

# SAP Business One License Guide



PUBLIC

## License Guide

Applicable Releases:

SAP Business One 8.8

All Countries

English

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## About This Guide

This document describes the SAP Business One licensing system, the licensing options, and the license request procedures. In addition, an FAQ section provides answers to the most common questions related to licensing issues.

For information about licensing requirements for specific features, see the License Comparison Chart in SAP Channel Partner Portal: <http://channel.sap.com/sbo/license>.



### Note

The content and descriptions of this document are based on SAP Official Master Price Lists for SAP Business One as the underlying master documents. For more information, contact your local partner manager.

# SAP Business One Licensing System

## Overview

The licensing mechanism in SAP Business One is implemented using the following components:

License Server – manages license requests; can be installed on any computer in the organization.

License File – generated by SAP upon request; contains your purchased licenses and other relevant information.

External API – enables partners and third parties to retrieve information from the License Server using public interface. For more information, see SAP Business One SDK Help Center.



### Note

In SAP Business One 8.8 the license server functions also as a security server. For more information see chapter 7 in the *Administrator's Guide*.

## Method of Operation

SAP Business One workstations read the name of the license service to which they connect from the SLIC table in the SBO-Common database. All company databases sharing an SBO-Common database use the same license file. In addition, several SBO-Common databases can direct to the same license service.



### Note

The licenses are not connected to a specific company database. Using the same user name, you can log on twice to the same company database.

For example, a user John who has a Professional User license in company X will have the same license on any other company database connected to the same license service.

# SAP Business One User Licenses

The SAP Business One User licenses use a named-user model, in which the license is granted to a specific user name. The license structure has been updated as of May 1, 2008.



## Note

SAP is allowed to enforce and restrict the new user types in all software releases to the contracted functionality at all times without prior notice. No rights can be derived because SAP has issued user types in the license key that have more functionality than the contracted user types. SAP is entitled to implement the new user types in the SAP Business One software at any time without prior notice to enable license key delivery to meet the contracted licenses.

According to the granted user license, users may have full control of a window (form), open a window (form) in read-only mode, or have no access at all.



## Note

Access to windows within SAP Business One is also determined by authorizations.

The SAP Business One application includes the following user type licenses:

**Professional User** - has full access to the sales, financials, administration, and business partner functionality, including indirect access.

**Limited CRM User** - has access rights to the SAP Business One sales, sales opportunities and service modules and functionality, including related reports and can search company knowledge bases. This license also includes indirect access.

**Limited Financials User** - can access accounting, payments, and other financial and banking functionality, including generating the related reports. *Limited Financials User* cannot create or print sales invoices. This license also includes indirect access.

**Limited Logistics User** – has access to sales, purchasing, inventory, production, and warehouse functionality, including generating the related reports. This license also includes indirect access.

**Indirect Access** – can access any SSP solutions (developed with the SAP Business One DI-API) only. Indirect access license is bundled with the DI server. Users who have an indirect access license can access limited number of application forms, but cannot perform any functions with SAP Business One application. Users who have an indirect access license can access an unlimited number of SSP solutions.

The following licenses are supported but are not available for purchase:

**SAP Business One CRM Sales User** - has access rights to the SAP Business One CRM Sales functionality. It includes the rights granted under a SAP Business One Add-on-Access User license. The SAP Business One CRM Sales User does not include the rights granted under a SAP Business One Web CRM user license.

**SAP Business One CRM Service User** - has access rights to the SAP Business One CRM Service functionality. It includes the rights granted under an SAP Business One Add-on-Access User license. The SAP Business One CRM Service User does not include the rights granted under an SAP Business One CRM Anywhere license. It enables companies to manage service processes, such as service contracts, service calls, and tracking equipment at a customer site. This user has access to solution search from a knowledge base within the system. In addition, the user has access to operational and managerial reports, as Open Service Calls, Renewal Contracts, Response Time by Assignee, Monitor Report, and others.

**SAP Business One Web CRM User** - requires SAP Business One 2005 or higher. Currently, runs only on Microsoft SQL Server database. Available in selected languages. For more information, see SAP Channel Partner Portal at <http://channel.sap.com/sbo/webtools>. Provides web-based functionality for select SAP Business One CRM functionality - both sales and service. Additionally, prospecting features to support marketing features for prospect and campaign/promotion management are included. SAP Business One Web CRM User also expands the core SAP Business One CRM functionality with customer self-service functionality.

**SAP Business One Add-on-Access User** - can access the SAP Business One software through a third-party product approved by SAP. This user applies as follows:

If a customer uses a solution (add-on/extension) developed by a SAP Business One VAR with the SAP Business One Software Development Kit (SDK), using the Application Programming Interface/s (API/s), a SAP Business One Add-on-Access User must be licensed.

If customers run several partner solutions, they need to license one SAP Business One Add-on-Access User for each running solution.

The SAP Business One Add-on-Access User enables customers to use only Partners' Solutions without having to license an SAP Business One Professional User. The SAP Business One Add-on-Access User includes limited functionality of SAP Business One that is part of the integration between the Partner Solution and SAP Business One.

## Included Components

You do not need to request a separate license for the component listed in the table below. You receive this component automatically with your request for Professional users:

Component	No. of Users	Valid Until
SDK tools	N/A	December 31, 9999



### Note

In previous SAP Business One releases a *Compatibility for Add-ons* component, which allows you to run add-ons that are not registered at SAP, was included in the Professional user license. This component has been removed in SAP Business One 8.8 and the Indirect Access license is required in order to run add-ons that are not registered at SAP.

## Localized Licenses

As of SAP Business One 8.8 the license is localization specific. Following are different cases and the respective licensing policy:

- Single country – the customer uses SAP Business One in one country only. In this case the license is generated for the specific country and the customer can create or access SAP Business One companies of that localization only.
- Multiple countries – the customer has offices in more than one country and uses SAP Business One in the different locations, with each location having a different database set to a different localization. In such a case the following options are available:
  - License file per country – country-specific license file (as described above) is generated for each country, according to the country requirements (number of users, type of users, and so on). You can install the different license files on the same server; to do so, it is required to have a different contract for each location. In case one database server is used for companies of different countries, the users are licensed to access companies of the licensed localization only.

This licensing model is also applicable in cases where a customer extends the business from one country to additional country.



### Example

A customer has offices in Germany and Austria. In each country, there are SAP Business One companies with their respective localizations. These SAP Business One companies are located on the same server in Germany.

The customer gets two license files: one for the users and the SAP Business One company for the office in Germany, and the other for the users and SAP Business One company in the office in Austria. The users in Germany are able to access only the German SAP Business One company, while the users in Austria are able to access only the Austrian SAP Business One company.

- Global license – this license file enables you to access and create SAP Business One companies in all localizations supported by SAP Business One. This license is mainly for large customers who have branches in many different countries, and that require constant access to the different SAP Business One companies in the different localizations.



### Note

Customers who upgrade from earlier SAP Business One versions to SAP Business One 8.8 receive the Global License even if their company is in a single location.

# Trial Company Database

In SAP Business One 8.8 you can create trial companies for different purposes, without having the license file installed.

The trial company is available for use for 31 consecutive days only.

You may want to create a trial company when:

- The customer is not yet working with the productive system, or has just begun working in SAP Business One, and would like to gain experience and learn about the business processes implemented in SAP Business One.
- The customer has to start working with the productive system however for some reason the license file is not yet available for installation. In this case, the customer can start working in a trial company, and once the license file is in place, the trial company can become a regular company without being affected by the 31 days expiration period (given that the license file is generated and installed within 31 days of the creation of the trial company).

## Creating Trial SAP Business One Company

1. Activate SAP Business One application. In the SAP Business One logon window choose the *Change Company* button.
2. In the *Choose Company* window, choose the *New* button.
3. In the *Site User* window, enter the site password, and choose the *OK* button.
4. In the *Create New Company* window, select the *Trial Version* checkbox.



### Note

In case license file is not yet installed, the *Trial Version* checkbox is automatically selected, and cannot be cleared.

Specify the company name and database name.



### CAUTION

Before setting values in the *License* and *Local Settings* fields, note the following:

- If the license file is not installed yet, the *License* field is empty and disabled, and in the *Local Settings* field you can choose any of the localizations supported by SAP Business One.
  - If the license file to be installed is country-specific, and the trial company is of a different localization than that of the license file, the user will not be able to access the trial company once the trial period expires.
  - If the license file to be installed is country-specific, and the trial company is of the same localization as that of the license file, the trial company can become a regular company once the license file is installed.
  - If the license file to be installed is a global license, once it is installed, the trial company (regardless of its localization) can become a regular company.
- If the license file is installed, the license information that indicates the country indication, is displayed in the *License* field:

- If the license is country-specific, that country is displayed in the *Local Settings* field and determines the localization of the trial company (you cannot change it).
- If the license is global, you can select in the *Local Settings* field any of the localizations supported by SAP Business One.

5. Set the required values in the *License* and *Local Settings* fields, select a chart of accounts and a base language, and specify a posting period.

**Note**

If you have not imported the license file yet, the *License* field displays the value **Trial Version**.

6. Choose the *OK* button.

## Supplementary Products

Supplementary products are optional components that extend the functionality of the SAP Business One software. Supplementary products are licensed separately and in addition to the SAP Business One Professional Users (a user accessing a supplementary product must be licensed as an SAP Business One Professional User, as well).

- SAP Business One Software Development Kit (SDK) - allows programmers to interface third-party applications with SAP Business One both on the database level (Data Interface API) and on the user interface level (User Interface API). The license of the SAP Business One SDK includes right of use for a maximum of 20 users on a first-come, first-served basis. With this license, you also get a license to develop small modifications or add-ons using only the User Interface API. These add-ons can run only under the License Service in which they were developed and cannot be distributed to third parties.
- SAP Business One E-Commerce & Web CRM - a single-server E-Commerce platform. The product runs on a Microsoft SQL database and requires the Microsoft SQL Processor License. The license includes administrative rights for two users on the SAP Business One E-Commerce platform. This product requires SAP Business One 2005 or higher and is available in selected languages. For more information, see SAP Channel Partner Portal at <http://channel.sap.com/sbo/webtools> .

# License Key Request

## Requesting License Keys

You request a license key and the number of users you need for your installed partner solution(s) by selecting the solution(s) on the Channel Partner Portal.

The total number of users you request for partner solutions must not exceed the number of users you have contractually licensed for add-on access.



### CAUTION

SAP issues a time-limited license key (two weeks or to the contract end date) when your license key request exceeds the license you have purchased by:

- The number of users
- Your contract end date
- Modules for which you have not bought a license

## Prerequisites

You have contractually licensed the components for which you want to request a license key. You have authorization to request license keys in SAP Service Marketplace. See SAP Notes 124703 and 103926.

## Procedure

1. Get the installation hardware key: from Start → *Programs* → SAP Business One → Server  Tools, choose *Service Manager*. In the task bar, click the  icon.
2. In the *Service Manager* window, select *License Manager* and make sure that the service is running (the *Start* button is disabled, while the *Stop* button is active).
3. Choose *Settings* and write down the number appearing in the *Hardware Key* field. Alternatively, you can get the hardware key from the *Hardware Key* field under *Help* → *About SAP Business One* in the SAP Business One application.
4. In the SAP Channel Partner Portal at <http://channel.sap.com/sbo/licensekeys>, choose *Request License Key* and select your installation number. For existing systems, choose *Change System Details* next to the system you want to change and modify the required data. For new installations, choose *Request New System* and enter the required information to complete the request, including:
  - Hardware key (see Step 1)
  - System type
  - Database type
  - Operating system
  - Number of users per component/add-on
  - E-mail address
5. Choose *Submit* to post your request.

## Result

You receive your license key file by E-mail. You can also download the license key file from the Channel Partner Portal at <http://channel.sap.com/sbo/licensekeys>.

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## Returning Unused Licenses

You can return SAP licenses that are no longer in use by posting a request in SAP Channel Partner Portal.

### Procedure

1. At <http://channel.sap.com/sbo/licensekeys>, choose the *Request License Key* button and the corresponding installation number.
2. Click the icon next to the system you want to change.
3. In the following screen, modify the number of users in the appropriate field.
4. Choose *Submit* to post your request. You receive a new license key file from SAP.
5. Install the new license key file. For information on installing a license key, see SAP Business One Administrator's Guide.

## Reassigning Users

You can reassign users to another computer or to a new installation number.

### Procedure

Shut down the existing SAP Business One system under the old installation number. See SAP Note 596562.

Request a license key for the new installation number on the SAP Channel Partner Portal at <http://channel.sap.com/sbo/licensekeys>. In any reassignment of users, the number of users cannot exceed the number of your licensed users. SAP sends you a new license key by E-mail.

## Shutting Down an SAP Business One System

You can shut down an SAP Business One system that you no longer use. For more information, see SAP Note 614911.

## Installing License Keys

For information about installing license key files, see SAP Business One Administrator's Guide.

## More Information

You can get more information at <http://channel.sap.com/sbo/licensekeys> and <http://channel.sap.com/sbo/solutions>.

To access all relevant SAP Notes on SAP Business One license key:

Go to: <http://service.sap.com/notes>. In the Application Area, choose the component SBO-BC-LIKEY and choose Search.

Overview of SAP Business One License Key Notes:

622998 – Frequently asked questions about SAP Business One

561588 – The License Process in SAP Business One

574385 – SAP Business One: Installation check

578256 – Online request for license key for SAP Business One

596562 – Returning SAP Business One user licenses

614911 – Deleting SAP Business One systems

## Frequently Asked Questions

- How do I receive the license key from SAP?

The license key is sent to you in an E-mail message. Once you have received the license file, copy it onto your computer and restart SAP Business One. When the license query appears, add the license file to it. You can also download the license key from the SAP Channel Partner Portal at <http://channel.sap.com/sbo/licensekeys>. (See SAP Note 742024).

- How can I change the file extension of the file attached to the mail from .txt to .lic?

You must save the file locally on your computer before you change the extension. You must NOT change the content of the file.

- Why is my license key only temporary?

If you request a license key for more users than you have licensed or for non-licensed components, or your contract or hardware data are limited, you receive a license key that expires after 14 days. Request a license key with fewer users or contact your local SAP contracts department. (See SAP Note 765296).

- How can I delete an SAP Business One license key, also when S-user is unknown?

The deletion process is described in SAP Note 614911. When S-user is unknown, see SAP Note 781853.

- What are the prerequisites for requesting a license key for partner solutions?

If you want to request a license key for a partner solution, Add-On Access Users have to be booked in your contract. If these users have not been booked, contact your local contract department.

- What should I do when, after installing the license key, I get the error message "This form is not a part of your software package"?

Check the following issues:

- The licenses have been assigned to users. See License Administration in the SAP Business One online help.
- User did not log on in the same domain as the license service
- Date and time of the machine are not the same as in the license machine
- The user is not known in the license machine
- There is a firewall on the license machine. Consult with your network administrator to find out what type of authentication your network requires.

- Can SAP Business One Add-Ons be used free of charge?

Yes, no additional license is required. This is included in the SAP Business One license fee.

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