License Keys for SAP Customer Checkout

A step-by-step guide

SAP Global License Audit & Compliance

THE BEST RUN **SAP**

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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 your 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)

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.
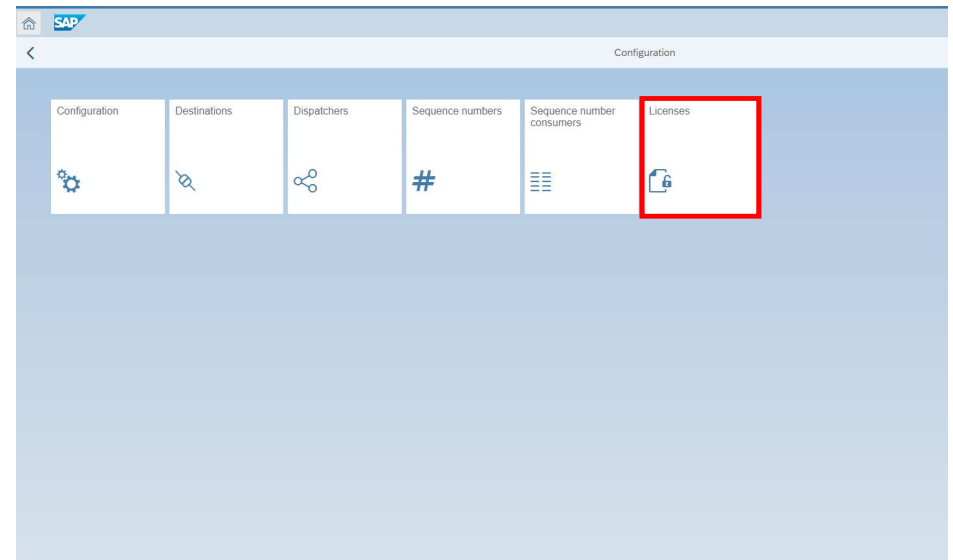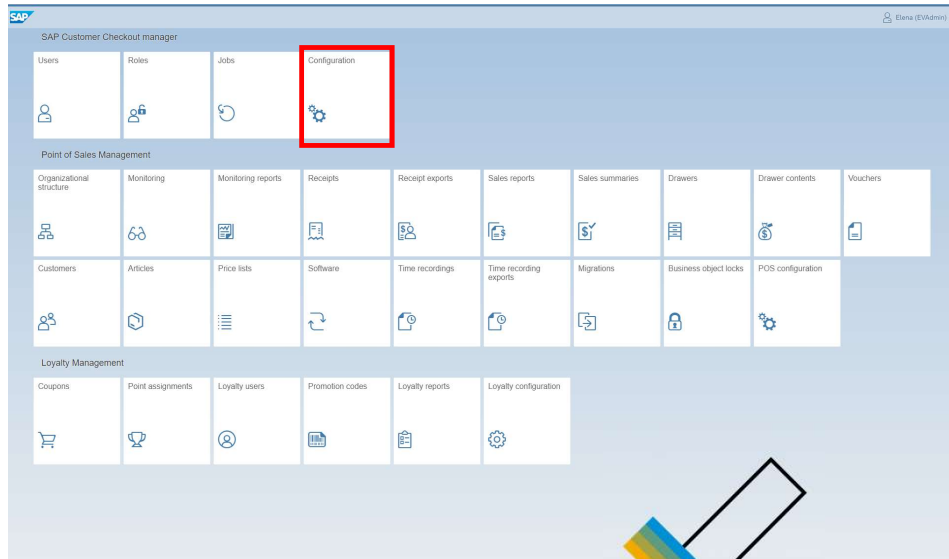
New License Key for SAP Customer Checkout 2.0 Feature Pack 08
Pre-Requirement: Installation of SAP Customer Checkout Manager (2/2)

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.

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
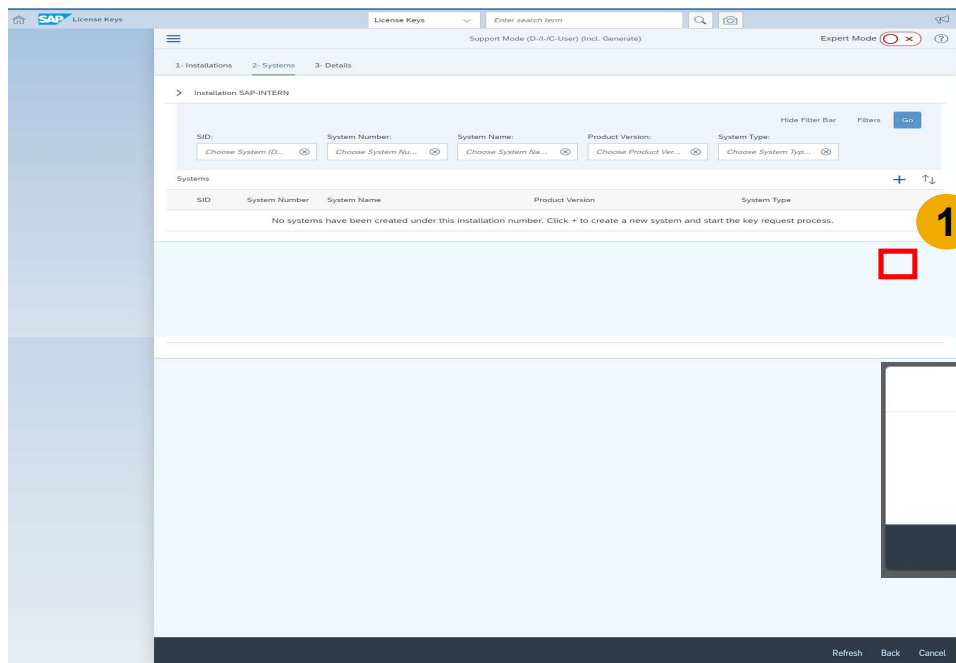
Choose "*Add New System*" (1), and search for Product

"*SAP Customer Checkout*" (2).
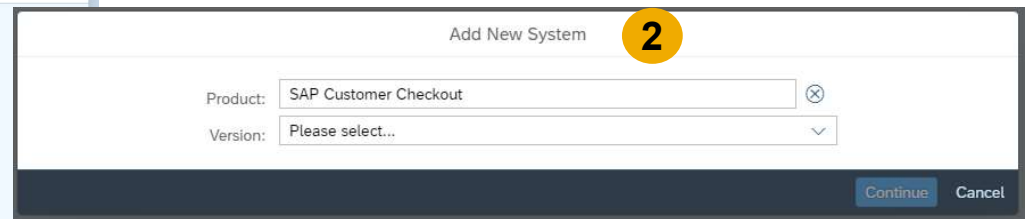
New License Key for SAP Customer Checkout 2.0 Feature Pack 08
How to Get the License Key (2/5)

2

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

New License Key for SAP Customer Checkout 2.0 Feature Pack 08
How to Get the License Key (3/5)

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.

The Hardware Key from your SAP Customer Checkout manager
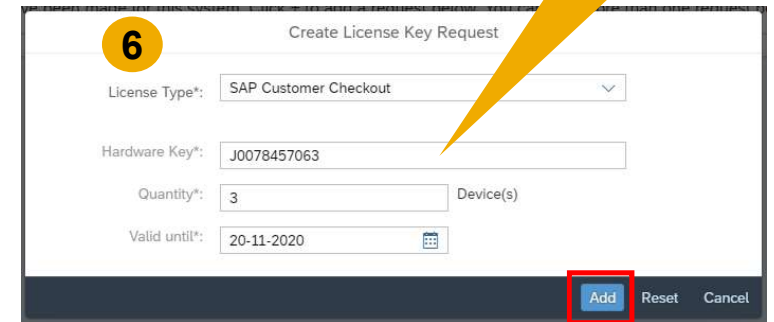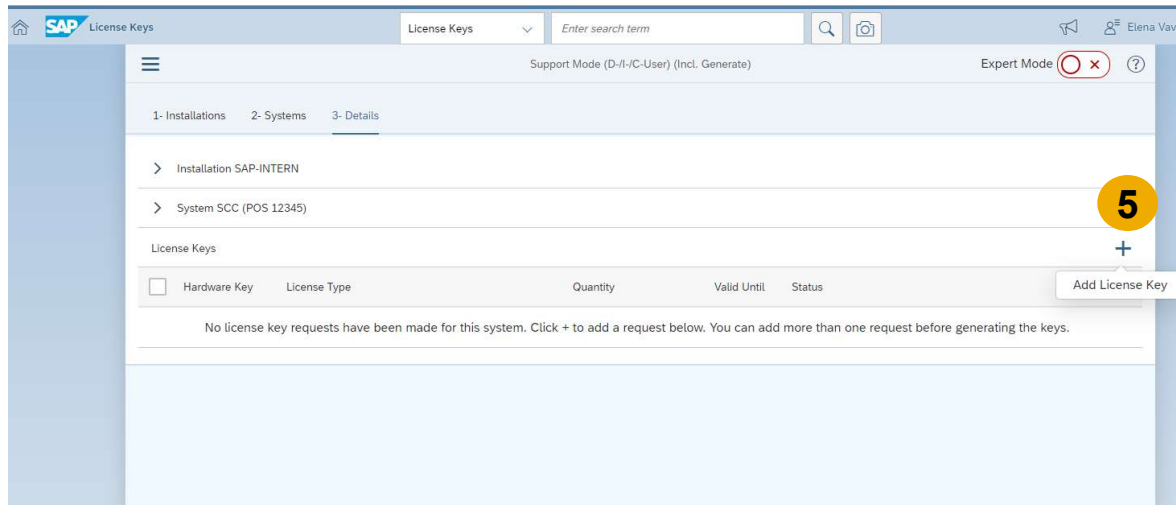
New License Key for SAP Customer Checkout 2.0 Feature Pack 08
How to Get the License Key (4/5)

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.
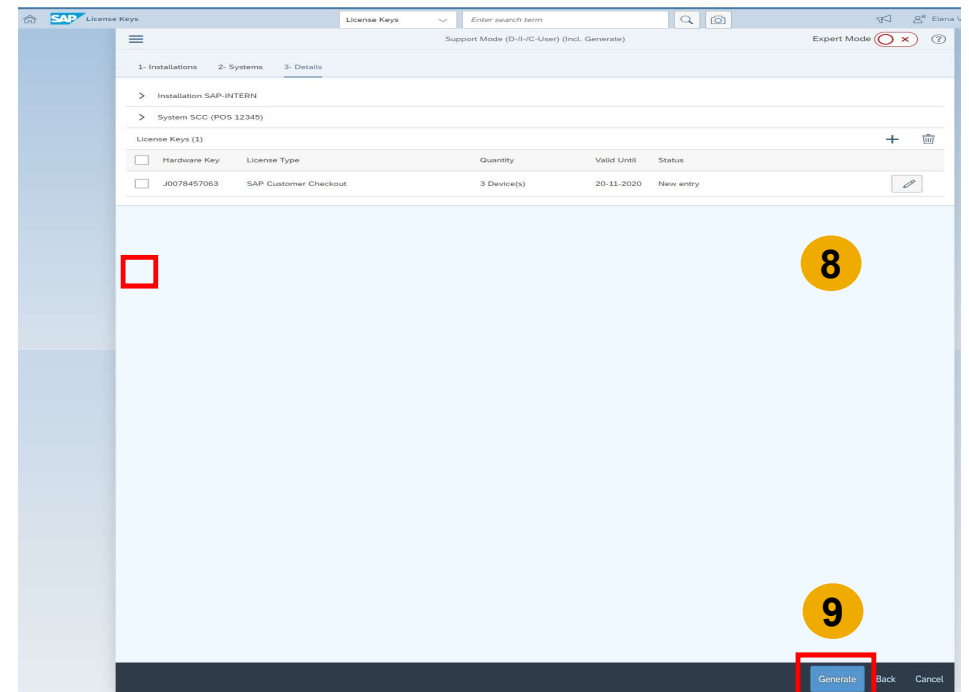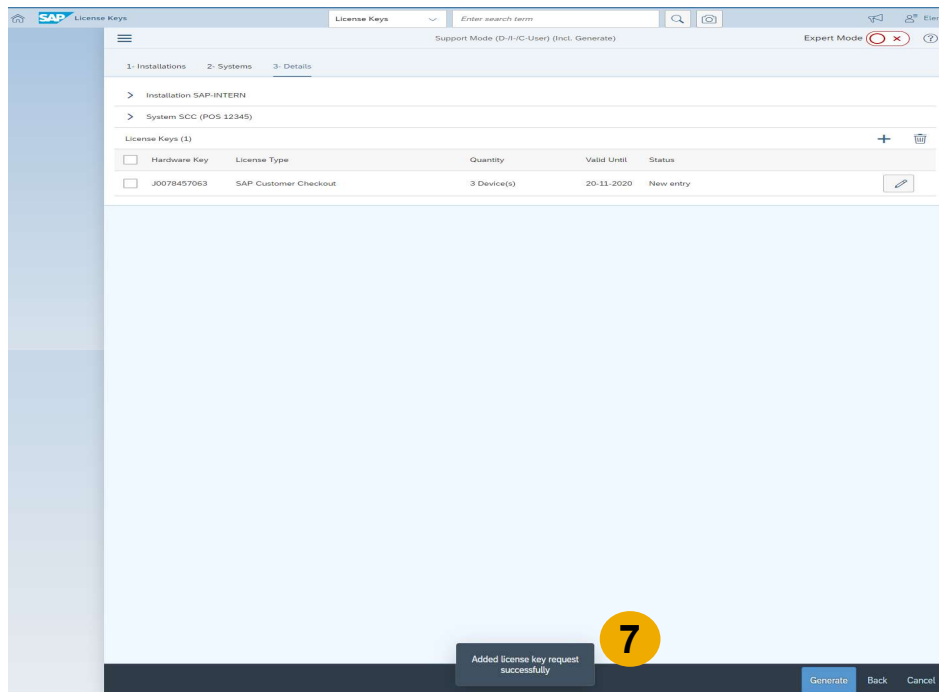
New License Key for SAP Customer Checkout 2.0 Feature Pack 08
How to Get the License Key (5/5)

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).
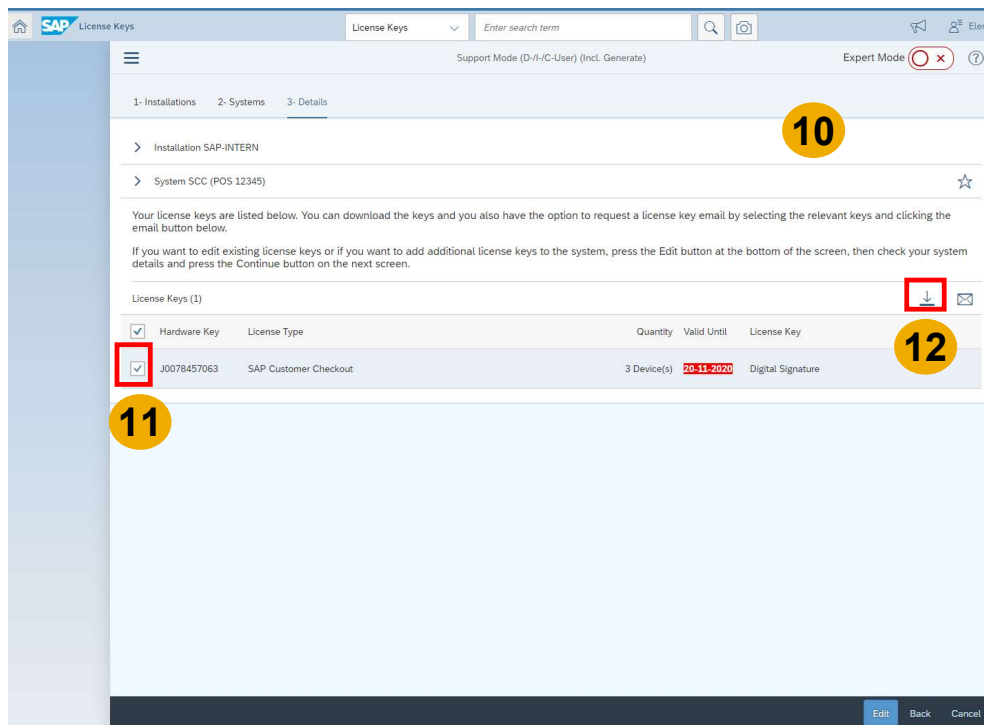

```
----- Begin SAP License -----
SAPSYSTEM=SCC
HARDWARE-KEY=J0078457063
INSTNO=SAP-INTERN
BEGIN=20190519
EXPIRATION=20201120
LKEY=MIIBOgYJKoZIhvcNAQcCoIIBKzCCAScCAQExCzAJBgUrDgMCGgUAMAsGCSqGSIb3DQEHATGCAQYwggECAgEBMFgwUjELMAkGA1UEBhM
SWPRODUCTNAME=Checkout_DBY
SWPRODUCTLIMIT=0000000003
SYSTEM-NR=000000000800375091
```

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.**
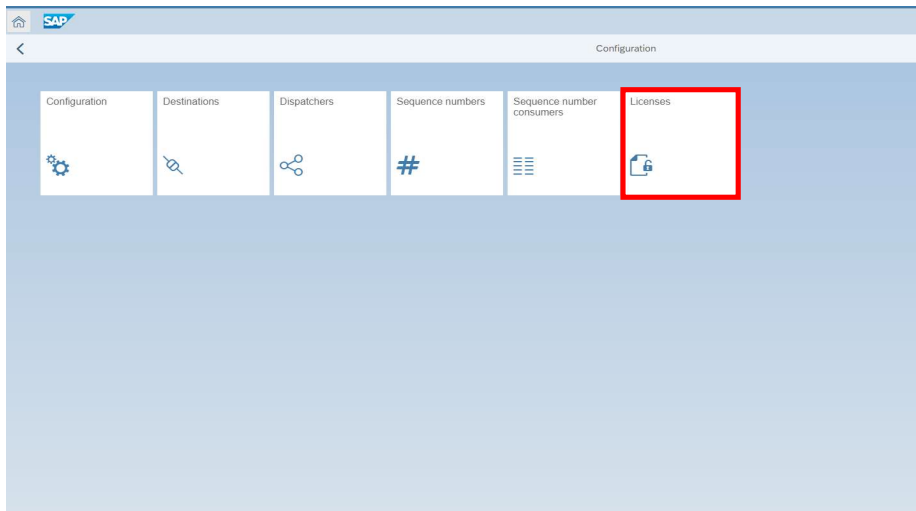
New License Key for SAP Customer Checkout 2.0 Feature Pack 08
Maintain Settings in SAP Customer Checkout Manager

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

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).
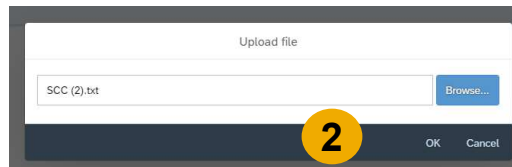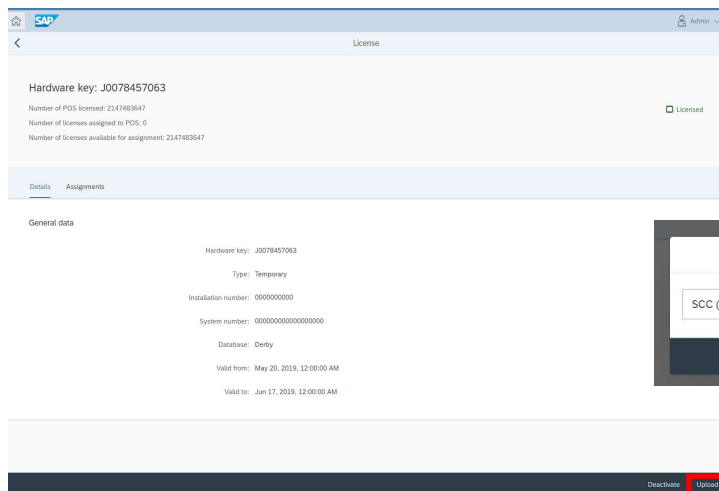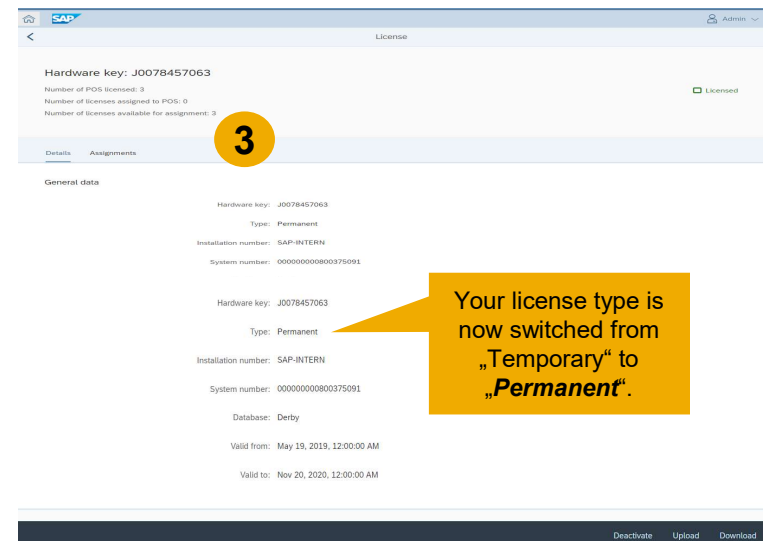
Your license type is now switched from „Temporary" to „*Permanent*".

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).
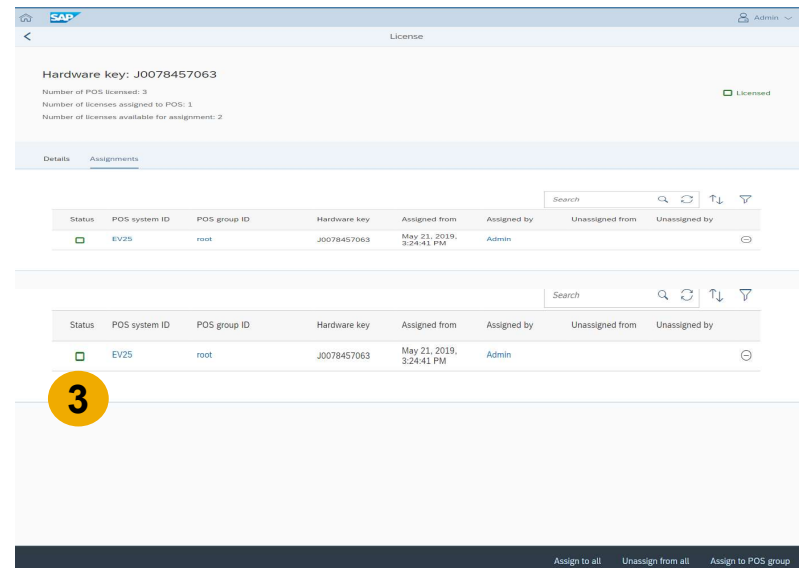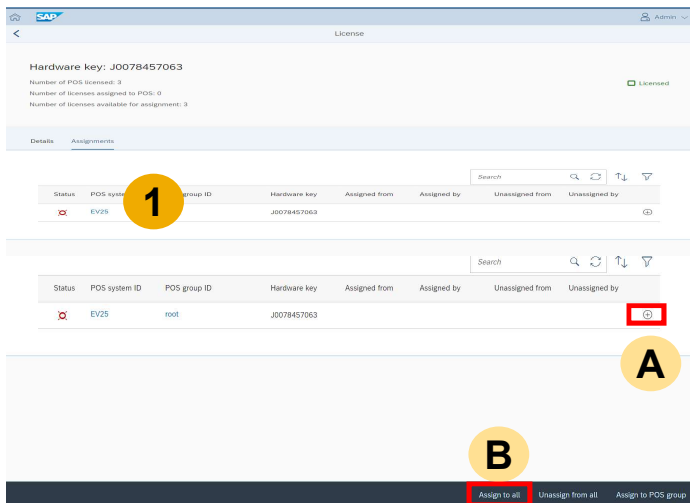
New License Key for SAP Customer Checkout 2.0 Feature Pack 08
Check License Validity in SAP Customer Checkout

(4)

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).

Action was executed successfully

OK

(1) **(2)** **(3)**

Your POS system has now status *„Licensed"*.
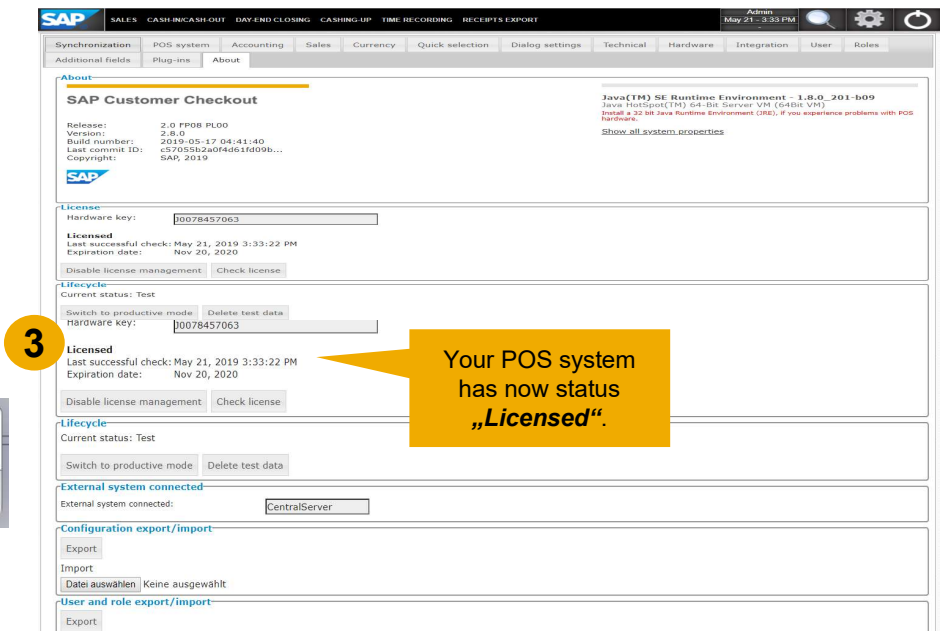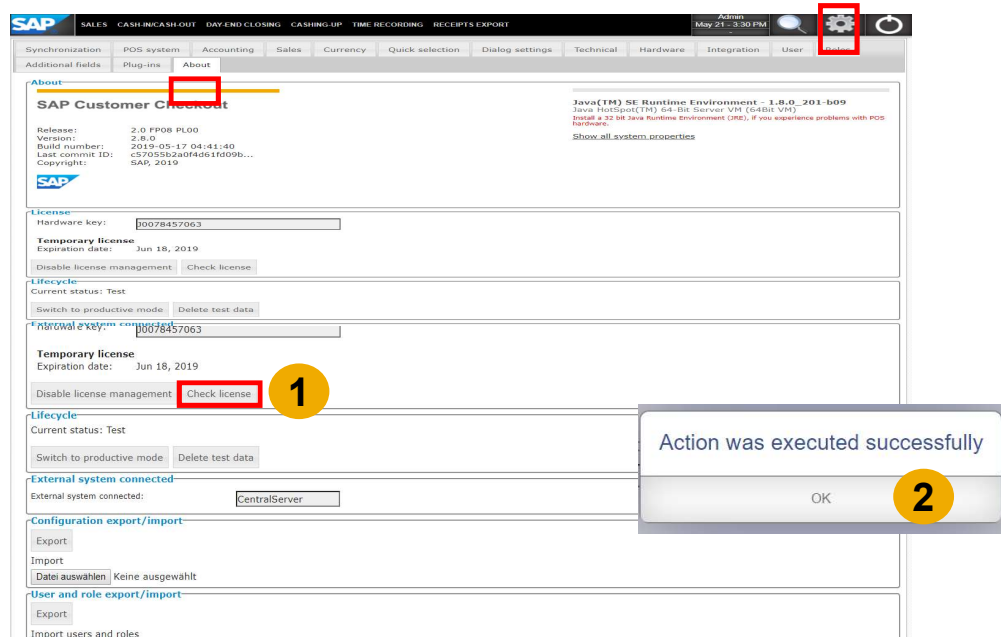
How to Add Further Licenses?
Steps (1/3)

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.
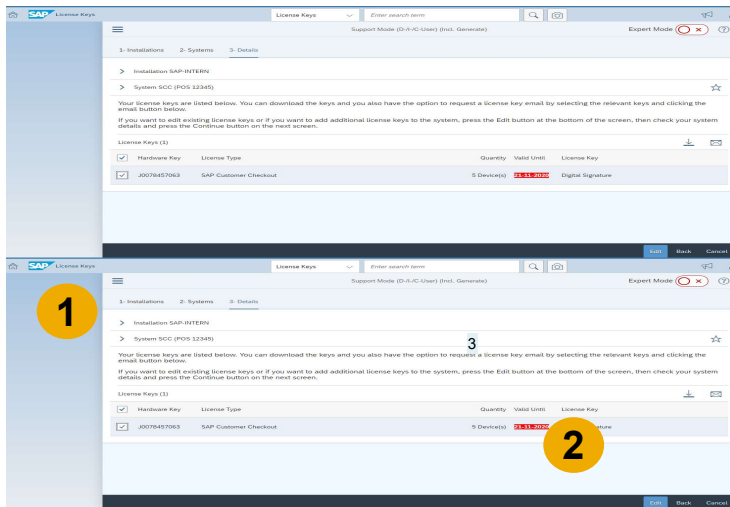
Select the according license in the *License Key Application* tool (1), and click "*Edit*" (2). Click "*Continue*", and then choose the **Pencil**. (3).
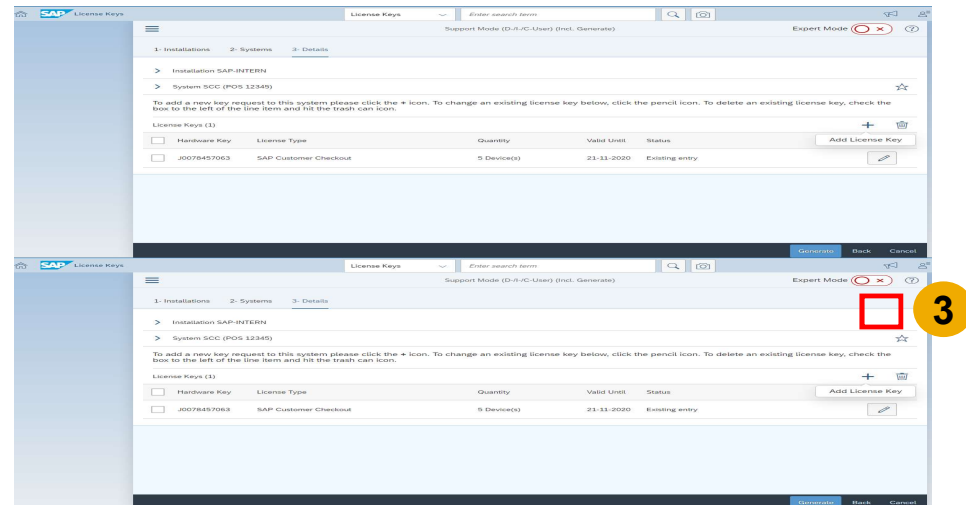
How to Add Further Licenses?
Steps (2/3)

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.
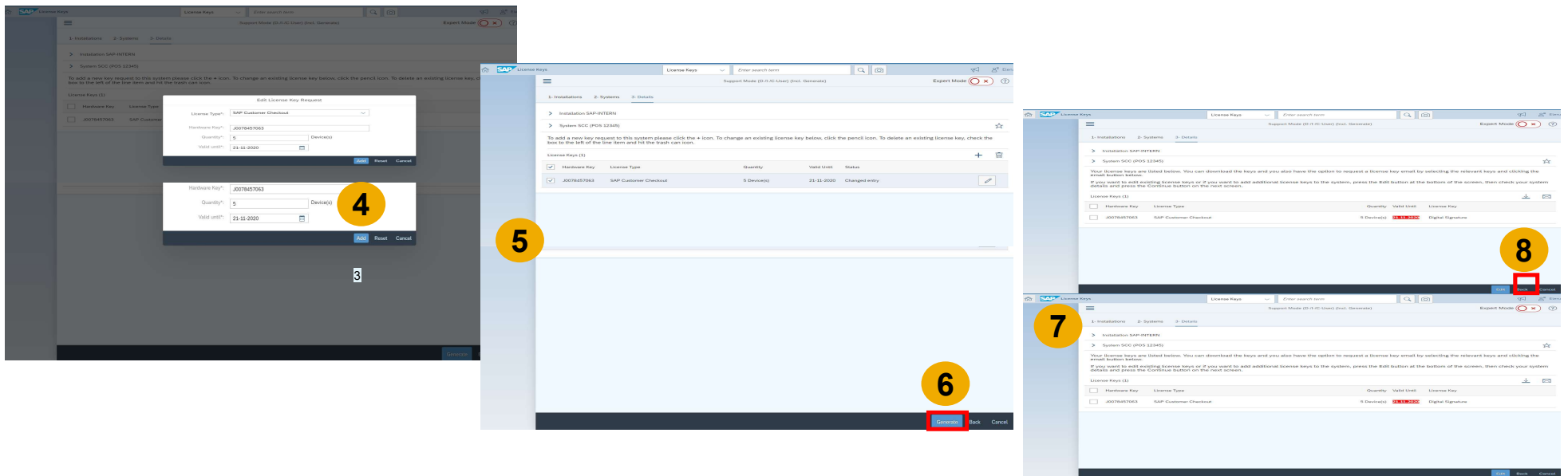
How to Add Further Licenses?
Steps (3/3)

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.
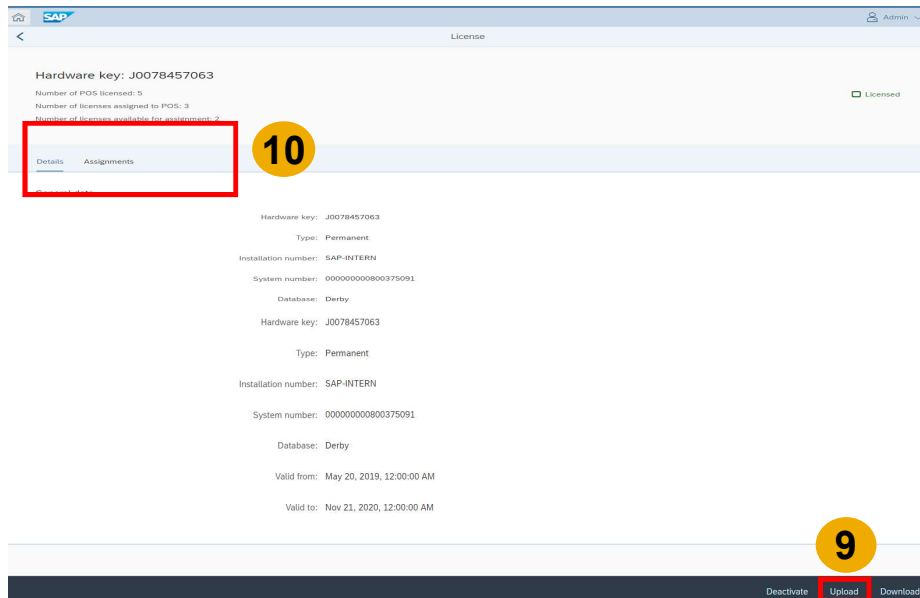
What to Do in Case of Hardware Changes?
Process

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).

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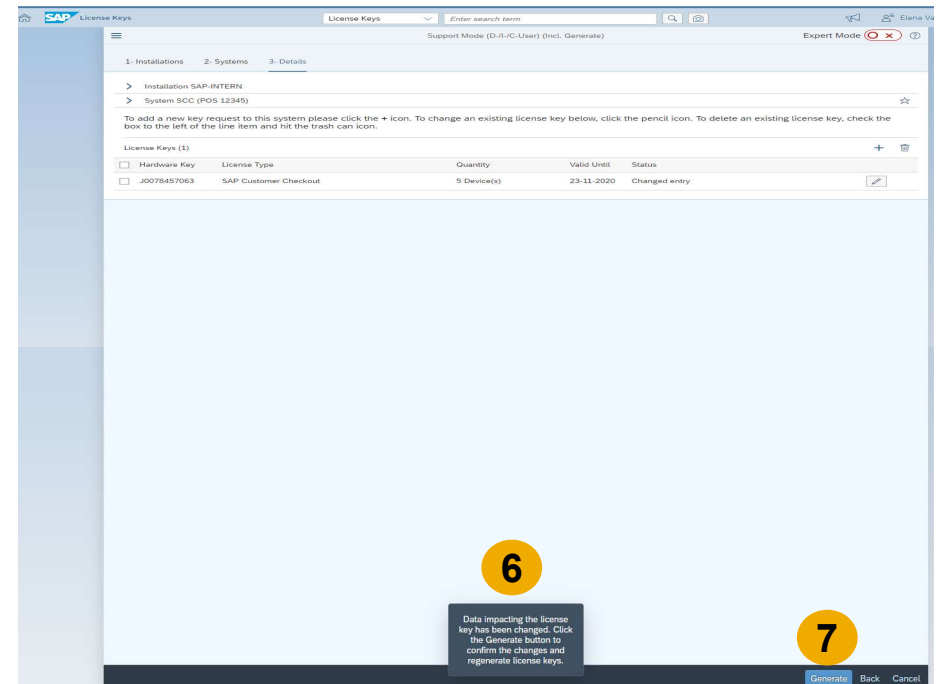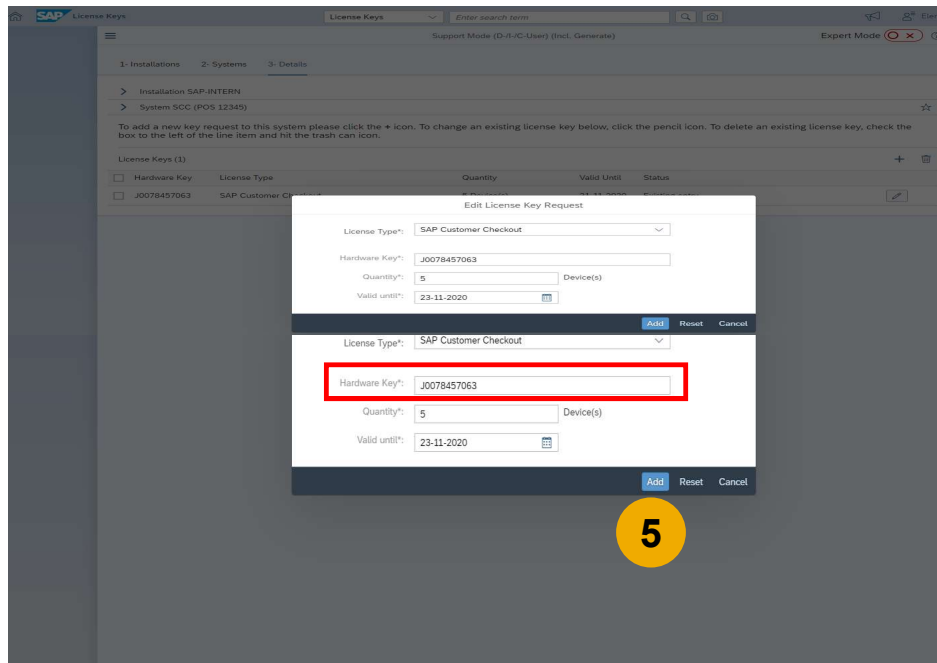
What to Do in Case of Hardware Changes?
SAP Customer Checkout Manager (3/3)

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.
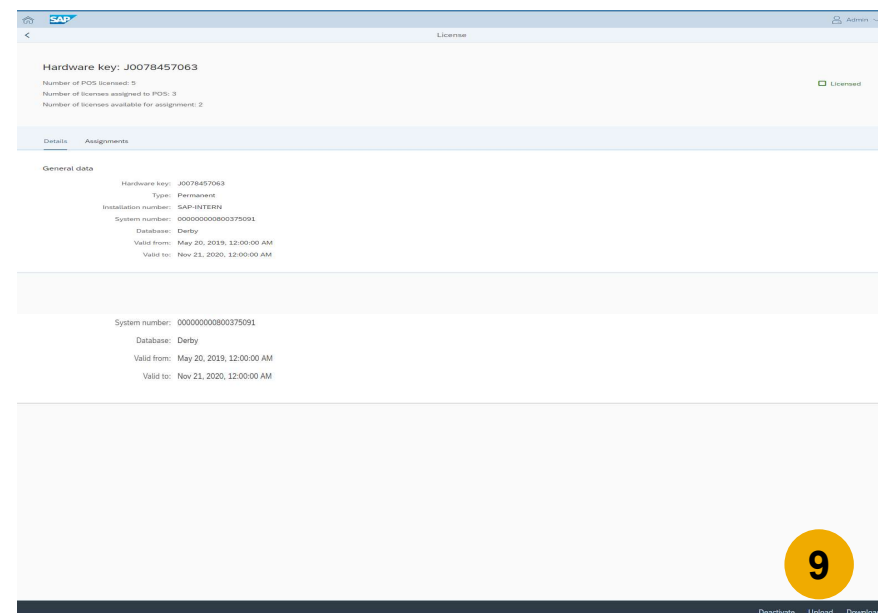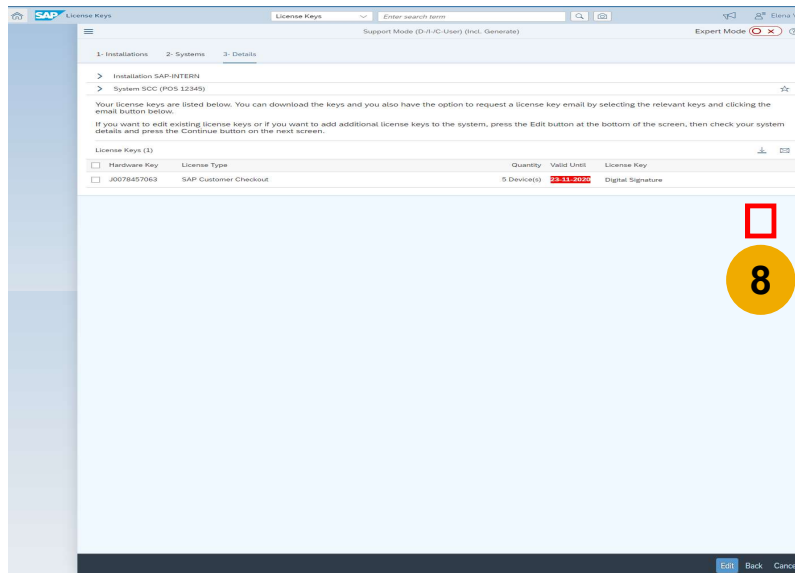
What to Do in Case of Hardware Changes?
SAP Customer Checkout (1/2)

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).

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.

SAP Customer Checkout

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.
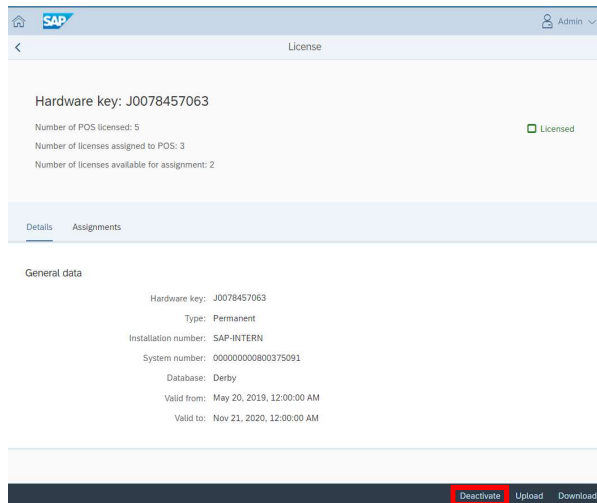
SAP Customer Checkout manager
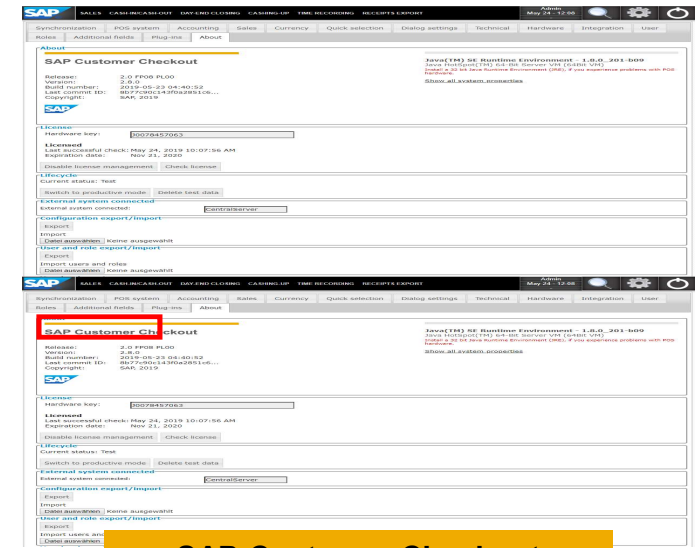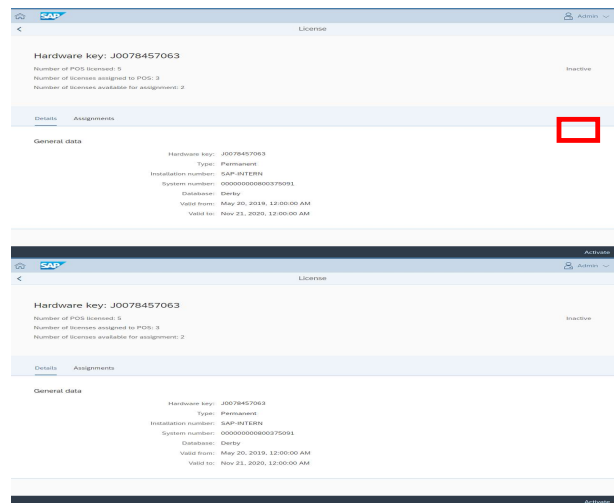
SAP Customer Checkout

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.

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

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.

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.

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.
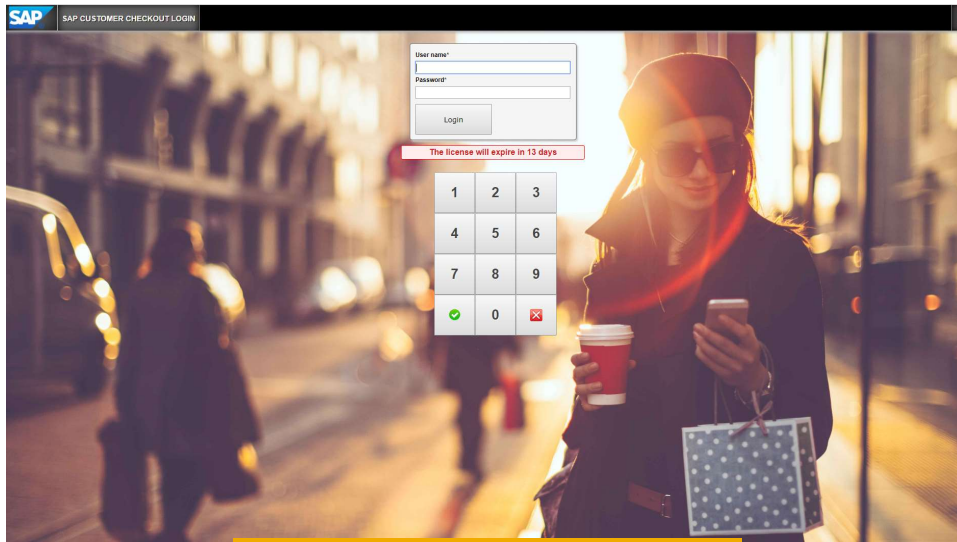
SAP Customer Checkout
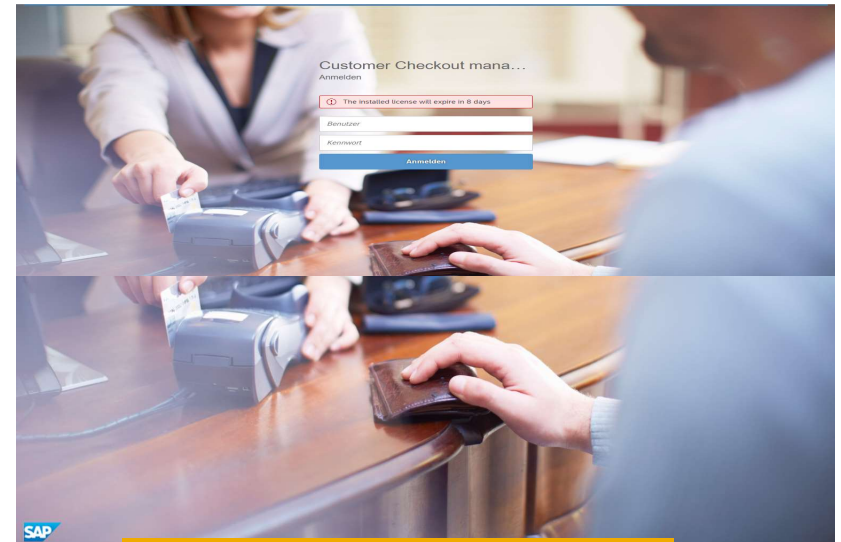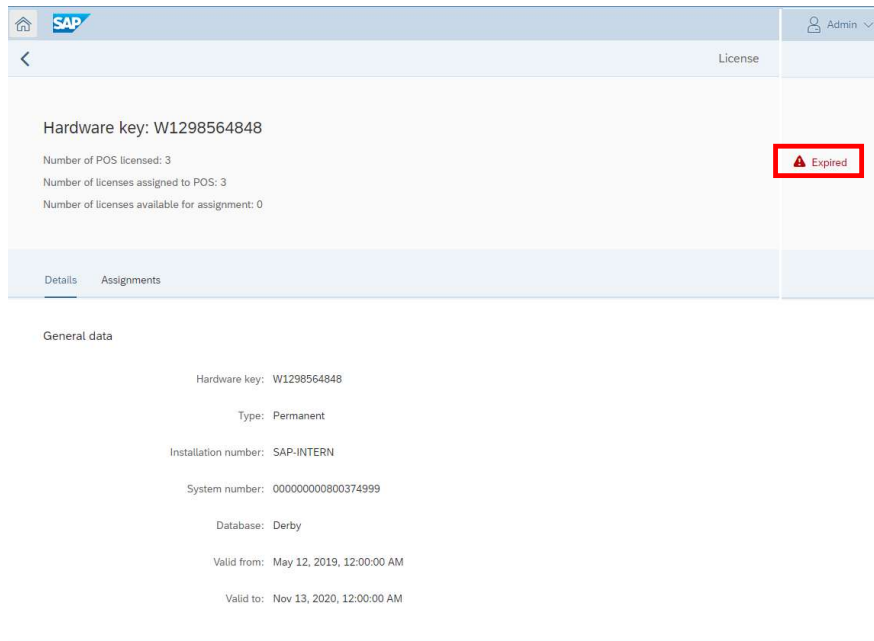
SAP Customer Checkout manager

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.

Additional Functionality and Information
License Status – Expired (2/2)

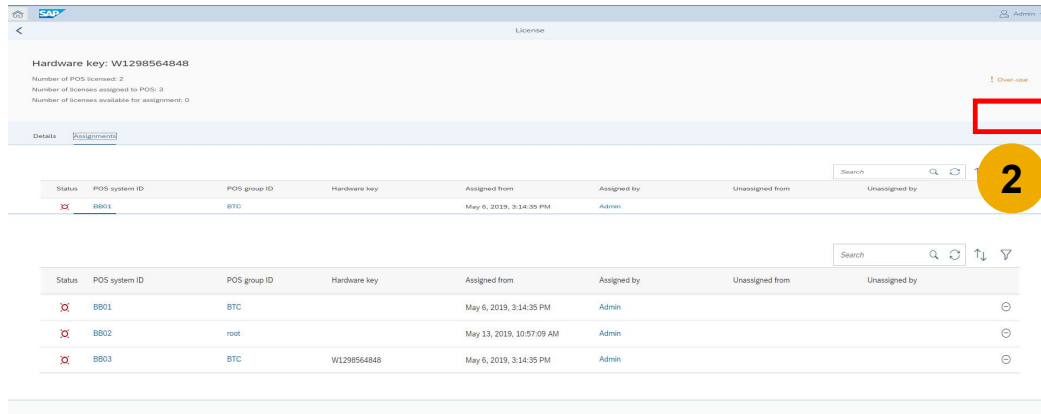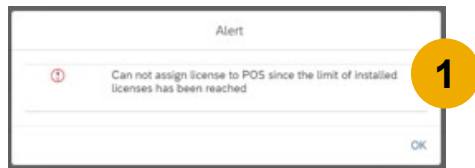If the license for SAP Customer Checkout has expired, you will see below message in the Login screen.
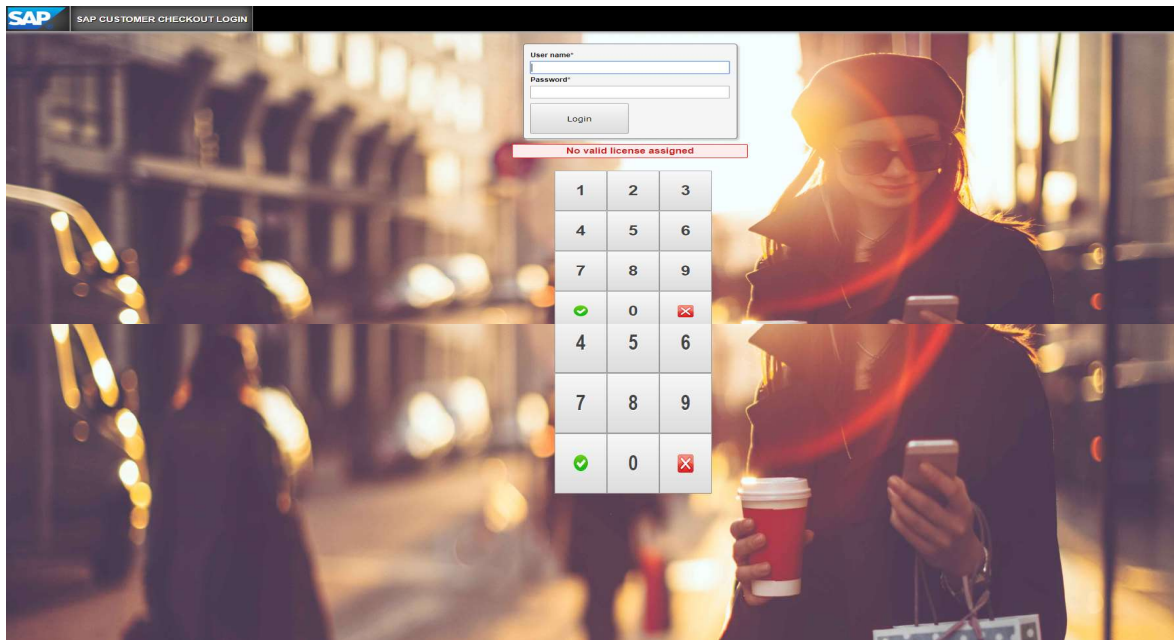
Additional Functionality and Information
License Status - Over-Use

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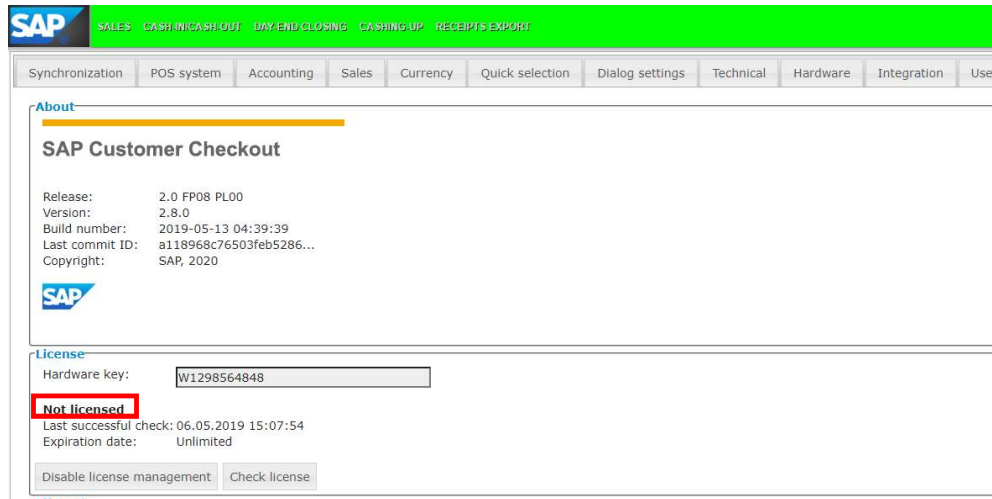
In case you have already assigned the licenses, and upload afterwards a file with fewer number of licenses, you will see the license status as "Over-Use" (2).

A message of license over-use is also shown in the Login screen.

Additional Functionality and Information
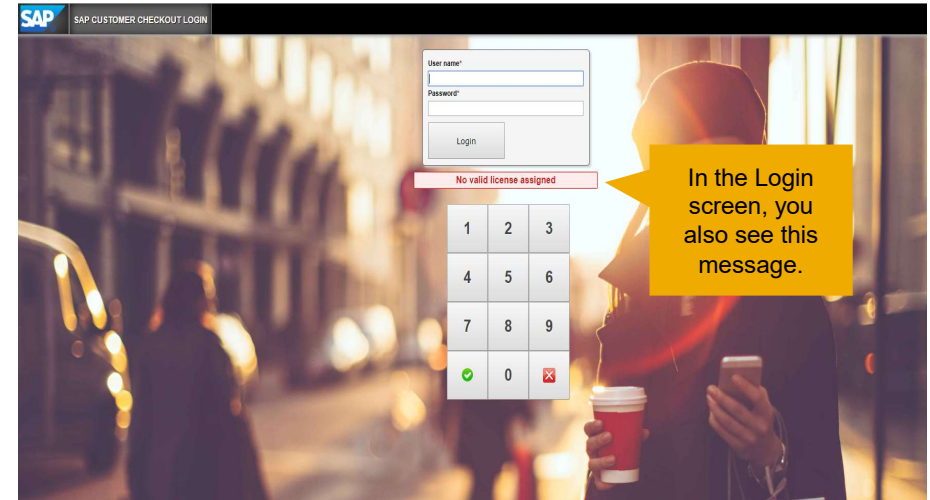## License Status – License Check Time More Than 24 Hours

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.

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.
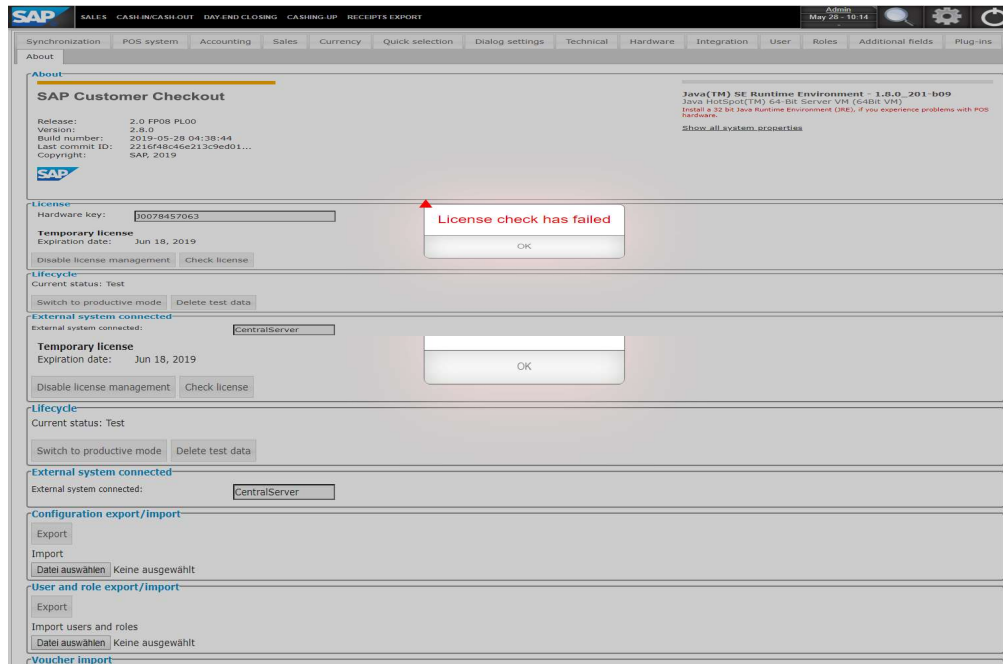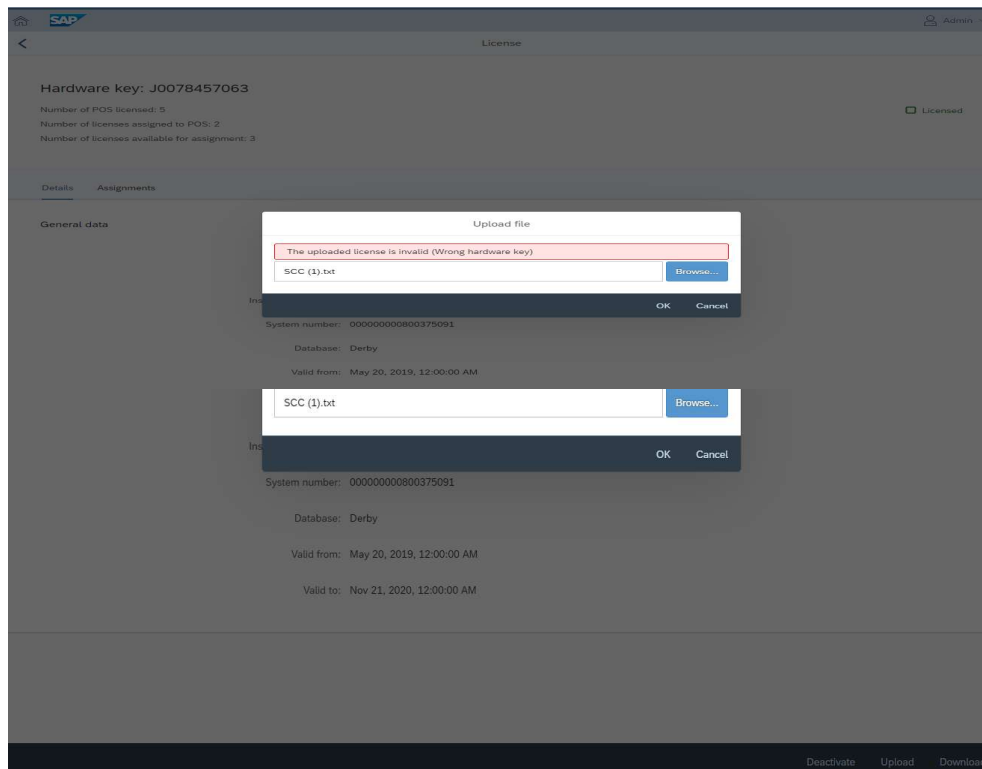

Note!

The license status is switched accordingly.

Additional Functionality and Information
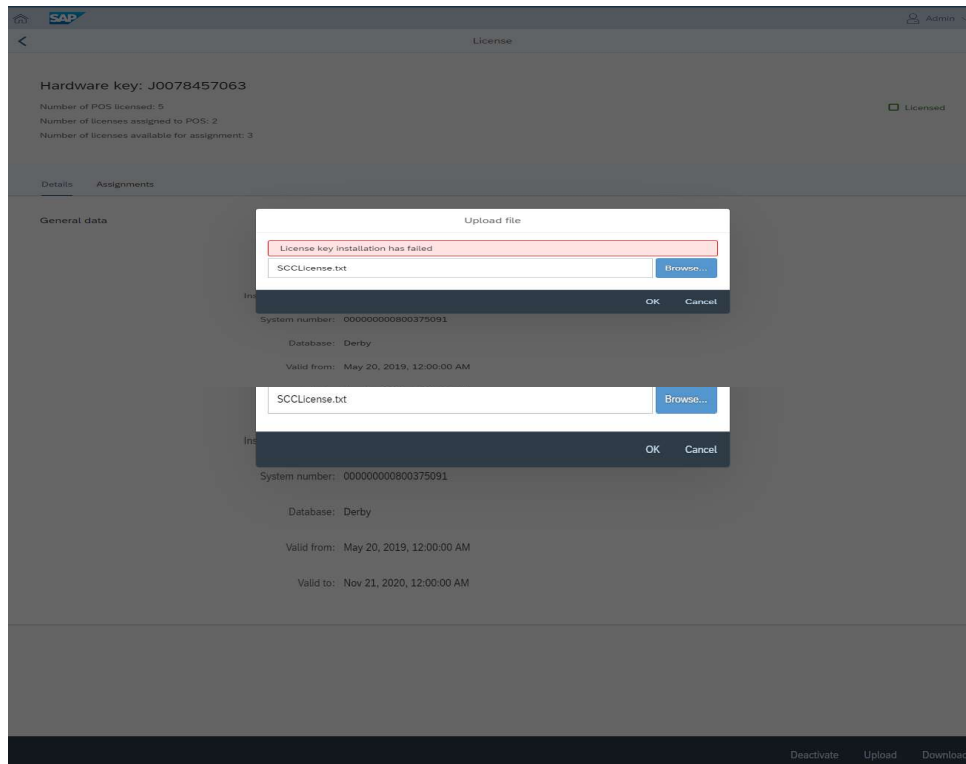## Error Messages – Wrong Hardware Key

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
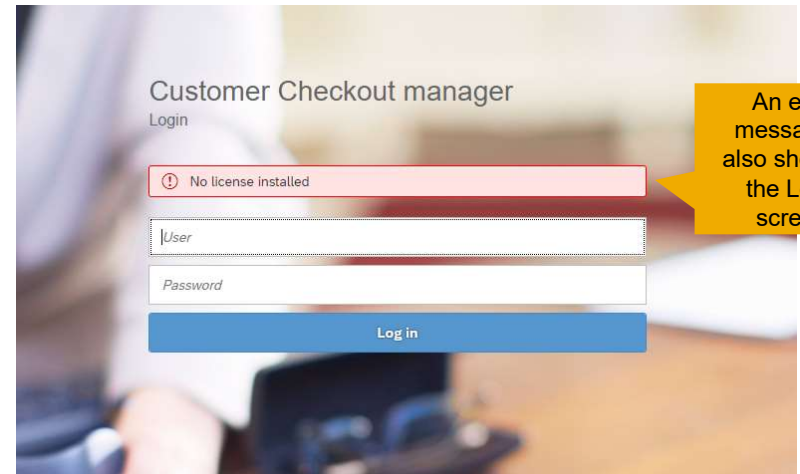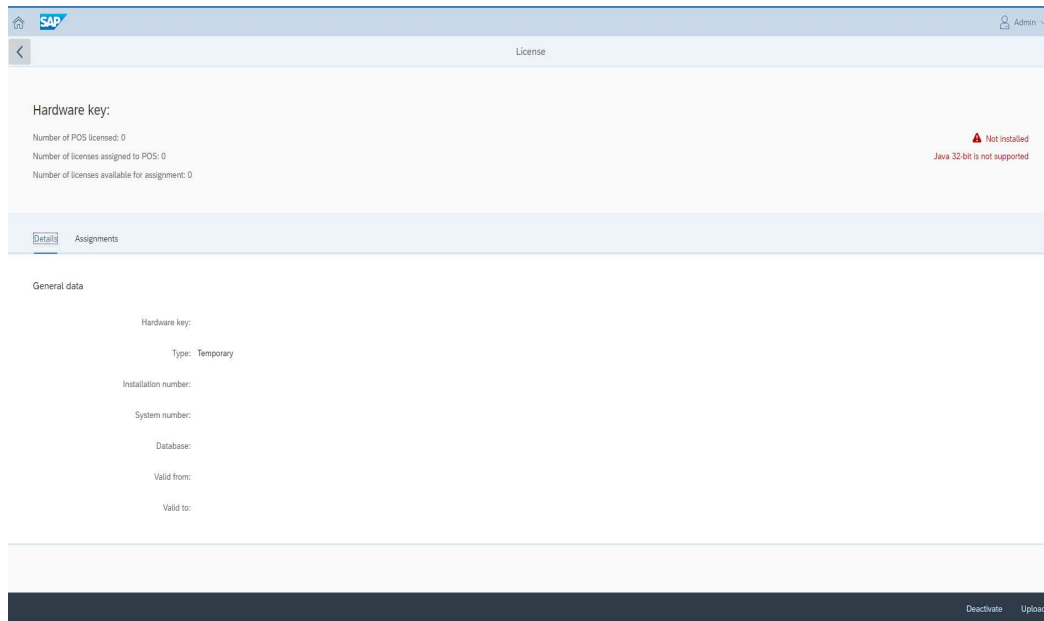## Error Messages – Hardware Key Information Not Available

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.

An error message is also shown in the Login screen.
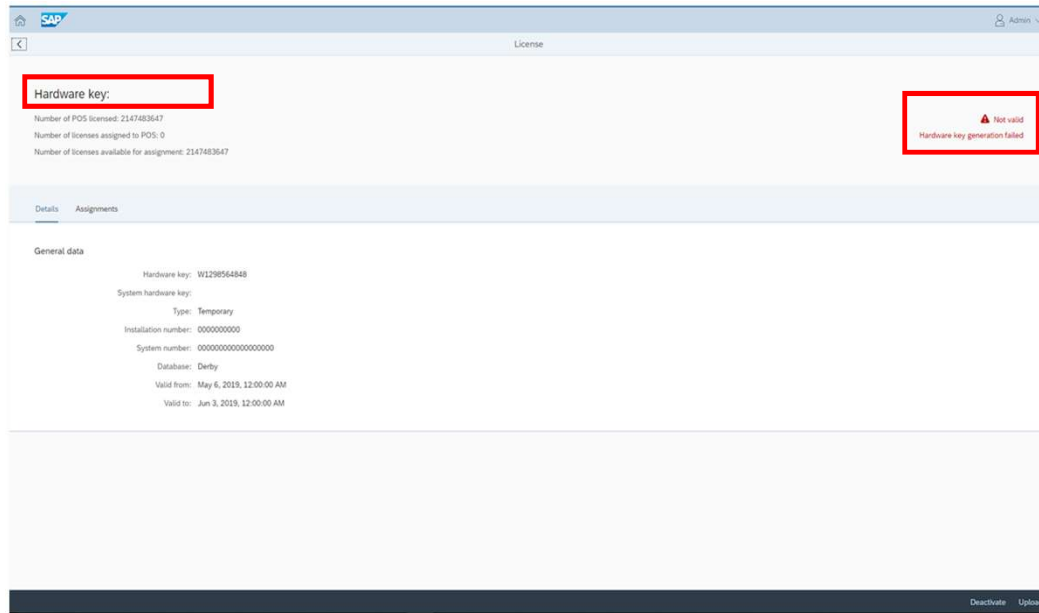
Additional Functionality and Information
Error Messages – Java 32-Bit Version Not Supported

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.

An error message is also shown in the Login screen.

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**

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