



LICENSE GUIDE | PUBLIC
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License Guide for SAP Business One 9.3

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Document History

The following table provides an overview of the most important document changes.

| Version | Date | Description |
|---------|------------|---|
| 1.0 | 2015-09-11 | First Version |
| 2.0 | 2017-06-08 | Removed the chapter about End User License Agreement (EULA) |
| 3.0 | 2018-08-10 | Added licensing tips for the SAP Business One starter package |
| 4.0 | 2019-09-23 | Updated license information for the intercompany integration solution |

1 About This Guide

This document describes the SAP Business One licensing system, and the license request procedure. An FAQ section provides answers to the most common questions related to licensing issues.

2 SAP Business One Licensing System

2.1 Overview

The licensing mechanism in SAP Business One consists of the following main components:

- **License server** – manages license requests, and can be installed on any computer in the organization
- **License file** – generated by SAP on request, and contains the licenses you have purchased plus other relevant information
- **External API** – enables partners and third parties to retrieve information from the license server using public interfaces. For more information, see the SAP Business One SDK Help Center.

i Note

As of SAP Business One 8.8, the license server also functions as a security server. For more information, see *Managing Security in SAP Business One* in the *SAP Business One Administrator's Guide*.

2.2 Method of Operation

SAP Business One workstations read the name of the license server 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 point to the same license server.

3 SAP Business One User Licenses

SAP Business One is based on a **named user** licensing model, in which each license is granted to a specific user name. A named user is an employee of a customer, a subsidiary, or a third-party business, who is authorized to access, directly or indirectly, the licensed SAP Business One software.

Note that employees may not share a single user name to log on to SAP Business One, and assigned licenses to a named user are not specific to a company database.

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

For SAP Business One On Premise version, a support user account will be created during installation. This user account allows Partner support personnel to logon to the customer system without requiring a license, thus avoiding inconveniencing licensed users to logoff to free up a license. As a condition of usage the system will require the user to enter their real name, select a usage reason and provide optional further details for logging. In addition the system will not allow login if RSP is not active and successfully performed an upload within the last seven days. While logged in using the support user account the system will remind the user every 70 minutes that the session is being logged and prompt user to continue or logout. The support user account is locked by default on creation. In order to use the account an administrator must unlock the account and create a password for it. The logging mechanism adds security checks to ensure it is not tampered with. The support user account is provided solely for allowing support activities to occur in the system without affecting licensed users. Its usage is restricted to the types of activities listed in the login reason dropdown list. The account is not for normal productive usage. Active logging and audits can be used to validate system usage.

i Note

You can check your license compliancy by choosing [Help](#) > [About SAP Business One](#) in the SAP Business One menu bar, and then referring to the following field: *This SAP software is licensed to:* `<customer name>`.

3.1 Logon Limitations

SAP Business One is licensed by “named user”, meaning that all employees must have their own named user licenses. Named user licenses cannot be shared between employees. SAP Business One however can be used from different machines, for example, to allow users to display certain information on a different computer.

You can log on to a SAP Business One client multiple times in a given Microsoft Windows session using the same user ID. If you try to log on to SAP Business One client in another Microsoft Windows session, using the same user ID, all SAP Business One clients running within the first Microsoft Windows session using this user ID will be locked, and it will be impossible to log on to the SAP Business One client from any additional Microsoft Windows session using the same user ID. Note that a Microsoft Windows session can be either a new Microsoft Windows login on the same machine (with the same Microsoft Windows user ID, or a different MS Windows user ID) or a login from a second station.

Note that the user “manager” is allowed to log on to a SAP Business One client from two separate MS Windows sessions without locking the first MS Windows session. The reason for this is to allow certain scheduled background tasks such as reporting, or data import, to run and not to interfere with normal usage. It also allows a support consultant to log on to SAP Business One without using a license.

Note that you are not allowed to use dual log on with user “manager” to SAP Business One for productive usage. Active logging and audits can also be used to validate system usage.

Note that license validation for SAP Business One SDK, intercompany integration solution for SAP Business One, and SAP Business One mobile app for iOS and Android, is not affected by these logon limitations.

Note that as of SAP Business One 9.2 a named user can only run add-ons on one machine at any one time. The exception is that add-ons will not be terminated if the Business One client is locked due to the named user logging into another machine.

Note that browser access logon is limited to one browser on one machine. If the user attempts to login from another machine or another browser they will be warned another session is still active, they will be prompted to either continue login and force the termination of the previous session, or cancel new login.

3.2 Included Components

You do not need to request a separate license for the components listed below. You receive them automatically with your request for user licenses.

i Note

License component names for SAP Business One will end with the file extension “_SQL”.

The following table shows individual components and the number of users assigned to them:

License Components and Users

| Component | No. of Users |
|---|---------------------|
| Software Development Kit – Implementation Version | 99999 |
| SDK Tools | 99999 |
| SAP AddOns | 99999 |
| Compatibility License for AddOns | 99999 |
| Localization** | 1 |
| Version 8.8 | 1 |
| CUSTN-***** | 1 |
| B1iINDIRECT MSS | 1 |

i Note

CUSTN-*****: The customer number to which the license was granted.

Localization **: The localization to which the license key was issued.

i Note

The *Compatibility License* is included in SAP Business One to enable add-ons not registered at SAP to work together with SAP Business One. *Compatibility Licenses* in release versions prior to SAP Business One 8.8 did not check if a user connecting through a nonregistered add-on held a valid user license. As of SAP Business One 8.8, we have implemented this licensing rule in the *Compatibility License*. All users connecting through nonregistered add-ons must hold a valid user license. Users of all license types can access an unlimited number of add-ons. That is, the license types *Professional User*, *Limited CRM User*, *Limited Financials User*, *Limited Logistics User*, *SAP Business One CRM Sales User*, *SAP Business One CRM Service User*, and the *SAP Business One Starter User*, all include *Indirect Access* authorizations.

4 Localized Licenses

As of SAP Business One 8.8, each license is localization-specific. The different scenarios and their respective licensing policies are as follows:

- **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 belonging to 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 a country-specific license file (as described above) is generated for each country according to that country's requirements (number of users, type of users, and so on). You can install the different license files on the same server; to do so, you must have a different installation for each location. If one database server is used for companies belonging to different countries, the users are licensed to access companies belonging to the licensed localization only. This licensing model is also applicable in cases where a customer extends the business from one country to an additional country.

❁ Example

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

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

5 Trial Company Installation

As of SAP Business One 8.8, you can create trial companies for different purposes without needing to install a license file.

i Note

A trial company is available for use on 31 consecutive days only.

5.1 Creating a Trial SAP Business One Company

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

i Note

If the license file is not yet installed, the *Trial Version* checkbox is automatically selected and cannot be deselected.

5. 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 select any of the localizations supported by SAP Business One.
 - If the license file to be installed is country-specific, and the trial company has a different localization than that of the license file, the user cannot access the trial company once the trial period expires.
 - If the license file to be installed is country-specific, and the trial company has 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 indicating the country 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 any of the localizations supported by SAP Business One in the *Local Settings* field. If more than one license file is installed on the same license server,

select the required license in the *License* field. Once you select the required license, the behavior is the same as described above.

6. 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.

i Note

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

7. Choose the *OK* pushbutton.

6 License Key Request

6.1 Requesting License Keys

You can request a license key and the associated number of users by one of the following options:

- Use the support launchpad for SAP Business One <https://apps.support.sap.com/B1support/> (the preferred option, as all the necessary data is pre-filled)
- Use the direct url <https://launchpad.support.sap.com/#/licensekey/wizard> (not preferred, as you will need to enter the installation number manually)

The total number of users that you request 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 on SAP Service Marketplace. For more information, see SAP Note [578256](#).

i Note

When running SAP Business One analytics powered by SAP HANA, you will also need a SAP HANA Engine license key.

Procedure

Obtain Installation Hardware Key

To obtain the **installation hardware key**:

1. Use your web browser to navigate to the following URL: <https://<hostname>:<Port>/LicenseControlCenter>.

i Note

Alternatively, on the [Services](#) tab in the System Landscape Directory, you can click the license manager link to access the license control center.

2. In the [General Information](#) area, copy the hardware key.

i Note

Alternatively, from the SAP Business One [Main Menu](#), choose [Help](#) > [About SAP Business One](#) and obtain the hardware key from the [Hardware Key](#) field.

Request License Key

- Request a license key from the support launchpad for SAP Business One
 1. Select [Licenses Request](#) to enter [Internal License Key Generation](#) screen.
 2. On the [2 - Systems](#) tab, choose the [Add New System](#) icon.
 3. Select product, product version and insert system details. System ID, Database and Localization fields are automatically populated. Choose [Continue](#).
 4. On the [3 - Details](#) tab, choose the [Add License Key](#) icon, and select license key components (SAP components or partner add-ons). Only licensed users are available. Select the user type and enter the quantity.
 5. Choose [Add](#) to add it to the request table.
 6. Choose [Generate](#) to create the license keys. You can download the license key file immediately, or send it to one or more email addresses. Note to tick the checkboxes.
- Request a license key from the direct url <https://launchpad.support.sap.com/#/licensekey/wizard>
 1. Select [Licenses Request](#) to enter [Internal License Key Generation](#) screen.
 2. On the [1 - Installations](#) tab, select the installation number using filters, or manually enter the number. To select a customer, you can start to enter the name or customer number.
 3. Follow the same steps (Step 1 to Step 6) mentioned above in [Request a license key from the support launchpad for SAP Business One](#).

6.2 Returning Unused Licenses

You can return SAP licenses that are no longer in use by deleting the license keys in [Support Launchpad for SAP Business One](#).

i Note

Returning licenses does not reduce the number of contracted users. However, it does free licenses for use by different installations, possibly in a different location. The number of contracted users is the basis for the maintenance contract.

Procedure

1. Go to the [Support Launchpad for SAP Business One](#), and choose *Licenses Request* tile in the bottom right corner of the screen.
2. On the *2 - Systems* tab, select license keys you want to delete by ticking the checkbox in front of the components, then choose the trash can icon.
3. Confirm the decision, and the license key status will be changed to *Deletion pending*.
4. Choose the *Generate* button, and download the new license key file.
5. Install the new license key file.
For information about how to install a license key, see the SAP Business One *Administrator's Guide*.

6.3 Reassigning Users

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

i Note

In any reassignment of users, the number of users may not exceed the number of your licensed users.

Procedure

1. Shut down the existing SAP Business One system under the old installation number. For more information, see SAP Note [614911](#).
2. To request a license key for the new installation number, go to [Support Launchpad for SAP Business One](#), and choose *Licenses Request* tile in the bottom right corner of the screen. You can download the license key file immediately, or send it to one or more email addresses.

6.4 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](#).

i Note

If you are running **remote support platform for SAP Business One**, the system used by the support platform must remain active. Removing this system from the SAP license portal, will result in a failed connection between the support platform and SAP.

6.5 Installing License Keys

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

7 License Reporting and Connection Management

SAP Business One allows partners and system administrators to view license assignment reports, and to manage company connections.

The license assignment report displays the licenses assigned to each individual user, and facilitates efficient license utilization.

Partners and system administrators can view all connections to a particular company, and also have the ability to disconnect one or more users if so required. For example:

- A system administrator or partner needs to do certain maintenance work, and wants to disconnect all users.
- Certain users have a connection to the company database although they are not actually working (for example, this can happen after a system crash), so it is necessary to remove these connections to the company database.
- A user on a remote station is not currently working, however is still assigned to a license, and thus it is desired to assign this particular license to someone else.

7.1 License Reporting

SAP Business One enables a super user to display a report that shows all the licenses assigned to a particular user.

Procedure

1. Choose ► *Administration* ► *License* ► *License Administration* ► to display the *License Administration* window.
2. Select the *Assignment* tab.

The following table explains the fields in the in the *Assignment* tab:

Assignment Tab – Field Descriptions

| Field Name | Description |
|------------------|--|
| <i>User Name</i> | The name of the license user |
| <i>Locked</i> | Indicates If the license is locked or not – Yes/No |

| Field Name | Description |
|--|---|
| <i>Professional, Limited CRM, Limited Financials, Limited Logistics, Indirect Access</i> | Displays a read-only checkbox if a user is assigned to a specific license |
| <i>Total Assigned</i> | The sum of all assigned users for each license type |
| <i>Total Free</i> | The number of free licenses for each license type |

7.2 Connection Management

SAP Business One enables a super user to view all clients connected to the current company, and to disconnect selected clients as appropriate.

Procedure

1. Choose **Administration > Utilities > Connected Clients** to display the Connected Clients window. The following table explains the fields in the Connected Clients window:

Connected Clients – Field Descriptions

| Field Name | Description |
|-------------------------|---|
| <i>Client IP</i> | The client station IP address connected to the current company (note that the "client" refers to the client-server relationship, and not necessarily to an SAP Business One client) |
| <i>Client Name</i> | The name of the client station connected to the current company |
| <i>Process Name</i> | The name of the process connected on the client station. This can be either SAP Business One, an add-on, or any service connected (for example, Integration Framework services) |
| <i>Process ID</i> | The ID of the process connected |
| <i>User Name</i> | The name of the user connected to the current company |
| <i>Assigned License</i> | The particular type of license assigned to the user |
| <i>Log-In Time</i> | The time that the process connected (time stamp) |

To disconnect one or more clients:

i Note

Before disconnecting SAP Business One clients, you can send a **disconnection alert** message to all the users that are about to be disconnected, by choosing the *Send Message* pushbutton.

2. Select one or more clients in the list (as appropriate).
When selecting a specific client in the table, all the other processes in this client station will be **auto-selected** as well. The super user can then deselect the auto-selected processes as required.
3. Choose the *Disconnect* pushbutton.
A warning message is displayed: You are about to disconnect the selected clients. Do you want to continue?
4. Choose *Yes* or *No* (as appropriate).

Result

The clients that you selected are now disconnected from the current company.

8 SAP Business One Software Development Kit

The SAP Business One Software Development Kit (SDK) is a development toolkit that allows programmers to interface third-party applications with SAP Business One at the database level, and at the user interface level.

The development tools consist of tools and interfaces that allow you to access SAP Business One from third-party applications and vice versa.

i Note

When using Screen Painter, the SDK Tools license **must be assigned** to the particular user, otherwise Screen Painter will display an error message.

9 SAP Business One Starter Package

i Note

The SAP Business One starter package has been implemented as of release 8.81. The starter package is not supported by earlier releases.

You cannot use the SAP Business One starter package license with any other SAP Business One user licenses to generate a license key file, including SDK licenses and DI Server licenses.

If you upgrade the starter package with other license types, you need to assign the upgraded license to the users from the SAP Business One client.

10 More Information

To access all relevant SAP Notes about SAP Business One license keys:

1. Go to [Support Launchpad for SAP Business One](#).
2. Expand the *What are you looking for?* section, and choose the *SAP Notes Search* tile.
3. Review the list of relevant and up-to-date SAP Notes relating to SAP Business One license keys:
 - [Requesting a License Key for SAP Business One – 578256](#)
 - [Validity of the SAP Business One License Key – 765296](#)
 - [How to Order a Global License for SAP Business One 8.8 – 1487586](#)
 - [Deleting SAP Business One systems – 614911](#)
 - [Number of Licenses Assigned to Users Exceeded the Quantity Available – 776869](#)

10.1 Intercompany Integration Solution for SAP Business One

The integration solution is licensed as an extra product option to the standard SAP Business One user license. All contracted users (except the add-on access user, and indirect access user) must have this extra license as well as the normal user license.

The license for the intercompany integration solution includes the use of the **SAP Business One Integration Hub**, which is also included in the intercompany integration solution. For more information, see SAP Note [2838864](#).

10.2 SAP Business One Mobile App for iOS and for Android

The SAP Business One Mobile app for iOS and the SAP Business One Mobile app for Android are included in the normal SAP Business One user license. The actual functionality released to a specific user depends upon the particular user license held by the user (aligned with the functionality available in the standard SAP Business One client).

11 Frequently Asked Questions

How do I receive the license key from SAP?

After you have successfully requested license keys from [Support Launchpad for SAP Business One](#), you can download the license key file immediately, or send it to one or more email addresses. Once you have the license file, copy it to your computer and restart SAP Business One. When the license query appears, add the license file to it. For more information, see SAP Note [578256](#).

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. For more information, see SAP Note [765296](#).

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

For information about deleting SAP Business One license keys, see SAP Note [614911](#). For information about deleting SAP Business One license keys when the S-user is unknown, see SAP Note [781853](#).

For information about recovering your password, see *Forgot Password*.

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

Indirect Access authorizations must be ordered in your contract, either as separate licenses, or as part of the professional or limited or CRM user types. For more information, see *SAP Business One User Licenses*.

Note that the partner solution must be properly licensed by the appropriate partner.

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

Check the following:

1. The licenses have been assigned to users. For more information, see License Administration in the SAP Business One online help.
2. The user **did not** log on in the same domain as the license server.
3. The date and time of the machine are **the same** as the date and time on the license machine.
4. The user is known on the license machine.
5. If there is a firewall on the license machine, consult your network administrator to find out what type of authentication your network requires.

How does the DI Server license work?



The license mechanism allows the DI Server to operate with the licensed number of cores. The DI server is limited to using the number of core licenses available to it (or less if that many cores are not available in the host MS Windows operating system). Note that the DI server is not able to take advantage of extra cores available in the operating system, that exceed the number of licensed cores. For more information, see SAP Note [890591](#).

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