

License Keys for SAP Customer Checkout

A step-by-step guide

SAP Global License Audit & Compliance

PUBLIC

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Step-by-Step Guide: SAP Customer Checkout License Management

The following guide is designed to give you an overview about license management in SAP Customer Checkout 2.0 Feature Pack 08. When you end this training you should know:

- Introduction
- How to request a new license key and activate in SAP Customer Checkout 2.0 FP08?
- How to add further licenses?
- What to do in case of hardware changes?
- What to do if SAP Customer Checkout is running in offline mode?
- What to Do if SAP Customer Checkout was Running without SAP Customer Checkout manager?
- Additional functionality and information
 - Further options
 - License Statuses
 - Error messages



License Management

Introduction

With SAP Customer Checkout 2.0 Feature Pack 08, you need for every SAP Customer Checkout instance and SAP Customer Checkout manager instance an official and valid license key.

The license key information is handled centrally in the SAP Customer Checkout manager, and therefore **the SAP Customer Checkout manager becomes mandatory with version 2.0 Feature Pack 08.**

- By default with installation: **temporary license valid for 28 days**
- License check (from POS system to SAP Customer Checkout manager) automatically **every hour**
- Information is shown if license is not valid, expired or over-used

New License Key for SAP Customer Checkout 2.0 Feature Pack 08 Process

There are different steps to do in SAP Customer Checkout manager and SAP Customer Checkout when you request a new license key and activate the license management:



1 **Pre-requirement:**

SAP Customer Checkout manager is installed successfully



2 Download your License Key



3 Maintain all settings in your SAP Customer Checkout manager



4 Check the license validity in your SAP Customer Checkout applications

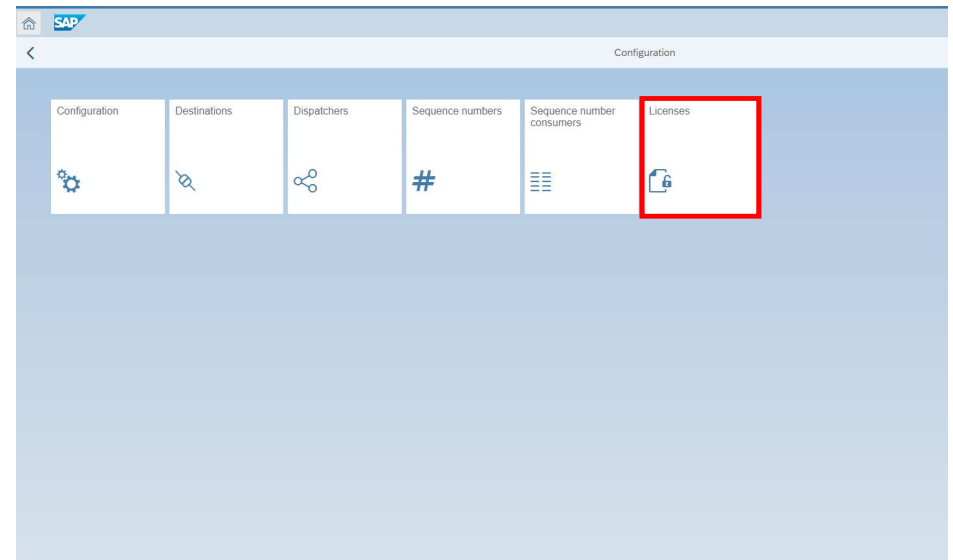
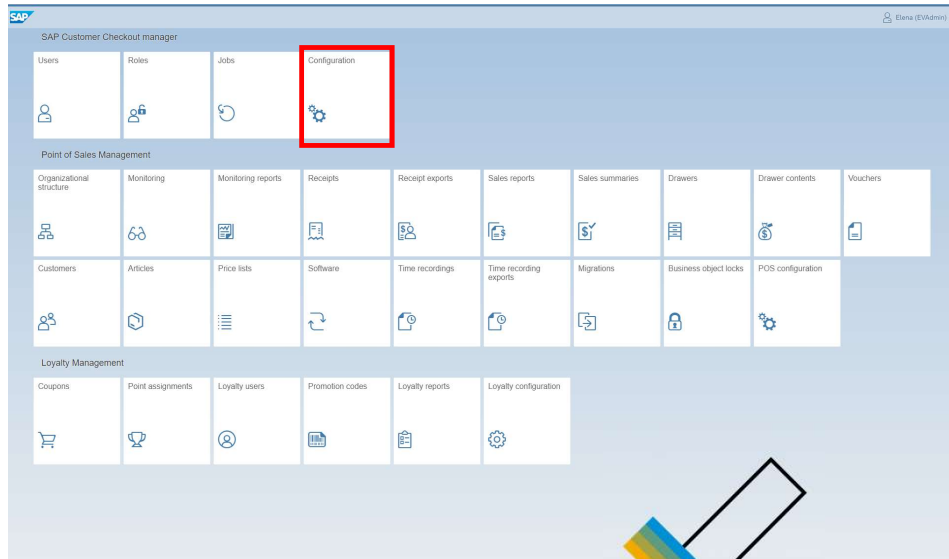
New License Key for SAP Customer Checkout 2.0 Feature Pack 08

Pre-Requirement: Installation of SAP Customer Checkout Manager (1/2)

1

Before you activate the license key, make sure that SAP Customer Checkout manager has been installed successfully.

In the Configuration tile, a new sub-tile “**License**” is available. There, you will find the **Hardware Key** information, that you need for Step 2.



New License Key for SAP Customer Checkout 2.0 Feature Pack 08

Pre-Requirement: Installation of SAP Customer Checkout Manager (2/2)

1

Go to the “**License**” sub-tile, to see the **Hardware Key** information.

By default, SAP Customer Checkout provides a **temporary license valid for 28 days** after installation.

The screenshot displays the SAP Customer Checkout Manager interface for the 'License' sub-tile. The top navigation bar includes the SAP logo and a user profile 'Admin'. The main content area shows the following information:

- Hardware key: J0078457063 (highlighted with a red box)
- Number of POS licensed: 2147483647
- Number of licenses assigned to POS: 0
- Number of licenses available for assignment: 2147483647
- License status: Licensed

A yellow callout box with a speech bubble points to the hardware key, containing the text: "Note the Hardware key for step 2".

Below the main content, there are tabs for 'Details' and 'Assignments'. The 'Details' tab is active, showing 'General data' with the following information:

- Hardware key: J0078457063
- Type: Temporary (highlighted with a red box)
- Installation number: 0000000000
- System number: 00000000000000000000
- Database: Derby
- Valid from: May 20, 2019, 12:00:00 AM
- Valid to: Jun 17, 2019, 12:00:00 AM

At the bottom of the page, there are buttons for 'Deactivate' and 'Upload'.

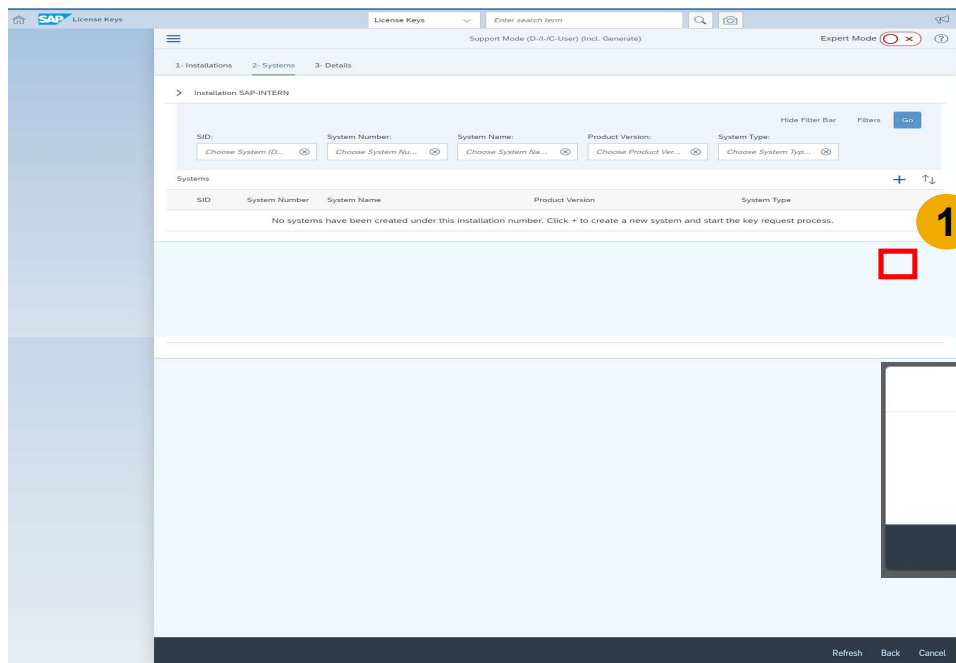
New License Key for SAP Customer Checkout 2.0 Feature Pack 08

How to Get the License Key (1/5)

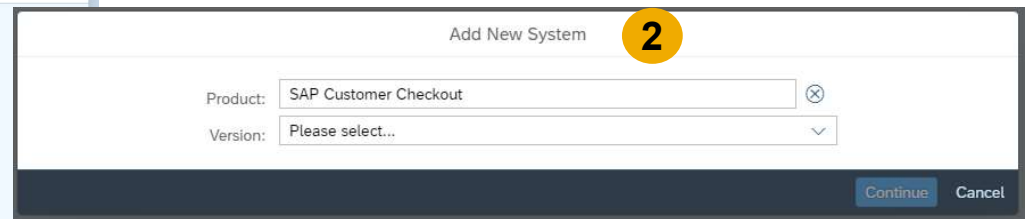
2

Launch the **License Key Application** to get the license key required for SAP Customer Checkout:

<https://launchpad.support.sap.com/#/licensekey/home>



Choose **“Add New System”** (1), and search for Product **“SAP Customer Checkout”** (2).



New License Key for SAP Customer Checkout 2.0 Feature Pack 08

How to Get the License Key (2/5)

2

Choose the right **Version**, e.g. SAP Customer Checkout 2.0, (3), and enter all relevant fields (3). Choose **Continue** (4).

Add New System

Product: SAP Customer Checkout

Version: SAP Customer Checkout 2.0

System ID*:

System Name:

System Type*: Please select...

Database*: Please select...

Continue Cancel

Add New System

Product: SAP Customer Checkout

Version: SAP Customer Checkout 2.0

System ID*: SCC

System Name: POS 12345

System Type*: Test system

Database*: Apache Derby

Continue Cancel

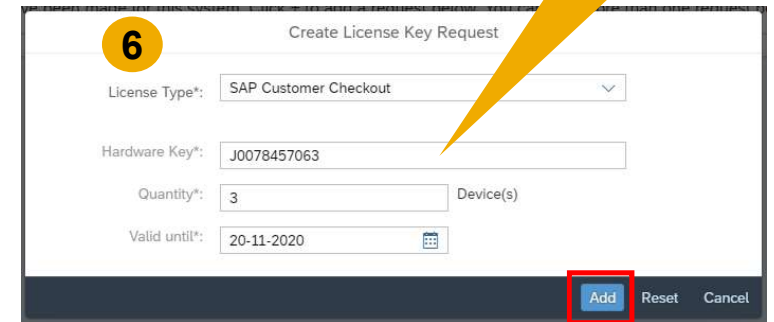
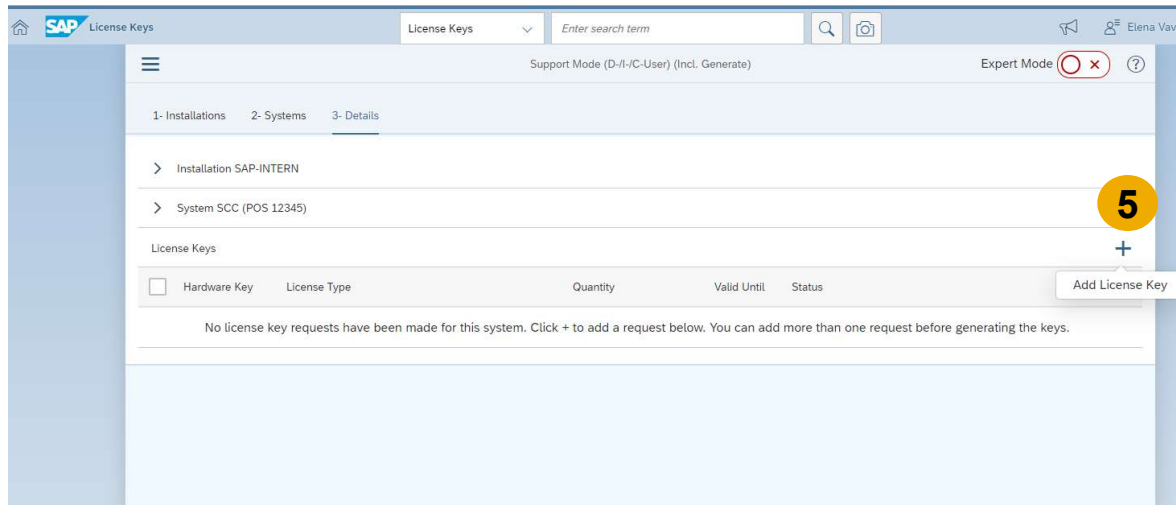
New License Key for SAP Customer Checkout 2.0 Feature Pack 08

How to Get the License Key (3/5)

2

Click "Add License Key" (5). Enter all relevant information and click "Add" (6).

In the "Quantity" field, you can enter the amount of POS systems (devices) which you want to install.

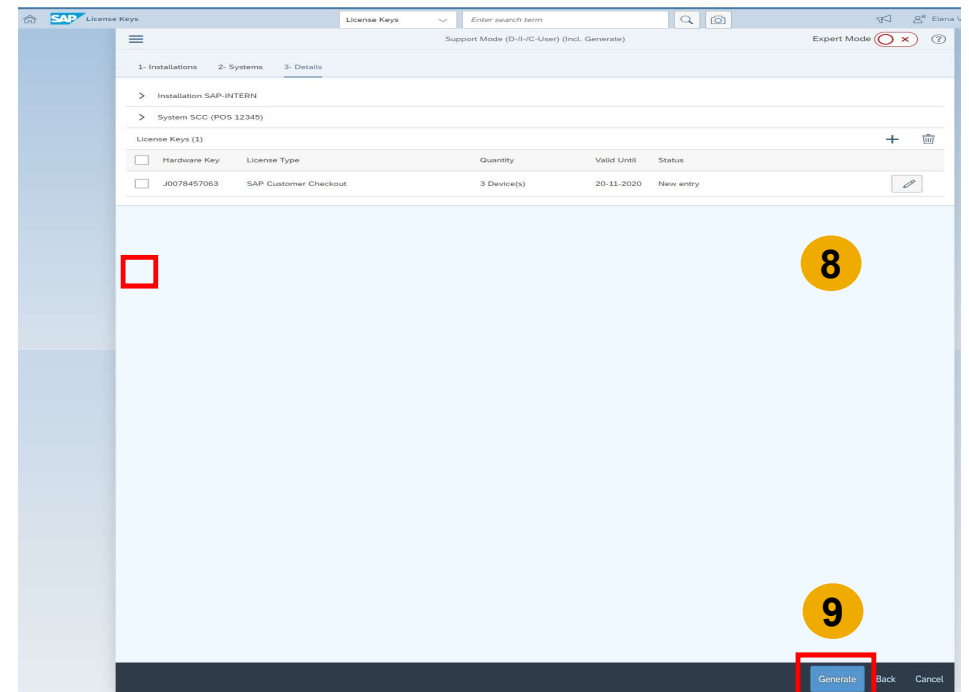
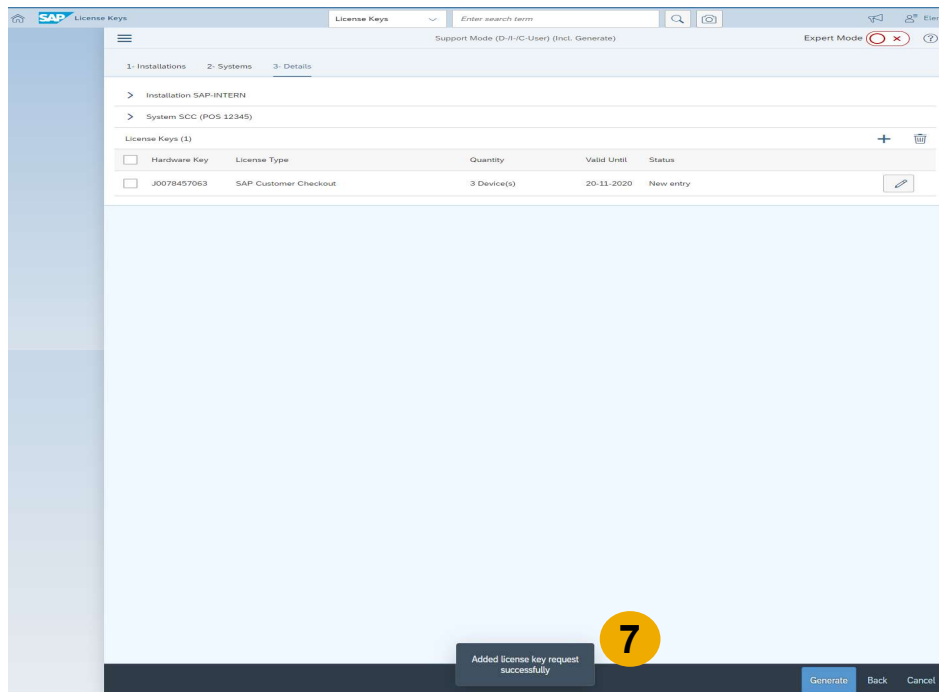


New License Key for SAP Customer Checkout 2.0 Feature Pack 08

How to Get the License Key (4/5)

2

Your license key request has now been added successfully (7), and an entry is created in the list. Choose the entry (8) and click **“Generate”** (9) for the license key to be generated.

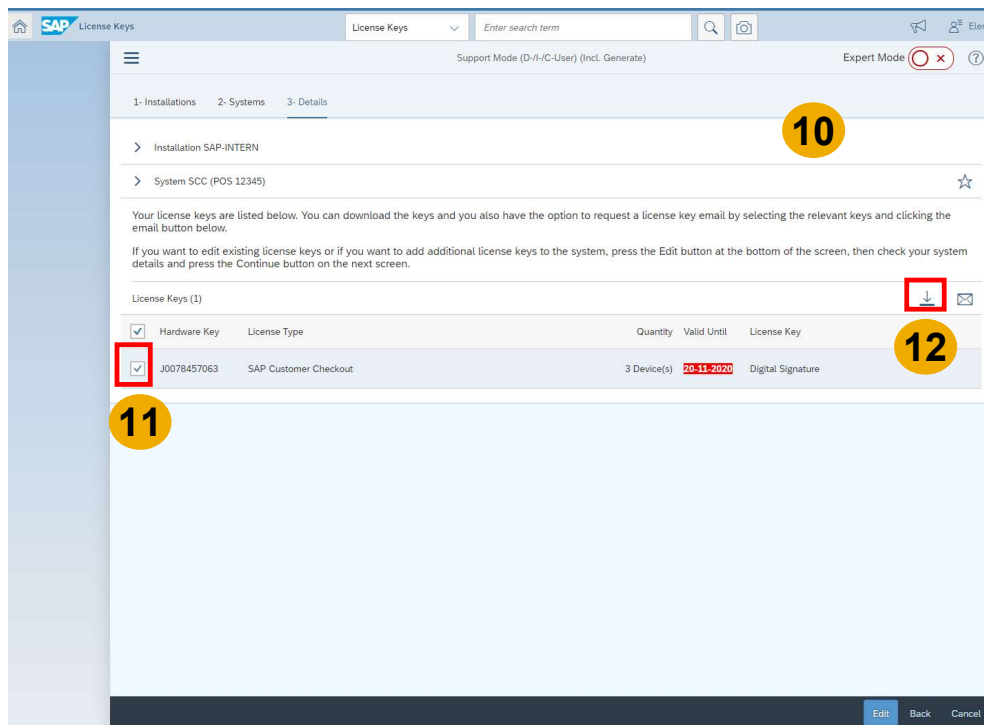


New License Key for SAP Customer Checkout 2.0 Feature Pack 08

How to Get the License Key (5/5)

2

The license key has been generated (10). Choose the entry from the list (11) and click "Download" (12). A text file is downloaded with further information (13).



13

```
----- Begin SAP License -----  
SAPSYSTEM=SCC  
HARDWARE-KEY=J0078457063  
INSTNO=SAP-INTERN  
BEGIN=20190519  
EXPIRATION=20201120  
LKEY=MIIB0gYJKoZIhvcNAQcCoIIBKzCCAScCAQExCzAJBgUrDgMCGGUAMAsGCSqGSIb3DQEHAQCAQYwggECAgEBMFgwUjELMAkGA1UEBhM  
SWPRODUCTNAME=Checkout_DBY  
SWPRODUCTLIMIT=000000003  
SYSTEM-NR=00000000000375091
```

A txt file is downloaded with all License Key Information

New License Key for SAP Customer Checkout 2.0 Feature Pack 08

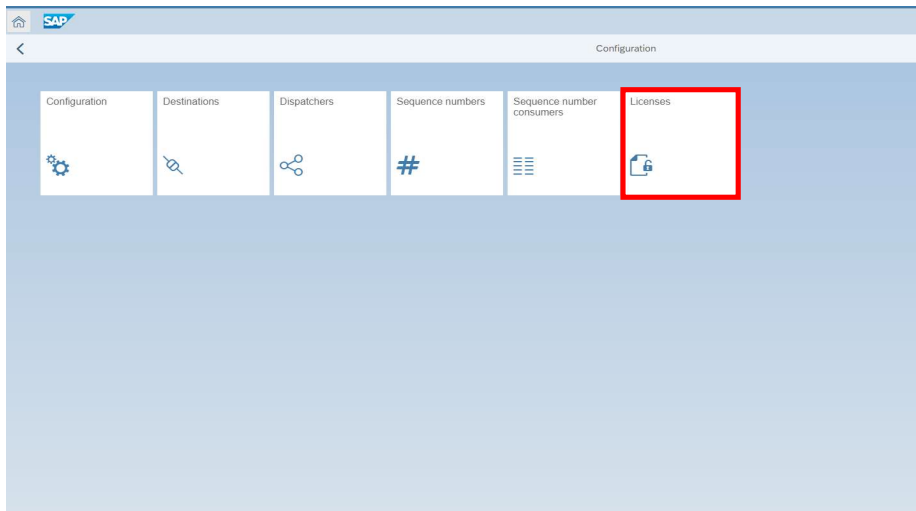
Maintain Settings in SAP Customer Checkout Manager

3

After downloading the license key information, you have to upload this information into the SAP Customer Checkout manager.

A new sub-tile is available in the Configuration tile: *Licenses*

The “*Licenses*” sub-tile is only available for user with ADMINISTRATOR role.



New License Key for SAP Customer Checkout 2.0 Feature Pack 08

Maintain Settings in SAP Customer Checkout Manager

3

The “**Licenses**” sub-tile contains two tabs with further information: **Details & Assignments**.

- **Details:** Here you can upload the license key information, check the license status, or deactivate license management
- **Assignments:** Here you can see all assigned POS systems with license status, you can manually assign POS systems, or unassign licenses from your POS systems

Hardware key: J0078457063
Number of POS licensed: 2147483647
Number of licenses assigned to POS: 0
Number of licenses available for assignment: 2147483647

Details Assignments

General data

Hardware key: J0078457063
Type: Temporary
Installation number: 0000000000
System number: 000000000000000000
Database: Derby
Valid from: May 20, 2019, 12:00:00 AM
Valid to: Jun 17, 2019, 12:00:00 AM

Deactivate Upload

Hardware key: J0078457063
Number of POS licensed: 2147483647
Number of licenses assigned to POS: 0
Number of licenses available for assignment: 2147483647

Details Assignments

Status	POS system ID	POS group ID	Hardware key	Assigned from	Assigned by	Unassigned from	Unassigned by
✖	EV25	root	J0078457063				

Assign to all Unassign from all Assign to POS group

As soon as you integrate a POS system to the SAP Customer Checkout manager, the POS system is shown in the list.

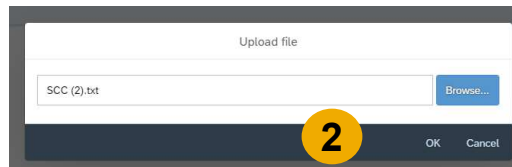
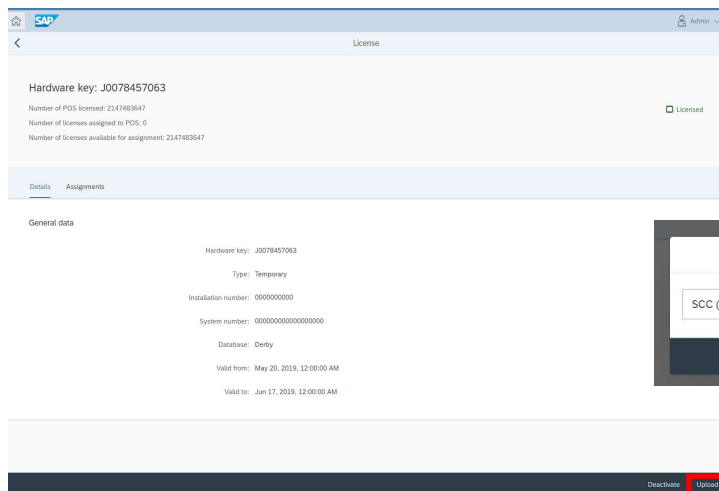
New License Key for SAP Customer Checkout 2.0 Feature Pack 08

Maintain Settings in SAP Customer Checkout Manager: Upload License Information

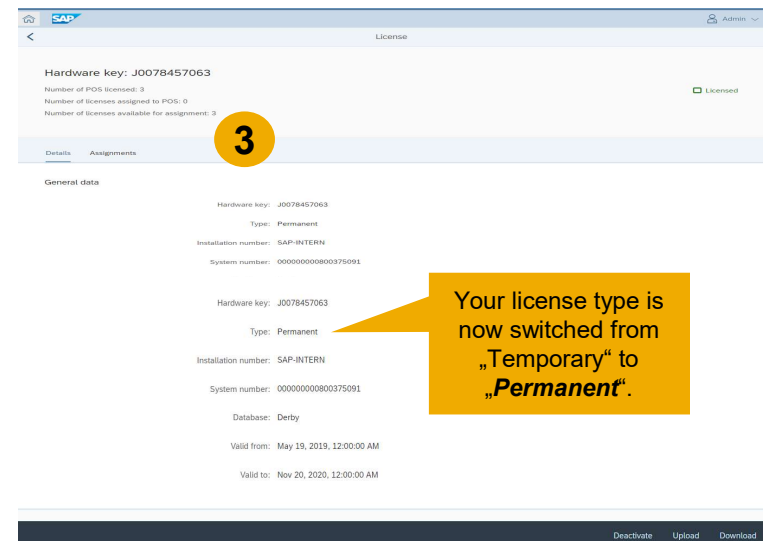
3

As your SAP Customer Checkout manager still has the temporary license, you now have to upload the license key information from your downloaded file.

In the **Details** tab, choose “**Upload**” (1), and select the file that you want to upload (2). As soon as the file is uploaded, the information is updated accordingly (3).



1



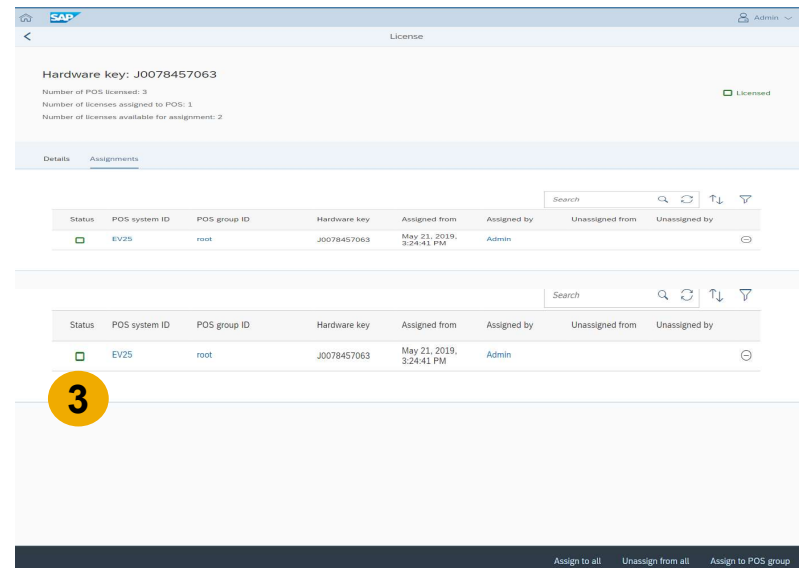
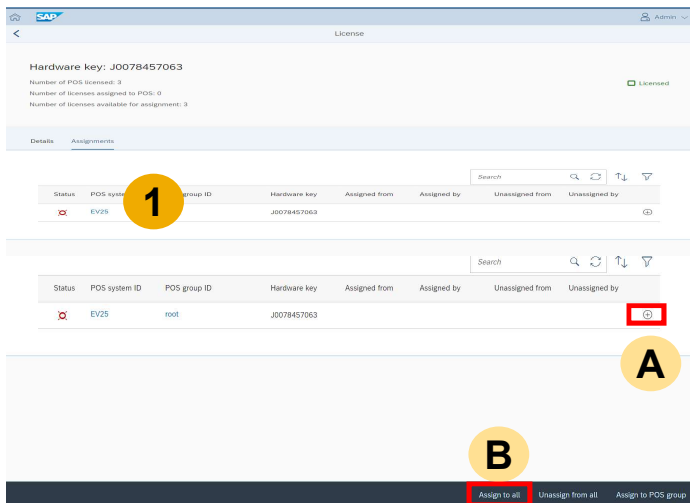
New License Key for SAP Customer Checkout 2.0 Feature Pack 08

Maintain Settings in SAP Customer Checkout Manager: Assign POS System

3

After you have uploaded the license information for SAP Customer Checkout manager, you need to manually assign your POS system(s).

In the **Assignments** tab (1), select the POS system to you to assign, and choose “**Assign**” (1), or “**Assign to all**” in case you have more than one POS systems. Confirm with “**OK**” (2). The status of the POS system(s) is updated accordingly (3).

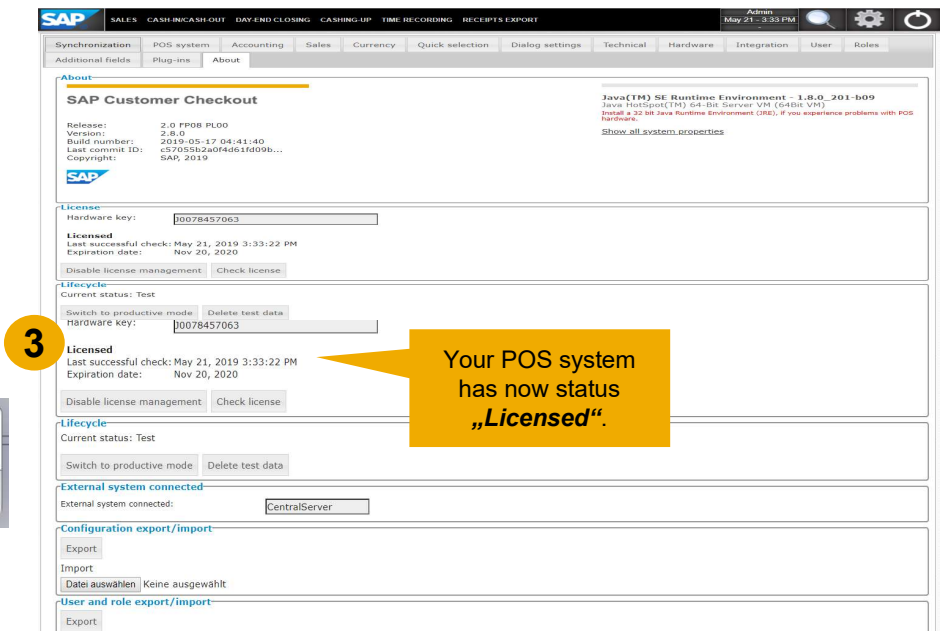
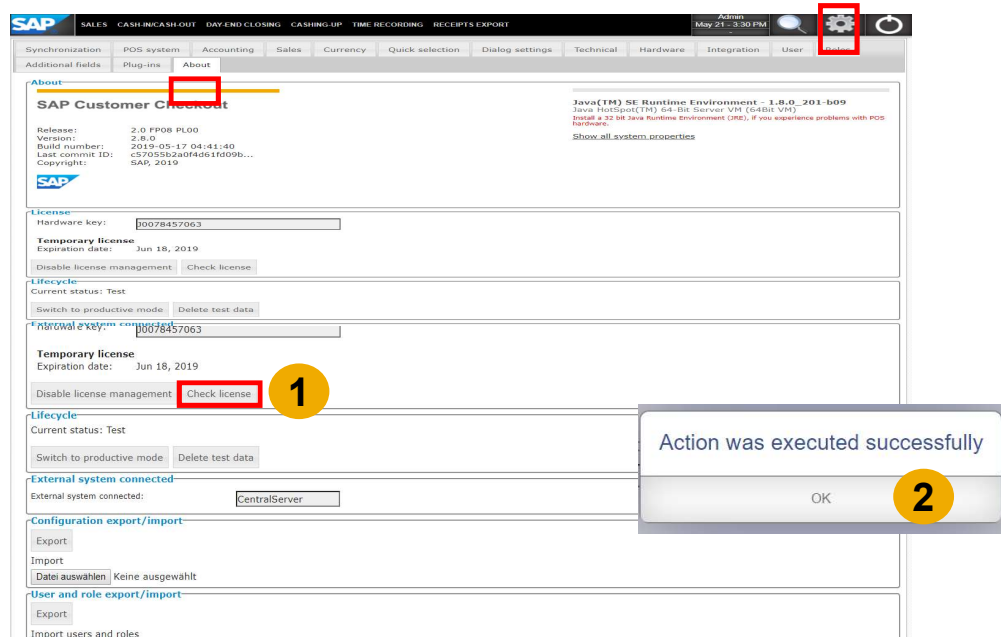


New License Key for SAP Customer Checkout 2.0 Feature Pack 08

Check License Validity in SAP Customer Checkout

You can now go to your POS system to check the license information in the **Configuration** Screen (**About** tab).

Each POS system is automatically calling the SAP Customer Checkout manager every hour, to check the license validity. You can also do a manual license check, if needed (1). If the license check was successfully, you will get a message (2). Your POS system is now licensed (3).

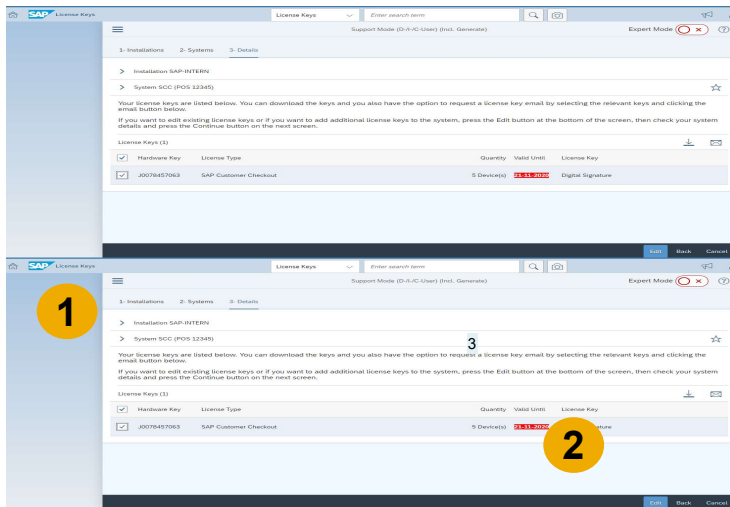


How to Add Further Licenses?

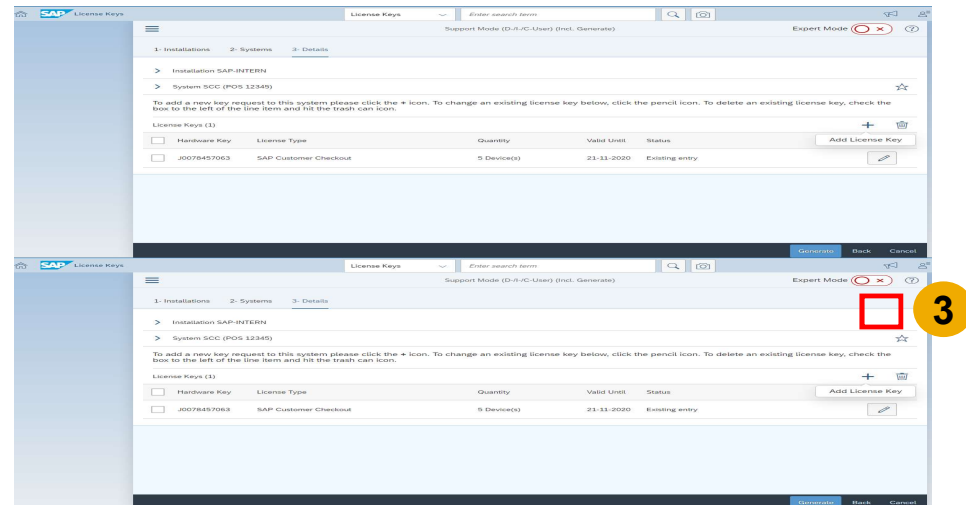
Steps (1/3)

Use Case: You have purchased licenses for 3 POS systems, and generated the license file for 3 POS systems and were using it successfully. Now you want to add 2 more POS systems. Total of 5 POS systems.

The existing license file that you have generated for your 3 POS systems will not allow you to assign 5 POS systems. You need to download a new license file for **total 5 POS systems**, and upload this new file again in SAP Customer Checkout manager.



Select the according license in the **License Key Application** tool (1), and click “**Edit**” (2). Click “**Continue**”, and then choose the **Pencil**. (3).

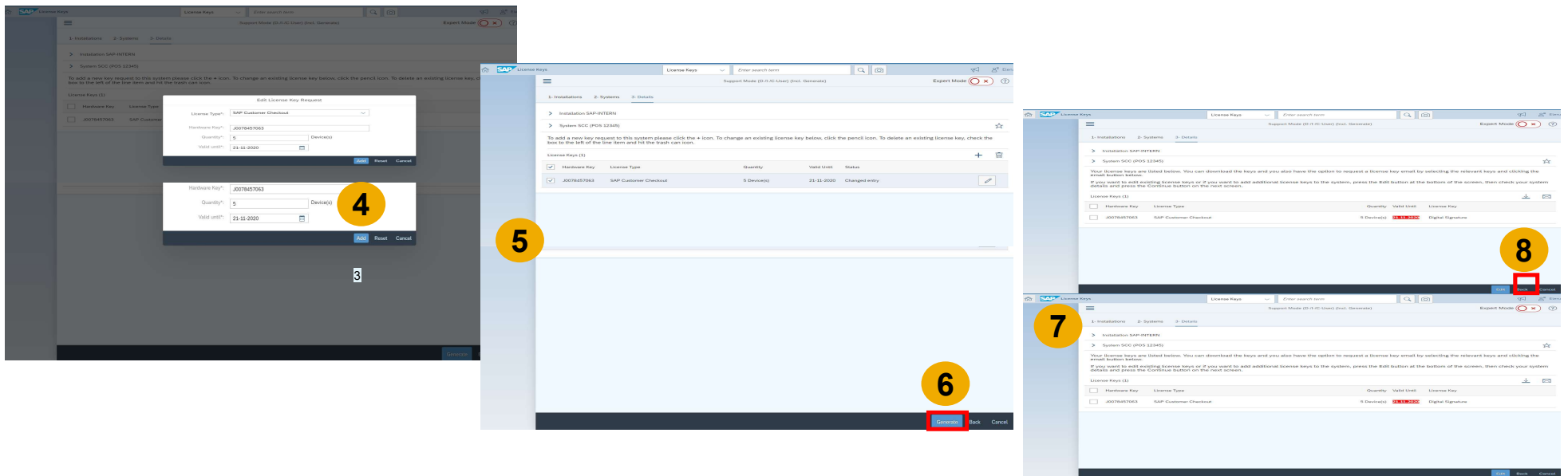


How to Add Further Licenses?

Steps (2/3)

Edit the License Key Request, and in the “**Quantity**” field (4), enter the **total amount of POS licenses**, e.g. 5.

You will now see the new amount of licenses in the list (5). Choose the entry and click “**Generate**” (6) for the new license key to be generated. Choose again the entry from the list (7) and click “**Download**” (8). A new text file is downloaded with information.

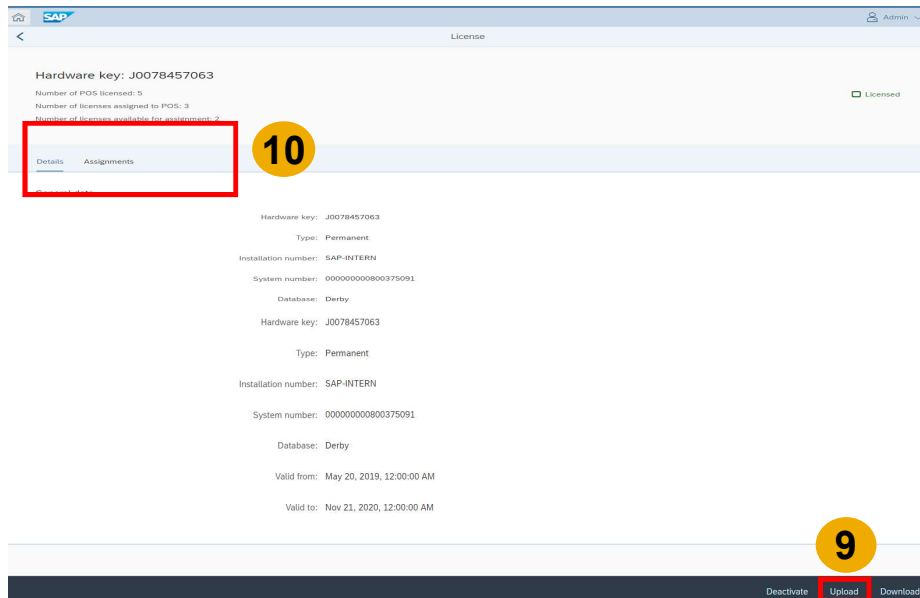


How to Add Further Licenses?

Steps (3/3)

In SAP Customer Checkout manager, you can now upload the downloaded file with license key information.

In the **Licenses** sub-tile (within the Configuration tile), choose the **Details** tab, and click “**Upload**” (9). Choose the file, and the license information is updated accordingly (10). You can now assign the 2 further POS systems to the licenses.



What to Do in Case of Hardware Changes? Process

It might happen that the hardware device(s) where your SAP Customer Checkout manager, or SAP Customer Checkout application is installed, breaks or needs to be changed.

This presentation considers the following two cases:

- A** Hardware Changes on devices where SAP Customer Checkout manager is installed
- B** Hardware Changes on devices where SAP Customer Checkout is installed

What to Do in Case of Hardware Changes? SAP Customer Checkout Manager (1/3)

A

Use Case: You have installed SAP Customer Checkout manager on one hardware device, and now this hardware device is broken.

In this case, you will have to do the following:

Once you have newly installed your SAP Customer Checkout manager, and the hardware key is shown (in the Licenses sub-tile), you need to manually adjust the new hardware key information in the **License Key Application** tool. Choose the according license (1) and click **“Edit”** (2). Click **“Continue”**, (3), and then click **“Edit”** to change the existing entry (3).

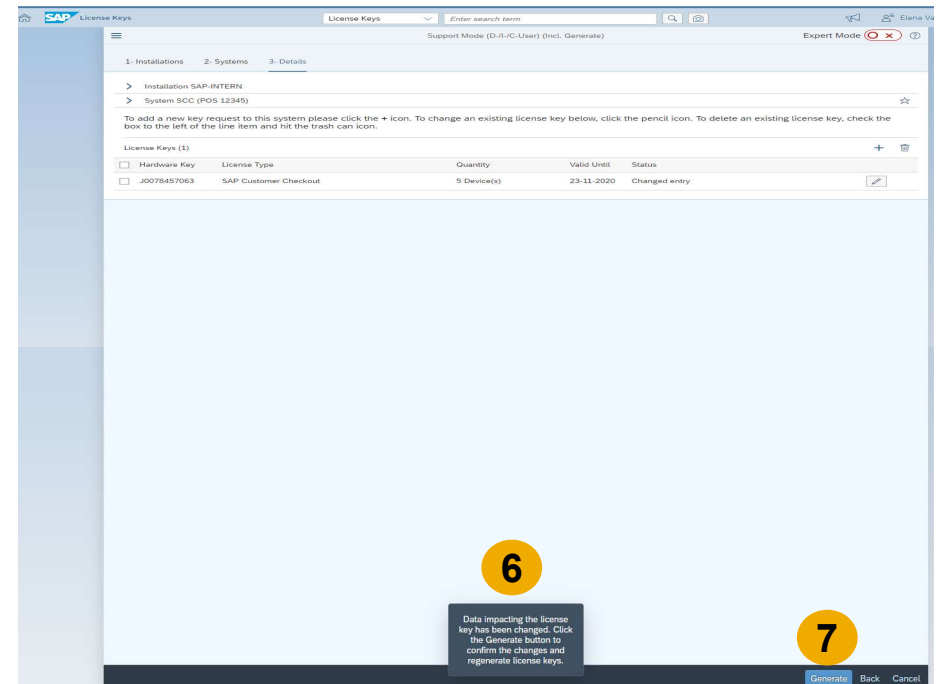
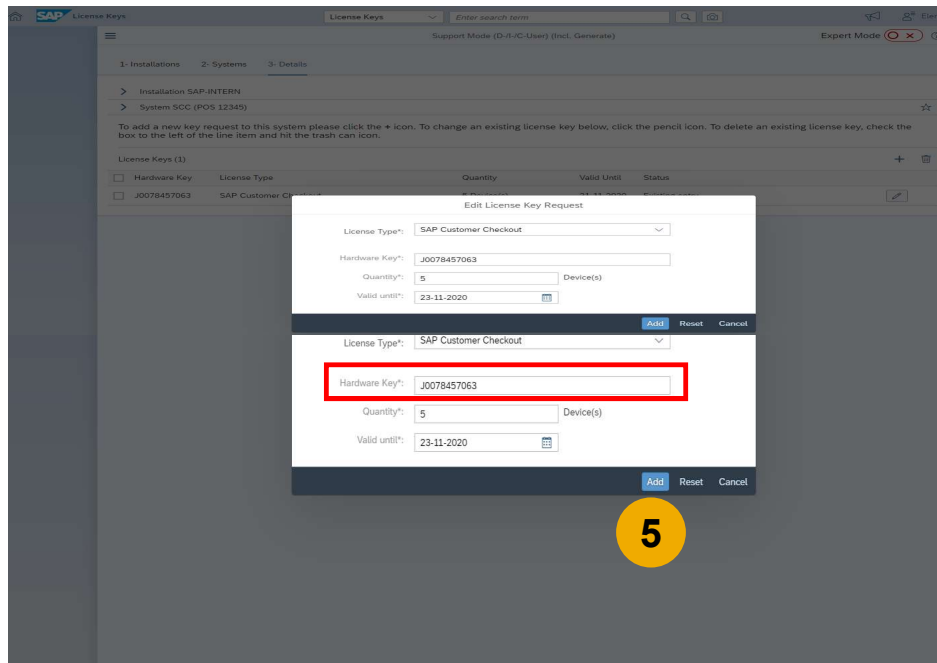
The image displays three sequential screenshots of the SAP License Keys application interface, illustrating the steps to edit a license key entry:

- Step 1:** The main screen shows a table of license keys. The entry for hardware key J0078457063 is selected. A red circle with the number '1' is placed over the entry.
- Step 2:** The 'Edit System Details' dialog box is open, showing fields for Product, Version, System Number, System ID, System Name, System Type, and Database. A red circle with the number '2' is placed over the 'Continue' button.
- Step 3:** The main screen shows the 'Edit System Details' dialog box closed, and the 'Continue' button is highlighted. A red circle with the number '3' is placed over the 'Continue' button.
- Step 4:** The main screen shows the 'Edit System Details' dialog box open again, with the 'Edit' button highlighted. A red circle with the number '4' is placed over the 'Edit' button.

What to Do in Case of Hardware Changes? SAP Customer Checkout Manager (2/3)

A

Enter the new hardware key from your SAP Customer Checkout manager, and click “Add” (5). The information is shown that the license key has been changed (6). Click “Generate” (7).



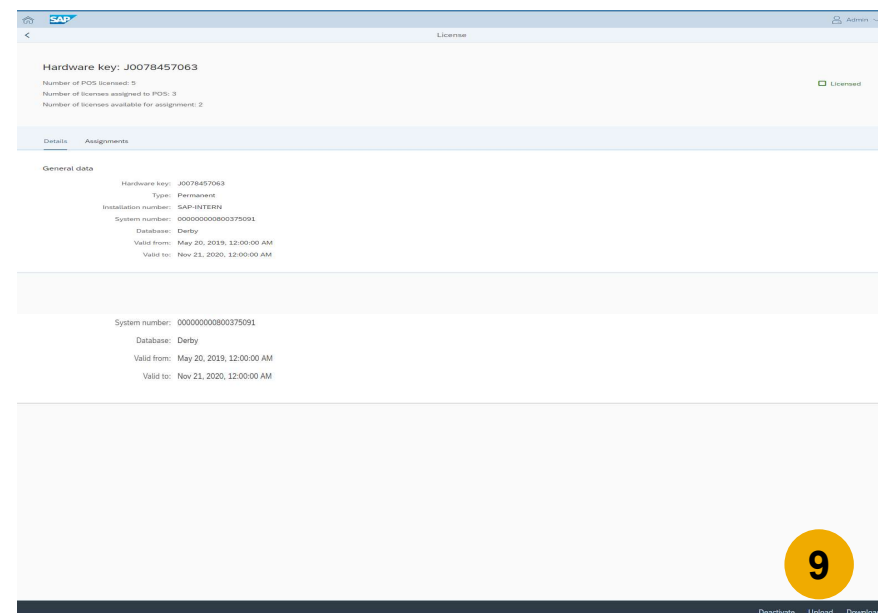
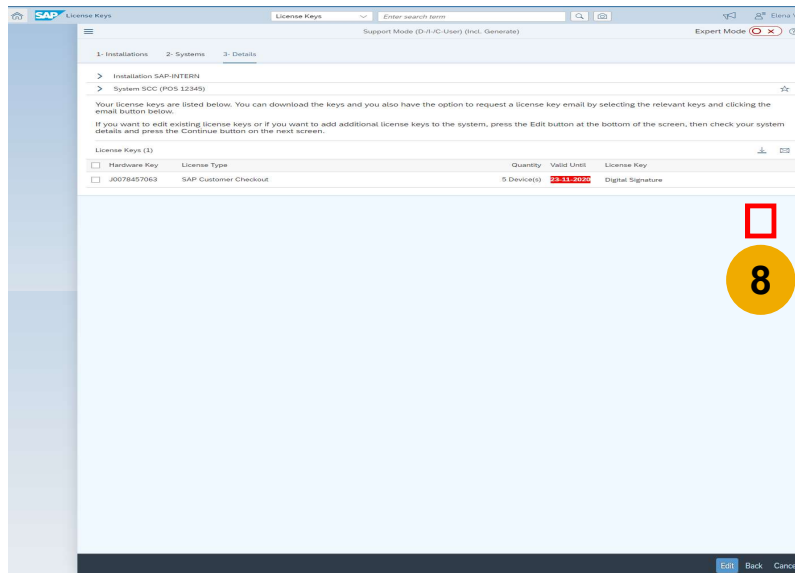
What to Do in Case of Hardware Changes?

SAP Customer Checkout Manager (3/3)

A

Download the new license key information file (8).

In SAP Customer Checkout manager, you can now upload the downloaded file. In the **Licenses** sub-tile (within the Configuration tile), choose the **Details** tab, and click **“Upload”** (9). Choose the file, and the license information is updated accordingly.



What to Do in Case of Hardware Changes?

SAP Customer Checkout (1/2)

B

Use Case: You have installed SAP Customer Checkout on one hardware device, and now this hardware device is broken, or needs to be changed.

In this case, you will have to do the following:

Once you have installed your SAP Customer Checkout application on the new device and integrated the POS system with SAP Customer Checkout manager, you need to manually adjust the hardware key information for the POS system.

In SAP Customer Checkout manager, go to the **Organizational Structure** tile, choose the according POS system, and click **“More information”**. Click **“Edit”**, and enter the Hardware Key (4).

Name	ID	Type	Version/build number	
EV25	EV25	☐	2019-05-23 04:40:52 - 2.0 FPOS PL00	⊗ ⊕ >
EV26	EV26	☐	2019-05-21 09:48:56 - 2.0 FPOS PL00	⊗ ⊕ >
EV27	EV27	☐	2019-05-21 09:48:56 - 2.0 FPOS PL00	⊗ ⊕ >

POS system

EV25

POS system

General data

ID: EV25
Name: EV25
Description:
Location:
Hardware key: J0076457064
Version/build number: 2019-05-23 04:40:52 - 2.0 FPOS PL00

Administrative data

Created at: May 21, 2019, 9:31:48 AM
Modified at: May 23, 2019, 9:45:05 PM

POS system

EV25

POS system

General data

ID: EV25
Name: EV25
Description:
Location:
Hardware key: J0076457064
Version/build number: 2019-05-23 04:40:52 - 2.0 FPOS PL00

Administrative data

Created at: May 21, 2019, 9:31:48 AM
Modified at: May 23, 2019, 9:45:05 PM

What to Do in Case of Hardware Changes?

SAP Customer Checkout (2/2)

B

As soon as the license check from your POS system to SAP Customer Checkout manager is done (automatically **every hour**), the license data in your POS system and SAP Customer Checkout manager is updated accordingly. You can optionally also perform a manual license check.

The screenshot shows the SAP Customer Checkout interface. The 'License' section displays the hardware key 'J0078457063' and the license status 'Licensed'. Below this, there are buttons for 'Check license' (highlighted with a red box) and 'Check license...'. The 'Lifecycle' section shows the current status as 'Test' and options to switch to productive mode or delete test data. The 'External system connected' section shows 'CentralServer' as the connected system. The 'Configuration export/import' section has buttons for 'Export' and 'Import', with 'Date auswählen' set to 'Keine ausgewählt'. The 'User and role export/import' section also has 'Export' and 'Import' buttons, with 'Date auswählen' set to 'Keine ausgewählt'. The 'Voucher import' section has an 'Import' button.

SAP Customer Checkout

The screenshot shows the SAP Customer Checkout manager interface. The 'License' section displays the hardware key 'J0078457063' and the license status 'Licensed'. Below this, there are buttons for 'Assign to all', 'Unassign from all', and 'Assign to POS group'. The 'Assignments' table shows the following data:

Status	POS system ID	POS group ID	Hardware key	Assigned from	Assigned by	Unassigned from	Unassigned by
<input checked="" type="checkbox"/>	EV27	root	J0078457063	May 21, 2019, 5:11:59 PM	Admin		
<input checked="" type="checkbox"/>	EV26	root	J0078457063	May 21, 2019, 5:02:58 PM	Admin		
<input checked="" type="checkbox"/>	EV25	root	J0078457063	May 21, 2019, 3:24:41 PM	Admin		

SAP Customer Checkout manager

What to Do if SAP Customer Checkout is Running in Offline Mode? Handling

It might happen that your SAP Customer Checkout application is disconnected from SAP Customer Checkout manager, or running in offline mode. When this happens, the license check call from SAP Customer Checkout (POS system) to SAP Customer Checkout manager is not successful.

In this case, after 24 hours the POS system will show in the login screen and license area the status ***“No valid license assigned”***.

SAP Customer Checkout will continue running as usual. The user is only informed about this status. It will not happen that your POS system is blocked or restricted in any way.

However, this option is temporarily provided and in subsequent feature packs/releases, restrictions on SAP Customer Checkout might come when the valid license check is more than 24 hours old.

What to Do if SAP Customer Checkout was Running without an SAP Customer Checkout Manager?

Previously it was possible to run SAP Customer Checkout without SAP Customer Checkout manager.

For example: The customer has only 1 PoS system and SAP Customer Checkout was installed in a laptop and connected to SAP Business One. SAP Customer Checkout manager was not used.

However, with Release SAP Customer Checkout 2.0 Feature Pack 08, SAP Customer Checkout manager is mandatory. You need to install SAP Customer Checkout manager either in the same machine as SAP Customer Checkout or next to the SAP Business One system.

In simple case where SAP Customer Checkout manager is now needed for license purpose only, we recommend to install the SAP Customer Checkout manager with an Apache Derby database which is already included in the SAP Customer Checkout manager installation process. Hence no separate database license is needed.

Additional Functionality and Information

In this section, you will find some more information:

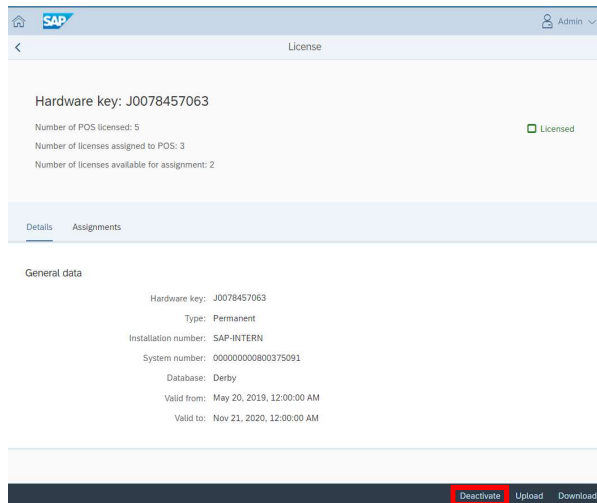
- What ***further options*** are available in Licenses?
- Which ***license statuses*** are available for SAP Customer Checkout manager and POS systems?
- ***Error messages*** and what you need to do

Additional Functionality and Information

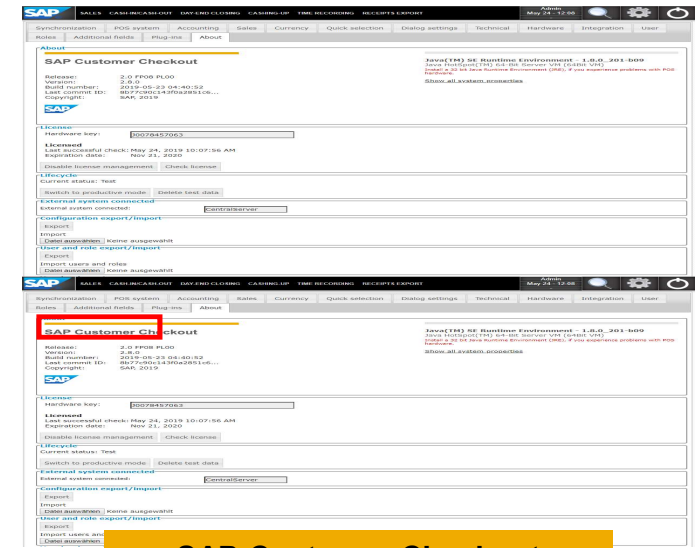
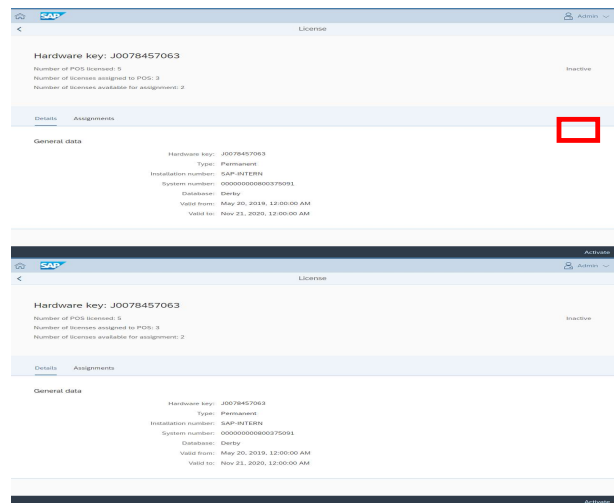
Further Options – Deactivate License Management

You can **deactivate License Key Management** in SAP Customer Checkout manager and SAP Customer Checkout.

This option should only be used in case you face problems when using license management. Also this option is temporarily provided and might be removed in subsequent feature packs/releases.



SAP Customer Checkout manager



SAP Customer Checkout

Additional Functionality and Information

Further Options – Download License File

It is also possible to **download the license text file** in SAP Customer Checkout manager and check the information.

The screenshot shows the SAP Customer Checkout manager interface for a license. At the top, there is a navigation bar with the SAP logo and a user profile labeled 'Admin'. Below this is a header for the 'License' page. The main content area displays the following information:

- Hardware key: J0078457063
- Number of POS licensed: 5
- Number of licenses assigned to POS: 3
- Number of licenses available for assignment: 2

A green 'Licensed' status indicator is visible next to the license information. Below the main content, there are two tabs: 'Details' (selected) and 'Assignments'. Under the 'Details' tab, the 'General data' section lists the following details:

- Hardware key: J0078457063
- Type: Permanent
- Installation number: SAP-INTERN
- System number: 00000000800375091
- Database: Derby
- Valid from: May 20, 2019, 12:00:00 AM
- Valid to: Nov 21, 2020, 12:00:00 AM

At the bottom of the page, there is a dark navigation bar with three buttons: 'Deactivate', 'Upload', and 'Download'. The 'Download' button is highlighted with a red border.

Additional Functionality and Information

Further Options – Assigning POS Systems and POS Groups

In the Assignments sub-tab, you have more options:

- (1) **Assign to all:** Assigns the POS systems shown in the list to this license based on the number of licenses available for assignment
- (2) **Unassign from all:** Unassigns all POS systems from this license
- (3) **Assign to POS group:** Here you can manually assign POS groups to this license

Hardware key: M1255855522
 Number of POS licensed: 30
 Number of licenses assigned to POS: 6
 Number of licenses available for assignment: 24

Status	POS system ID	POS group ID	Hardware key	Assigned from	Assigned by	Unassigned from	Unassigned by
<input type="checkbox"/>	SM47	root	11274569083	Apr 30, 2019, 4:04:12 PM	Admin		
<input type="checkbox"/>	LI-	root	11274569083	Apr 29, 2019, 9:33:19 AM	Admin		
<input type="checkbox"/>	MS78	root	11274569083	Apr 25, 2019, 1:05:54 PM	Admin		
<input type="checkbox"/>	PP01	root	11274569083	Apr 8, 2019, 10:14:04 AM	Admin		
<input type="checkbox"/>	PP00	root	11274569083	Apr 5, 2019, 8:52:40 AM	Admin		
<input type="checkbox"/>	SM47	root	11274569083	Apr 30, 2019, 4:04:12 PM	Admin		
<input type="checkbox"/>	LI-	root	11274569083	Apr 29, 2019, 9:33:19 AM	Admin		
<input type="checkbox"/>	MS78	root	11274569083	Apr 25, 2019, 1:05:54 PM	Admin		
<input type="checkbox"/>	PP01	root	11274569083	Apr 8, 2019, 10:14:04 AM	Admin		
<input type="checkbox"/>	PP00	root	11274569083	Apr 5, 2019, 8:52:40 AM	Admin		
<input type="checkbox"/>	AY10	root	11274569083	Apr 8, 2019, 8:44:26 AM	Admin		
<input checked="" type="checkbox"/>	JLKL	root	11274569083			Apr 8, 2019, 9:15:33 AM	Admin
<input checked="" type="checkbox"/>	SM59	root	11274569083			Apr 8, 2019, 9:14:54 AM	Admin
<input checked="" type="checkbox"/>	1000	root	H1234567890			Apr 18, 2019, 9:05:56 AM	Admin
<input checked="" type="checkbox"/>	MHJJ	root	11274569083				

Assign to all Unassign from all Assign to POS group

You can also sort, filter, and search for POS systems assigned to this license.

The following statuses are available for POS systems:

- Assigned**
- Unassigned:** This POS system was once assigned to a license key, but is currently not assigned.
- Not Assigned:** This POS system was never assigned to a license key

Additional Functionality and Information

License Status - Unassigned POS Systems

When a POS system is assigned to a license, and then you unassign the license from this POS system, the status becomes **“Unassigned”**.

You find further information about the date and time, and the user who performed this unassignment.

The screenshot displays the SAP License Management Console interface. At the top, the hardware key is J0078457063. Below this, summary statistics are provided: 5 POS systems licensed, 2 licenses assigned to POS, and 3 licenses available for assignment. A 'Licensed' checkbox is present. The main section is titled 'Assignments' and contains a table with the following data:

Status	POS system ID	POS group ID	Hardware key	Assigned from	Assigned by	Unassigned from	Unassigned by
🔴	EV27	root	J0078457063			May 24, 2019, 2:04:49 PM	Admin
🟡	EV27	root	J0078457063			May 24, 2019, 2:04:49 PM	Admin

At the bottom of the interface, there are three buttons: 'Assign to all', 'Unassign from all', and 'Assign to POS group'.

Additional Functionality and Information

License Status - Not Assigned POS Systems

When you connect a POS system to SAP Customer Checkout manager, the POS system is shown in the list. The status is “**Not Assigned**”, and no **Hardware Key** is shown.

The screenshot shows the SAP License Management interface. At the top, it displays the hardware key M125585522 and summary statistics: 30 POS systems licensed, 6 assigned to POS, and 24 licenses available for assignment. Below this is a table of POS systems with columns for Status, POS system ID, POS group ID, Hardware key, Assigned from, Assigned by, Unassigned from, and Unassigned by. The table lists 15 systems, with the first five having a red 'X' status and the others having a green checkmark. Hardware keys are present for systems UIR1, LC01, and SB10/SB09.

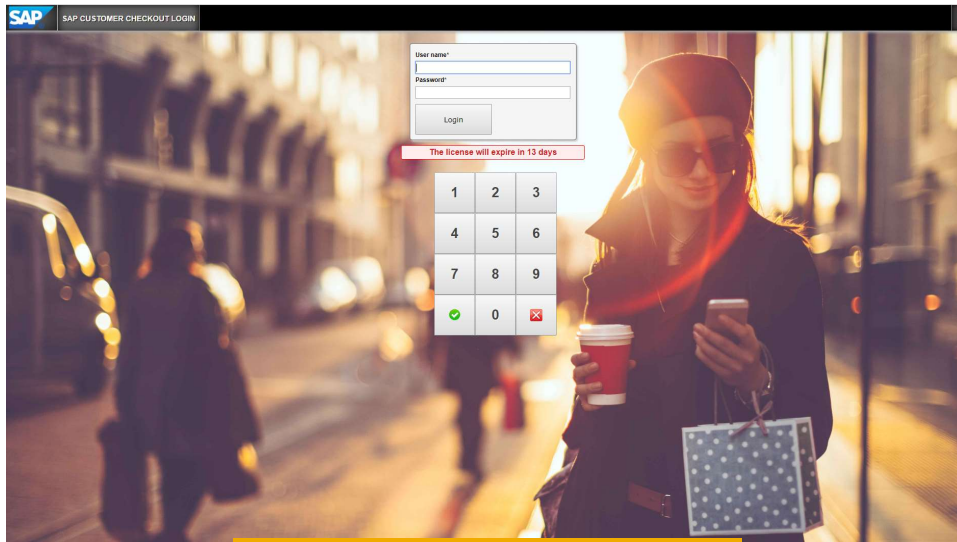
Status	POS system ID	POS group ID	Hardware key	Assigned from	Assigned by	Unassigned from	Unassigned by
✗	MHJJ	root					
✗	SV02	root					
✗	UIR1	root	A0138335314				
✗	XX05	root					
✗	LC01	root	A0138335314				
✓	MHJJ	root					
✓	SV02	root					
✓	UIR1	root	A0138335314				
✓	XX05	root					
✓	LC01	root	A0138335314				
✓	XXX1	root	A0138335314				
✓	XXX3	root	A0138335314				
✓	SB10	root	A1005513392				
✓	SB09	root	A1005513392				

Note!

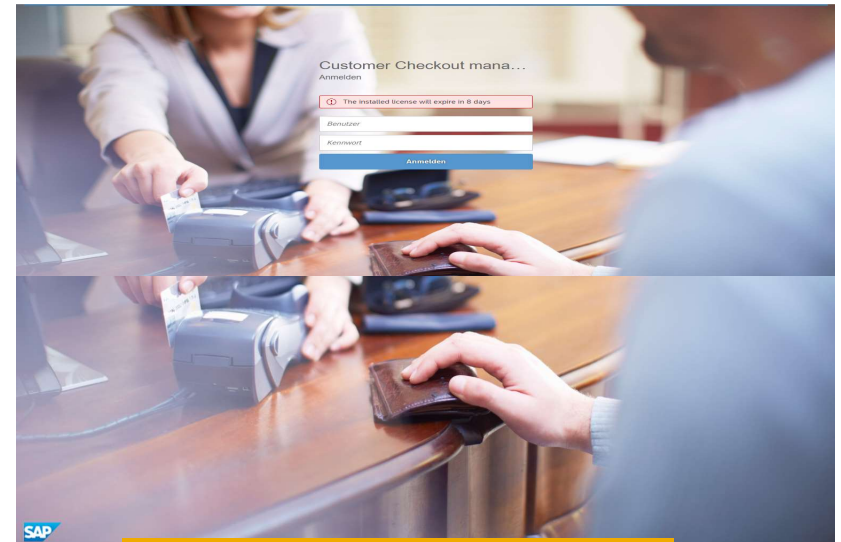
You can manually enter a Hardware Key for this POS system (via the **Organizational Structures** tile), or the Hardware Key is automatically filled once the license check is happening.

Additional Functionality and Information License Status – Expiration Date Shown

If the license for SAP Customer Checkout and/ or SAP Customer Checkout manager is about to expire, a message is shown. This message is shown the last 14 days before the license expires.



SAP Customer Checkout

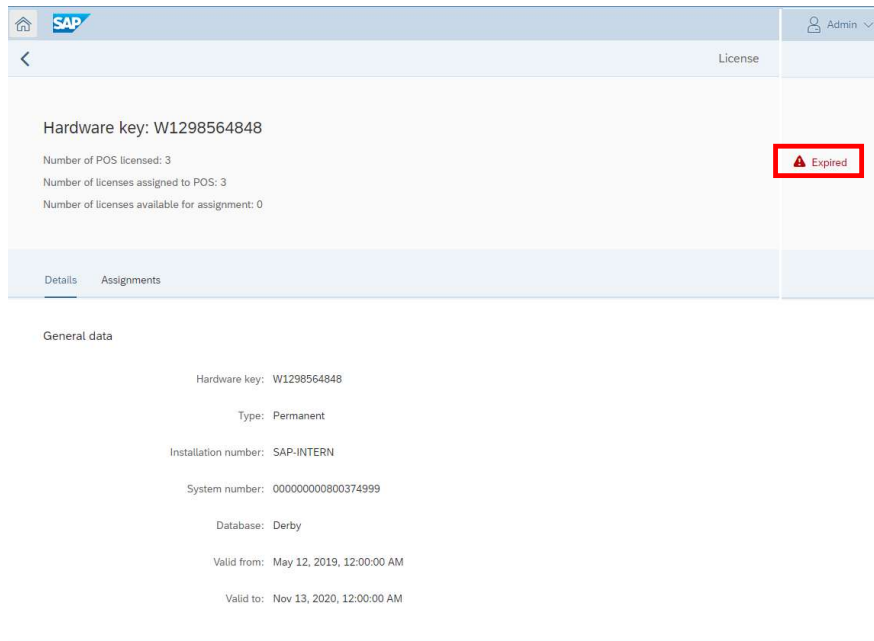


SAP Customer Checkout manager

Additional Functionality and Information

License Status – Expired (1/2)

If the license for SAP Customer Checkout manager has expired, you will see the license status as “Expired”, and the below message in the Login screen.

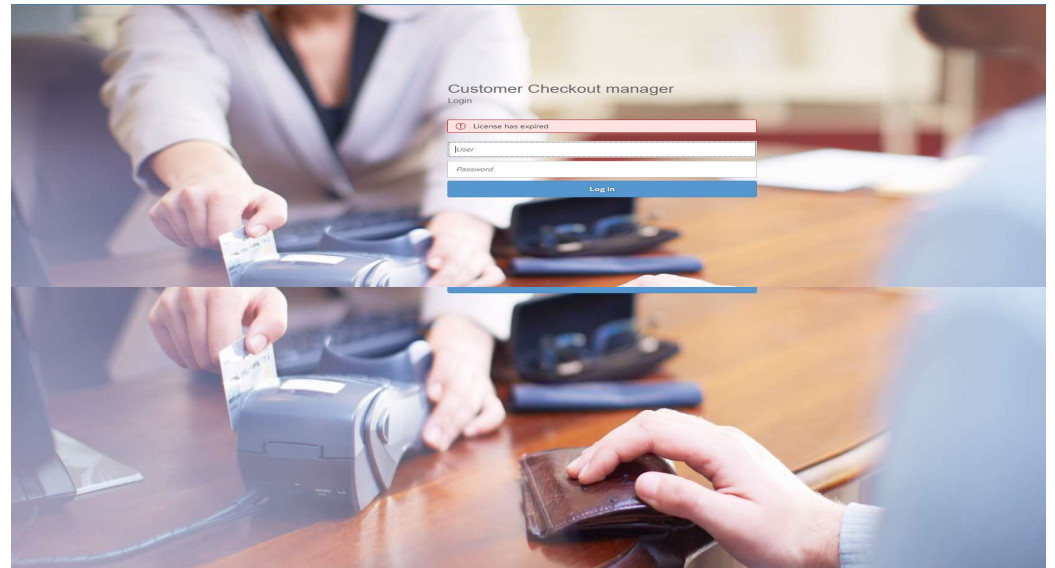


The screenshot shows the SAP License management interface. At the top, there is a navigation bar with the SAP logo and a user profile icon labeled 'Admin'. Below this, the page title is 'License'. The main content area displays the following information:

- Hardware key: W1298564848
- Number of POS licensed: 3
- Number of licenses assigned to POS: 3
- Number of licenses available for assignment: 0

A red box highlights the word 'Expired' with a warning icon. Below the main content, there are tabs for 'Details' and 'Assignments'. Under the 'Details' tab, the 'General data' section lists the following information:

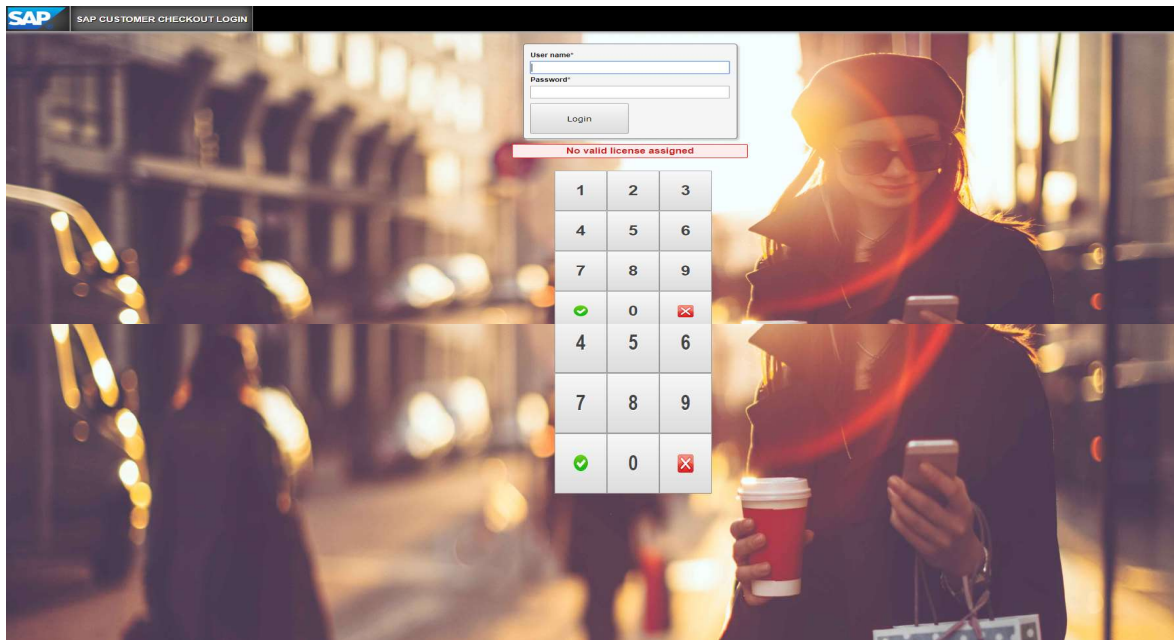
- Hardware key: W1298564848
- Type: Permanent
- Installation number: SAP-INTERN
- System number: 00000000800374999
- Database: Derby
- Valid from: May 12, 2019, 12:00:00 AM
- Valid to: Nov 13, 2020, 12:00:00 AM



Additional Functionality and Information

License Status – Expired (2/2)

If the license for SAP Customer Checkout has expired, you will see below message in the Login screen.

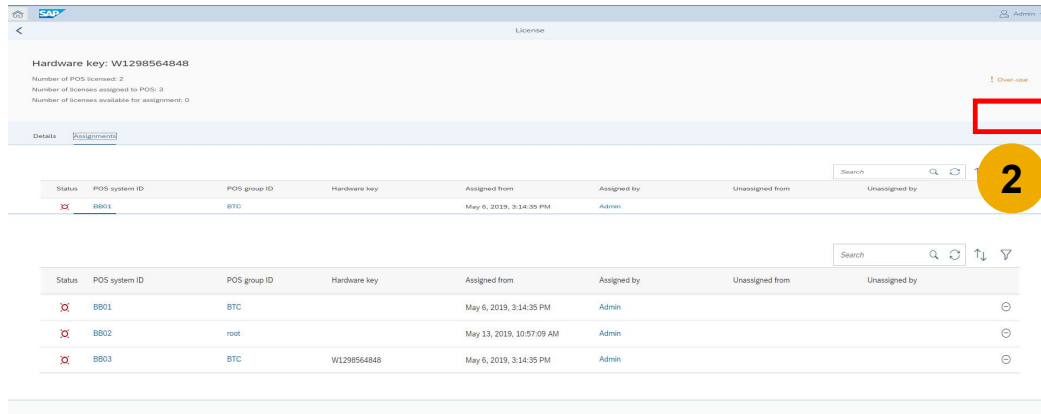
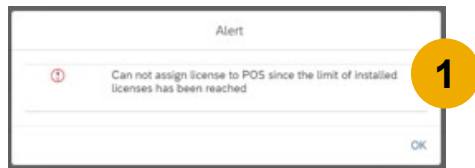


Additional Functionality and Information

License Status - Over-Use

If you want to assign more licenses than purchased (e.g. purchased 2 licenses, and you try to assign 3 licenses), you will see below error message (1).

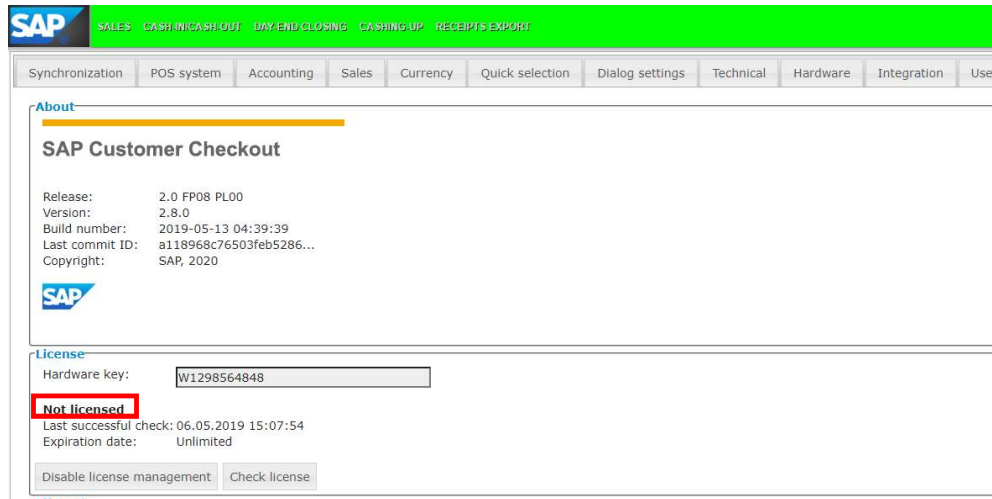
In case you have already assigned the licenses, and upload afterwards a file with fewer number of licenses, you will see the license status as “Over-Use” (2).



Additional Functionality and Information

License Status – License Check Time More Than 24 Hours

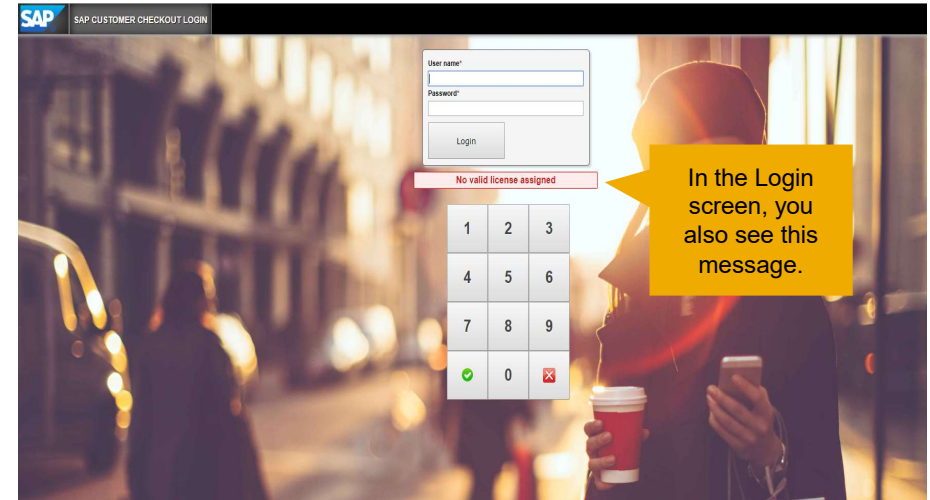
If the last license check from your POS system to the SAP Customer Checkout manager was more than 24 hours ago, the below status “**Not licensed**” is shown in the Configuration settings of SAP Customer Checkout.



The screenshot shows the SAP Customer Checkout configuration page. The top navigation bar includes 'SALES', 'CASH IN/CASH OUT', 'DAY-END CLOSING', 'CASHING UP', and 'RECEIPTS EXPORT'. Below this, there are tabs for 'Synchronization', 'POS system', 'Accounting', 'Sales', 'Currency', 'Quick selection', 'Dialog settings', 'Technical', 'Hardware', 'Integration', and 'User'. The main content area is titled 'About' and 'SAP Customer Checkout'. It displays the following information:

- Release: 2.0 FP08 PL00
- Version: 2.8.0
- Build number: 2019-05-13 04:39:39
- Last commit ID: a118968c76503feb5286...
- Copyright: SAP, 2020

Below this, there is a 'License' section with a 'Hardware key' field containing 'W1298564848'. The status 'Not licensed' is highlighted with a red box. Other details include 'Last successful check: 06.05.2019 15:07:54' and 'Expiration date: Unlimited'. At the bottom, there are buttons for 'Disable license management' and 'Check license'.

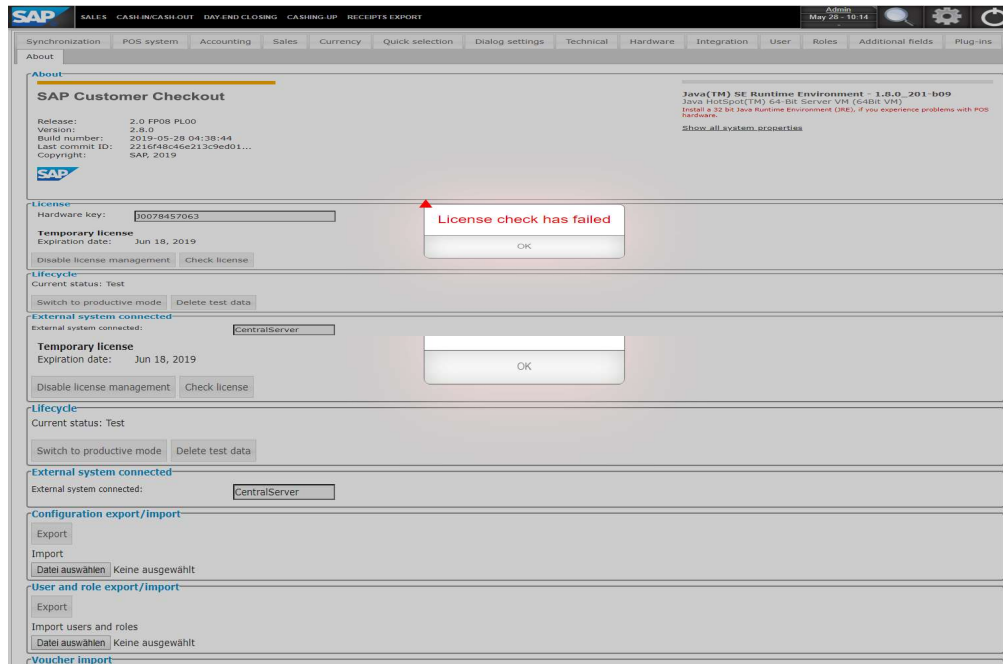


The screenshot shows the SAP Customer Checkout login screen. The top navigation bar includes 'SAP' and 'SAP CUSTOMER CHECKOUT LOGIN'. The login form has fields for 'User name*' and 'Password*', a 'Login' button, and a numeric keypad. A red error message 'No valid license assigned' is displayed above the keypad. A yellow callout box points to the error message with the text: 'In the Login screen, you also see this message.'

Additional Functionality and Information

Error Messages – SAP Customer Checkout Manager is Not Available

When SAP Customer Checkout manager is not available, not configured, or wrong configured in the **Configuration** settings of SAP Customer Checkout, a message is shown.



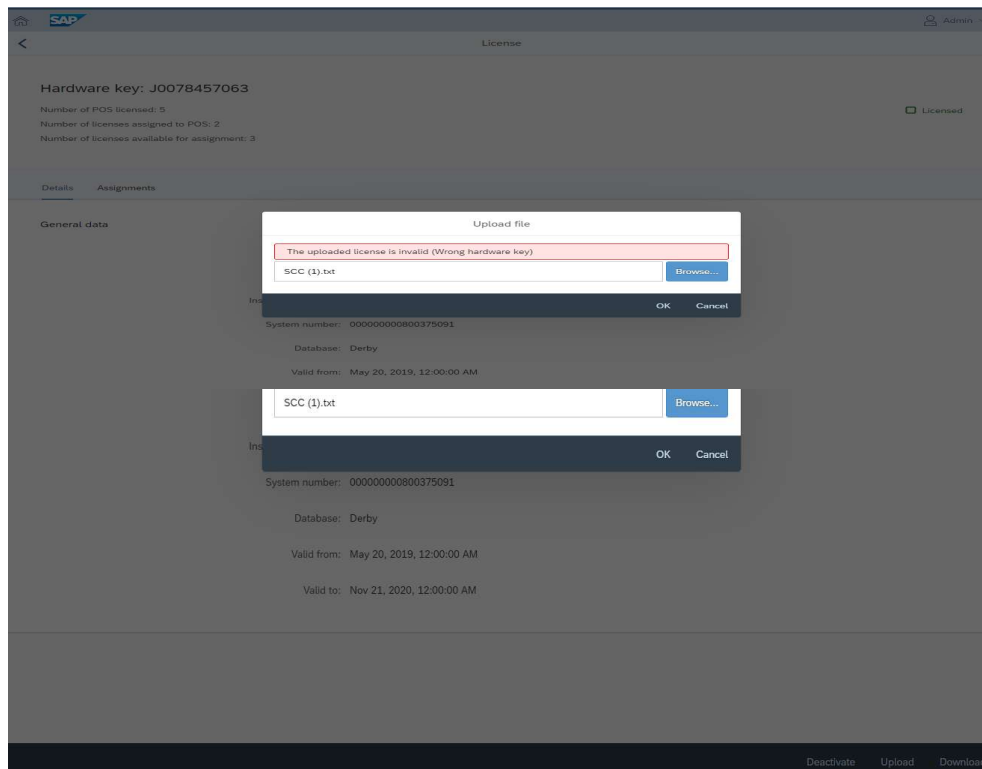
Note!

The license status is switched accordingly.

Additional Functionality and Information

Error Messages – Wrong Hardware Key

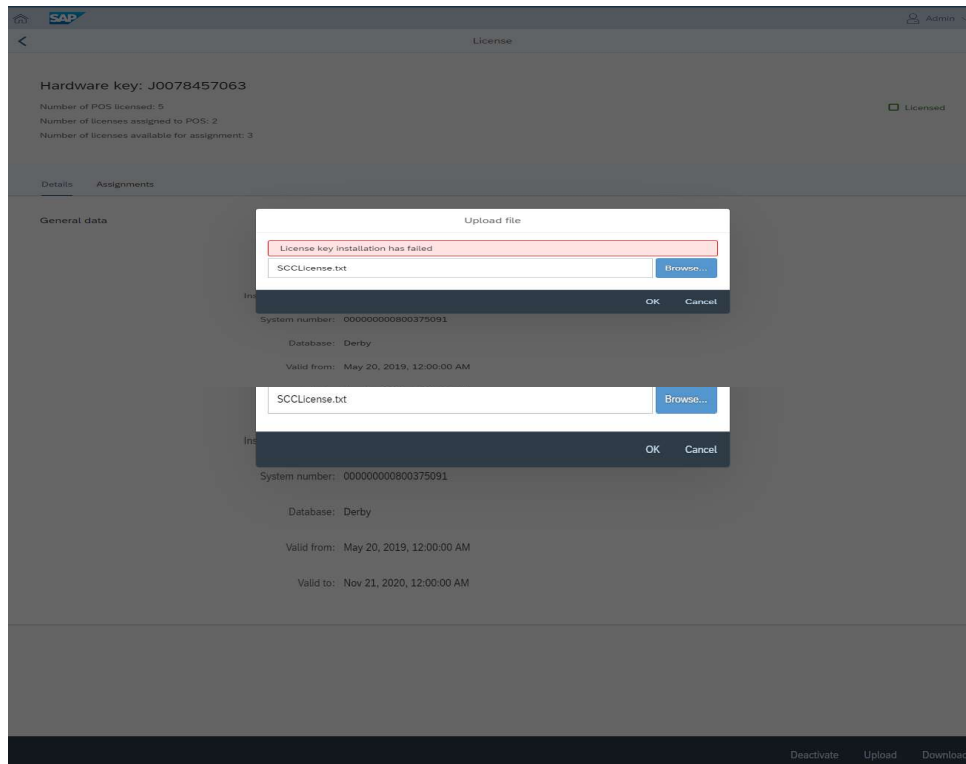
The below error message is shown, if you have uploaded a license file with wrong hardware key information.



Additional Functionality and Information

Error Messages – Failed License Key Information

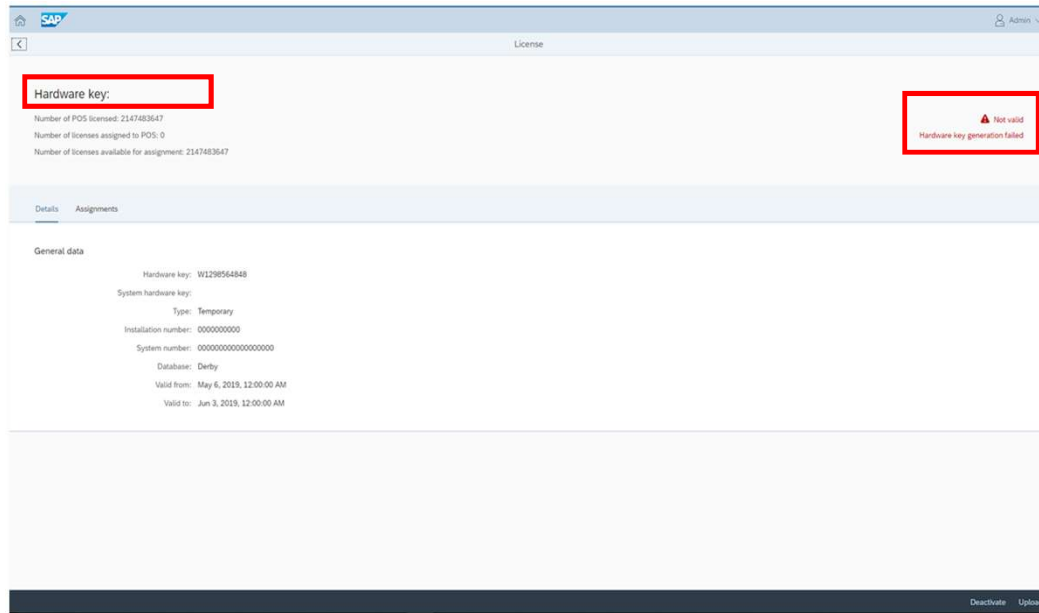
The below error message is shown, if the uploaded license file has been edited or manipulated manually.



Additional Functionality and Information

Error Messages – Hardware Key Information Not Available

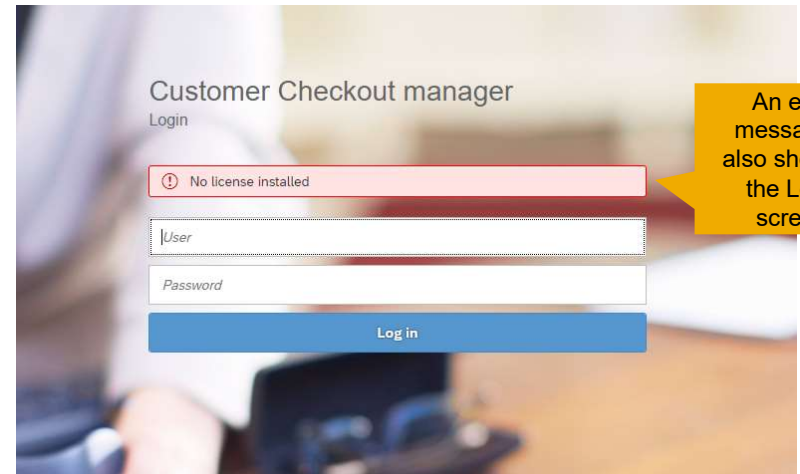
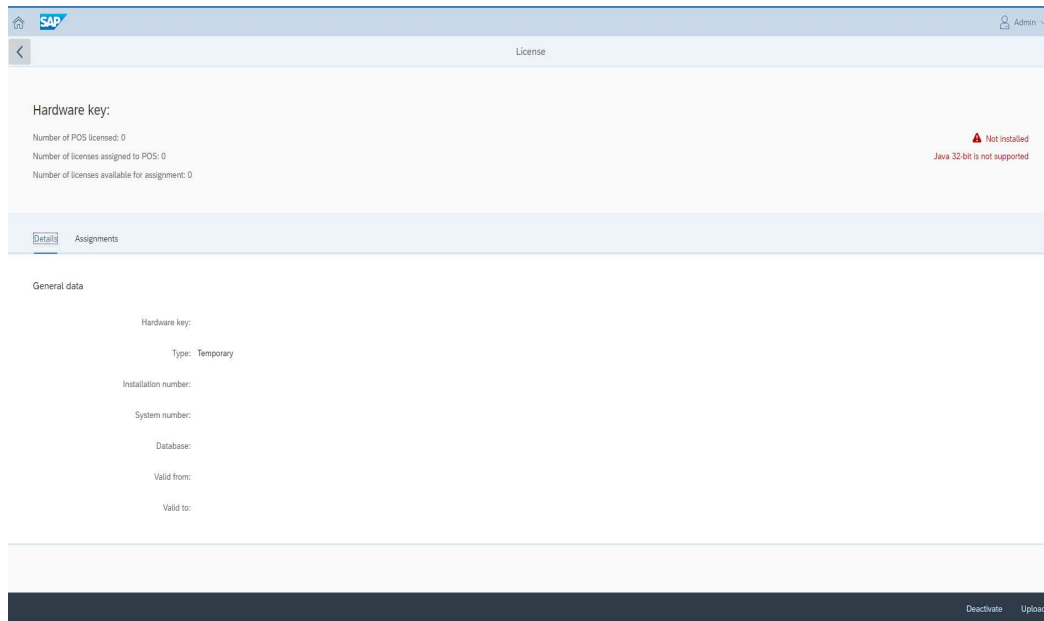
If for any reason the hardware key generation has failed while installing SAP Customer Checkout manager, or because of hardware changes, you will see the below error message, and no hardware key information.



Additional Functionality and Information

Error Messages – Java 32-Bit Version Not Supported

SAP Customer Checkout manager does not support Java 32-Bit version. You will see below message, in case you have installed SAP Customer Checkout manager with Java 32-Bit version.



Thank you.

PartnerEdge: <https://partneredge.sap.com/en/products/scc/about.html>

SAP Community: <https://www.sap.com/community/tag.html?id=67838200100800006251>

Twitter: <https://twitter.com/SAPCheckout>