SAP Business One License Key
A step-by-step guide

SAP Global License Audit & Compliance
March 9, 2022

THE BEST RUN **SAP**

Agenda

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'.

Request a license key for a new system

- To request license keys for a new system click 'Add new System'
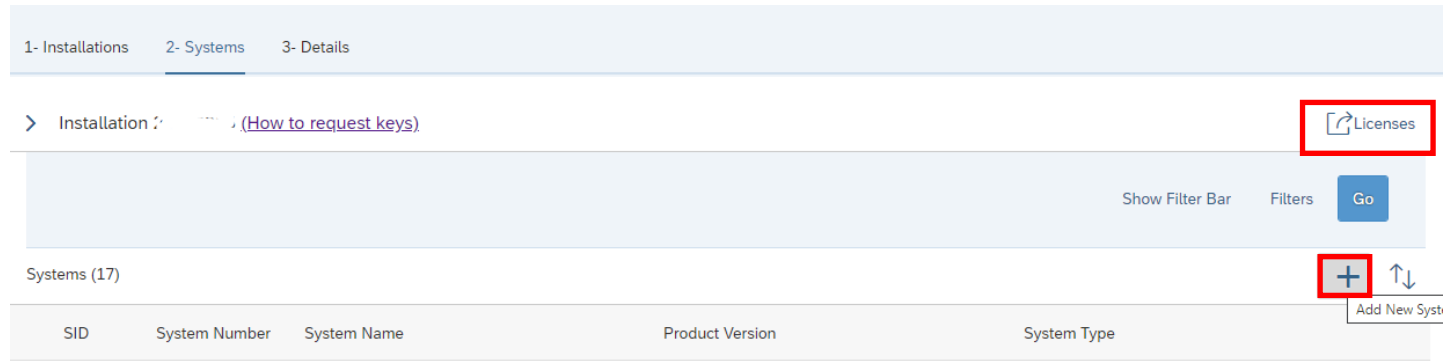
- If you want to see the contractual information click 'Licenses'
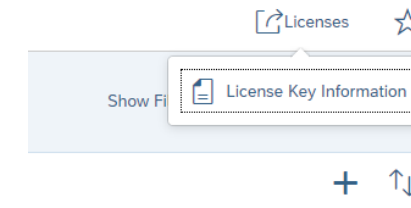
Important: The overview shows only requested licenses of production and development systems

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:		

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'

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

Request a license key for a new system

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

	Add-On	Component	Quantity	Valid Until	Status	
☐		Professional User	32	Permanent	New entry	✏
☐		Limited CRM User	1	Permanent	New entry	✏
☐		Limited Financials User	2	Permanent	New entry	✏
☐		Limited Logistics User	1	Permanent	New entry	✏

> Installation

> System B01 - SAP Business One System (Production)

↗ Licenses

License Keys (4)   + 🗑

Generate Back Cancel

- Click 'Generate' to create the license keys

> Installation 0020925306   ↗ Licenses
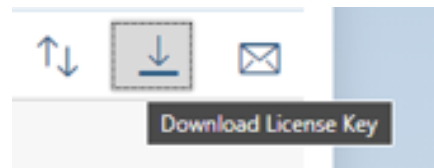
> System B01 (Production)   ☆

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)   ↓ ✉

	Add-On	Component	Quantity	Valid Until	License Key
☐		Professional User	32	Permanent	Digital Signature
☐		Limited CRM User	1	Permanent	Digital Signature
☐		Limited Financials User	2	Permanent	Digital Signature
☐		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

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	
					Add System
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)   ↓   ✉

☐	Add-On	Component	Quantity	Valid Until	License Key
☐		Professional User	32	Permanent	Digital Signature
☐		Limited CRM User	1	Permanent	Digital Signature
☐		Limited Financials User	2	Permanent	Digital Signature
☐		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.

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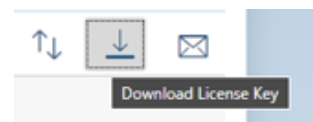
Edit an existing system – Decrease/Increase quantities
(Decrease Ltd. Financials by one, Increase Ltd. Logistics by one)

- 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'.

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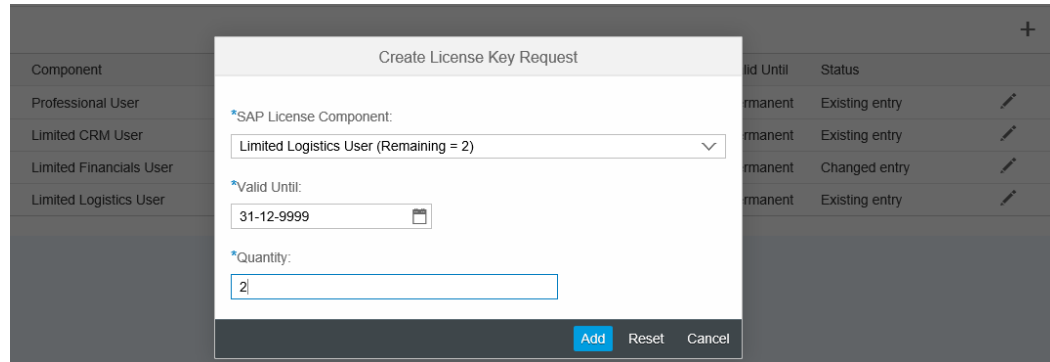
- Status changes to 'Changed entry'. Click 'Generate'.

	Add-On	Component	Quantity	Valid Until	Status	
☐		Professional User	32	Permanent	Existing entry	✎
☐		Limited CRM User	1	Permanent	Existing entry	✎
☐		Limited Financials User	1	Permanent	Changed entry	✎
☐		Limited Logistics User	2	Permanent	Changed entry	✎

License Keys (4)

- Download the new license key file.
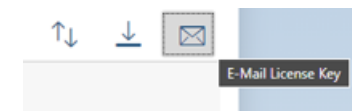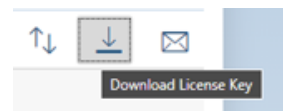
Edit an existing system – Delete license keys

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

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

- Download the new license key file.
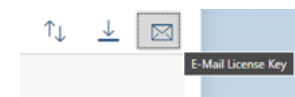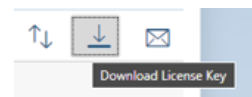
Edit an existing system – Upgrade to new version

- 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*:	X1843483886
Localization*:	United Kingdom
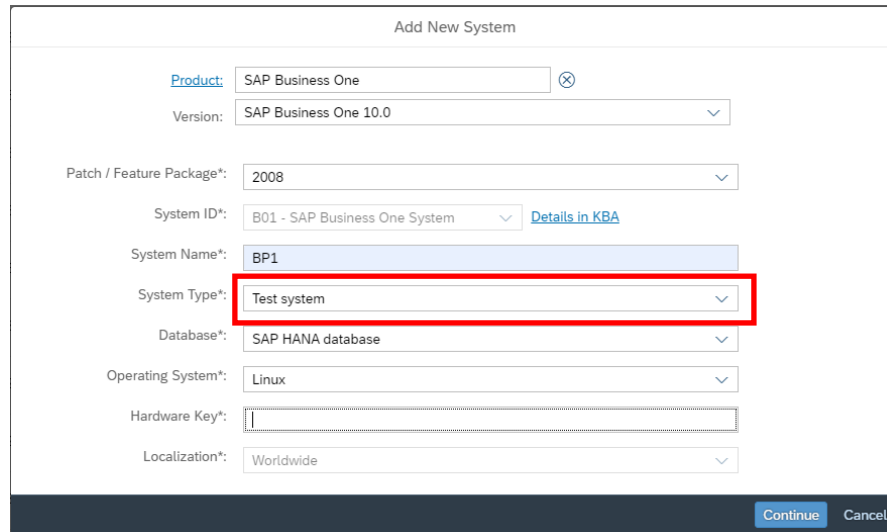
Continue   Cancel

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

Generate   Back   Cancel

Edit an existing system – Hardware (key) change

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

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

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.
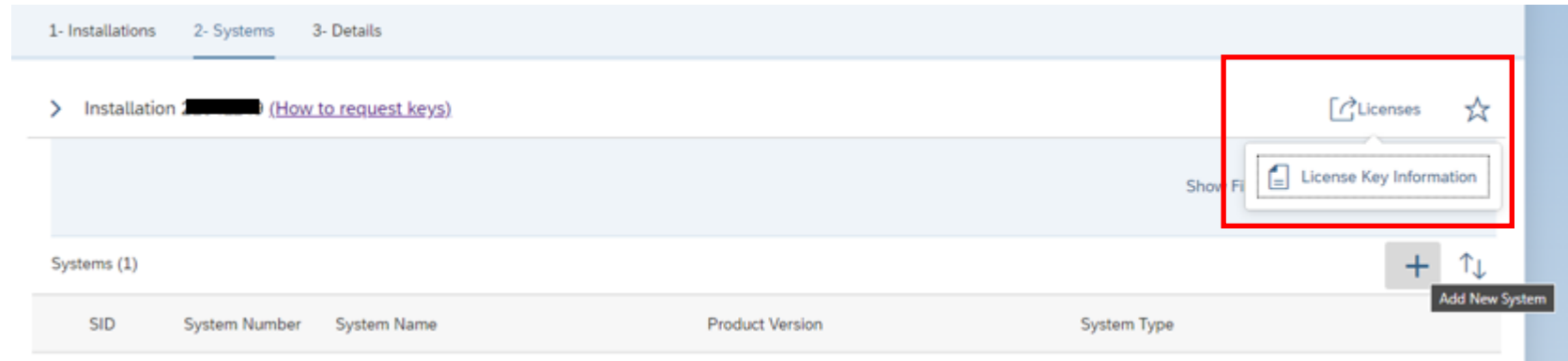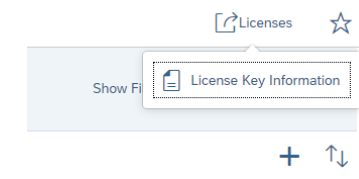
- Choose System type 'Test system'.

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

Contractual information

Access the license overview per installation

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.

| 1- Installations | 2- Systems | 3- Details | | | |

> Installation 20   🔗 Licenses

Systems   📄 License Key Information

SID	System Number	System Name	Product Version	System Type

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.   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

⬇ Download   ⊗ Close

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

Additional functionality (use the Menu)

➤ Additional functionality is available under the menu. E.g. "Recently Used Installations" or "Favorites"

➤ Mark systems or installations as favorites and collect them under "Favorite Systems" or "Favorite Installations"

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](#)
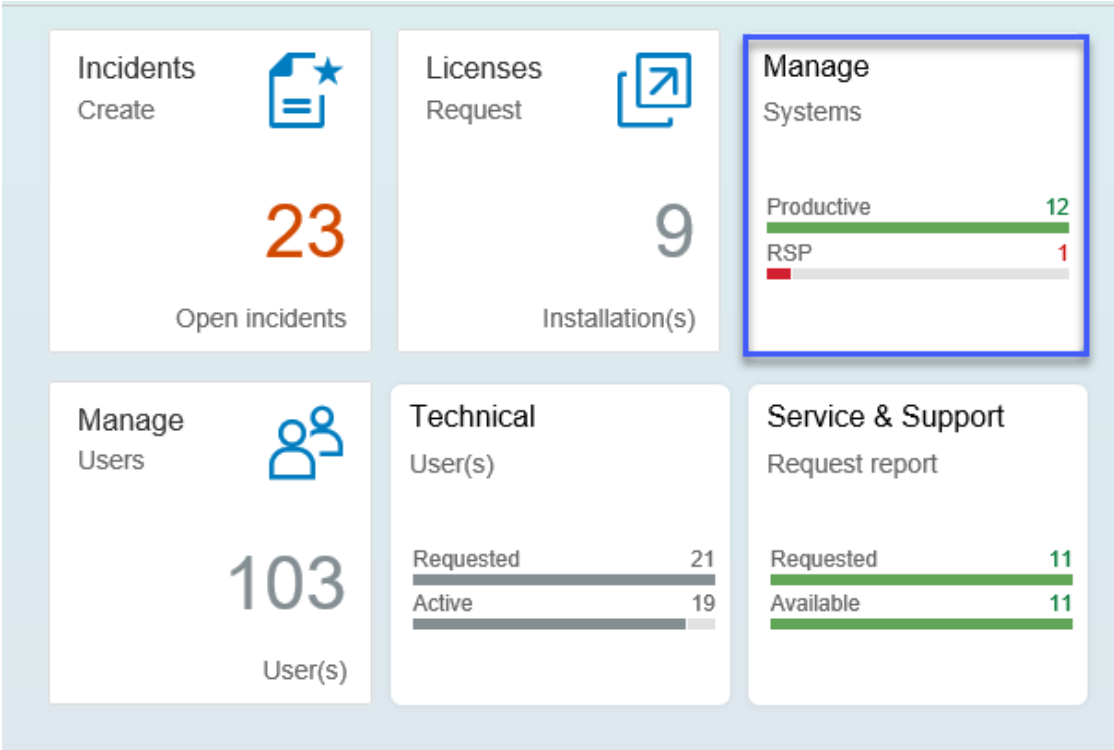
Further information to assist you:

➢ 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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