SPINNAKER™
SUPPORT

Having Trouble Getting Your JD Edwards World SPC Codes?

Do you know your Oracle Customer Support Identifier (CSI)?

If you don't, Spinnaker recommends you find it and store it somewhere safe in case you need to request a new SPC and System 00 License Key. Even though you may no longer have an active contract with Oracle, your old/expired contract(s) **WILL** have a CSI number on them. You do **NOT** have to have a current contract or be under maintenance to find the CSI. Any contract will do.

If you ever try to use the JDE software on a new box, you need to request new license codes. For example, you want to perform a Disaster Recovery test on another machine, migrate from one machine to another, try to sign on to JDE, and then receive some Software Protection Code (SPC). Or you are migrating from an on-premises machine to a cloud machine and getting a licensing error when accessing menus/options (e.g., menu G01, A/B Entry). These are all scenarios where you will need to request a new SPC and System 00 Install Key to be able to run JDE WorldSoftware.

In the past, this was something Spinnaker could assist customers with by going to the Oracle website, entering the information, and getting the code for customers. In late 2021, however, Oracle changed the process for obtaining license codes by requiring either an Oracle Sales Order Number or a CSI Number for a 24-hour turnaround. Spinnaker can no longer request the license codes on behalf of clients because we do not have nor retain that information. The CSI, SPC, and System 00 License Keys are for Oracle software that does not belong to Spinnaker.

If you need to request a new SPC and System 00 License Key:
1) Go to http://licensecodes.oracle.com.
2) Scroll down until you see "Request license codes" in the black bar and click on it.
3) Fill out the form:
    a. **Customer Type** (End User)
    b. **Product Name and Version** (e.g., WorldSoftware A81 cume 1)
    c. **Customer Support Identifier (CSI #)**. **This is critical or there will be a delay in getting your codes generated and returned to you.** At the top of the form, it says*, "If you are requesting a license key … provide your … Customer Support Identifier (CSI) to demonstrate entitlement. Incomplete requests will cause processing delays."* These delays could turn into days, if not weeks, while Oracle confirms your entitlement.
    d. **How can we help you?** First, you will need to include a reason, what you want, what product and version of the software, the serial number of the new machine, the number of users, and the expiration date (we suggest requesting an expiration date of 12/31/2029). If you don't know your serial number or the number of users you have licensed, you can get this information from your current machine and the new machine you want the keys for as follows:
        i. **Current System:** Go to menu G94, option 14 (JDE System Values). The expiration date is in the *Software Expiration Date* field and the number of users is in the *Software Licensed Users* field. Remember, we recommend requesting an expiration date of 12/31/2029.

ii. **New System:** Enter the Display System Value command, **DSPSYSVAL QSRLNBR,** to display the serial number of your new machine.

iii. **Example Entry:** *We are migrating from on-premises to the cloud. I need an SPC and System 00 License Key for WorldSoftware version A8.1 cume 1. Serial Number=xxxxxxx, Users=xxxxx, Exp Date=12/31/2029.*

4) Depending on what time of day you submit the form, you may receive the SPC and System 00 Install key later that afternoon or the next morning. It takes about a day.

5) If you do not hear back from Oracle **after 24 hours**, you can call Oracle at 1.800.223.1711 to request an update. Let them know that you've already waited 24 hours and you have not heard back. Also, ask the Oracle Engineer to follow knowledge document 1803191.1.

6) Spinnaker can assist you in submitting the License Request Form via a screen share, but we cannot do it for you, and you MUST know your CSI number.

7) If you cannot locate your Oracle Sales Order Number or CSI Number, you can still submit the form, but it will take significantly longer to receive your license codes as Oracle will have to verify your entitlement. This could take days, if not weeks. Knowing and entering your CSI number is always better, especially if you are in a hurry to receive your new license codes.

8) Once you have your new SPC and System 00 Install Key, Spinnaker can also assist you in applying them.