

# Obtaining Remedy License Keys

A license key is a value that enables you to activate a license. Each key is tied to a particular host; a unique entry for each server is therefore required within the Add or Remove Licenses tool. To request a temporary or permanent key, use the BMC Support Central site.

Key type	Information required
Temporary	<ul style="list-style-type: none"><li>• Support contract ID</li><li>• Email address</li><li>• AR System server version</li><li>• AR System server host ID</li></ul>
Permanent	<ul style="list-style-type: none"><li>• Support contract ID</li><li>• Purchase order number</li><li>• Email address</li><li>• AR System server version</li><li>• AR System server host ID</li><li>• Site Name default to Support Contract ID</li></ul>

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 version

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

**For AR System version 7.1.00 or later**, a product license key is only required for Remedy AR Server. A valid license from BMC is still required for the 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.

## 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.

Request New License
View Current Licenses

**Support Contract Id\***

**Purchase Order Number\***

**Email Address\***

**What version is your AR Server?**

**Site Name\***

**Host ID\***

Verify your SupID appears here



7.1 and Higher ▾

000000000000 (NO DASHES)

- 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](mailto: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:

Operating system	Steps
Windows	<ol style="list-style-type: none"> <li>1. Open a command window on the server computer.</li> <li>2. At the prompt, enter <b>ipconfig /all</b>.</li> <li>3. Find the physical address for the server computer. For example, the physical address is <b>00-FF-B0-AB-3D-07</b>. BMC uses the physical address of your computer without the dashes.</li> <li>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 <b>00FFB0AB3D07</b>.</li> <li>5. Use this information to generate your permanent or temporary license key.</li> </ol>
Linux	<ol style="list-style-type: none"> <li>1. Open a terminal.</li> <li>2. At the prompt, enter <b>ifconfig</b>.</li> <li>3. Record the Hardware Address. For example, the Hardware Address is <b>HWaddr 00:50:56:AC:04:10</b>.</li> <li>4. To use the server host ID to obtain your license key, remove all the colons</li> </ol>

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 **005056ac0410**.

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

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.

There are 10 products(s) available for licensing on this PO#. Please indicate the quantity of each product you would like to license.

Product Description	Product Feature	Quantity Requested	Quantity Remaining
Remedy IT Service ...	AR Server	1	49
Atrium Discovery and...	AR Server		1
Remedy IT Service ...	AR Server		50
Remedy IT Service ...	AR Server		48
Atrium Discovery and...	AR System - Dedicated Server		1
Atrium Discovery and...	BMC Atrium Integration Engine		1
Atrium Discovery and...	BMC:Atrium CMDB Application		1

Refresh Request License

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 AR System Server

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

### Adding or removing licenses (7.1 and higher AR Server product version)

1. In a browser, log on to the AR System server.
2. Open the **Remedy 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**.
  - o For server and application licenses, enter **1**.
  - o 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**.

### **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.