

License Guide for SAP Business One 9.1



Document History

The following table provides an overview of the most important document changes.

Version	Date	Description
1.0	2014-05-02	Final

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1 About This Guide

This document describes the SAP Business One licensing system, the various licensing options, and the license request procedures. In addition, an FAQ section provides answers to the most common questions related to licensing issues.

For information about licensing requirements for specific features, access sappartneredge.com and search for the document *SAP Business One License Comparison Chart*.

i Note

This document is based on the official SAP master price lists for SAP Business One. For more information, contact your local partner manager.

2 SAP Business One Licensing System

2.1 Overview

The licensing mechanism in SAP Business One consists of the following main components:

- **License server** – manages license requests, and can be installed on any computer in the organization
- **License file** – generated by SAP on request, and contains the licenses you have purchased plus other relevant information
- **External API** – enables partners and third parties to retrieve information from the license server using public interfaces. For more information, see the SAP Business One SDK Help Center.

i Note

As of SAP Business One 8.8, the license server also functions as a security server. For more information, see *Managing Security in SAP Business One* in the *SAP Business One Administrator's Guide*.

2.2 Method of Operation

SAP Business One workstations read the name of the license server to which they connect from the `SLIC` table in the `SBO-COMMON` database. All company databases sharing an `SBO-COMMON` database use the same license file. In addition, several `SBO-COMMON` databases can point to the same license server.

3 SAP Business One User Licenses

SAP Business One is based on a **named user** licensing model, in which each license is granted to a specific user name. A named user is an employee of a customer, a subsidiary, or a third-party business, who is authorized to access, directly or indirectly, the licensed SAP Business One software.

Employees may not share a single user name to log on to SAP Business One.

Assigned licenses to a named user are not specific to a company database. Using the same user name, a named user can log on to SAP Business One twice, for example, to access a second company.

i Note

SAP is allowed at all times and without prior notice, to enforce and restrict the new user types in all software releases according to the contracted functionality. No rights are derived because SAP has issued user types in the license key that have more functionality than those user types contracted by the user. SAP is entitled to implement the new user types in the SAP Business One software at any time without prior notice, such that the delivered license keys fulfill the contracted licenses.

Depending on the type of user license granted, users may either have full control of a window (form), or open a window (form) in read-only mode, or have no access at all.

The SAP Business One application includes the following license user types:

- *Professional User* – has full access to the sales, financials, administration, and business partner functionality, including indirect access (see definition below).
- *Limited CRM User* – has access rights to the SAP Business One sales, sales opportunities, and service modules and functionality including related reports, and can search company knowledge bases. This license also includes indirect access.
- *Limited Financials User* – has access to accounting, payments, and other financial and banking functionality, including generation of the related reports. This user cannot create or print sales invoices. The license also includes indirect access.
- *Limited Logistics User* – has access to sales, purchasing, inventory, production, and warehouse functionality, including generation of the related reports. This license also includes indirect access.
- *Indirect Access User* – has access to any SSP solutions (developed with the SAP Business One DI-API) only. The Indirect Access license is bundled with the DI server. Users who have an Indirect Access license can access a limited number of application forms, but cannot perform any functions with the SAP Business One application. Users who have an Indirect Access license can access an unlimited number of SSP solutions.
- *SAP Business One Starter Package User* – a **maximum** of 5 users is allowed for this license type, and these cannot be mixed with other user types in the contract. The user can access all SAP Business One functionality except for **advanced functionality** in financial, sales, purchase, inventory, production, and service. Additionally, this user cannot use approval procedures, Quick Copy, and SAP Business One Integration for SAP NetWeaver (B1iSN). This license also includes indirect access. For more information, see *SAP Business One Starter Package*.

The following licenses are supported but not available for purchase:

- *SAP Business One CRM Sales User* – has access rights to the SAP Business One CRM Sales functionality. It includes the rights granted under an *SAP Business One Add-on-Access User* license. The *SAP Business One CRM Sales User* does not include the rights granted under an *SAP Business One Web CRM User* license.
- *SAP Business One CRM Service User* – has access rights to the SAP Business One CRM Service functionality. It includes the rights granted under an *SAP Business One Add-on-Access User* license. *The SAP Business One*

CRM Service User does not include the rights granted under an *SAP Business One CRM Anywhere* license (the user license for WebCRM). It enables companies to manage service processes, such as service contracts, service calls, and tracking equipment at a customer site. This user has access to a solution search from a knowledge base within the system. In addition, the user has access to operational and managerial reports, such as open service calls, service contracts (for example, by contract renewals), response time by assigned to, service monitor, and others.

- *SAP Business One Add-on-Access User* – has access to the SAP Business One software through a third-party product approved by SAP. This user applies as follows:
 - If a customer uses a solution (add-on/extension) developed by an SAP Business One partner with the SAP Business One Software Development Kit (SDK), using the Application Programming Interface(s) (API(s)), an *SAP Business One Add-on-Access User* must be licensed.
 - If customers run several partner solutions, they need to license one *SAP Business One Add-on-Access User* for each running solution.
 - The *SAP Business One Add-on-Access User* – enables customers to use only partners' solutions without having to license an SAP Business One Professional User. The *SAP Business One Add-on-Access User* includes limited SAP Business One functionality (the functionality that is part of the integration between the partner solution and SAP Business One).

i Note

For information about licensing requirements for specific features, look for the “SAP Business One license comparison chart” on sappartneredge.com.

➔ Recommendation

If you are planning to upgrade from a software version prior to SAP Business One 8.8, we recommend that you use the SAP Business One license validation service (LVS). LVS allows you to check the compatibility of your current licenses with the new release.

3.1 Logon Limitations

SAP Business One is licensed by “named user”, meaning that all employees must have their own named user licenses. Named user licenses cannot be shared between employees. SAP Business One however can be used from different machines, for example, to allow users to display certain information on a different computer.

You can log on to a SAP Business One client multiple times in a given Microsoft Windows session using the same user ID. If you try to log on to SAP Business One client in another Microsoft Windows session, using the same user ID, all SAP Business One clients running within the first Microsoft Windows session using this user ID will be locked, and it will be impossible to log on to the SAP Business One client from any additional Microsoft Windows session using the same user ID. Note that a Microsoft Windows session can be either a new Microsoft Windows login on the same machine (with the same Microsoft Windows user ID, or a different MS Windows user ID) or a login from a second station.

Note that the user “manager” is allowed to log on to a SAP Business One client from two separate MS Windows sessions without locking the first MS Windows session. The reason for this is to allow certain scheduled background tasks such as reporting, or data import, to run and not to interfere with normal usage. It also allows a support consultant to log on to SAP Business One without using a license.

Note that you are not allowed to use dual log on with user “manager” to SAP Business One for productive usage. Active logging and audits can also be used to validate system usage.

Note that license validation for SAP Business One SDK, intercompany integration solution for SAP Business One, and SAP Business One mobile app for iOS and Android, is not affected by these logon limitations.

3.2 Included Components

You do not need to request a separate license for the components listed below. You receive them automatically with your request for user licenses.

i Note

License component names for SAP Business One will end with the file extension “_SQL”.

The following table shows individual components and the number of users assigned to them:

Table 2: License Components and Users

Component	No. of Users
Software Development Kit – Implementation Version	99999
SDK Tools	99999
SAP AddOns	99999
Compatibility License for AddOns	99999
Localization**	1
Version 8.8	1
CUSTN-*****	1
B1iINDIRECT MSS	1

i Note

CUSTN-*****: The customer number to which the license was granted.

Localization **: The localization to which the license key was issued.

i Note

The *Compatibility License* is included in SAP Business One to enable add-ons not registered at SAP to work together with SAP Business One. *Compatibility Licenses* in release versions prior to SAP Business One 8.8 did not check if a user connecting through a nonregistered add-on held a valid user license. As of SAP Business One 8.8, we have implemented this licensing rule in the *Compatibility License*. All users connecting through nonregistered add-ons must hold a valid user license. Users of all license types can access an unlimited number of add-ons. That is, the license types *Professional User*, *Limited CRM User*, *Limited Financials User*, *Limited Logistics User*, *SAP Business One CRM Sales User*, *SAP Business One CRM Service User*, and the *SAP Business One Starter User*, all include *Indirect Access* authorizations.

4 SAP Business One Starter Package

The SAP Business One Starter Package is designed for small companies starting an initial enterprise resource planning (ERP) implementation. It covers the most commonly used functionality for small companies that do not need to use advanced SAP Business One functionality. This license type is intended to be used in combination with a rapid (fixed and standardized scope) implementation.

The following conditions apply:

- The SAP Business One Starter Package can be licensed to a **maximum** of 5 Starter Package users.
- The SAP Business One Starter Package user cannot be mixed with any other SAP Business One user type.
- When upgrading to other user types, all SAP Business One Starter Package users must be upgraded to regular user types.
- The SAP Business One Starter Package cannot be combined with the SDK Development License, or the DI Server License.
- SAP Business One integration for SAP NetWeaver (B1iSN) is not available for the SAP Business One Starter Package.

i Note

The SAP Business One Starter Package has been implemented as of release 8.81. The SAP Business One Starter Package is not supported by earlier releases.

5 Localized Licenses

As of SAP Business One 8.8, each license is localization-specific. The different scenarios and their respective licensing policies are as follows:

- **Single country** – the customer uses SAP Business One in one country only. In this case, the license is generated for the specific country and the customer can create or access SAP Business One companies belonging to that localization only.
- **Multiple countries** – the customer has offices in more than one country, and uses SAP Business One in the different locations, with each location having a different database set to a different localization. In such a case the following options are available:
 - **License file per country** – a country-specific license file (as described above) is generated for each country according to that country's requirements (number of users, type of users, and so on). You can install the different license files on the same server; to do so, you must have a different installation for each location. If one database server is used for companies belonging to different countries, the users are licensed to access companies belonging to the licensed localization only. This licensing model is also applicable in cases where a customer extends the business from one country to an additional country.



Example

A customer has offices in Germany and Austria. In each country, there are SAP Business One companies with their respective localizations. The SAP Business One companies are located on the same server in Germany.

The customer receives two license files: one for the users and the SAP Business One company belonging to the office in Germany, and the other for the users and the SAP Business One company belonging to the office in Austria. The users in Germany are able to access only the German SAP Business One company, and the users in Austria are able to access only the Austrian SAP Business One company.

- **Global license** – this license file enables you to access and create SAP Business One companies in all localizations supported by SAP Business One. This license is mainly for large customers that have branches in many different countries, and require constant access to the SAP Business One companies in different localizations. For more information about how to order a global license for SAP Business One, see SAP Note [1487586](#).



Note

Customers who upgrade from release versions prior to SAP Business One 8.8, and who signed their initial SAP Business One contract with SAP before January 1, 2010, receive the global license even if their company is in a single location.

6 Trial Company Installation

As of SAP Business One 8.8, you can create trial companies for different purposes without needing to install a license file.

i Note

A trial company is available for use on 31 consecutive days only.

You may want to create a trial company if one of the following situations apply:

- The customer is not yet working with the productive system, or has just begun working with SAP Business One and would like to gain experience and learn about the business processes implemented within SAP Business One.
- The customer must start working with the productive system but for some reason the license file is not yet available for installation. In this case, the customer can start working in a trial company. Once the license file is in place, the trial company can become a regular company without being affected by the 31 days expiration period. The license file must be generated and installed within 31 days of the creation of the trial company. Productive use is not yet allowed because no End User License Agreement (EULA) has been signed. However, customers can prepare for “go-live” with an unlicensed trial company.

6.1 Creating a Trial SAP Business One Company

Procedure

1. Activate the SAP Business One application. In the SAP Business One logon window, choose the *Change Company* pushbutton.
2. In the *Choose Company* window, choose the *New* pushbutton.
3. In the *Site User* window, enter the site password, and choose the *OK* pushbutton.
4. In the *Create New Company* window, select the *Trial Version* checkbox.

i Note

If the license file is not yet installed, the *Trial Version* checkbox is automatically selected and cannot be deselected.

5. Specify the company name and database name.

Caution

Before setting values in the *License* and *Local Settings* fields, note the following:

- If the license file is not installed yet, the *License* field is empty and disabled, and in the *Local Settings* field, you can select any of the localizations supported by SAP Business One.
 - If the license file to be installed is country-specific, and the trial company has a different localization than that of the license file, the user cannot access the trial company once the trial period expires.
 - If the license file to be installed is country-specific, and the trial company has the same localization as that of the license file, the trial company can become a regular company once the license file is installed.
 - If the license file to be installed is a global license, once it is installed, the trial company (regardless of its localization) can become a regular company.
- If the license file is installed, the license information indicating the country is displayed in the *License* field:
 - If the license is country-specific that country is displayed in the *Local Settings* field and determines the localization of the trial company (you cannot change it).
 - If the license is global, you can select any of the localizations supported by SAP Business One in the *Local Settings* field. If more than one license file is installed on the same license server, select the required license in the *License* field. Once you select the required license, the behavior is the same as described above.

6. Set the required values in the *License* and *Local Settings* fields, select a chart of accounts and a base language, and specify a posting period.

Note

If you have not imported the license file yet, the *License* field displays the following value: Trial Version.

7. Choose the *OK* pushbutton.

7 End User License Agreement (EULA)

As of SAP Business One 8.8, the end user license agreement (EULA) that used to be signed by the customers at the same time as signing the contract, is embedded in the application.

i Note

The EULA must also be signed for trial versions.

Each SAP Business One company is subject to a EULA. Companies who have more than one company database, must accept a EULA for each company database. The EULA window appears when you first log on to the SAP Business One company after an installation or an upgrade took place.

7.1 Signing the EULA for the First Time

Procedure

1. Activate the SAP Business One application, and log on to the required SAP Business One company.
The *SAP Business One End User License Agreement* window appears.
2. In the *Name* and *Job Title* fields, specify your name and position. Note that these details are recorded in the database once you sign the form.

i Note

The person who fills out this form must have the appropriate authority to perform this action on behalf of the company.

3. Read the EULA details carefully, and select the checkbox below the *Job Title* field.
4. To indicate your acceptance, choose the *Accept* pushbutton.

i Note

The *Accept* pushbutton is **only enabled** after you have specified the name and job title, and selected the checkbox.

Result

The details of the EULA acceptance are recorded in the database.

To display the EULA details, choose **Administration > License > End User License Agreement**, and then choose **Help > About SAP Business One**.

7.2 Reviewing the EULA Acceptance Details

Every instance of EULA acceptance is recorded and saved in the company database. Superusers can view the details in [Administration](#) > [License](#) > [End User License Agreement](#).

The following table explains the fields in the *End User License Agreement* window:

Table 3: End User License Agreement Window - Field Descriptions

Field	Description
#	The sequential number of the EULA acceptance instance. By default this column is sorted in descending order, so the latest instance appears first. To view the EULA document related to this instance, click the icon.
Install #	The installation number of SAP Business One as it appears in the <i>Installation Number</i> field, in the <i>About SAP Business One</i> window.
Licensor	SAP AG or the local SAP subsidiary who granted the license.
Licensee	The SAP Business One customer who purchased the license.
EULA Type	Indicates whether the EULA is for a productive system or a trial version.
Name, Job Title	The details of the signee, as entered in the <i>Name</i> and <i>Job Title</i> fields in the <i>SAP Business One End User License Agreement</i> window.
Date	The date on which the EULA was accepted.
Authority	Indicates the status of the checkbox in the <i>SAP Business One End User License Agreement</i> window. The value Yes indicates that the checkbox has been selected.
User Name	The SAP Business One user who accepted the EULA.

7.3 Resigning the EULA

You can only specify the details of one signee in the *SAP Business One End User License Agreement* window. Companies requiring a cosignatory for legal documents can use the function *Sign EULA Again* for this purpose. Resigning can also be done if the original acceptance was done by a person that was not appropriately authorized.

Note

The following procedure can also be used if a mistake is found in the existing acceptance details.

Procedure

1. From the SAP Business One *Main Menu*, choose [Administration](#) > [License](#) > [End User License Agreement](#).

The *End User License Agreement* window appears displaying the EULA signatures submitted so far.

2. Choose the *Sign EULA Again* pushbutton.

The *SAP Business One End User License Agreement* window appears.

3. Fill in the signee details, select the checkbox, and then choose the *Accept* pushbutton.

Result

- The *About SAP Business One* window is updated with the details of the latest EULA acceptance.
- A new row is added to the table in the *End User License Agreement* window.

8 SAP Business One Software Development Kit

The SAP Business One Software Development Kit (SDK) is a development toolkit that allows programmers to interface third-party applications with SAP Business One at the database level, and at the user interface level.

The development tools consist of tools and interfaces that allow you to access SAP Business One from third-party applications and vice versa.

Each SAP Business One Software Development Kit license allows rights of use for a **maximum of 20** SDK programmers working at the same time.

i Note

The SAP Business One Software Development Kit **cannot be licensed** in combination with an SAP Business One Starter Package.

9 License Key Request

9.1 Requesting License Keys

You can request a license key and the associated number of users that you need for your installed partner solution (s) by selecting the solution(s) in **sappartneredge.com**. The total number of users that you request for partner solutions must not exceed the number of users you have contractually licensed for add-on access.

Caution

SAP issues a time-limited license key (two weeks or to the contract end date) when your license key request exceeds the license you have purchased by:

- The number of users
- Your contract end date
- Modules for which you have not bought a license

Prerequisites


You have contractually licensed the components for which you want to request a license key. You have authorization to request license keys on SAP Service Marketplace. For more information, see SAP Note [578256](#).

Note

When running SAP Business One analytics powered by SAP HANA, you will also need a SAP HANA Engine license key.

Procedure

To obtain the **installation hardware key** and request the **license key**:

1. In the Windows task bar, click the  (*Service Manager*) icon
2. In the *SAP Business One Service Manager* window, select *License Manager* as the service, and make sure that the service is running. Note that the *Start* pushbutton is disabled when the *Stop* pushbutton is active.
3. Choose *Settings*, and make a note of the number in the *Hardware Key* field.

Note

Alternatively, from the SAP Business One *Main Menu*, choose **Help > About SAP Business One** and obtain the hardware key from the *Hardware Key* field.

4. Go to the SAP Business One product area in **sappartneredge.com** and choose "License Key Request" in the right-hand box. Choose *Request License Key* and select your installation number. For existing systems, choose *Change System Details* next to the system you want to change, and modify the required data. For new installations, choose *Request New System* and enter the necessary information to complete the request. For

example, hardware key, system type, database type, operating system, number of users per component/add-on, and e-mail address.

5. To post your request, choose *Submit*.

You will receive your **license key file** by e-mail. Note that you can also go to **sappartneredge.com**, and download the **license key file**.

9.2 Returning Unused Licenses

You can return SAP licenses that are no longer in use by posting a request in **sappartneredge.com**.

i Note

Returning licenses does not reduce the number of contracted users. However, it does free licenses for use by different installations, possibly in a different location. The number of contracted users is the basis for the maintenance contract.

Procedure

1. Go to the SAP Business One product area in **sappartneredge.com** and choose "License Key Request" in the right-hand box.
2. Choose the *Request License Key* pushbutton and the corresponding installation number.
3. Click the icon next to the system that you want to change.
4. In the following window, modify the number of users in the appropriate field.
5. To post your request, choose *Submit*.

You will receive a new license key file from SAP.

6. Install the new license key file.

For information about how to install a license key, see the SAP Business One *Administrator's Guide*.

9.3 Reassigning Users

You can reassign users to another computer, or to a new installation number.

i Note

In any reassignment of users, the number of users may not exceed the number of your licensed users.

Procedure

1. Shut down the existing SAP Business One system under the old installation number. For more information, see SAP Note [614911](#).
2. To request a license key for the new installation number, go to the SAP Business One product area in **sappartneredge.com** and choose "License Key Request" in the right-hand box.

SAP sends you a new license key by e-mail.

9.4 Shutting Down an SAP Business One System

You can shut down an SAP Business One system that you no longer use. For more information, see [SAP Note 614911](#).

i Note

Note that If you are running **remote support platform for SAP Business One**, the system used by the support platform must remain active. Removing this system from the SAP license portal, will result in a failed connection between the support platform and SAP.

9.5 Installing License Keys

For information about installing license key files, see the *SAP Business One Administrator's Guide*.

10 More Information

Visit the SAP Business One product area in sappartneredge.com.

To access all relevant SAP Notes about SAP Business One license keys:

1. Go to service.sap.com/sap/bc/bsp/spn/smb_searchnotes/smb_index.htm.
2. In the Application Area field, navigate to component SBO-BC-LIKEY by drilling down in *SAP Business One SBO*.
3. Review the list of relevant and up-to-date SAP Notes relating to SAP Business One license keys:
 - Requesting a License Key for SAP Business One – [578256](#)
 - Validity of the SAP Business One License Key – [765296](#)
 - How to Order a Global License for SAP Business One 8.8 – [1487586](#)
 - Deleting SAP Business One systems – [614911](#)
 - Number of Licenses Assigned to Users Exceeded the Quantity Available – [776869](#)

10.1 intercompany integration solution for SAP Business One

The integration solution is licensed as an extra product option to the standard SAP Business One user license. All contracted users (except the add-on access user, and indirect access user) must have this extra license as well as the normal user license.

10.2 SAP Business One analytics powered by SAP HANA

SAP Business One analytics powered by SAP HANA requires one of the following SAP Business One license types:

- PROFESSIONAL
- Limited CRM
- Limited Financials
- Limited Logistics
- CRM Sales
- CRM Service
- Starter Package User for SAP Business One

The following license types are not supported by the application. You can use them to log on to the SAP Business One client, but you will be unable to use the analytical features powered by SAP HANA.

- INDIRECT
- ADDONACCESS

10.3 SAP Business One mobile app for iOS and for Android

The SAP Business One mobile app for iOS and the SAP Business One mobile app for Android are included in the normal SAP Business One user license. The actual functionality released to a specific user depends upon the

particular user license held by the user (aligned with the functionality available in the standard SAP Business One client).

11 Frequently Asked Questions

How do I receive the license key from SAP?

The license key is sent to you in an e-mail message. Once you have received the license file, copy it to your computer and restart SAP Business One. When the license query appears, add the license file to it. You can also download the license key from sappartneredge.com by going to the *SAP Business One product area* and choosing "License Key Request". For more information, see SAP Note [578256](#).

Note that customers can request license keys and S-User permissions at License Keys and Requests.

How can I change the file extension of the file attached to the mail from .txt to .lic?

You must save the file locally on your computer before you change the extension. You must not change the content of the file.

Why is my license key only temporary?

If you request a license key for more users than you have licensed, or for non-licensed components, or your contract or hardware data are limited, you receive a license key that expires after 14 days. Request a license key with fewer users or contact your local SAP contracts department. For more information, see SAP Note [765296](#).

How can I delete an SAP Business One license key, even when the S-user is unknown?

For information about deleting SAP Business One license keys, see SAP Note [614911](#). For information about deleting SAP Business One license keys when the S-user is unknown, see SAP Note [781853](#).

For information about recovering your password, see *Forgot Password*.

What are the prerequisites for requesting a license key for partner solutions?

Indirect Access authorizations must be ordered in your contract, either as separate licenses, or as part of the professional or limited or CRM user types. For more information, see *SAP Business One User Licenses*.

Note that the partner solution must be properly licensed by the appropriate partner.

What should I do when, after installing the license key, I receive the error message "This form is not a part of your software package"?

Check the following:

1. The licenses have been assigned to users. For more information, see License Administration in the SAP Business One online help.
2. The user **did not** log on in the same domain as the license server.
3. The date and time of the machine are **the same** as the date and time on the license machine.
4. The user is known on the license machine.
5. If there is a firewall on the license machine, consult your network administrator to find out what type of authentication your network requires.

Can SAP Business One add-ons be used free of charge?

Licensed SAP Business One users can use SAP Business One add-ons free of charge as no additional license is required. This is covered by the SAP Business One license fee.

Typographic Conventions

Example	Description
<Example>	Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, "Enter your <User Name>".
▶ Example ▶ Example ▸	Arrows separating the parts of a navigation path, for example, menu options
Example	Emphasized words or expressions
Example	Words or characters that you enter in the system exactly as they appear in the documentation
www.sap.com	Textual cross-references to an internet address
/example	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
123456	Hyperlink to an SAP Note, for example, SAP Note 123456
<i>Example</i>	<ul style="list-style-type: none"> Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options. Cross-references to other documentation or published works
Example	<ul style="list-style-type: none"> Output on the screen following a user action, for example, messages Source code or syntax quoted directly from a program File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE
EXAMPLE	Keys on the keyboard



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