the serial number in the lower right corner of the splash screen that displays for a few seconds when the analyzer is first turned on.

