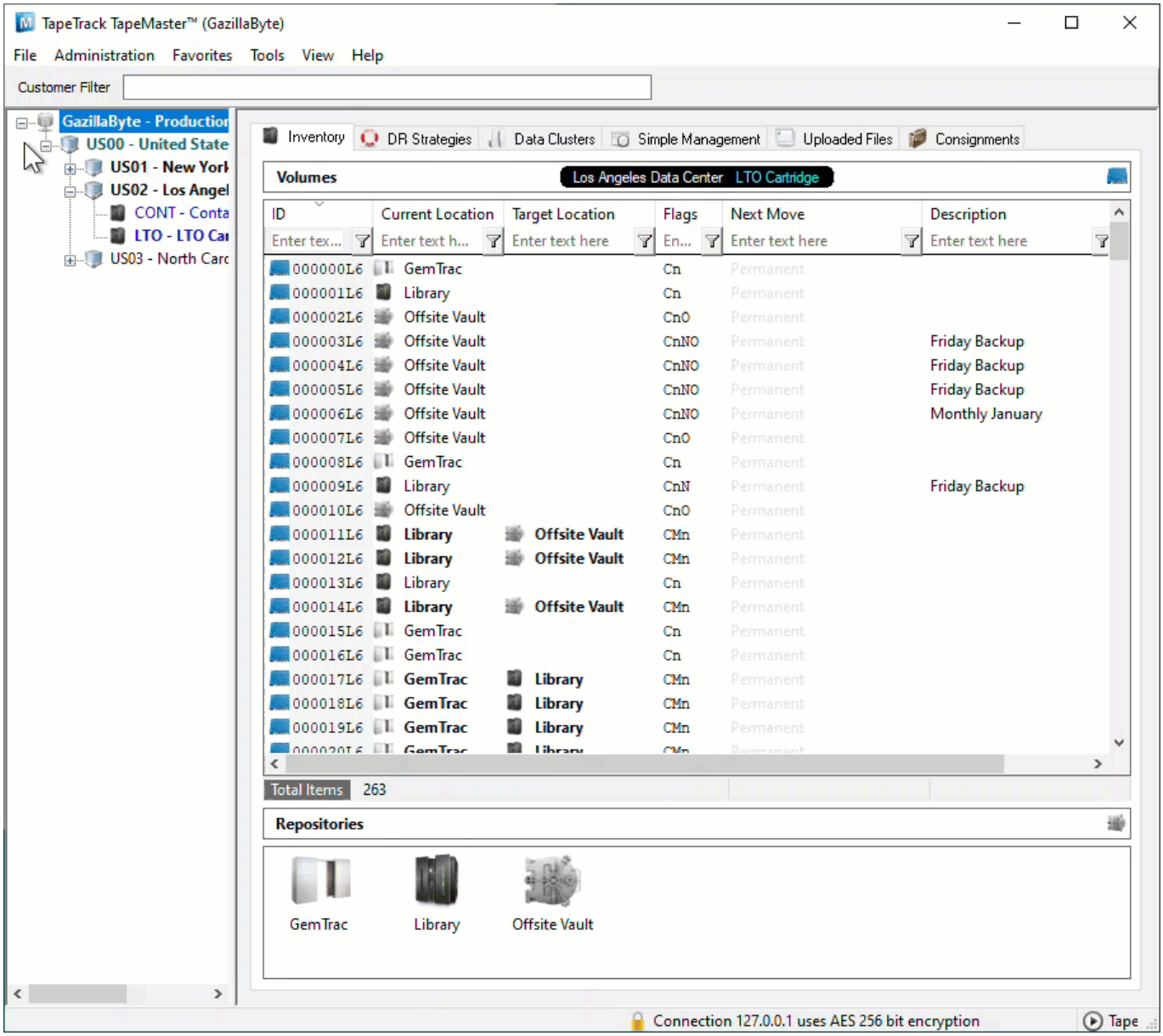
Importing TapeTrack License

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

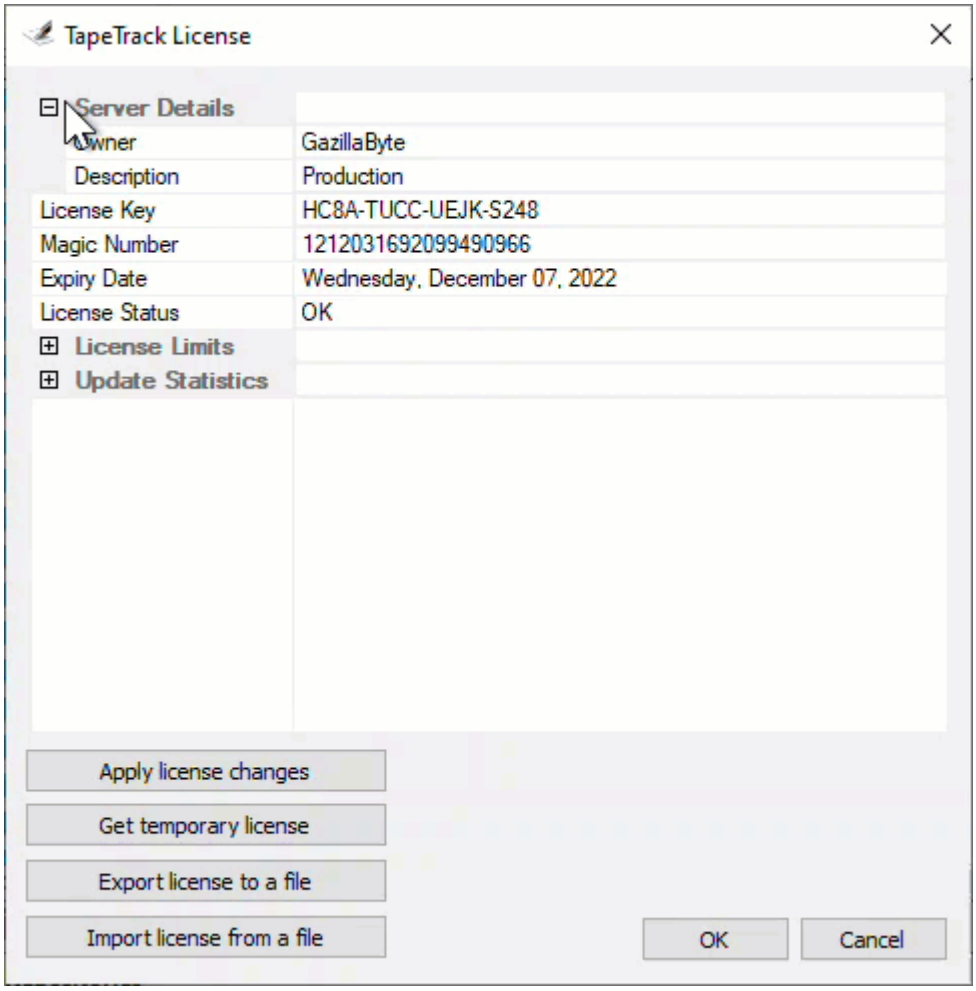
From the menu click `Help` → `Framework Server Licensing`



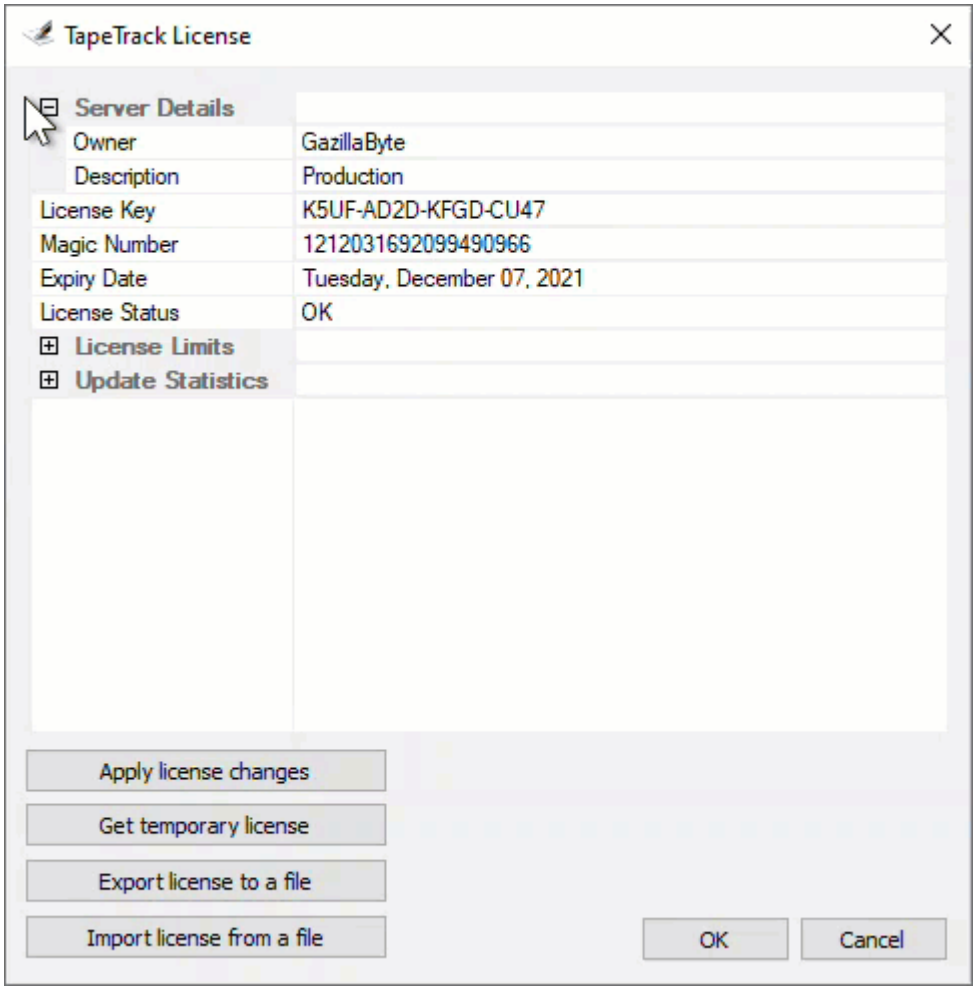
If the menu option **Framework Server Licensing** is greyed out and inaccessible, you do not have sufficient privileges (tapemaster rights) to alter the software license



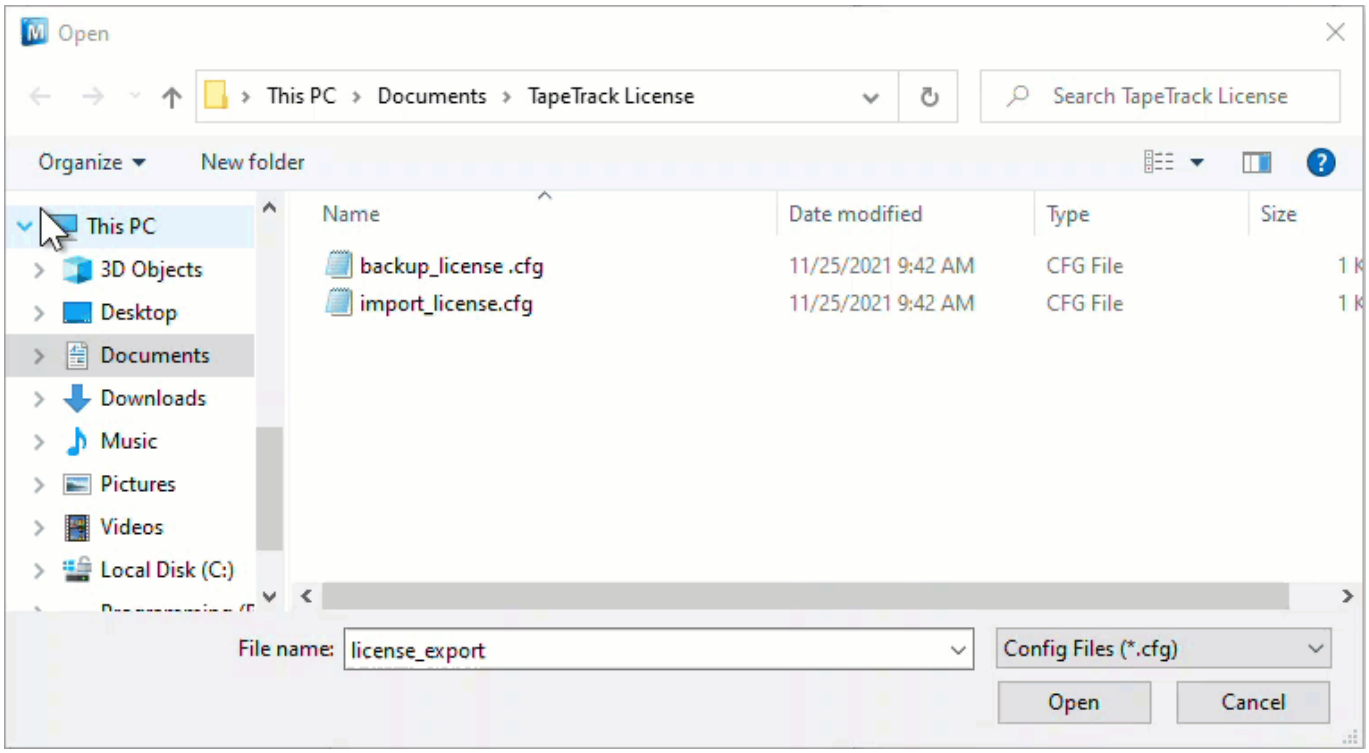
Click `Export license to a file` and save the file with a descriptive name (e.g. backup_license.cfg). Exporting your current license allows you to revert to your current license should something not work as expected while importing a new license. If your license has a short expiry you will receive a popup message showing the number of days left and asking if you want to save it, click Yes to continue.



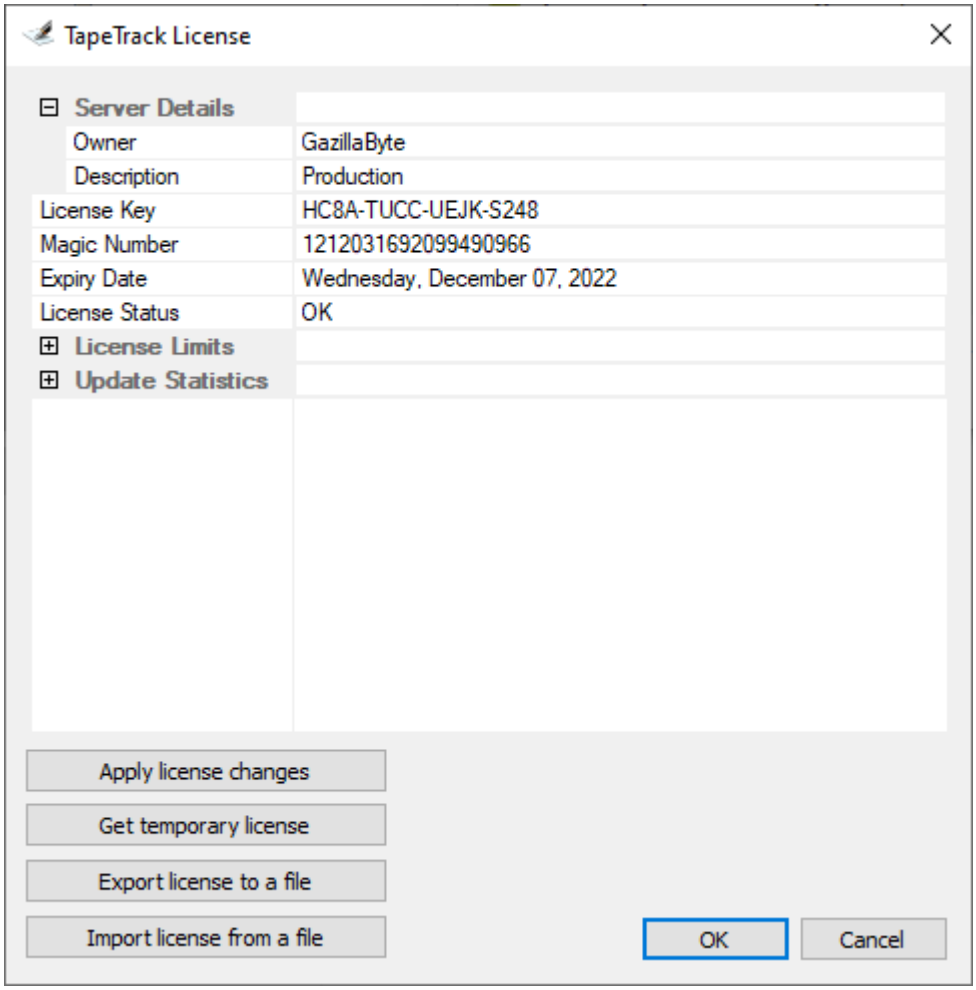
Click `Import license` to open the Windows Open File dialog.



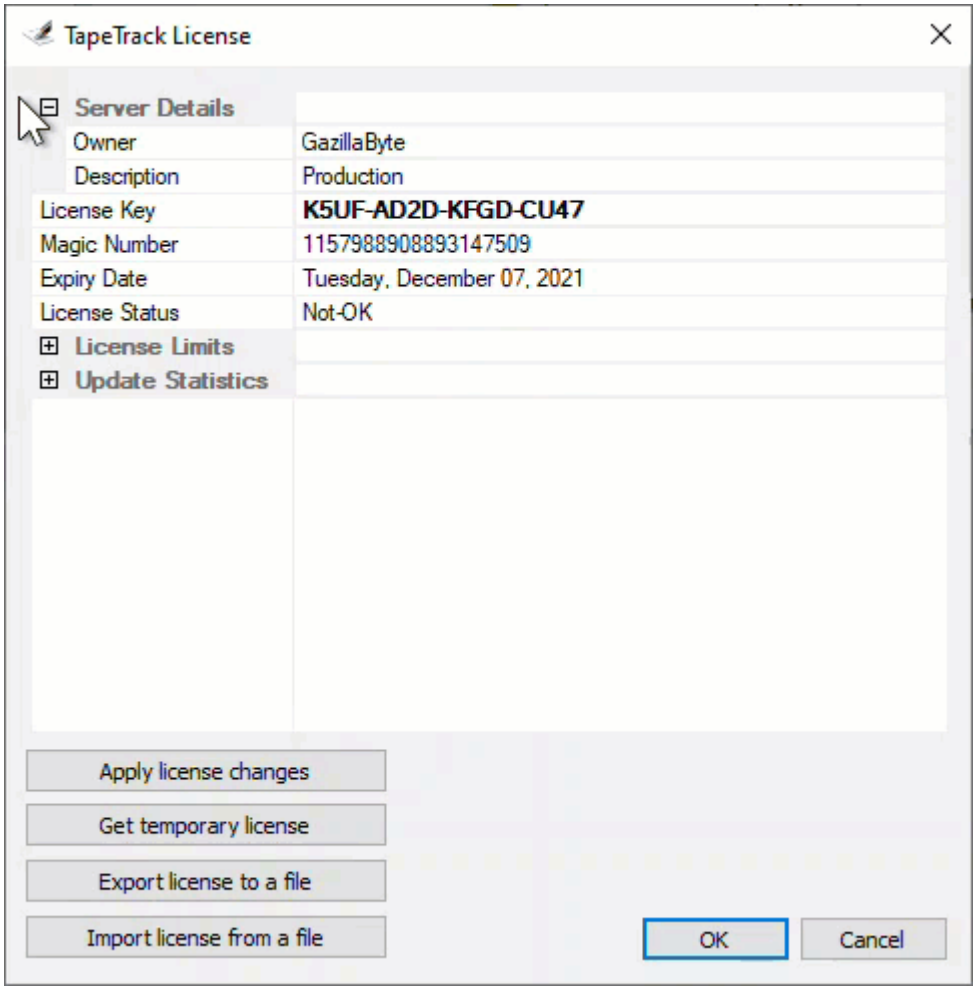
Select the new license config file you received and click Open to import the file.



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

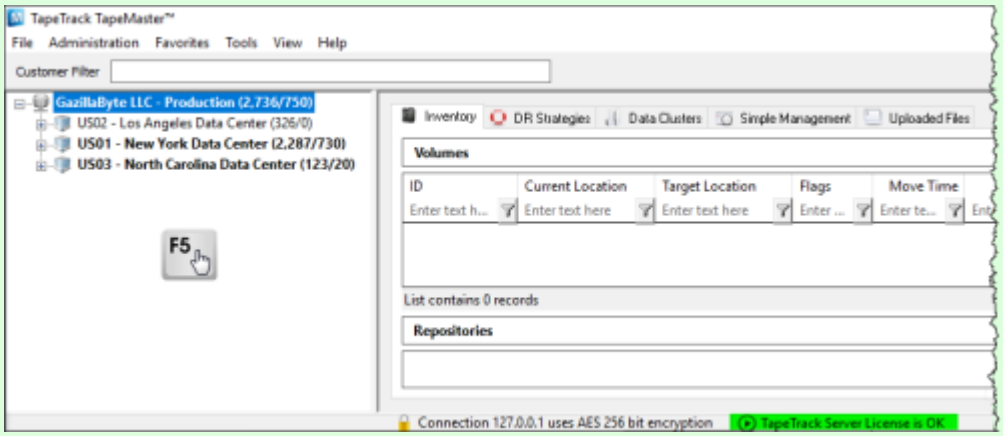


On older releases, if your expiry date has updated but the license status still reads NOT-OK, click `Apply license changes` to save updated values.



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 (backup-license.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. Your computer must have internet access for the `Get temporary license` function to work.

tapemaster_license_get_temp.png-align-center

From:
https://docs.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/master/import_license?rev=1638746580

Last update: **2025/01/21 22:07**