

SAP Business One



PUBLIC

Easy Start to SAP Business One 8.8

All Countries

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Introduction

This document helps you get started with the SAP Business One application.

Checklists guide you through the following key tasks:

1. Preparing to install SAP Business One
2. Installing SAP Business One
3. Obtaining a license key for SAP Business One
4. Updating SAP Business One
5. Getting support

These checklists contain multiple references to the following **Web sites**:

Portal Name	URL	Access
SAP Business One Customer Portal	http://service.sap.com/smb/sbocustomer	To gain access to SAP Business One Customer Portal, you need an Internet connection, an S-user identification, and a password. If you do not have an S-user, contact your partner. Partners can request S-user IDs and passwords for customer users at http://channel.sap.com/sbo/user-admin .

Portal Name	URL	Access
SAP Business One area of SAP Channel Partner Portal	http://channel.sap.com/sbo or http://service.sap.com/smb/sbo	<p>To gain access to the SAP Business One area of SAP Channel Partner Portal, you must be an SAP Business One partner. You also need an Internet connection, an S-user identification, and a password.</p> <p>SAP automatically creates an S-user ID plus password for a new partner. As a partner, you can have additional S-user identifications and passwords generated for partner employees, as follows:</p> <ol style="list-style-type: none"> 1. Go to http://channel.sap.com. 2. Click <i>Existing Users – SAP Channel Partner Portal</i>. 3. Choose <i>My Partnership</i> → <i>Manage My Partnership</i>. 4. Click the <i>Access Now</i> button. 5. Select the <i>Contacts</i> tab. <p>The <i>Own Contacts</i> window appears, in which you can create new S-users.</p> <p>For more information, use the navigation bar on the left.</p>
SAP Business One entry point to SAP Community Network	https://www.sdn.sap.com/irj/sdn/businessone	Access to SAP Community Network is granted via user ID and password. Anyone may become a member of this community.

These Web sites are free of charge.

For more information about how to use these Web sites, see the section [Learning More About SAP Business One](#) below.

Before Installing SAP Business One

1. Find out about the contents of the SAP Business One software packages.

Your partner has access to the SAP Business One readme file, which provides details about the two versions:

- Full product (DVD or download)
- Upgrade (download only)

2. Check the hardware and software requirements.

Make sure that your system meets the hardware and software requirements by reading the release-specific document *SAP Business One System Requirements*.

As a customer, you find the document as follows:

- a. Go to <http://service.sap.com/smb/sbocustomer/documentation>.
- b. On the left, click *Release 8.8*.
- c. Expand the *System Administration* section.

As a partner, you find this document as follows:

- a. Open the documentation resource center at <http://channel.sap.com/sbo/documentation>.
- b. Expand the release section for SAP Business One 8.8.

Installing SAP Business One

If you are installing SAP Business One for the first time, follow these steps.



Recommendation

We recommend that you work closely with your partner when performing this task.

1. Read the *Administrator's Guide*, including the information that is specific to your database and operating system platforms. If you are a partner, read also the information about supported platforms at <http://channel.sap.com/sbo/platforms>.

You can find the *Administrator's Guide* on the SAP Business One DVD as well as on the documentation pages of SAP Business One Customer Portal (<http://service.sap.com/smb/sbocustomer/documentation>) and SAP Channel Partner Portal (<http://channel.sap.com/sbo/documentation>). This guide is release-specific.

2. Install Crystal Reports Basic 2008 for SAP Business One.

One designer license is provided free of charge with Crystal Reports Basic 2008 for SAP Business One.

For information about how to install Crystal Reports, see the documentation on the Crystal Reports CD that was shipped with the SAP Business One DVD. If you are a partner, read also the information at <http://channel.sap.com/sbo/crystal>.

3. Install the database: Microsoft SQL Server 2005 or Microsoft SQL Server 2008.
4. Initialize the database.
5. Install SAP Business One from the product DVD or by download from the software distribution center in SAP Service Marketplace.

For full installation instructions, see the *Administrator's Guide*.

To download SAP Business One from the software distribution center in SAP Service Marketplace, proceed as follows:

- a. Go to <http://service.sap.com/sbo-swcenter>.
- b. To download an entire software package, expand *SAP Business One Products* in the navigation panel and click *Installations*.



Note

If you experience problems during the installation, send a message to SAP as follows:

- i. Go to the SAP Business One support center in SAP Channel Partner Portal at <http://channel.sap.com/sbo/support>.
- ii. In the left navigation panel, click *Partner Support Dashboard*.
- iii. Use *SAP Message Wizard* to write the message and assign it to component SBO-CRO-SUP.

6. As part of post-installation activities, configure the services that you have installed. For more information, see the *Administrator's Guide*.

Obtaining a License Key

To use SAP Business One in accordance with your contract, you are required to implement a license key assigned by SAP. For new installations, the system can be used for a period of 31 days without a license key. After that period, SAP Business One will not run.

Each license key is valid for a specific release and localization of SAP Business One.

Partners can find information about SAP Business One license mechanisms, license comparisons, and license ordering in the *License Guide*. This document is available on the SAP Business One DVD and in the documentation resource center of SAP Channel Partner Portal at <http://channel.sap.com/sbo/documentation>.



Recommendation

Request the license key immediately after installing the system.

1. Find out your SAP Business One hardware key.

Do one of the following:

- Start SAP Business One and choose *Help* → *About SAP Business One*.
The hardware key is displayed.
- In the *SAP Business One Service Manager* window, select *License Manager* from the dropdown list and choose the *Settings* button. If necessary, in the *General Settings* window, enter your server name and choose *Connect*.
The hardware key is displayed.

2. Send the hardware key to your SAP Business One partner (unless you wish to request the license key yourself).

3. Request the license key.

This task is normally performed by the partner, but it can be done by the customer.

Procedure for Partners

- a. Go to <http://channel.sap.com/sbo/licensekeys>.
- b. Click the *Request License Key* button.
- c. Follow the instructions provided on the Web page.

The license key is available in SAP Channel Partner Portal within one hour and will also be sent to you by e-mail within three days.

Procedure for Customers

- a. Go to <http://service.sap.com/smb/sbocustomer>.
- b. From the *Workbench* navigation panel on the left, select *License Key*.
- c. Follow the instructions provided on the Web page.

The license key is available in SAP Business One Customer Portal within one hour and will also be sent to you by e-mail within three days.

If your hardware key or the number of users has changed, you must request a license key for an existing system. For more information, see SAP Note [578256](#).

For information about deleting or returning SAP Business One licenses, see SAP Note [614911](#).

4. Install the license key.

After receiving the license key, import the license file using one of the following methods:

Importing the License File with Server Tools

- a. Open SAP Business One Service Manager by choosing *Start* → *All Programs* → *SAP Business One* → *Server Tools* → *Service Manager*.
- b. In the *SAP Business One Service Manager* window, select *License Manager* in the *Service* field and choose the *Settings* button.
The *General Settings* window appears.
- c. In the *License Server* field, enter the computer name or IP address of the machine on which the server tools were installed.
- d. Choose the  (Browse) button and select the license key file (a *.txt* file) you received from SAP.
- e. Choose the *Import License File* button.
- f. Choose the *OK* button.

Importing the License File into the SAP Business One Application

- a. In the SAP Business One *Main Menu*, choose *Administration* → *License* → *License Administration*.
- b. In the *License Administration* window, choose the *Import License File* button.
- c. In the *Select License File* window, select the *.txt* file you received from SAP and choose the *Open* button.
- d. In the dialog box, choose the *OK* button.

Updating SAP Business One

If you are installing a **patch** for an existing installation or if you are **upgrading** to a newer release, follow these steps.



Note

The following information is relevant for partners only.

1. Keep informed about new patches by subscribing to our notification service.

You can receive notifications through one of the following:

- o Your mailbox, for example, your Blackberry
- o Your feed reader application
- o A Microsoft Windows Vista Sidebar Gadget

For more information, go to <http://channel.sap.com/sbo/releases> and click *SAP Business One Delivered Patches*.

2. Download the SAP Business One patch or upgrade package from SAP Service Marketplace, as follows:
 - a. Go to the SAP Business One software distribution center in SAP Service Marketplace at <http://service.sap.com/sbo-swcenter>.
 - b. To download a patch or an upgrade, click *SAP Business One Products* in the left navigation panel and choose *Updates*.
 - c. Navigate to and select the relevant download object.
 - d. Before starting the download, read the *Info* file for the selected download object.
 - e. Before you start an upgrade, read the section *Upgrading SAP Business One* in the *Administrator's Guide* that is part of the update package.



Note

If you experience problems when downloading software, send a message to SAP as follows:

- i. Go to the SAP Business One support center in SAP Channel Partner Portal at <http://channel.sap.com/sbo/support>.
- ii. In the left navigation panel, click *Partner Support Dashboard*.
- iii. Use *SAP Message Wizard* to write the message and assign it to component SBO-CRO-SUP.

- f. Perform the upgrade using the SAP Business One upgrade wizard. For more information, see the *Administrator's Guide*.

Getting Support

1. To have SAP analyze your system remotely for bottlenecks and other issues, use the remote support platform for SAP Business One.

For more information, see the remote support platform documentation on the SAP Business One DVD. If you are a partner, you can also go to <http://channel.sap.com/sbo/rsp>.

2. If you have a consulting-related or “how-to” question about SAP Business One, use SAP Community Network forums, and the knowledge and resources available in this collaborative environment, to achieve a resolution. Some country-specific forums are available.

Do not use this channel to report bugs or product-related issues.

For more information, see <http://channel.sap.com/sbo/scn>.

3. If you encounter a product-related error, search for a solution to known problems as follows:

Procedure for Customers

- a. Go to SAP Business One Customer Portal at <http://service.sap.com/smb/sbocustomer>.
- b. In the left *Workbench* panel, click *Find Solution*.
- c. Conduct your search by entering either an SAP Note number or a search term.

Procedure for Partners

- a. Go to the SAP Business One support center in SAP Channel Partner Portal at <http://channel.sap.com/sbo/support>.
- b. In the right panel under *Additional Information* click *SAP Business One Notes*.
- c. Conduct your search by entering either an SAP Note number or a search term.

4. If you cannot find a suitable solution to a product-related problem, create a message:

Procedure for Customers

- a. Go to SAP Business One Customer Portal at <http://service.sap.com/smb/sbocustomer>.
- b. In the left *Workbench* panel, click *Contact Support* and follow the online instructions.
Your message is routed to the predefined support organization (partner or SAP).

Procedure for Partners

- a. Go to the SAP Business One support center in SAP Channel Partner Portal at <http://channel.sap.com/sbo/support>.
- b. In the left navigation panel, click *Partner Support Dashboard*.
- c. Use *SAP Message Wizard* to document your issue in detail and submit it to SAP Business One product support.

Learning More About SAP Business One

Use the following sources to acquire knowledge about SAP Business One.

Late Updates

See the following documents:

- **Readme file**
The readme file is located on the DVD or in the download package (installation package, upgrade package, or patch file).
- **SAP Notes (see below)**

Documentation

A wide range of documentation, including context-sensitive online help and printable documents, is available from the installed SAP Business One application.

You can also find the documentation in the documentation folder on your SAP Business One DVD or download package.



Note

To read some of the documentation supplied with SAP Business One, you must have Adobe Acrobat Reader 5.0.5 or higher installed on your computer. To obtain Adobe Acrobat Reader from the Internet, free of charge, go to <http://adobe.com/products/acrobat/readstep.html>.

To visit the *Documentation* pages in SAP Business One Customer Portal, go to <http://service.sap.com/smb/sbocustomer/documentation>.

Training

Ask your SAP Business One partner about the training courses offered.

To visit the *Education* pages in SAP Business One Customer Portal, go to <http://service.sap.com/smb/sbocustomer/education>.

SAP Notes

See the following SAP Notes for SAP Business One 8.8:

- [SAP Note 1295116](#) Central SAP Note for SAP Business One 8.8
- [SAP Note 1295117](#) Release updates
- [SAP Note 1291272](#) Documentation updates

Communities

SAP Community Network is a public online community for all SAP users, partners, consultants, and developers to share their experience and knowledge, to network, and to co-innovate in a robust and highly collaborative environment.

To navigate directly to areas of SAP Community Network relevant to SAP Business One, use the links in the following table:

SAP Business One Areas in SAP Community Network (SCN)

Area	URL	Description
Discussion forums	https://forums.sdn.sap.com/category.jspa?categoryID=44	Questions and answers on consulting-related topics, such as "how-to" questions. Some country-specific forums are available.
Blogs	https://weblogs.sdn.sap.com/weblogs/topic/26	Blogs are written by experts who want to share their knowledge and ideas, or explain their own personal tips and tricks.
Wiki	https://www.sdn.sap.com/irj/sdn/wiki?path=/display/B1	An A-Z collection of information articles related to SAP Business One. The articles can be created or edited by anybody. An entry point to other SAP Business One spaces within SAP Community Network is provided through the navigation bar on the right.
Knowledge center for developers	https://www.sdn.sap.com/irj/sdn/businessone	A repository of SAP Business One-related resources, stored according to category. An entry point to other SAP Business One spaces within SAP Community Network is provided through the navigation bar on the right.

You can also work with other SAP channel partners to develop sales and marketing opportunities in **SAP PartnerEdge P2P Network** at <http://p2p.sap.com> or <http://www.service.sap.com/p2p>.

Finding Your Way Around SAP Channel Partner Portal



Note

This section is relevant for partners only.

To navigate directly to areas of SAP Channel Partner Portal that are relevant to SAP Business One, use the links in the following table:

To find information about ...	Use this URL
Navigation tips	http://channel.sap.com/sbo/tips
Topic search	http://channel.sap.com/sbo/topic
Overview of the SAP Business One solution for small businesses	http://channel.sap.com/sbo/solutions
Release 8.8	http://channel.sap.com/sbo/88
Supported platforms	http://channel.sap.com/sbo/platforms
Product availability and releases	http://channel.sap.com/sbo/releases
Ordering software	http://channel.sap.com/sbo/order
Software packages in the software distribution center	http://service.sap.com/sbo-swcenter
License keys	http://channel.sap.com/sbo/licensekeys
The SAP Business One maintenance and upgrade strategy	http://channel.sap.com/sbo/maintenance
Patch delivery schedules	http://channel.sap.com/sbo/patches
Documentation in the documentation resource center	http://channel.sap.com/sbo/documentation
Training	http://channel.sap.com/education
Registering for partner enablement sessions in the partner service delivery enablement calendar	https://psd.sap-ag.de/PEC/calendar/
Support	http://channel.sap.com/sbo/support
Remote support platform	http://channel.sap.com/sbo/rsp
Learning from SAP Business One peers	http://channel.sap.com/sbo/scn
Internal reconciliation upgrade	http://channel.sap.com/sbo/iru
Accelerated implementation program	http://channel.sap.com/sbo/aip
Accelerated upgrade program	http://channel.sap.com/sbo/aup
SAP Business One add-ons	http://channel.sap.com/sbo/add-ons
SAP Business One industry solutions	http://channel.sap.com/sbo/industryolutions
Industry solution builder	http://channel.sap.com/sbo/isbuilder
SAP Business One and SAP Business Objects	http://channel.sap.com/sbo/bobj

To find information about ...	Use this URL
Crystal Reports	http://channel.sap.com/sbo/crystal
SAP Business One XL Reporter	http://channel.sap.com/sbo/xlr
SAP Business One Print Layout Designer	http://channel.sap.com/sbo/pld
SAP Business One Data Transfer Workbench	http://channel.sap.com/sbo/dtw
Integrating SAP Business One with components of SAP Business Suite and SAP NetWeaver	http://channel.sap.com/sbo/b1i
SAP Business One demo and evaluation center	http://channel.sap.com/sbo/demodb
SAP Business One sales tools	http://channel.sap.com/sbo/demo
SAP Business One marketing tools	http://channel.sap.com/sbo/marketing

**Note**

If you cannot see one of the above pages, try switching the interface language to English on the top right.

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<http://service.sap.com/smb/sbocustomer/documentation> is valid for this document.