Obtaining Remedy / BMC Helix Innovation Suite License Keys

A license key is a value that enables you to activate a licensed component. Each key is tied to a particular unique characteristic of the licensed system. Depending on the version of the software, this is either the host or the database. Correspondingly a unique entry is therefore required within the Add or Remove Licenses tool for each server or each instance.

To request a temporary or permanent key, use the BMC Support Central site.

<table>
<thead>
<tr>
<th>Key type</th>
<th>Information required</th>
</tr>
</thead>
</table>
| Temporary      | • Support contract ID  
                 | • Email address  
                 | • AR System Server / Innovation Suite version  
                 | • AR System server host ID / Innovation Suite database ID |
| Permanent      | • Support contract ID  
                 | • Purchase order number  
                 | • Email address  
                 | • AR System Server / Innovation Suite version  
                 | • AR System server host ID / Innovation Suite database ID  
                 | • Site Name default to Support Contract ID |

To access the self-service generator, you must be active on support and own an active user login account on BMC Support Central. If you do not know your user ID and password for the site, contact BMC Customer Support Contacts for your region.

License keys required by AR System / Innovation Suite version

**For AR System version 7.0.01 or earlier**, a product license key is required for Remedy server, applications, add-on modules, and number of users.

**For AR System version 7.1.00 to 20.02**, a product license key is only required for Remedy server. A valid license from BMC is still required for BMC applications, add-on modules and users, but a product license key is not. You are licensed to use only the capacity that you have purchased pursuant to your license agreement and applicable order.

**For BMC Helix Innovation Suite version 21.05 or later**, a product license key is only required for the Innovation Suite instance. A valid user license from BMC is still required to be purchased for all users on a production instance, but a license key is not required for anything other than Innovation Suite instance. You are licensed to use only the capacity of users that you have purchased pursuant to your license agreement and applicable order.
Requesting temporary or permanent license keys

1. Log in to BMC Support Central.

2. Click My Support and select License and Passwords. You will require a valid Support Contract ID to access the below links.

3. Go to Remedy License Keys and click Request a New License. 
   Or click Request a Trial/Temporary Licenses if temporary licenses are needed. Trial licenses are for 30 days only.

4. Agree with the End User License Agreement.

5. Agree with the Export Compliance Statement

6. Enter the required (*) information.
   For AR System 7.1.00 to 20.02, the required information includes the following:

   **Request New License**

<table>
<thead>
<tr>
<th>Support Contract Id*</th>
<th>Verify your SupID appears here</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Order Number*</td>
<td></td>
</tr>
<tr>
<td>Email Address*</td>
<td></td>
</tr>
<tr>
<td>What version is your AR Server?</td>
<td>7.1 and Higher</td>
</tr>
<tr>
<td>Site Name*</td>
<td></td>
</tr>
<tr>
<td>Host ID*</td>
<td>00000000000 (NO DASHES)</td>
</tr>
</tbody>
</table>

   a. Verify that your available Remedy licensed products and features are related to the Support Contract ID displayed on the form.

   b. To Request a New License, the Purchase Order Number is required for the Remedy licensed products and features. If you do not have this information, send an email to customer_support@bmc.com or use the BMC Customer Support website at http://www.bmc.com/support and submit a case.

   c. Verify the correct AR Server version. This is required for a valid license key.

   d. To find the HostID by operating system:

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>1. Open a command window on the server computer.</td>
</tr>
<tr>
<td></td>
<td>2. At the prompt, enter ipconfig /all.</td>
</tr>
<tr>
<td></td>
<td>3. Find the physical address for the server computer. For example, the physical address is 00-FF-B0-AB-3D-07. BMC uses the physical address</td>
</tr>
</tbody>
</table>
of your computer without the dashes.

4. To use the server host ID to obtain your license key, remove the dashes from the physical address. In this example, the server host ID that BMC uses to license the AR System server is **00FFB0AB3D07**.

5. Use this information to generate your permanent or temporary license key.

<table>
<thead>
<tr>
<th>Linux</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Open a terminal.</td>
</tr>
<tr>
<td>2. At the prompt, enter <code>ifconfig</code>.</td>
</tr>
<tr>
<td>3. Record the Hardware Address. For example, the Hardware Address is <code>HWaddr 00:50:56:AC:04:10</code>.</td>
</tr>
<tr>
<td>4. To use the server host ID to obtain your license key, remove all the colons from the value and convert uppercase letters to lowercase. In this example, the server host ID that BMC uses to license the AR System server is <code>005056ac0410</code>.</td>
</tr>
<tr>
<td>5. Use this information to generate your permanent or temporary license key.</td>
</tr>
</tbody>
</table>

**For Innovation Suite 21.05 and higher**, the required information includes the following:

1. **Verify that your available Innovation Suite based licensed products and features are related to the Support Contract ID displayed on the form. If this is not the correct Support Contract ID, see the section on managing your support IDs in the **BMC Support Central User Guide**.**

2. **Verify the correct Innovation Suite version: 21.02 and Higher. This is required for generating a valid license key via database ID.**

3. **To find the database ID use the following steps:**
   
i. Log into the mid-tier UI for Innovation Suite, using a user account with platform administration permissions
   ii. Open **AR System Administration Console**
   iii. Navigate to **System → General → Add and Remove Licenses** screen
   iv. Select and copy the value of **Current Database ID** field from the screen, located above the table
7. Select **Product Feature** and enter 1 on **Quantity Requested** from your list of Product Features and Qty remaining available for this Support Contract and PO Number.

8. Click **Request License**.
   
   **NOTE:** You can only request 1 license key at a time.
   
   Your license key will be sent to your email.

**Adding and removing licenses in your Remedy AR System Server / BMC Helix Innovation Suite Instance**

Procedures for adding and removing licenses vary for AR System / Innovation Suite version. See the instructions following that match your version.

**Adding or removing licenses (AR Server version 7.1.00 to 20.02)**

1. In a browser, log on to the AR System server.
2. Open the **AR System Administration Console**.
3. Select **System > General > Add or Remove Licenses**.
4. Select **Add New**.
5. Select **AR Server**, and then enter the **Number of Licenses**.
For server and application licenses, enter 1.
For user licenses, enter any number greater than 0.

6. Add the license key with the dash in the key.
   Make sure that you do not leave any leading or trailing spaces.

7. Enter the **Expiration Date** (if the key is temporary) in the same format as mentioned on the key structure.

8. Click **Save**.

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**Adding and Removing Licenses (Innovation Suite version 21.05 and higher)**

1. In a browser, log on to the mid-tier UI of Innovation Suite instance (AR System).
2. Open the **AR System Administration Console**.
3. Select **System > General > Add or Remove Licenses**.
4. Select **Add New**.
5. Select **AR Server**, and then enter the **Number of Licenses**.
6. For server and application licenses, enter 1.
7. For user licenses, enter any number greater than 0.
8. Add the license key.
   Make sure that you do not leave any leading or trailing spaces.
9. Enter the **Expiration Date** (if the key is temporary) in the same format as mentioned on the key structure.
10. Click **Save**.
**TIPS:**

- Add only one license key per application, but add enough user licenses for the various Remedy ITSM applications that you are licensed to use.

- From the list displayed, select the type of license that you want to add. The License Type field is updated with the license type that you selected. Select the number of licenses and enter the license key, if applicable.

- Click **Generate License Usage Report** to communicate license usage to your support and account representatives.

**Adding or removing licenses in the Remedy Administrator client (prior to 7.1 AR Server product version)**

1. From the list of applications on the IT Home page, select **AR System Administration > AR System Administration Console**.
2. Select your server (highlight it).
3. Select **File > highlight licenses > Add or Remove Licenses**.
4. When the new window opens, fill in the details carefully and ensure that there are no leading/trailing spaces in the respective fields. Fill in the details as exactly in the license information.
5. After you have filled in the respective fields, click the **Add Licenses** tab and the license will be applied and you will receive a confirmation message that the license has been applied successfully.