Downloading the software

Download your software to match your selected operating system from TapeTrack Downloads. You will need to download and install at a minimum **TapeTrack Framework Server** this will also install **TapeTrack TapeMaster** and the **Server Utilities**.

You will also find download links for TapeTrack Lite, Checkpoint, Sync agents and Secure sync agent if required.

If your **Framework Server** is installed on a remote or virtual server you will need to install **TapeTrack TapeMaster** and **Server Utilities** on your local machine.

A download and installation video can be viewed here

Testing the installation

The next step is to test that the service is up and that you can connect to it. Run **TapeTrack TapeMaster** and login in with `tapemaster` as the username and leave the password blank.

If your server is remote installed, you will need to add the server address by clicking the .. button to open the TapeTrack Server Options window. Right click in the main window and select **Add**. In the new **Server Information Window** add the server description and server address and click OK. If successful the address will be added to the server window with a green tick next to it. If a red cross is displayed, check your server address is correct and contact your network administrator.

Once you have installed the software, please let us know by updating this ticket, and we will send you instructions for obtaining a full license key. If you have any trouble connecting, please contact us for trouble shooting instructions.

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