

Customer Resource Center

Registration Process - background

- Successful registration to the Customer Resource Center (CRC) website will require that you have your ***Organization Number***.
- If you do not have the Organization number, you will need to contact your Emerson Network Power - Embedded Communications Computing Sales Representative for assistance, ***or*** click on the “***Contact Us***” link shown on the CRC login webpage and send an email requesting assistance in obtaining your Organization number.

Customer Resource Center Registration Process

To Register, go to URL <http://crcportal.emerson.com> and click the *Register Here* button.

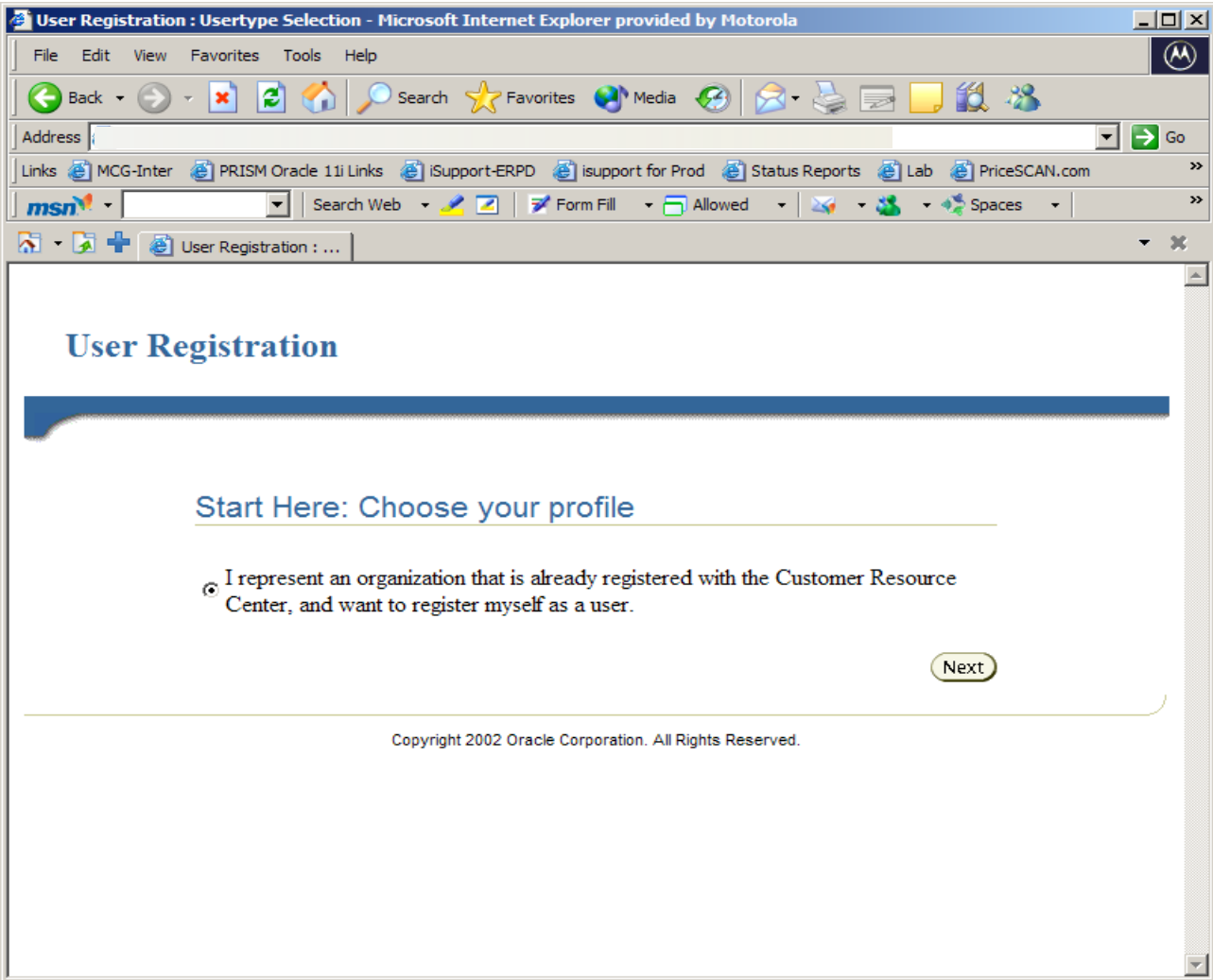
Note: Click the “How to Register” link if you need additional information on the registration process.

The “Contact Us” link can be used if you have registration questions, need your company’s Organization Number, etc.

The screenshot shows a web browser window with the title "Oracle CRM - Microsoft Internet Explorer provided by Motorola". The address bar is empty. The page content includes the Emerson logo and "Network Power" text, and "Embedded Computing" text. A "Login" section has fields for "User ID" and "Password" with a "Go" button. Below the login section is a "Register Here" link and a "TIP Did you forget your password?" link. An "Emerson Links" section contains links for "Emerson", "Embedded Communications Computing", "Solution Services", "How to register", and "Contact Us". A "Welcome to Emerson - Embedded Computing" section contains a welcome message and a list of services: Knowledge Base of technical solutions, Technical Library, Product Errata, Software downloads, Contract entitlement and account information, Order and Delivery status, Repair (RMA) tracking, Purchased product information with associated warranty entitlement, and Links to other Emerson support resources. Below this is a section titled "EMERSON . CONSIDER IT SOLVED.™" with a paragraph about solution services and a link to the "Solution Services home page".

Customer Resource Center Registration Process

Insure the circle is checked, then press the *Next* button.



Customer Resource Center Registration Process

Enter your Organization number here.

Note: If you don't have this number, contact your Sales rep or click the [Contact Us](#) link on this page, and specify who you are and that you need to know your Organization number.

Your email will be replied to within 1 business day.

JTF : User Registration - Microsoft Internet Explorer provided by Motorola

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address [] Go Links >>

User Registration

Organization Information Personal Information Enrollment Selection Additional Information Confirmation

Details: Enter your organization information

TIP If you do not know your organization number, 'Contact US' with your Organization name/information.

* Organization Number:

* Required field

Next

[Contact Us](#)

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Customer Resource Center Registration Process

Enter your personal contact information and click *Next*.

User Registration

Organization Information **Personal Information** Enrollment Selection Additional Information Confirmation

Details: Enter Your Personal Information

TIP Please enter your personal information. Confirmations will be sent to the e-mail address you have listed.

* First Name

* Last Name

* User Name

* Password
(Password should be at least 8 characters long.)

* Verify Password

Phone Number
(Area Code, Number)

* E-mail
(first.last@yourdomain.com)

Privacy Preference
Check here if you would like to receive special offers, promotions and updates by email

* Required field

Customer Resource Center Registration Process

Select the check-box for Self-Service Support, and click the *Next* button.

Your Registration Summary page will be displayed next. Confirm your information is correct, then press the *Continue* button.

JTF : User Registration - Microsoft Internet Explorer provided by Motorola

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address

Links MCG-Inter PRISM Oracle 11i Links iSupport-ERPD isupport for Prod Status Reports Lab

msn Search Web Form Fill Allowed Spaces

JTF : User Registrat...

User Registration

Organization Information Personal Information **Enrollment Selection** Additional Information Confirmation

Sign Up: Select Your Enrollment(s)

TIP Enrollments provide you with all the necessary rights and privileges required for access to different parts of the system.

Select	Enrollment Name	Description	Delegation
<input checked="" type="checkbox"/>	Self - Service Support over the Web *	Sign up to Self - Service Support. You will have access to on-line support tools, repair (RMA) tracking, and account information.	<input type="checkbox"/>

*Requires Approval

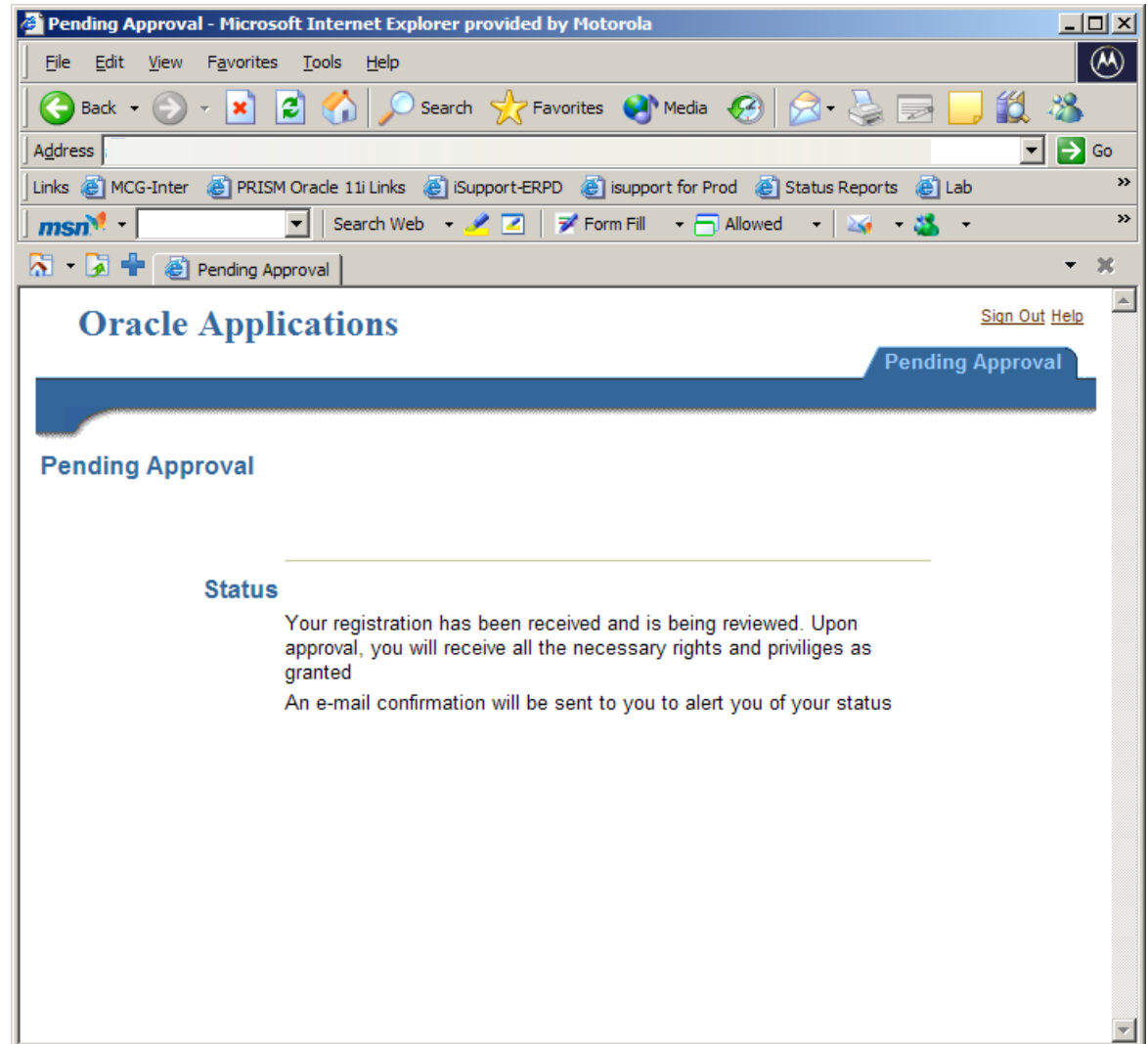
Next

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Customer Resource Center Registration Process

Your registration request will be reviewed within 1 business day and an email response will be sent.

When you receive an approval email and login, you can review the help documents in the lower left corner of the CRC home page.



The screenshot shows a Microsoft Internet Explorer browser window titled "Pending Approval - Microsoft Internet Explorer provided by Motorola". The browser's address bar is empty, and the page content is as follows:

- Oracle Applications** (top left)
- [Sign Out](#) [Help](#) (top right)
- Pending Approval** (blue header bar)
- Pending Approval** (main heading)
- Status** (sub-heading)
- Your registration has been received and is being reviewed. Upon approval, you will receive all the necessary rights and privileges as granted
- An e-mail confirmation will be sent to you to alert you of your status

Customer Resource Center

Login First Time

Login here.

Note: If you forgot your password, click the "Contact Us" link and request it be reset.

The "forget your password" link currently does not work.

Oracle CRM - Microsoft Internet Explorer provided by Motorola

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Go Links

Address

EMERSON
Network Power

Embedded Computing

Login

User ID

Password Go

[Register Here](#)

TIP Did you forget your password?

Emerson Links

- [Emerson](#)
- [Embedded Communications Computing](#)
- [Solution Services](#)
- [How to register](#)
- [Contact Us](#)

Welcome to Emerson - Embedded Computing

Welcome to Emerson's Customer Resource Center. The Customer Resource Center (CRC) web portal provides enhanced support capabilities and robust information access to Customers. This new system allows users to quickly and easily find important information such as:

- Knowledge Base of technical solutions
- Technical Library
- Product Errata
- Software downloads
- Contract entitlement and account information
- Order and Delivery status
- Repair (RMA) tracking
- Purchased product information with associated warranty entitlement
- Links to other Emerson support resources

This portal also provides a complete web enabled service management solution by allowing Customer support teams to submit new service requests directly to Emerson, track and update open service requests, and view service request historical information online twenty four hours a day

EMERSON . CONSIDER IT SOLVED.™

Our portfolio of solution services is designed to complement our hardware and software products, allowing you to focus on the things that you do best and helping to keep you ahead of your competitors. To find out more about Motorola's Industry leading services visit the [Solution Services home page](#)

Done Internet

Customer Resource Center

Login First Time

This is what your CRC home page will look like.

Customer Resource Center - Home Page - Microsoft Internet Explorer provided by Motorola

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print

Address: Go Links

Home Sites Feedback Administration Profile Sign Out Help

EMERSON
Network Power

Customer Resource Center

Home Support CTDI Txns

Quick Find Service Requests Go

Welcome , MICHAEL, 01-08-2008

Personalize: - [Content Layout](#)

Change Management Edit

Links to:

- ECO / EOL / PreAlert
- Subscriptions

Legacy Product Support Edit

Links to:

- ex-FORCE Products (SMART)
- ex-MCG Products - BIOS (OLS)
- ex-MCG - BSPs (OLS)

Current Product Support Edit

Links to:

- Technical Publications
- Product Listing
- ATCA Software Download (SIPS)

Help Documentation Edit

Links to:

- ECO-EOL-PreAlert Help
- RMA (Repair Order) Help
- Password Resetting Help
- SR Creation/Updating Help

Quick Links Edit

Links to:

- Create SR
- Solutions
- View Orders
- Change Password

Service Request Quick Links Edit

No service requests are found.

Service Requests Edit

Request Number	Problem Summary	Status	Reported On	Last Updated On
601	test SR - testing creation, updates, etc	Pending Marketing	05-30-2005	05-07-2007
1003	TEST	Closed as TEST-DUPLICATE	05-31-2005	03-30-2006
22909	TEST SR	Closed as TEST-DUPLICATE	07-28-2005	07-28-2005
24709	TEST	Closed as TEST-DUPLICATE	08-23-2005	11-16-2005
24713	TEST2	Closed as TEST-DUPLICATE	08-23-2005	09-16-2005
35645	test	Closed as TEST-DUPLICATE	02-27-2006	02-28-2006
59765	this is a Solutions test 10217	Closed as TEST-DUPLICATE	01-25-2007	02-22-2007
74597	IR00012345 - MTX - System would not boot - error stating incorrect module installed	Closed	10-19-2007	10-19-2007

Internet

Customer Resource Center

Login First Time

Click on the *Profile* link to change your password.

Once within Profile, click on the *Contact Points* link to update your email / phone#.

Note password requirements:

- Password must be at least 8 characters Long
- Should not contain First Name, Last Name, (User ID) or any word found in the Dictionary
- Contains at least one numeric character (digits 0-9)
- Contains at least one character (A-Z,a-z)
- Can not contain consecutive characters (XX or 00 or Xx)
- Can not use password you have used in the last 365 days

Note: The system will lock your account if you have 3 sequential login failures. If you cannot login, email ecc-cncenter@emerson.com to have your account re-activated.

Request Number	Problem Summary	Status	Reported On	Last Updated On
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Customer Resource Center

Misc Screens – Help

Click the **Help** link anytime to get window-sensitive usage information on any of the current screen features.

The screenshot shows the Customer Resource Center homepage. The browser title is "Customer Resource Center - Home Page - Microsoft Internet Explorer provided by Motorola". The page features the Emerson Network Power logo and a navigation bar with links for Home, Support, and CTDI Txns. A search bar is present with "Service Requests" selected. The user is identified as MICHAEL, 01-08-2008. The page is personalized with a "Content Layout".

Service Request Quick Links

No service requests are found.

Service Requests

Request Number	Problem Summary	Status	Reported On	Last Updated On
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1003	TEST	Closed as TEST-DUPLICATE	05-31-2005	03-30-2006
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Change Management Edit

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- Password Resetting Help
- SR Creation/Updating Help

Quick Links Edit

Links to:

- Create SR
- Solutions
- View Orders
- Change Password

Customer Resource Center

Password Resetting Help

If you need to change your password, but the CRC website will not accept your new password (gives you an error), you are likely entering an *invalid* password. The CRC program does not tell you why the new password is getting an error.

When enter your new password, keeping these requirements in mind:

- * Password must be at least 8 characters Long
- Should not contain First Name, Last Name, (User ID) or any word found in the Dictionary
- Must contain at least one numeric character (digits 0-9)
- Must contain at least one character (A-Z,a-z)
- Cannot contain consecutive characters (XX or 00 or Xx)
- Cannot use a password you have used in the last 365 days

If you still cannot change your password, email ecc-cncenter@emerson.com for assistance.

Customer Resource Center

Misc Screens

If you have any questions regarding the CRC website, or if you have access issues, please send email to “ecc-cncenter@emerson.com”
We will address them ASAP and respond back to you.