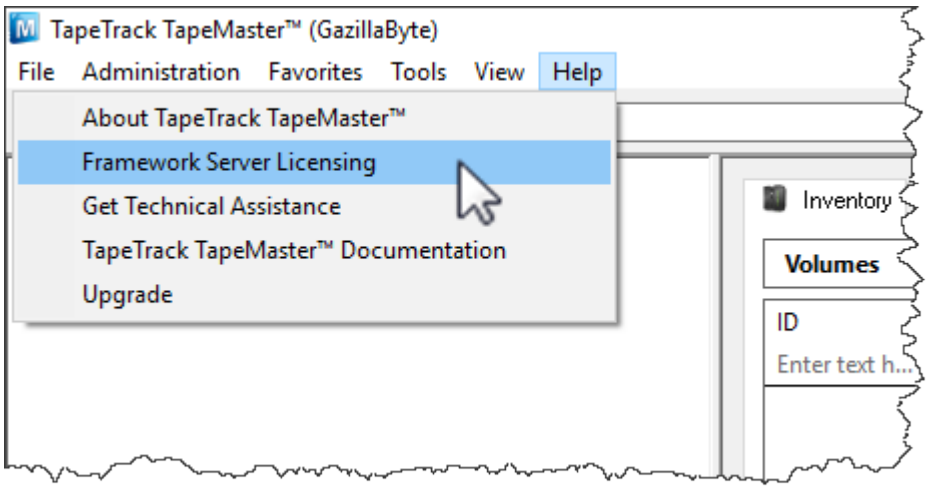
# Importing TapeTrack License

While logged to in TapeMaster as tapemaster, or user-ID with tapemaster rights

From the menu click `Help` → `Framework Server Licensing`

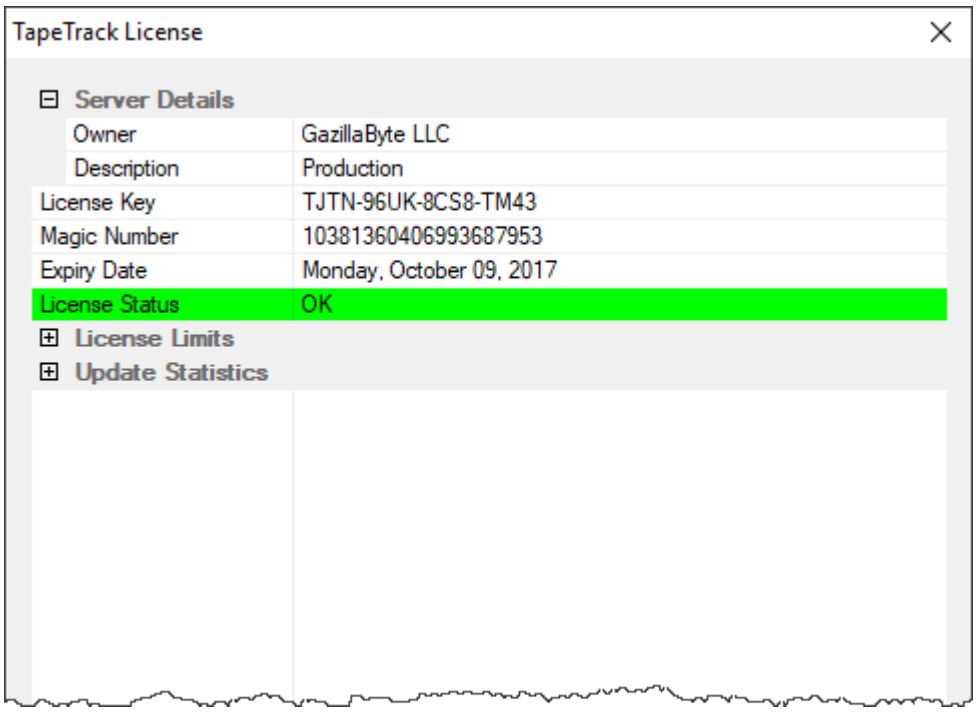



If the menu option **Framework Server Licensing** is grayed out and inaccessible, you do not have sufficient privileges (tapemaster rights) to alter the software license

Click `Export license to a file` and save the file with a descriptive name (e.g. Backup_License.cfg).

Click `Import license` and select the new license config file you received. Click `Apply license changes` to save updated values.

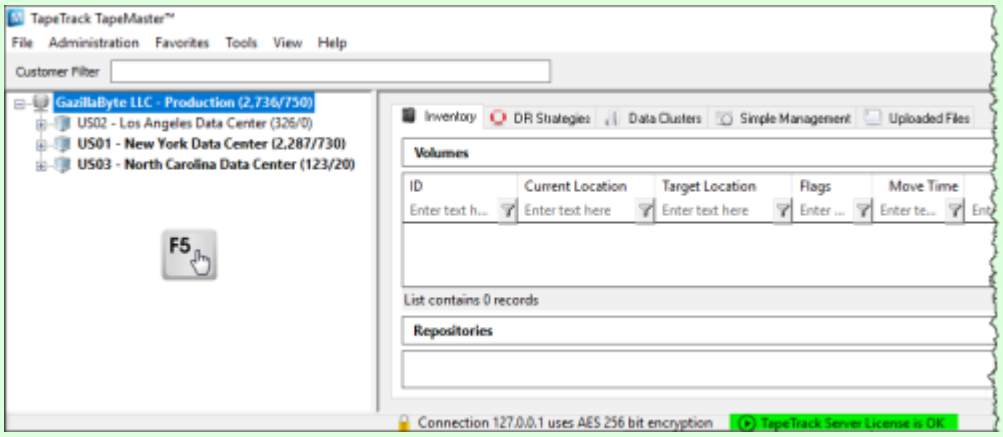
Your expiry date should now be updated and `License Status` should read **OK**.



Click OK to close the License Window.



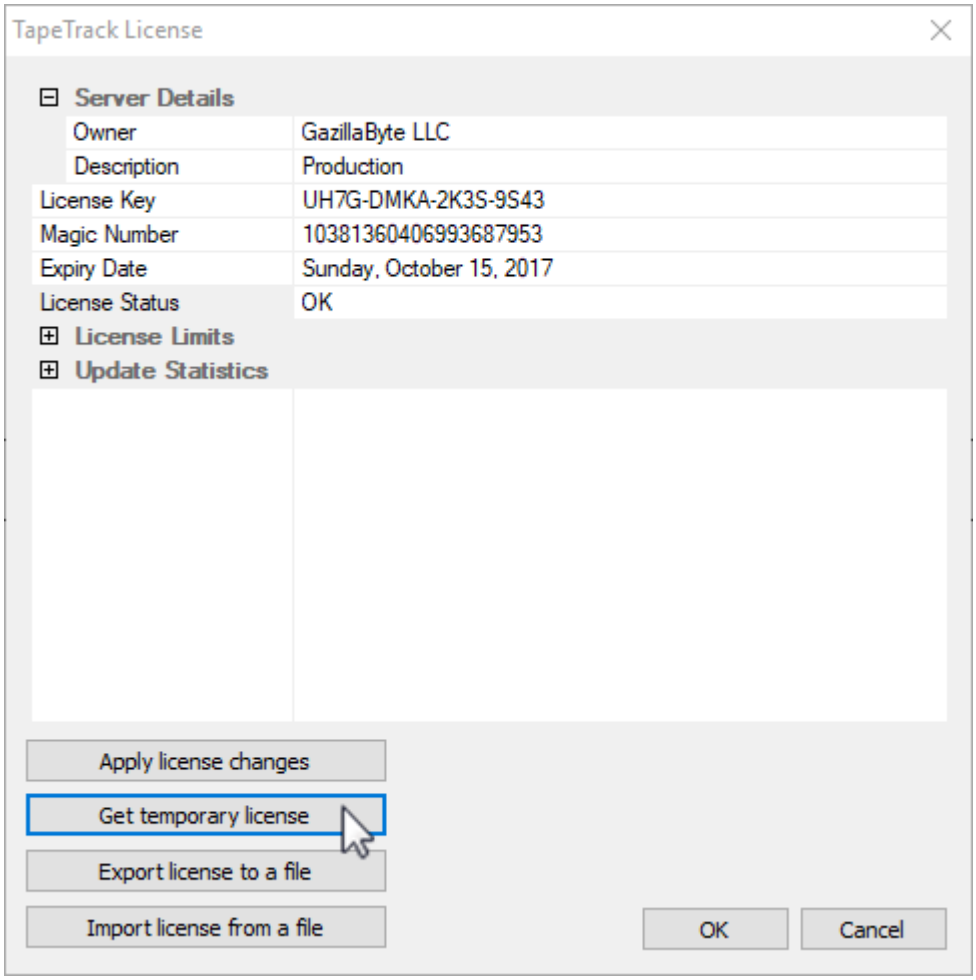
Older versions may require you to press F5 while in the customer tree window to refresh new information.




# Troubleshooting

If after installing new license configuration file your **License Status** still reads **Not-OK**, reinstall old configuration (backupLicense.cfg) file using above instructions and contact help desk support for further information.

Alternatively you can click `Get temporary license` and OK from the Framework Server Licensing window to give you a 12 day expiry date to continue to use TapeTrack until your new key has been issued.




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Permanent link:
**https://docs.tapetrack.com/master/import_license?rev=1534731101**

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