SAP Customer Checkout
License Management
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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?

➢ Additional functionality and information
  ➢ Further options
  ➢ License Statuses
  ➢ Error messages
License Management: Introduction
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
How to request a new license key and activate in SAP Customer Checkout 2.0 FP08?
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-requisite:**
   - 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**
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)

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)

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.
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).

A txt.file is downloaded with all License Key Information
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.
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

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“.
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).
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).

Your POS system has now status „Licensed“.
How to Add Further Licenses?
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 click “**Add License Key**” (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?
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)

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)

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)

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.
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).
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.

What to Do in Case of Hardware Changes?
SAP Customer Checkout (2/2)
Additional Functionality and Information
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.
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.
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.
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.
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.

![Screenshot of SAP Customer Checkout manager Login screen with 'Expired' status and hardware key details.]
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.
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.
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.

![Error Message](image-url)

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.


SAP Community: https://www.sap.com/community/tag.html?id=67838200100800006251

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