



SAP Business One License Key

A step-by-step guide

SAP Global License Audit & Compliance
March 9, 2022

PUBLIC

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Where to request a license key

Start the license key request using the Support Launchpad for SAP Business One via <https://userapps.support.sap.com/B1Support>.

If needed, the license key request application can also be accessed directly via URL <https://launchpad.support.sap.com/#/licensekey/wizard>

Improvements of the new license key request application are:

- Immediate generation of the license key and download of the license key file
- Number of licenses can no longer be exceeded
- Creation of a test system with 12 month validation

Request a license key for a new system

The following options can be used:

1. Via the Support Launchpad for SAP Business One <https://userapps.support.sap.com/B1Support> (preferred option as all the necessary data is pre-filled)
2. By using the direct URL: <https://launchpad.support.sap.com/#/licensekey/wizard> (not a preferred option, as you will have to look for installation number manually)
 - Select the installation number by using filters (customer number, product, installation number) or enter the installation number directly in the empty field.
 - To select a customer you can start to type in the name or customer number. The list will then be reduced.
 - After selecting the installation, click 'Search'.

1- Installations 2- Systems 3- Details

Select the installation number using filters

Customer: Not applicable

Product of Installation Number: Not applicable

Installation Number: Not applicable

or enter the installation/system number directly

Installation Number or System Number: Please select, type, or paste...

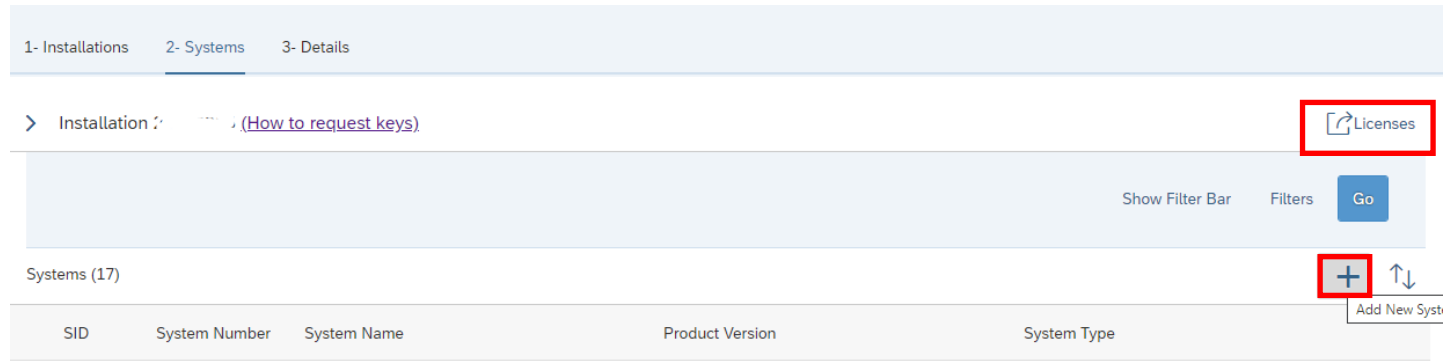
Or select the product for which you are licensed

NEW : [How to use this option](#)

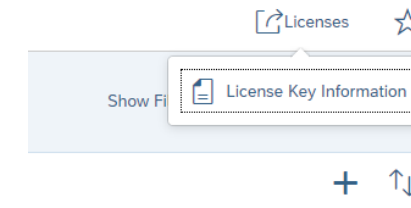
Deployed Product: Please select or type...

Request a license key for a new system

- To request license keys for a new system click 'Add new System'



- If you want to see the contractual information click 'Licenses'



Important: The overview shows only requested licenses of production and development systems

Σ Max. number of users per 3rd party Add-on	36	0
Professional User	32	0
SAP Business One Limited User	4	0
SAP HANA for Business One Analytics (in blocks of 64GB)	4	0
Localization: Germany		

Request a license key for a new system

- Select product, product version and insert system details
- System ID, Database and Localization fields are prepopulated. Click 'Continue'

Add New System

Product:

Version:

Add New System

Product:

Version:

Patch / Feature Package*:

System ID*: [Details in KBA](#)

System Name*:

System Type*:

Database*:

Operating System*:

Hardware Key*:

Localization*:

Request a license key for a new system

- Click 'Add License Key' to select the license key components (SAP components or partner Add-on(s))
- Only licensed users are visible. Select the user type and insert the quantity
- Click 'Add' to add it to the request table

1- Installations 2- Systems 3- Details

> Installation 0020925306 🔗 Licenses

> System B01 - SAP Business One System (Production)

License Keys + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status
No license key requests have been made for this system. Click + to add a request below. You can add more than one request before generating the keys.					

Add License Key

+ ↕

Add SAP License Component

Add Partner Add-On

Create License Key Request

*SAP License Component:

Please select...

Professional User (Remaining = 32)

Limited CRM User (Remaining = 4)

Limited Financials User (Remaining = 4)

Limited Logistics User (Remaining = 4)

CRM Sales User (Standalone) (Remaining = 4)

CRM Service User (Standalone) (Remaining = 4)

Create License Key Request

*SAP License Component:

Professional User (Remaining = 32)

*Valid Until:

31-12-9999

*Quantity:

32

Add Reset Cancel

Request a license key for a new system

- Follow the same steps again to select more license components. All Limited licenses are allocated.

> Installation 000000000 Licenses

> System B01 - SAP Business One System (Production)

License Keys (4) + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	New entry	✎
<input type="checkbox"/>		Limited CRM User	1	Permanent	New entry	✎
<input type="checkbox"/>		Limited Financials User	2	Permanent	New entry	✎
<input type="checkbox"/>		Limited Logistics User	1	Permanent	New entry	✎

Generate
Back
Cancel

- Click 'Generate' to create the license keys

> Installation 0020925306 Licenses

> System B01 (Production) ☆

Your license keys are listed below. You can download the keys and you also have the option to request a license key email by selecting the relevant keys and clicking the email button below.

If you want to edit existing license keys or if you want to add additional license keys to the system, press the Edit button at the bottom of the screen, then check your system details and press the Continue button on the next screen.

License Keys (4) ↓ ✉️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	License Key
<input type="checkbox"/>		Professional User	32	Permanent	Digital Signature
<input type="checkbox"/>		Limited CRM User	1	Permanent	Digital Signature
<input type="checkbox"/>		Limited Financials User	2	Permanent	Digital Signature
<input type="checkbox"/>		Limited Logistics User	1	Permanent	Digital Signature

Request a license key for a new system

You can download the license key file immediately or send it to one or more email addresses
Make sure tick the check boxes

1- Installations 2- Systems **3- Details**

> Installation 0020925306 📄 Licenses

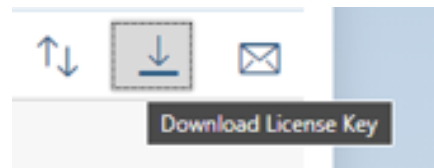
> System B01 (Production) ☆

Your license keys are listed below. You can download the keys and you also have the option to request a license key email by selecting the relevant keys and clicking the email button below.

If you want to edit existing license keys or if you want to add additional license keys to the system, press the Edit button at the bottom of the screen, then check your system details and press the Continue button on the next screen.

License Keys (4) ↓ ✉

<input checked="" type="checkbox"/>	Add-On	Component	Quantity	Valid Until	License Key
<input checked="" type="checkbox"/>		Professional User	32	Permanent	Digital Signature
<input checked="" type="checkbox"/>		Limited CRM User	1	Permanent	Digital Signature
<input checked="" type="checkbox"/>		Limited Financials User	2	Permanent	Digital Signature
<input checked="" type="checkbox"/>		Limited Logistics User	1	Permanent	Digital Signature



Edit an existing system – Prerequisites

To edit a system, first select the system by clicking on the system line
Existing license keys of the system are displayed. Next, click 'Edit'.

1- Installations **2- Systems** 3- Details

> Installation 0020925306 🔗 Licenses

Systems (1) + ▼ ↕

SID	System Number	System Name	Product Version	System Type	
B01	800028557	Production	SAP Business One 9.2, version for SAP HANA	Productive System	>

> Installation 0020925306 🔗 Licenses

> System B01 (Production) ☆

Your license keys are listed below. You can download the keys and you also have the option to request a license key email by selecting the relevant keys and clicking the email button below.

If you want to edit existing license keys or if you want to add additional license keys to the system, press the Edit button at the bottom of the screen, then check your system details and press the Continue button on the next screen.

License Keys (4) ↓ ✉

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	License Key
<input type="checkbox"/>		Professional User	32	Permanent	Digital Signature
<input type="checkbox"/>		Limited CRM User	1	Permanent	Digital Signature
<input type="checkbox"/>		Limited Financials User	2	Permanent	Digital Signature
<input type="checkbox"/>		Limited Logistics User	1	Permanent	Digital Signature

Edit Back Cancel

Edit an existing system – Add additional components

- Click 'Add License Key' to add additional license components.

Installation 0020925306 Licenses

System B01 - SAP Business One System (Production) ☆

To add a new key request to this system please click the + icon. To change an existing license key below, click the pencil icon. To delete an existing license key, check the box to the left of the line item and hit the trash can icon.

License Keys (2) + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	Existing entry	
<input type="checkbox"/>		Limited Financials User	2	Permanent	Existing entry	

Create License Key Request

*SAP License Component:

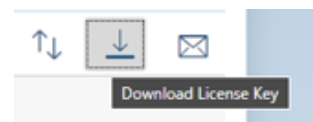
Please select... ▼

- Limited CRM User (Remaining = 2)
- Limited Logistics User (Remaining = 2)
- CRM Sales User (Standalone) (Remaining = 2)
- CRM Service User (Standalone) (Remaining = 2)

License Keys (3) + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	Existing entry	
<input type="checkbox"/>		Limited CRM User	2	Permanent	New entry	
<input type="checkbox"/>		Limited Financials User	2	Permanent	Existing entry	

- Select the component, add quantity and click 'Add'. Repeat the steps if necessary. Status of the entry 'New entry'. Then 'Generate' and download the license key file.



Edit an existing system – Decrease/Increase quantities (Decrease Ltd. Financials by one, Increase Ltd. Logistics by one)

- Edit the license key entries to change the quantities of license components. Click the pencil and change the quantity in the pop-up. Click 'Add'.

> Installation 0020925306 Licenses

> System B01 - SAP Business One System (Production) ☆

To add a new key request to this system please click the + icon. To change an existing license key below, click the pencil icon. To delete an existing license key, check the box to the left of the line item and hit the trash can icon.

License Keys (4) + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	Existing entry	
<input type="checkbox"/>		Limited CRM User	1	Permanent	Existing entry	
<input type="checkbox"/>		Limited Financials User	2	Permanent	Existing entry	
<input type="checkbox"/>		Limited Logistics User	1	Permanent	Existing entry	

Create License Key Request

*SAP License Component:

*Valid Until:

*Quantity:

Add Reset Cancel

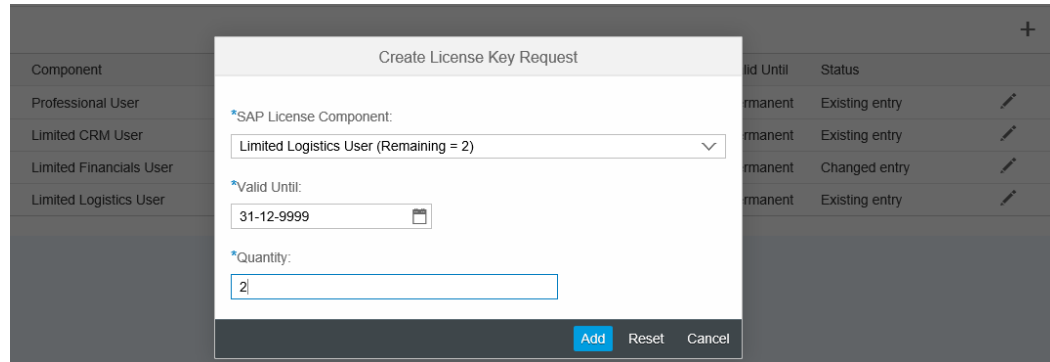
License Keys (4) + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	Existing entry	
<input type="checkbox"/>		Limited CRM User	1	Permanent	Existing entry	
<input type="checkbox"/>		Limited Financials User	1	Permanent	Changed entry	
<input type="checkbox"/>		Limited Logistics User	1	Permanent	Existing entry	

- Status changes to 'Changed entry'.
This returned license can be allocated to another one in case it has not been contractually terminated or reduced

Edit an existing system – Decrease/Increase quantities (Decrease Ltd. Financials by one, Increase Ltd. Logistics by one)

- Click the pencil and change the quantity in the pop-up. Click 'Add'.



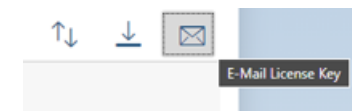
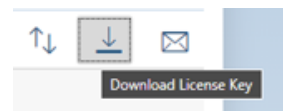
- Status changes to 'Changed entry'. Click 'Generate'.



License Keys (4)

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	Existing entry	
<input type="checkbox"/>		Limited CRM User	1	Permanent	Existing entry	
<input type="checkbox"/>		Limited Financials User	1	Permanent	Changed entry	
<input type="checkbox"/>		Limited Logistics User	2	Permanent	Changed entry	

- Download the new license key file.



Edit an existing system – Delete license keys

- Tick the check box in front of the components which should be deleted. Then click the trash can. Confirm the decision.

> Installation 0020925306 Licenses

> System B01 - SAP Business One System (Production) ☆

To add a new key request to this system please click the + icon. To change an existing license key below, click the pencil icon. To delete an existing license key, check the box to the left of the line item and hit the trash can icon.

License Keys (4) + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	Existing entry	
<input checked="" type="checkbox"/>		Limited CRM User	1	Permanent	Existing entry	
<input type="checkbox"/>		Limited Financials User	2	Permanent	Existing entry	
<input checked="" type="checkbox"/>		Limited Logistics User	1	Permanent	Existing entry	

? Confirmation

Are you sure you want to delete this license? Click 'YES' to confirm. Click the 'Generate' button once you are finished making all changes.

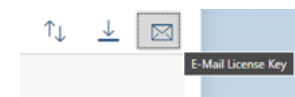
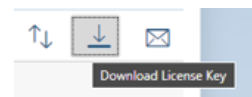
- Status changes to 'Deletion pending'. Click 'Generate'.

License Keys (4) + 🗑️

<input type="checkbox"/>	Add-On	Component	Quantity	Valid Until	Status	
<input type="checkbox"/>		Professional User	32	Permanent	Existing entry	
<input type="checkbox"/>		Limited CRM User	1	Permanent	Deletion pending	
<input type="checkbox"/>		Limited Financials User	2	Permanent	Existing entry	
<input type="checkbox"/>		Limited Logistics User	1	Permanent	Deletion pending	

Generate
Back
Cancel

- Download the new license key file.



Edit an existing system – Upgrade to new version

- Change the product version in the system details pop-up. Click 'Continue'. Only higher versions are available

Edit System Details

Product: SAP Business One

Version: SAP Business One 10.0

System Number: 800568619

Patch / Feature Package*: 2

System ID*: B01 - SAP Business One System [Details in KBA](#)

System Name*: 8090143989

System Type*: Test system

Database*: Microsoft SQL Server

Operating System*: Microsoft Windows

Hardware Key*: X1010400006

Localization*: United Kingdom

- Click 'Generate' on the next screen in case nothing else should be changed.

Edit an existing system – Hardware (key) change

- Change the hardware key in the System Details pop-up. Click ‘Continue’.

The screenshot shows the 'Edit System Details' dialog box with the following fields:

- Product: SAP Business One
- Version: SAP Business One 10.0
- System Number: 800568619
- Patch / Feature Package*: 2
- System ID*: B01 - SAP Business One System
- System Name*: 8090143989
- System Type*: Test system
- Database*: Microsoft SQL Server
- Operating System*: Microsoft Windows
- Hardware Key*: A0000000000 (highlighted with a red box)
- Localization*: United Kingdom

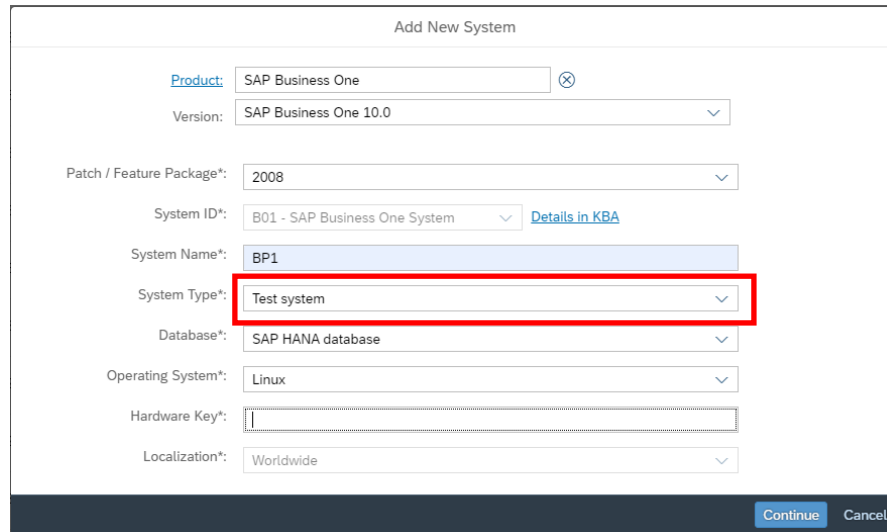
Buttons at the bottom: Continue, Cancel

- Click ‘Generate’ on the next screen in case nothing else should be changed.

The screenshot shows a dark grey bar with three buttons: Generate (highlighted in blue), Back, and Cancel.

License Keys for Test Systems

- It is possible to request license keys for an additional system for test purposes.
- For this test system creation the same amount of contractual licenses are available. Validity of these license keys is 12 month.
- Choose System type 'Test system'.

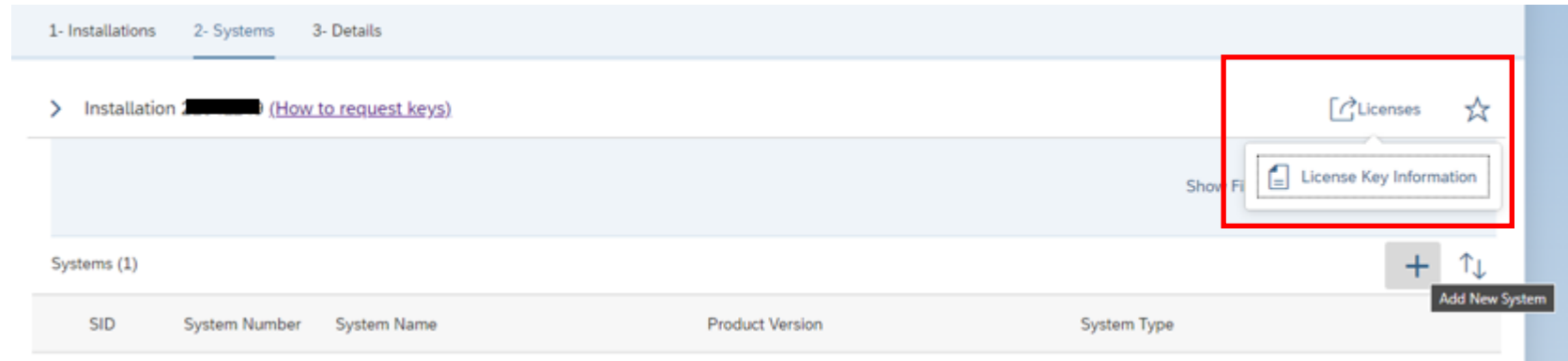


The screenshot shows the 'Add New System' configuration form. The 'System Type' dropdown menu is highlighted with a red rectangular box and is currently set to 'Test system'. Other fields include Product (SAP Business One), Version (SAP Business One 10.0), Patch / Feature Package (2008), System ID (B01 - SAP Business One System), System Name (BP1), Database (SAP HANA database), Operating System (Linux), Hardware Key (empty), and Localization (Worldwide). The form has 'Continue' and 'Cancel' buttons at the bottom right.

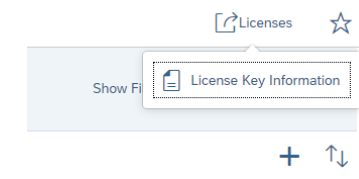
- Click 'Generate' on the next screen in case nothing else should be changed.

Contractual information

Access the license overview per installation



Contractual Information		
Description	Licensed	Requested
Σ Max. number of users per 3rd party Add-on	14	0
Professional User	10	10
SAP Business One Limited User	4	0
Localization: Germany		



Important: The overview shows only requested licenses of production and development systems

Contractual information – License compatibility cases

In some cases, the contractual information displayed in the license key request application differs from what was actually ordered by the customer.

This is done for compatibility reason in order for the users not to be blocked in SAP Business One in specific scenarios.

Note: the additional licenses displayed do not represent an additional ‘use right’ given to the customers.

Please refer to the [Pricing and Licensing guide for SAP Business One](#) for more information on license use rights (Partners only).

Current price list items:

1. Indirect access users: when one ‘Indirect access by non-employees’ is licensed, the ‘contractual information’ screen includes one additional Indirect access user.
2. DI-server cores: when one Professional user or one Starter Package user is licensed, the ‘contractual information’ screen includes an unlimited number of DI-server cores.
3. Software development kit (SDK): for each Professional user is licensed, the ‘contractual information’ screen includes one SDK license.

Retired price list items:

1. ‘Integration Framework’ (retired price list item) is a ‘paper license’; therefore it is not visible in the ‘contractual information’ screen and in the B1 license key.
2. Indirect access users: when one ‘Indirect access, instance based’ (retired price list item) is licensed, the ‘contractual information’ screen includes an unlimited number of Indirect access users.

SAP Business One License Overview Download

License Information overview:

- The numbers in the column 'Licensed' shows the licenses of the contract.
- The number in the column 'Requested' shows licenses requested under one or more installation numbers. Installation numbers linked to the same contract.
- The 'Requested' numbers are based on Production and Developments systems only. Test systems are ignored in this calculation.
- In case licenses are called under more than one installation number these installation numbers are shown on top of the table.

The screenshot shows the SAP Business One License Overview interface. At the top, there are navigation tabs: 1- Installations, 2- Systems (selected), and 3- Details. Below the tabs, there is a breadcrumb 'Installation 20' and a 'Licenses' button. A 'License Key Information' button is also visible. The main table has columns: SID, System Number, System Name, Product Version, and System Type. Below the table, there is a 'License Information' section with a summary table.

The numbers in the column 'Requested' are based on production and development systems only. Requested Keys under the following Installations are considered: 2045, 1,20, 53

Description	Licensed	Requested
Σ Max. number of users per 3rd party Add-on	47	2
SAP Business One Professional User	15	13
SAP Business One Limited User	32	32
• SAP Business One CRM Sales User (Standalone)	-	32
Development Systems (Test)	0	0

At the bottom right, there are 'Download' and 'Close' buttons.

SAP Business One License Overview Download

Download of registered systems and their licenses

- The spreadsheet shows the systems with the licenses registered for these systems
- Partner add-ons are also part of the list
- All systems under all installation numbers linked to the same contract are shown
- Systems with system type 'Test' are also shown
- Additional columns are installation number, system number, product version, database, HW key, system type, user/add-on, amount and valid to date

License Information

The numbers in the column 'Requested' are based on production and development systems only. Requested Keys under the following Installations are considered: 2045 ,201: 53

Description	Licensed	Requested
Σ Max. number of users per 3rd party Add-on	47	2
SAP Business One Professional User	15	13
SAP Business One Limited User	32	32
• SAP Business One CRM Sales User (Standalone)	-	32

[Download](#) [Close](#)

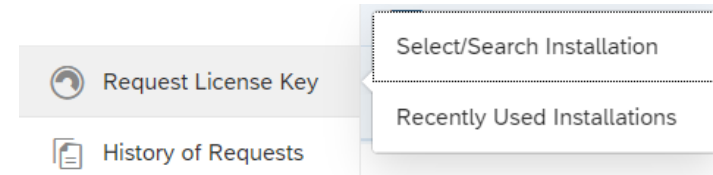
Installation	SID	System Number	Product Version	DB	System type	HW KEY	User license/Add-on component	Amount	Valid to
2045	1	B01	800100934	SAP Business One 9.2	Microsoft SQL Server	Productive System	Z000000025 SAP Business One Professional User	2	30.12.9999
2013	53	B01	800100935	SAP Business One 9.1	Microsoft SQL Server	Productive System	A000000000 appsolut::forst - Timber Management and Forestry	1	31.12.9999
							A000000000 INL SBO Currency Loader	1	31.12.9999
							A000000000 SAP Business One Professional User	1	31.12.9999
	B01	311119217	SAP Business One 9.2	Microsoft SQL Server	Productive System	D1727723975	AddOn Access Users	235	31.12.9999
							D1727723975 SAP Business One CRM Sales User (Standalone)	32	31.12.9999
							D1727723975 SAP Business One Professional User	10	30.12.9999

Additional functionality (use the Menu)

- Additional functionality is available under the menu. E.g. “Recently Used Installations” or “Favorites”

The screenshot shows the 'Request License Key' application interface. On the left is a navigation menu with options: History of Requests, Favorites, Help, User Mode, and Tools. The main area is titled 'Select the Installation Number using filters' and contains several input fields:

- Customer: Not applicable
- Product of Installation Number: Not applicable
- Installation Number: Not applicable
- Or enter the Installation/System Number directly: A text input field with a placeholder 'Please select, type, or paste...'
- Or select the Product you are licensed for: A dropdown menu.
- NEW: How to use this option: A text input field with a placeholder 'Please select or type...'



- Mark systems or installations as favorites and collect them under “Favorite Systems” or “Favorite Installations”

The screenshot displays the 'License Keys' section of the application. At the top, there are navigation links for 'Installation 20925306' and 'System B01', each with a star icon for marking as a favorite. Below this, there is instructional text and a 'Show Filter Bar' section with 'Filters' and 'Go' buttons. The main area contains a table of license keys:

License Keys (1)	Add-On	Component	Quantity	Valid Until	License Key
<input type="checkbox"/>		SAP Business One Professional User	32	Permanent	Digital Signature

The screenshot shows the 'FAVORITE INSTALLATIONS' section of the application. It features a table with the following columns: Installation, Installation Name, Product of Installation, Creation Date, Number of Systems, Customer Number, Customer Name, and Customer City. A star icon is visible next to the first row.

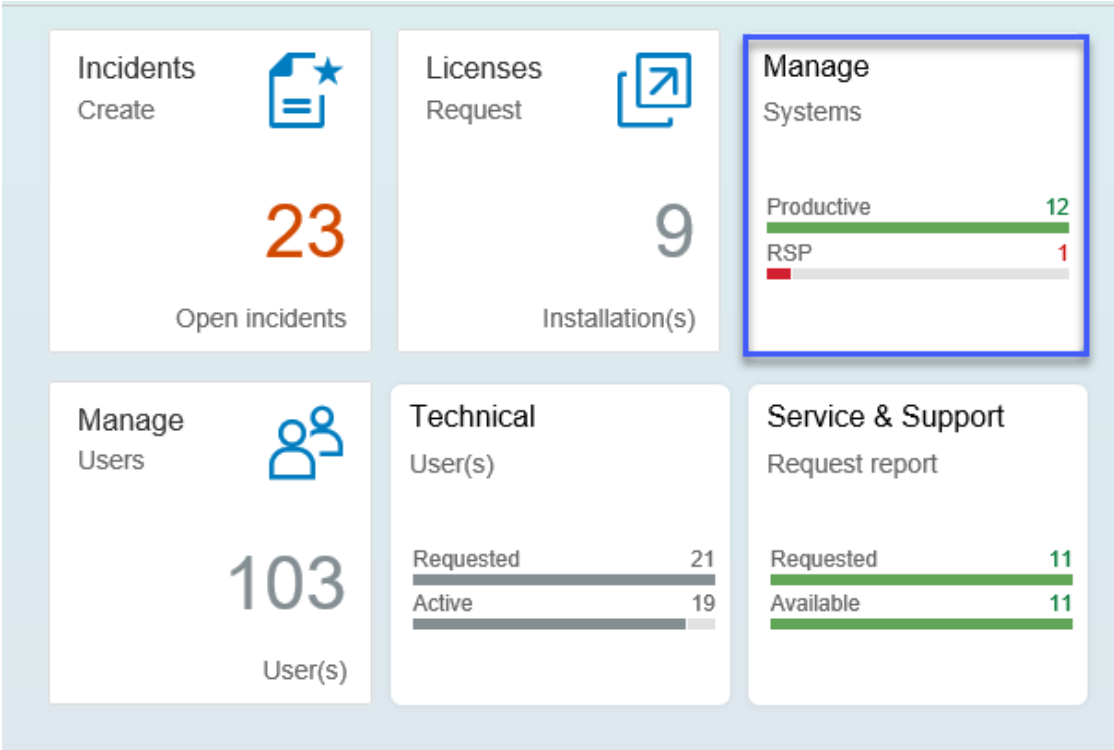
Installation	Installation Name	Product of Installation	Creation Date	Number of Systems	Customer Number	Customer Name	Customer City
★ 20925306	Test Business one	SAP Business One, version for EMEA and the Americas	17/11/2015	2	202418	OSS Test function #1 OSS corp. funktion*	Walldorf

License key request of a 'fail over' system

- In order to request a license key for a 'fail over' system (12 months duration maximum), create an incident in component SBO-CRO-LIC from the [support Launchpad for SAP Business One](#)
- **Note:** 'fail over' is supported as of SAP Business One v9.2 without a second license key

Further information to assist you

- To delete a system completely, go to "Manage Systems" title in the [Support Launchpad for SAP Business One](#)
- For a detailed step-by-step guide, follow SAP Note [2341778](#)



Further information to assist you:

- If you have questions, open an incident on SBO-CRO-LIC or SBO-BC-LIKEY using the incident creation application within the [Support Launchpad for SAP Business One](#).
- For more information on license key scenarios for SAP Business One, please refer to following SAP Notes:
 - [2371844](#) – How to request a license key for a test system within the new License key request application
 - [2341778](#) - How to delete an existing system in the new license key application

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