



How to Request License Keys for SAP OEM Partners

A step-by-step guide

SAP Global License Audit & Compliance

PUBLIC

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What You Need to Get Started

- S-user login and password for the SAP Support Portal
- S-user has rights to request license keys
- Identify installation number associated with OEM agreement

Should you require assistance with any of the above, please reach out to the partner support team at oempartner@sap.com

System Types to be Used for OEM Key Requests

Production System

For end-customer deployments

Development System

For OEM Partner test&development or trial keys as defined in the partner agreement.

The screenshot shows the 'Add New System' dialog box with the following fields and values:

- Product: SAP BusinessObjects Business Intelligence platform
- Version: SAP BusinessObjects Business Intelligence platform 4.2
- System ID*: B42
- System Name: Test
- System Type*: Please select... (dropdown menu is open)
- Operating System*: Please select... (dropdown menu is open)

The dropdown menu for System Type* is open, showing the following options:

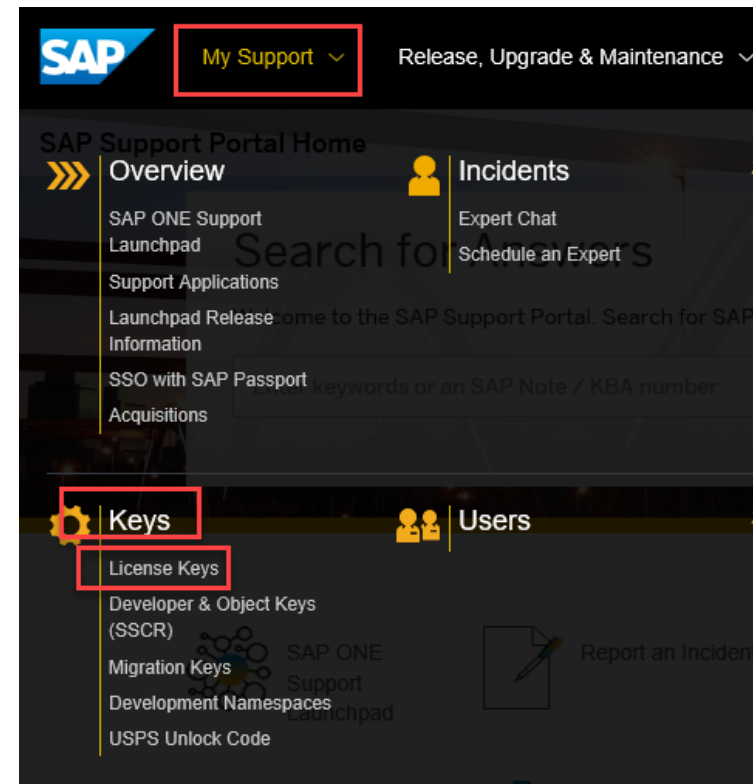
- Backup system
- Development system (circled in red)
- Productive System (circled in red)
- Test system

Buttons: Continue, Cancel

Where to Request a License Key

Go to the SAP Support Portal <https://support.sap.com/en/index.html>

From the main menu, click on
'My Support' → 'Keys' → 'License Keys'



Where to Request a License Key

From here, you can 'Launch the License Key Application'

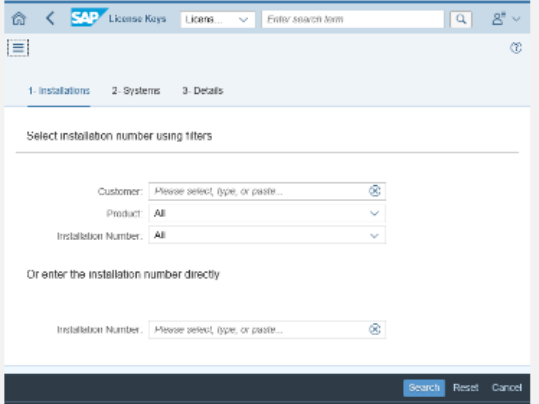
License Keys

For most on premise products, you require license keys before you can use the product. License keys are associated with a system on your landscape, and therefore you need to first select a system and then manage its license key.

To request license keys, you need the authorization *Request License Keys*. If you are unsure of what your authorizations are then you may [check your authorizations](#) under your profile. To extend your authorizations please [contact your company's super administrator](#).

Note: Analytics Solutions from SAP has [emergency License Keys \(zip file\)](#) you can use while your request for a permanent license key is being processed.

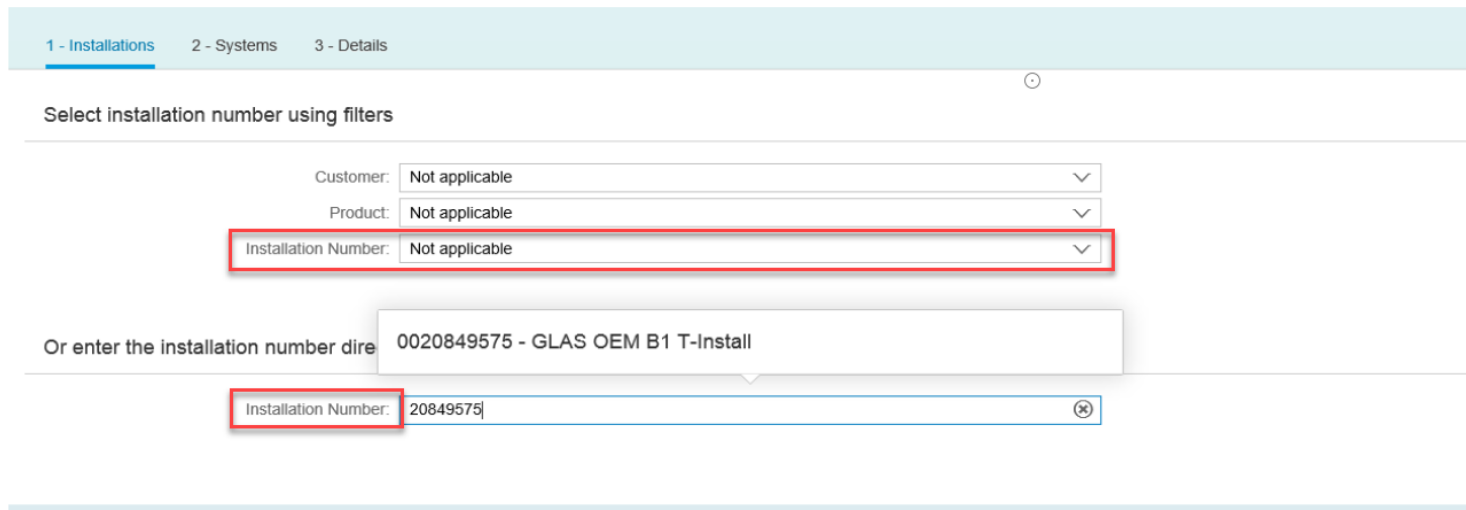
[Launch the License Key Application](#)



Requesting License Keys: Example Case – SAP BusinessObjects

To start the request process, search for an installation number either choosing from the dropdown or directly entering your installation number if known.

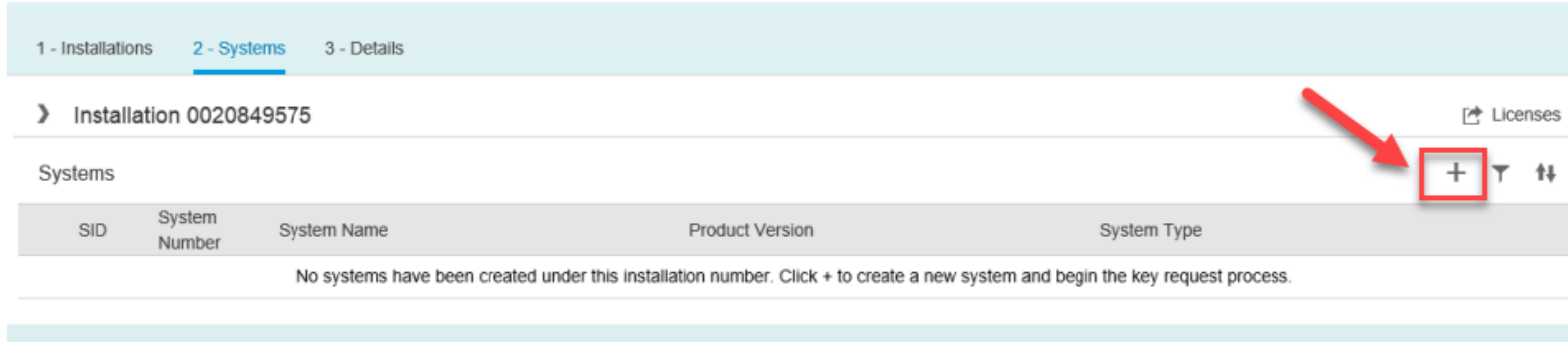
Choose the SAP BusinessObjects Installation number which was created for your OEM order. The installation number should have “OEM” in the installation name.



The screenshot shows a web interface for selecting an installation number. At the top, there are three tabs: "1 - Installations" (selected), "2 - Systems", and "3 - Details". Below the tabs, the text "Select installation number using filters" is displayed. There are three dropdown menus: "Customer: Not applicable", "Product: Not applicable", and "Installation Number: Not applicable". The "Installation Number" dropdown is highlighted with a red box. Below these filters, there is a text input field with the value "0020849575 - GLAS OEM B1 T-Install". Below this field, there is another "Installation Number:" label followed by a text input field containing "20849575", which is also highlighted with a red box.

Requesting License Keys: Example Case – SAP BusinessObjects

Next, select the '+' icon to 'Add New System' for system setup



The screenshot shows the SAP BusinessObjects interface for installation 0020849575. The 'Systems' section is active, and a red arrow points to a '+' icon in the top right corner of the table area, which is used to add a new system.

SID	System Number	System Name	Product Version	System Type
No systems have been created under this installation number. Click + to create a new system and begin the key request process.				

Insert system details (see next).

Requesting License Keys: Example Case – SAP BusinessObjects

Not sure which System Type to select? See [here](#).

The SAP Product field options are based on available licenses.

Please note: ‘System ID’ and ‘System Name’ are for free text to help you identify your end customers’ license keys.

The screenshot shows the SAP License Request interface. At the top, it displays 'Installation 0020849575' and a 'Licenses' icon. Below this is a 'Systems' section with a table header: 'SID', 'System Number', 'System Name', 'Product Version', and 'System Type'. A message states: 'No systems have been created under this installation number. Click + to create a new system and begin the key request process.' An 'Add New System' dialog box is open, containing the following fields:

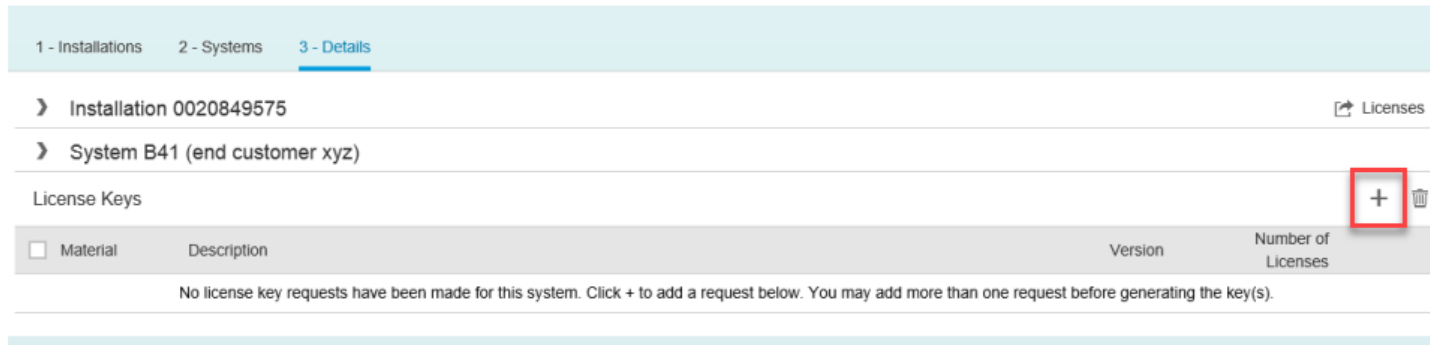
- Product: SAP BusinessObjects Business Intelligence platform
- Version: SAP BusinessObjects Business Intelligence platform 4.1
- System ID*: B41
- System Name: end customer xyz
- System Type*: Production system
- Operating System*: Microsoft Windows

At the bottom of the dialog box, there are 'Continue' and 'Cancel' buttons.

Requesting License Keys: Example Case – SAP BusinessObjects

Once the system is created, choose the license material and version for which you want to request a license.

Select the '+' icon to 'Create License Key Request'



The screenshot shows the SAP BusinessObjects interface. At the top, there are three tabs: '1 - Installations', '2 - Systems', and '3 - Details'. Below the tabs, there are two expandable sections: 'Installation 0020849575' and 'System B41 (end customer xyz)'. Under 'System B41', there is a 'License Keys' section. A table header is visible with columns: 'Material', 'Description', 'Version', and 'Number of Licenses'. A red box highlights a '+' icon in the top right corner of the 'License Keys' section, next to a trash icon. Below the table header, there is a message: 'No license key requests have been made for this system. Click + to add a request below. You may add more than one request before generating the key(s).'

Requesting License Keys: Example Case – SAP BusinessObjects

License Material options are shown based on licensed materials in the order.

Choose the Version and Number of Licenses.

Create License Key Request

Material*: 7016173 BA&T SAP BOBJ Bus Intell Platform (CS) (Unlimited License)

Version: XI 4.1 (Unlimited License)

Number of Licenses*: 10

Valid Until*: 31-12-9999

Number of keys*: 5 Maximum 10

Number of licenses is the quantity per license key

Number of keys is the quantity of separate keys requested for the same number of licenses

(default is 1; maximum is 10 per request)

Select 'Add' and then 'Generate'

1 - Installations 2 - Systems 3 - Details

> Installation 0020849575

> System B41 (end customer xyz)

License Keys (1)

<input type="checkbox"/> Material	Description	Version	Number of Licenses
<input type="checkbox"/> 7016173	BA&T SAP BOBJ Bus Intell Platform (CS)	XI 4.1	10 <input type="button" value="edit"/>

Requesting License Keys: Example Case – SAP BusinessObjects

The license key is immediately generated, which you can copy and paste. As it may be a license file, you have the possibility to download the file or email it to your inbox.

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

› Installation 0020849575 📄 Licenses


› System B41 (end customer xyz) ☆

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 (1) ☑

<input type="checkbox"/> Material	Description	Version	Quantity	Valid Until	License Key
<input type="checkbox"/> 7016173	BA&T SAP BObj Bus Intell Platform (CS)	XI 4.1	10	Permanent	DBF [redacted] .H

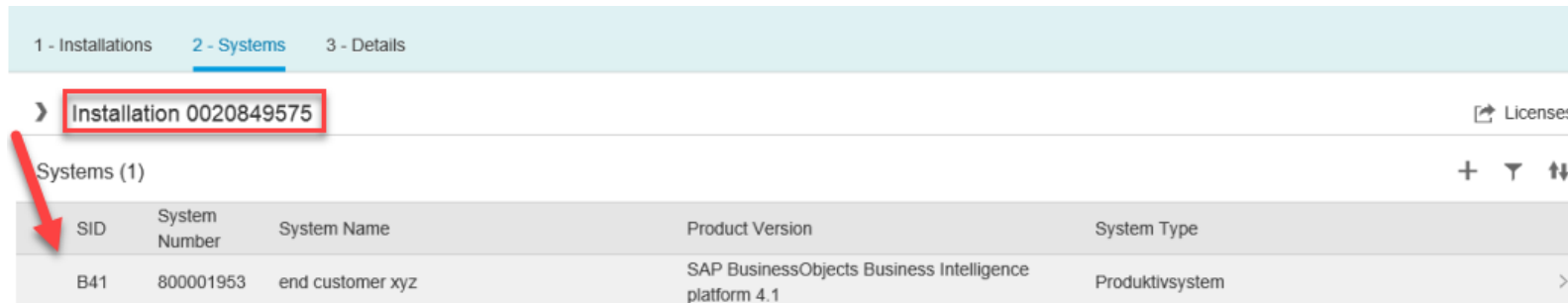


Requesting Upgrade License Keys

Upgrade Existing Keys Requested via SAP Support Portal

***Please note:** This process only applies to production keys that were originally requested via the SAP Support Portal.

To upgrade your license keys, you will need to edit the existing system. Once you have selected your installation, click the line of the system that you would like to edit.



The screenshot shows the SAP Support Portal interface. At the top, there are three tabs: '1 - Installations', '2 - Systems' (which is active and underlined), and '3 - Details'. Below the tabs, there is a breadcrumb trail: '> Installation 0020849575'. To the right of this breadcrumb is a 'Licenses' link with an external link icon. Below the breadcrumb, there is a section titled 'Systems (1)' with a '+' icon, a filter icon, and a sort icon. Below this is a table with the following columns: 'SID', 'System Number', 'System Name', 'Product Version', and 'System Type'. The table contains one row with the following data: 'B41', '800001953', 'end customer xyz', 'SAP BusinessObjects Business Intelligence platform 4.1', and 'Produktivsystem'. A red arrow points to the first row of the table.

SID	System Number	System Name	Product Version	System Type
B41	800001953	end customer xyz	SAP BusinessObjects Business Intelligence platform 4.1	Produktivsystem

***To get the license key for the *SAP HANA database* you need to request for an additional 'New System'. Do not request for the already existing ERP or NetWeaver system.**

Requesting Upgrade License Keys

On step 3 – Details, click ‘Edit’

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

› Installation 0020849575 📄 Licenses

› System B41 (end customer xyz) ☆

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.

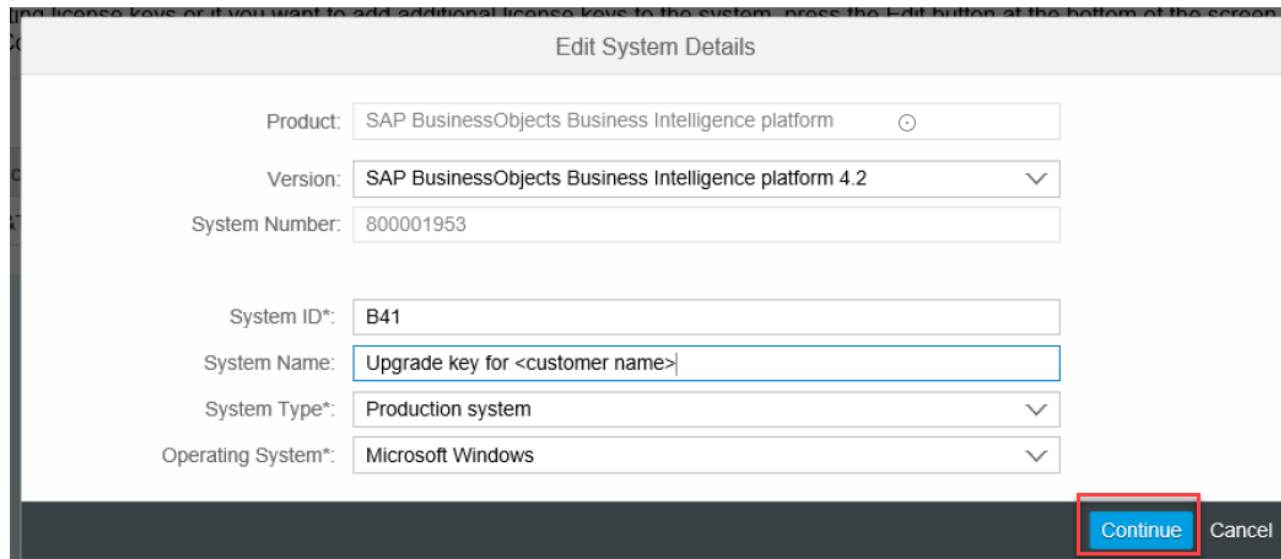
License Keys (1) ✉

<input type="checkbox"/> Material	Description	Version	Quantity	Valid Until	License Key
<input type="checkbox"/> 7016173	BA&T SAP BObj Bus Intell Platform (CS)	XI 4.1	10	Permanent	DBF...H

Edit Back Cancel

Requesting Upgrade License Keys

Update the product version to new version and for System name type 'Upgrade key for <customer name>'. Click 'Continue'.



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

- Product: SAP BusinessObjects Business Intelligence platform
- Version: SAP BusinessObjects Business Intelligence platform 4.2
- System Number: 800001953
- System ID*: B41
- System Name: Upgrade key for <customer name>
- System Type*: Production system
- Operating System*: Microsoft Windows

The 'Continue' button is highlighted with a red border.

Requesting Upgrade License Keys

Select the appropriate license material, version and number of licenses.

Material*: 7016173 BA&T SAP BObj Bus Intell Platform (CS) (Unlimited License)

Version: XI 4.1 (Unlimited License)

Number of Licenses*: 10

Valid Until*: 31-12-9999

Number of keys*: 5 Maximum 10

Number of licenses is the quantity per license key

Number of keys is the quantity of separate keys requested for the same number of licenses

(default is 1; maximum is 10 per request)

‘Add’ the request and ‘Generate’ the key.

Installation 0020849575 Licenses

System B41 (Upgrade key for <customer name>) ☆

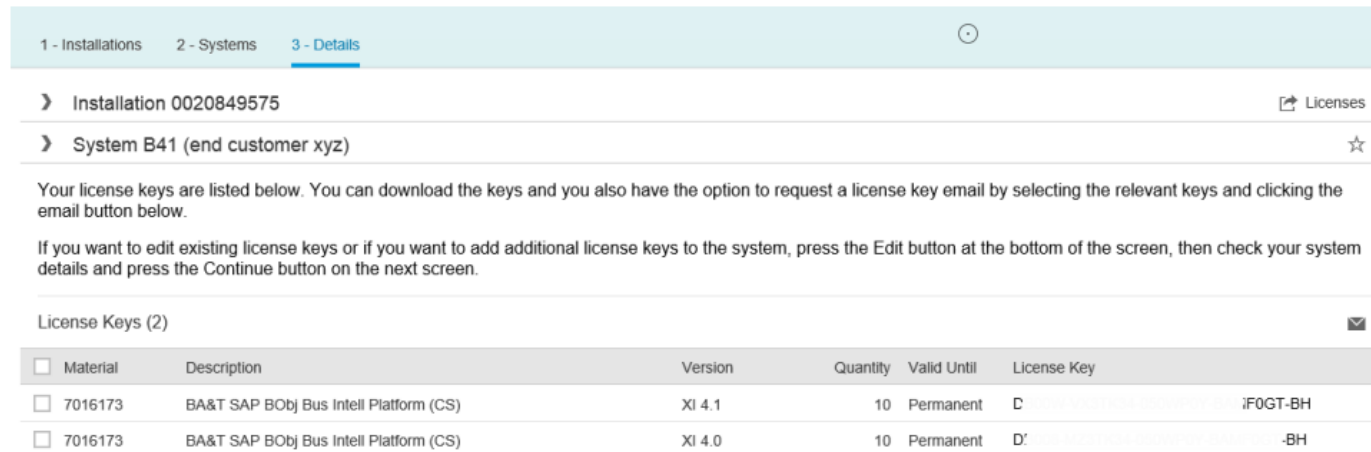
To add a new key request to this system please click the + icon. To change an existing license key below, click the pencil icon.

License Keys (2) + 🗑️

<input type="checkbox"/> Material	Description	Version	Number of Licenses
<input type="checkbox"/> 7016173	BA&T SAP BObj Bus Intell Platform (CS)	XI 4.1	10 <input type="text"/>
<input type="checkbox"/> 7016173	BA&T SAP BObj Bus Intell Platform (CS)	XI 4.0	10 <input type="text"/>

Requesting Upgrade License Keys

The license key is immediately generated and you can copy and paste it. In case it's a license file, you have the possibility to download the file or email it to your inbox. The old key will still be visible in your records.



The screenshot shows a web interface for managing license keys. At the top, there are navigation tabs: '1 - Installations', '2 - Systems', and '3 - Details' (which is active). Below the tabs, there are two expandable sections: 'Installation 0020849575' with a 'Licenses' icon, and 'System B41 (end customer xyz)' with a star icon. A text block explains that license keys are listed below and can be downloaded or emailed. Below this, there is a section titled 'License Keys (2)' with a checkmark icon. This section contains a table with two rows of license key data.

<input type="checkbox"/>	Material	Description	Version	Quantity	Valid Until	License Key
<input type="checkbox"/>	7016173	BA&T SAP BObj Bus Intell Platform (CS)	XI 4.1	10	Permanent	D'...-BH
<input type="checkbox"/>	7016173	BA&T SAP BObj Bus Intell Platform (CS)	XI 4.0	10	Permanent	D'...-BH

Requesting Upgrade License Keys

Upgrade Existing Keys Not Visible on SAP Support Portal

Existing SAP BusinessObjects keys are not listed on Support Portal. Original keys were requested via Partner Keycode Generator (PKG) or your SAP account manager.

Please follow the same process to request production keys **except** for the “System name” field, type ‘Upgrade Key for <customer name>’.

The license upgrade detail should also be included on your royalty report to ensure correct invoicing.

Additional Information

Only license keys with the same OEM code can be installed together. An error message may appear if there is an attempt to add a key with a different OEM code to an existing installation.

Detailed information can be found in SAP Knowledge Base Article (KBA) [1958868 - Troubleshooting SAP BusinessObjects Coded License Keys](#)

Requesting License Keys – SAP Sybase OEM

- Follow the license key request process for SAP Sybase – see the guide ‘SAP Sybase’ under ‘License Keys Help’ - <https://support.sap.com/en/my-support/keys.html>
- It is only necessary to generate one license key for system type ‘Production’ – this same license key can be used for all end-customer deployments
- The ‘Production’ license key can also be used for OEM partner internal use as described in your OEM partner agreement.

Requesting License Keys – SAP B1 (Business One)

- Go to https://partneredge.sap.com/en/library/assets/products/ent_mng/sbo/sell/order_license/request_licenses/hat_htg_b1_license_key.html
- Request license key for either Production or Development System as per rules in section 2 above - [System Types to be used for OEM Key Requests](#)

Requesting License Keys – SAP ERP/HANA

- Request license key for either Production or Development System as per rules in section 2 above- System Types to be used for OEM Key Requests.
- Follow the license key request process – see the guide ‘SAP Applications on SAP HANA’ under ‘License Keys Help’ - <https://support.sap.com/en/my-support/keys.html>

How to Request Assistance or Support With License Keys

For assistance with OEM license keys please open an incident in the SAP Support Portal with a component below (<https://launchpad.support.sap.com/#incident/solution>):

XX-SER-LIKEY – for SAP ERP/HANA

XX-SER-LIKEY-BOJ – for SAP BusinessObjects

XX-SER-LIKEY-SYB – for SAP Sybase

Please ensure the case is opened using the relevant OEM Installation number and System.

For any other technical support issues, please log an incident through the Support Launchpad at <https://launchpad.support.sap.com/#incident/solution>.

For contractual questions, please email your OEM SAP Partner Manager or contact SAP Contracts by completing the request form at <https://support.sap.com/support-programs-services/about/contact-us.html>