CLOUDIAX

frequently asked questions

about sap business one cloud

Which SAP Business One licenses can I use?	All products and solutions in the Cloudiax price list do not include SAP Business One and add-on licenses, unless expressly stated otherwise. You are completely free in your choice of license. You can bring your existing purchase licenses. You can buy new licenses from the SAP consulting company of your choice (on-premise licenses) or rent them (cloud licenses). OEM licenses, which are available together with an industry solution based on SAP Business One, can also be used by Cloudiax. It is worth comparing and getting the expert advice from one of the many Cloudiax partners on site. Cloudiax will be glad to help you with this.
	All other necessary licenses (operating systems, access licenses, virus protection, Microsoft SQL, etc.) are included in the Cloudiax products. The license for SAP HANA is supplied with rental licenses from SAP. A separate SAP HANA database must be purchased for on-premise licenses. For more information ask your local SAP consulting company.
Are the required database and server licenses provided by Cloudiax?	• All necessary Microsoft licenses are provided with the Microsoft SPLA contract and included in the Basis User. • The SAP HANA license is part of the SAP Business One license. • The required SAP Business One licenses are provided by the Cloudiax partners are not included in the basic price.
Is it possible to test the SAP Business One Cloud system?	Yes. You can test SAP Business One Cloud on SAP HANA for 14 days free of charge and with-out obligation. You get access to our demo environment and can test SAP Business One Cloud in an English, German or Spanish client. Here you can request a free demo access.
Does Two Factor Authentication (2FA) work with my SAP Business One?	Before you ask Cloudiax to provide you with 2FA, make sure that it works for your installation. The SAP Note "2388843 – Two Factor Authentication in SAP Business One Cloud" explains that add-ons for this function must be prepared with the B1 SDK.
	It is possible that the SSP partner does not yet support this. 2FA cannot be used in your SAP Business One environment if the add-on does not support it.
What exactly is SAP Business One Private Cloud like?	The deployment and operation of the SAP Business One Private Cloud takes place in a dedicated cloud environment (Private Cloud), as an on-premise installation. This completely eliminates all restrictions that are specified by the SAP Cloud Control Center. The customer is free to use all options, such as add-ons, additional application servers or an individual B1if. The customer can also freely determine the SAP Business One version and the patch level. In addition, the customer or the responsible consulting company receives extensive administrative access to the system.
	The minimum number of "basis users" for SAP Business One Private Cloud is three.
	Here you can find more information about the private cloud options.
What does a "basis user" mean?	A "basis user" is a named user. Basis users are our product to cover professional and limited user licenses. They have an integrated mobile access.
What is the maximum number of users in SAP Business One?	SAP regulates the maximum number of SAP Business One users in a company database. There are no restrictions from the Cloudiax for the maximum number of users in SAP Business One.
Is it possible to reduce the number of users?	Yes. You can reduce the number of users according to the contract duration after 12 months.
Is my SAP Business One able to send e-mails via Cloudiax?	Yes. Cloudiax offers you the possibility to send bills and receipts directly from SAP Business One via e-mail, using the e-mail address of your company (e.g. accounting@my_firm.com)
Can I output my bills, receipts and reports from SAP Business One on my local printer?	Yes. You can output receipts and reports directly from SAP Business One on your local printer. In 90% of the cases this printing service included in the Cloudiax as standard is enough.
	In case you want to print a big amount of data or address central printing systems at your location, Cloudiax also offers an optional and cost-efficient Advanced Printing solution. If you have any questions, please feel free to contact us.

Is it possible to connect local devices like warehouse scanner or production machines (IoT) with my SAP Business One on Cloudiax?	Of course, it is possible to connect devices to Cloudiax that are used in your company, e.g. the hand scanner in your warehouse. Usually this is possible with all the Cloudiax products and without any additional costs. In case you also want to connect machine data from production machines or similar systems to your SAP Business One on Cloudiax, we offer an optional IoT solution (Internet of Things) that enables your SAP Business One to directly communicate with your machine. If you have any questions, feel free to get in touch with us.
Is Cloudiax hosting, housing, cloud or SaaS?	This question does not arise for Cloudiax. The SAP Business One systems, whether on SAP HANA or Microsoft SQL, run on certified hardware and a certified virtualization environment. Our operations management ensures that the required amount of CPU, RAM and free storage are allocated to the respective SAP Business One system, in order to run this system very fast and smoothly. Therefore, you neither need to think about the equipment of the systems, nor to plan any reserves in case of growth. Cloudiax deals with this automatically and cost-optimized for all concerned parties. In addition, all systems are isolated from each other, so that access from one system to the other is not possible.