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	• Temporary Support contract ID • Email address • AR System server version • AR System server host ID
Permanent	• Full Support contract ID • Email address • AR System server version • AR System server host 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 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 these early versions, please contact BMC Customer Support and they will assist you with key generation. BMC no longer supports user-generated keys for these versions of AR System.

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 / Purge Licenses**.

4. Enter the required (*) information.

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

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

c. Obtain the correct Host ID or Database ID:

   • **For versions 7.1.00 through 7.5.00**, obtain the Host ID: open the Licenses->Add/Remove Licenses window in the Remedy Administrator tool, and select a server product. The Host ID will be displayed.

   • **For versions 7.5.00 through 20.08**, obtain the Host ID: open the System->General->Add or Remove Licenses items from the left-hand navigational bar through BMC Remedy AR System Administration Console as an Administrator. In the top right, you will see the current Host ID.

   • **For versions 21.02 and later**, obtain the Database ID: open the System->General->Add or Remove Licenses items from the left-hand navigational bar through BMC Remedy AR System Administration Console as an Administrator. In the top center, you will see the current Database ID.

5. Select **Product Feature** from your list of Product Features available for the Support Contract

Entitled Products (1 of 23)

Product Description ⇅	Product Feature ⇅	Quantity Remaining ⇅	Quantity Per Pack ⇅
⦿ Remedy AR System Server	AR Server	1	3
◯ Remedy AR System Server	AR Server	1	3
◯ Remedy AR System Server	AR Server	7	3
◯ Remedy AR System Server	AR Server	1	3
◯ Remedy AR System Server	AR Server	497	3

6. Click on **Next** and provide the license key delivery **e-mail address**.

Selected Product

Product Description	Product Feature	Quantity Requested
Remedy AR System Server	AR Server	1

Email Address (required)

Enter a valid email address	⚠

7. Click on **Continue**.

8. Agree with the **End User License Agreement** or **Trial Agreement** as displayed.

9. Agree with the **Export Compliance Statement**.

10. 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.