How to Request License Keys for SAP OEM Partners

A step-by-step guide

SAP Global License Audit & Compliance

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What You Need to Get Started

- S-user login and password for the SAP Support Portal
- S-user has rights to request license keys
- Identify installation number associated with OEM agreement

Should you require assistance with any of the above, please reach out to the partner support team at oempartner@sap.com
System Types to be Used for OEM Key Requests

Production System
For end-customer deployments

Development System
For OEM Partner test&development or trial keys as defined in the partner agreement.
Where to Request a License Key


From the main menu, click on ‘My Support’ → ‘Keys’ → ‘License Keys’
Where to Request a License Key

From here, you can ‘Launch the License Key Application’
(Requesting License Keys: Example Case – SAP BusinessObjects)

To start the request process, search for an installation number either choosing from the dropdown or directly entering your installation number if known.

Choose the SAP BusinessObjects Installation number which was created for your OEM order. The installation number should have “OEM” in the installation name.
Requesting License Keys: Example Case – SAP BusinessObjects

Next, select the ‘+’ icon to ‘Add New System’ for system setup

Insert system details (see next).
Not sure which System Type to select? See here. The SAP Product field options are based on available licenses.

Please note: ‘System ID’ and ‘System Name’ are for free text to help you identify your end customers’ license keys.
Requesting License Keys: Example Case – SAP BusinessObjects

Once the system is created, choose the license material and version for which you want to request a license.

Select the ‘+’ icon to ‘Create License Key Request’
Requesting License Keys: Example Case – SAP BusinessObjects

License Material options are shown based on licensed materials in the order.

Choose the Version and Number of Licenses.

Select ‘Add’ and then ‘Generate’
Requesting License Keys: Example Case – SAP BusinessObjects

The license key is immediately generated, which you can copy and paste. As it may be a license file, you have the possibility to download the file or email it to your inbox.
Requesting Upgrade License Keys

Upgrade Existing Keys Requested via SAP Support Portal

*Please note:* This process only applies to production keys that were originally requested via the SAP Support Portal.

To upgrade your license keys, you will need to edit the existing system. Once you have selected your installation, click the line of the system that you would like to edit.

*To get the license key for the SAP HANA database you need to request for an additional ‘New System’. **Do not request** for the already existing ERP or NetWeaver system.
Requesting Upgrade License Keys

On step 3 – Details, click 'Edit'

License Keys (1)

<table>
<thead>
<tr>
<th>Material</th>
<th>Description</th>
<th>Version</th>
<th>Quantity</th>
<th>Valid Until</th>
<th>License Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>70161723</td>
<td>BI &amp; SAP BO BI Bus Intell Platt (C3)</td>
<td>XI 4.1</td>
<td>10</td>
<td>Permanent</td>
<td><strong>X</strong></td>
</tr>
</tbody>
</table>
Requesting Upgrade License Keys

Update the product version to new version and for System name type ‘Upgrade key for <customer name>’. Click ‘Continue’.
Requesting Upgrade License Keys

Select the appropriate license material, version and number of licenses.

Number of licenses is the quantity per license key
Number of keys is the quantity of separate keys requested for the same number of licenses
(default is 1; maximum is 10 per request)

‘Add’ the request and ‘Generate’ the key.
Requesting Upgrade License Keys

The license key is immediately generated and you can copy and paste it. In case it’s a license file, you have the possibility to download the file or email it to your inbox. The old key will still be visible in your records.
Requesting Upgrade License Keys

 Upgrade Existing Keys Not Visible on SAP Support Portal

Existing SAP BusinessObjects keys are not listed on Support Portal. Original keys were requested via Partner Keycode Generator (PKG) or your SAP account manager.

Please follow the same process to request production keys except for the "System name" field, type 'Upgrade Key for <customer name>'.

The license upgrade detail should also be included on your royalty report to ensure correct invoicing.

Additional Information

Only license keys with the same OEM code can be installed together. An error message may appear if there is an attempt to add a key with a different OEM code to an existing installation. Detailed information can be found in SAP Knowledge Base Article (KBA) 1958868 - Troubleshooting SAP BusinessObjects Coded License Keys
Requesting License Keys – SAP Sybase OEM

- Follow the license key request process for SAP Sybase – see the guide ‘SAP Sybase’ under ‘License Keys Help’ - https://support.sap.com/en/my-support/keys.html

- It is only necessary to generate one license key for system type ‘Production’ – this same license key can be used for all end-customer deployments

- The ‘Production’ license key can also be used for OEM partner internal use as described in your OEM partner agreement.
Requesting License Keys – SAP B1 (Business One)


- Request license key for either Production or Development System as per rules in section 2 above - [System Types to be used for OEM Key Requests](https://partneredge.sap.com/en/library/assets/products/ent_mng/sbo/sell/order_license/request_licenses/hat_htg_b1_license_key.html)
Requesting License Keys – SAP ERP/HANA

- Request license key for either Production or Development System as per rules in section 2 above- System Types to be used for OEM Key Requests.

- Follow the license key request process – see the guide ‘SAP Applications on SAP HANA’ under ‘License Keys Help’ - [https://support.sap.com/en/my-support/keys.html](https://support.sap.com/en/my-support/keys.html)
How to Request Assistance or Support With License Keys

For assistance with OEM license keys please open an incident in the SAP Support Portal with a component below [https://launchpad.support.sap.com/#incident/solution](https://launchpad.support.sap.com/#incident/solution):

**XX-SER-LIKEY** – for SAP ERP/HANA

**XX-SER-LIKEY-BOJ** – for SAP BusinessObjects

**XX-SER-LIKEY-SYB** – for SAP Sybase

Please ensure the case is opened using the relevant OEM Installation number and System.

For any other technical support issues, please log an incident through the Support Launchpad at [https://launchpad.support.sap.com/#incident/solution](https://launchpad.support.sap.com/#incident/solution).

For contractual questions, please email your OEM SAP Partner Manager or contact SAP Contracts by completing the request form at [https://support.sap.com/support-programs-services/about/contact-us.html](https://support.sap.com/support-programs-services/about/contact-us.html)