Setting TapeTrack License

When initially installed, the TapeTrack Framework Server will allow up to 100 Volumes. This allows you to view and trial the TapeTrack software in a fully functioning version limited only by volume capacity.

To add more than 100 Volumes, you will need upgrade your TapeTrack license.

License options are:

- **Temporary license**: A temporary license key will allow you to operate the TapeTrack Software without restriction other than 12 day expiry date, this mode of licensing is reserved for those evaluating the TapeTrack Software or those needing a license expiry extension in an emergency situation.
- **Trial License**: A 90 day trial license allows a fully functional installation of TapeTrack to evaluate the software to ensure it is the correct tool to manage your backup volumes.
- **Permanent License**: A permanent license key will allow you to operate the TapeTrack software without restriction until the expiry date associated with your license occurs. Permanent license/s to TapeTrack are restricted to those who have a written End User License Agreement (EULA) with GazillaByte.

version of TapeTrack to either a temporary license, 90 day trial license or permanent license key.

Temporary License

A temporary license key will allow you to operate the TapeTrack Software without restriction, but this mode of licensing is reserved for those evaluating the TapeTrack Software or those needing a license in an emergency situation.

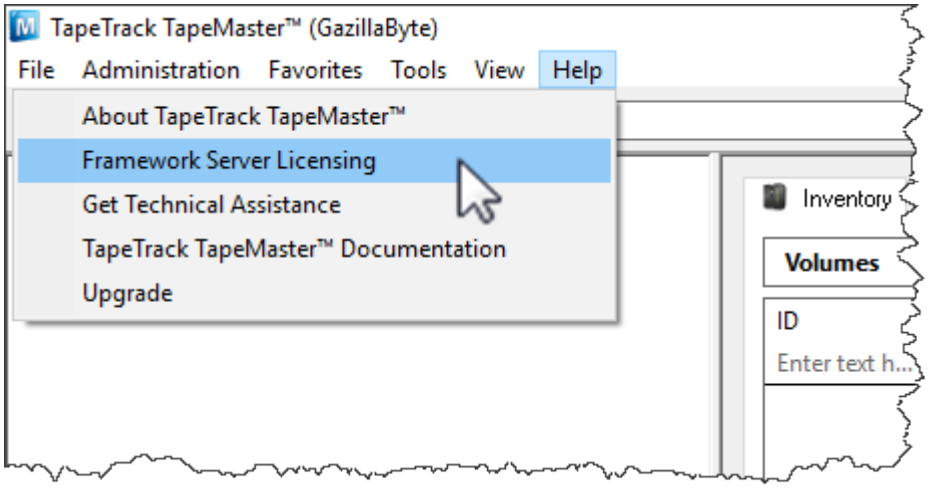


Temporary licenses are restricted to less than two weeks.

To obtain a temporary license:

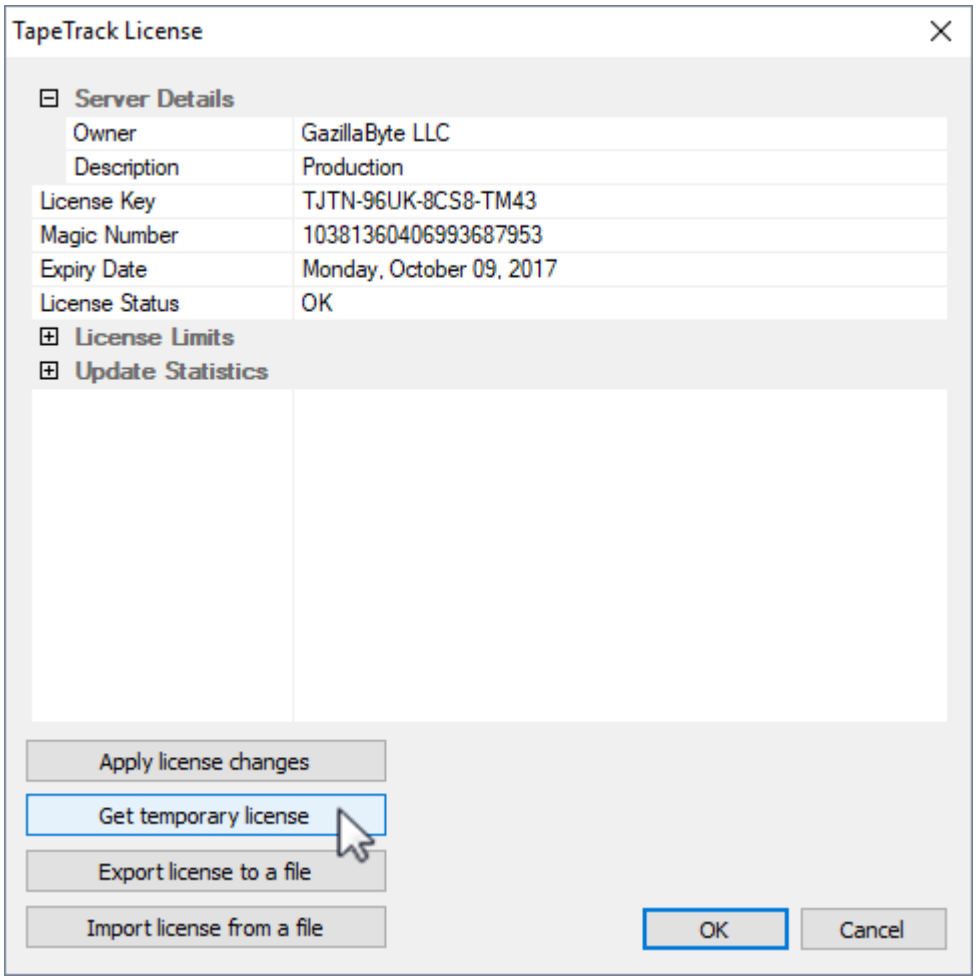
While logged to in TapeMaster as tapemaster, or user-ID with tapemaster rights

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



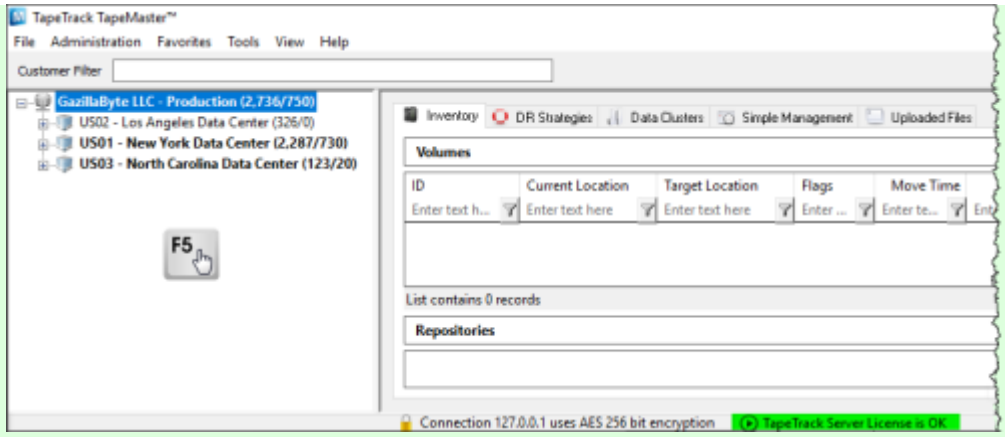
If the menu option **Framework Server Licensing** is grayed out and inaccessible, you do not have sufficient privileges (tapemaster rights) to alter the software license

2. Click `Get temporary license` and `OK`



Your **License Status** should now display **OK** and your expiry date should now be approximately 12 days from now.

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

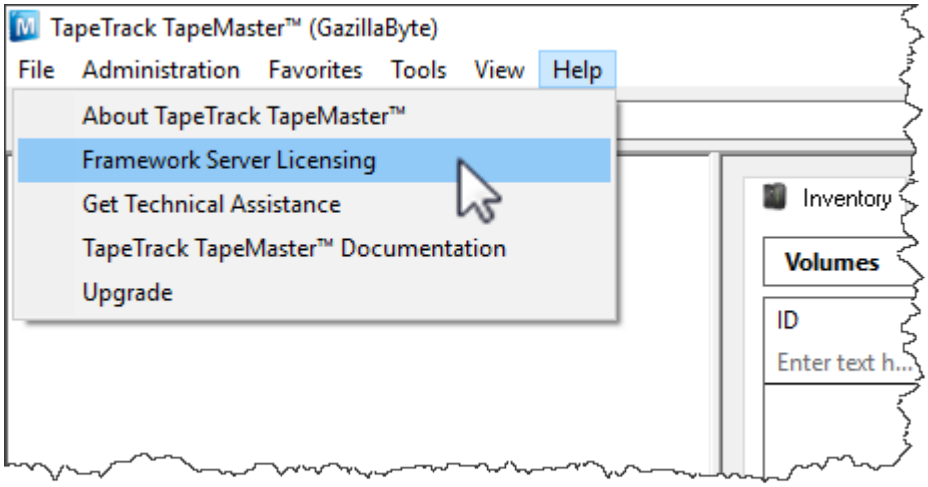


90 Day Trial License

To Upgrade your free license to a 90 day trial 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

In the TapeTrack License window change the default values to your preferred details:

Server Details

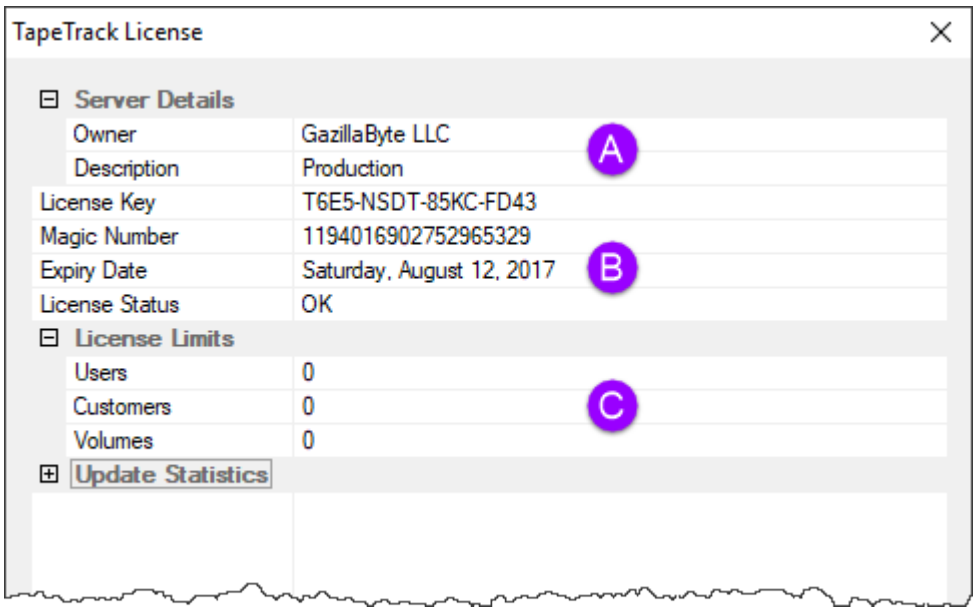
Change `Owner` (A) from ACME Corp to your company name (e.g. **GazillaByte LLC**)

Change description (A) value to something more relevant (e.g. **Production**)

Set `Expiry Date` (B) to new expiry (e.g. 90 days from today)

License Limits

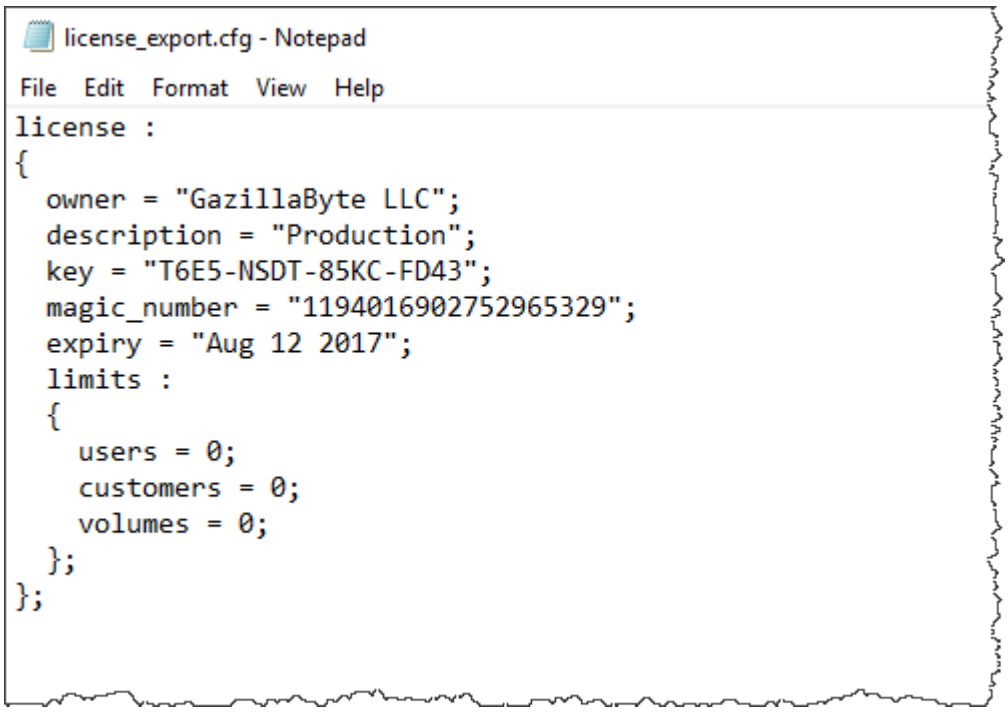
Change `Volumes` (C) to desired number (0 = unlimited)



Exporting License

Once all changes have been made, click `Apply license changes` and `Export license to a file` to export updated license file to a known name (e.g. license_export.cfg) and location.

Check the information in the config file (license_export.cfg) by opening in Notepad or similar text editor and check all information has been updated and is correct. If it is not correct, delete the file and repeat the above steps with correct information.



Forward this file to support@gazillabyte.com with a subject indicating that you require a new license

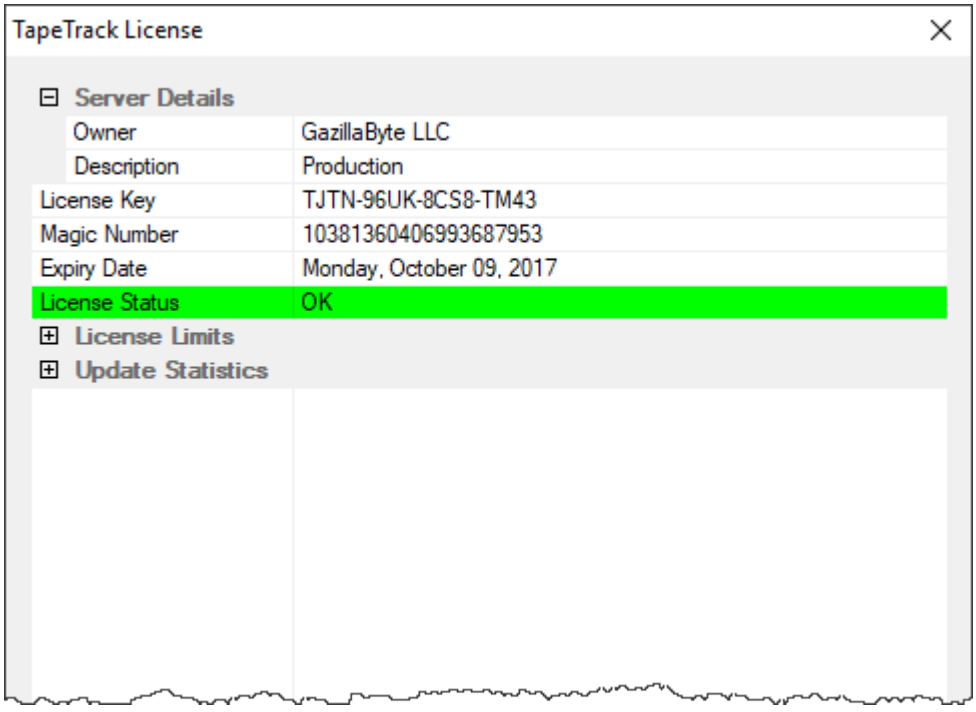
key. Once a new key has been cut you will receive a new license config file with instructions for installation.

Installing Temporary License

To allow you to start using TapeTrack until your new key is installed click `Get temporary license` and OK

Press F5 while in the customer tree window to refresh new information (Company name etc.)

TapeTrack TapeMaster should now display your new **Owner** name in place of ACME and the lower right of the screen should display `TapeTrack Server License is OK`



Permanent License

A permanent license key will allow you to operate the TapeTrack software without restriction until the expiry date associated with your license occurs.

Permanent license/s to TapeTrack are restricted to those who have a written End User License Agreement (EULA) with GazillaByte.

To obtain a permanent license:

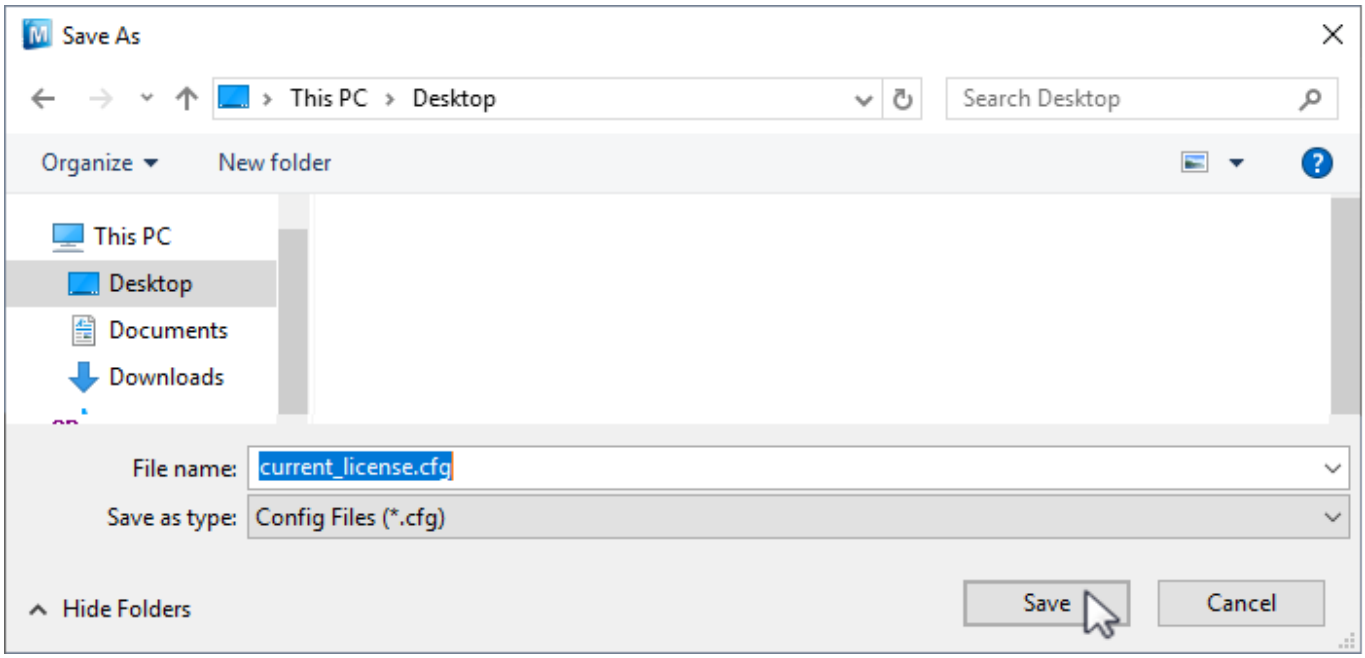
If you are upgrading from a free license directly to a permanent license follow the instructions in the 90 day trial license section, making sure you enter the correct expiry date and not a 90 day date.

If extending the expiry date on an already permanent license or upgrading from a 90 day license:

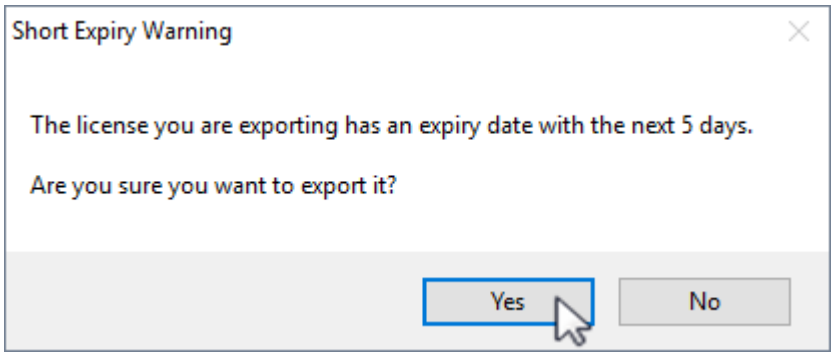
Open TapeTrack TapeMaster and login with the user name **tapemaster** (case sensitive) and leave password blank (or use your password if it has been changed).

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

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

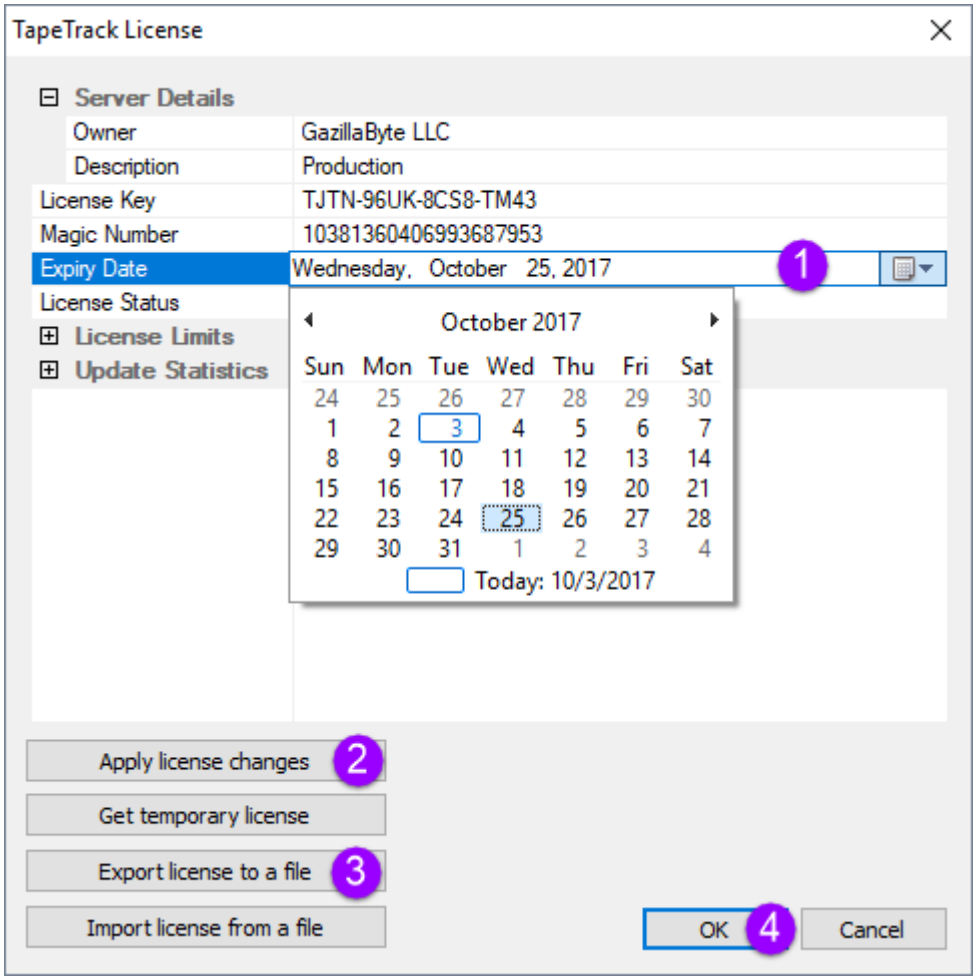


If you are close to your expiry date you will receive a warning about a short expiry date, click `Yes` to continue.



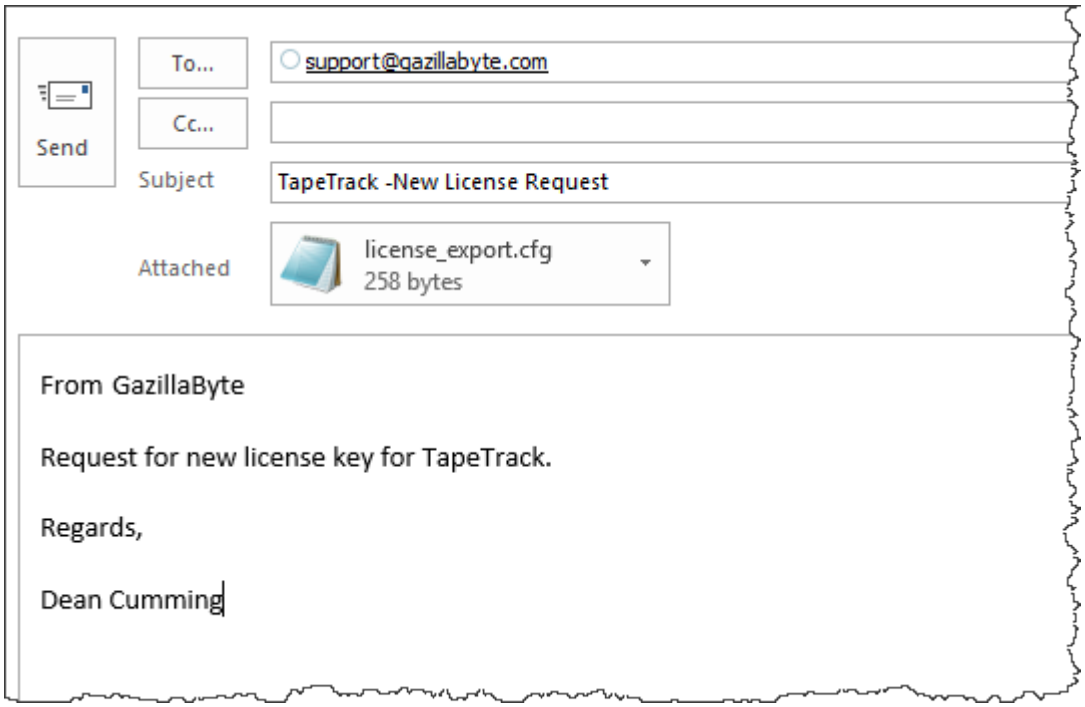
Change the expiry date to the new end date (1) and click `Apply license changes` (2) and `Export license to file`(3), this time saving under a different name (e.g. license_export.cfg).

Click OK(4) to exit.



Forward this file to support@gazillabyte.com with a subject indicating that you require a new license key.

Once a new key has been cut you will receive a new license config file with instructions for installation.



Click `Import license from a file` and select the first file exported (e.g.current_license.cfg).

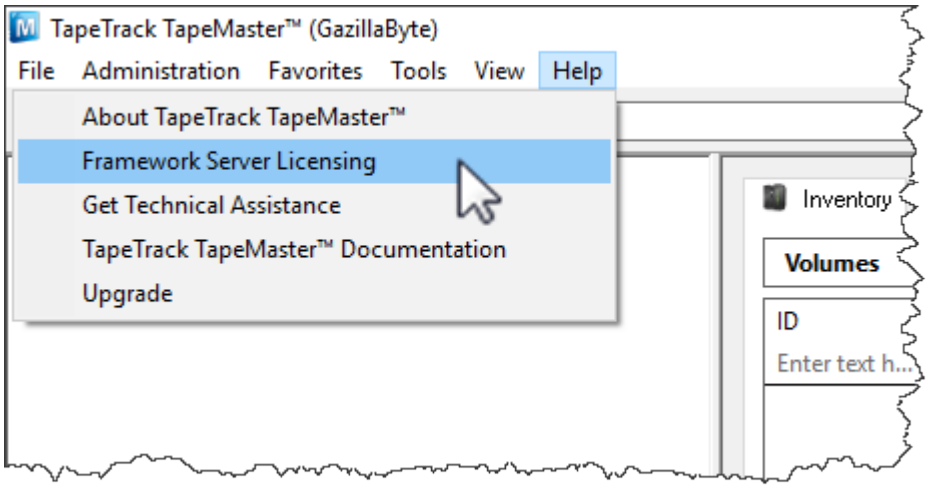
Click `Apply license changes` to reinstate your old license values.

If you have left this process until after your license has expired, clicking `Get temporary license` and OK will give a 12 day license to enable you to keep using TapeTrack until your new key is applied.

Importing License

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

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



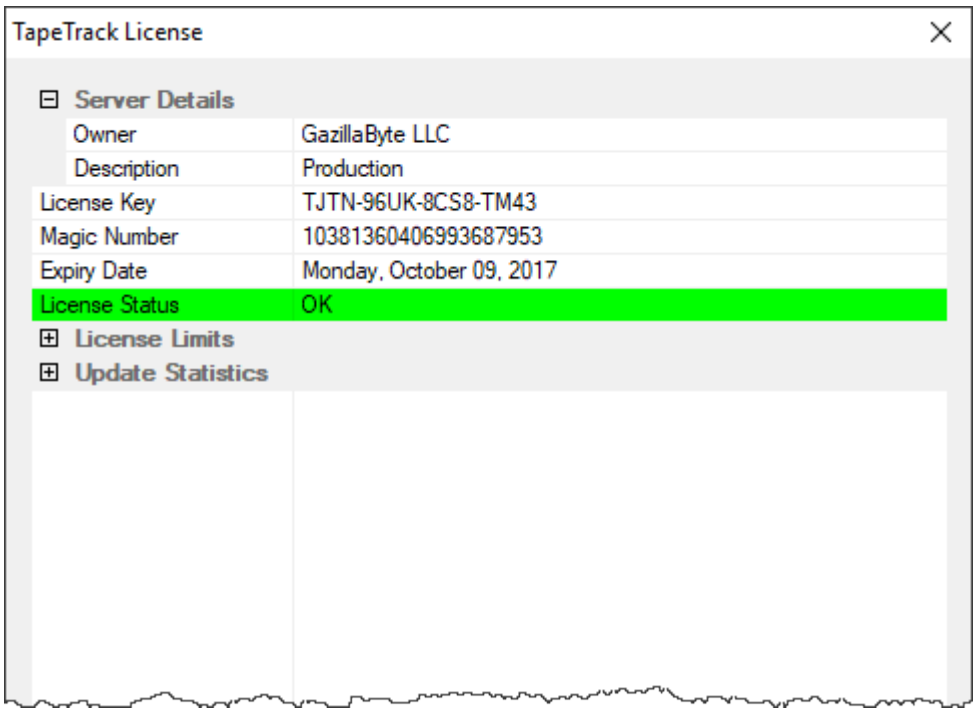


If the menu option **Framework Server Licensing** is grayed out and inaccessible, you do not have sufficient privileges (tapemaster rights) to alter the software license

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

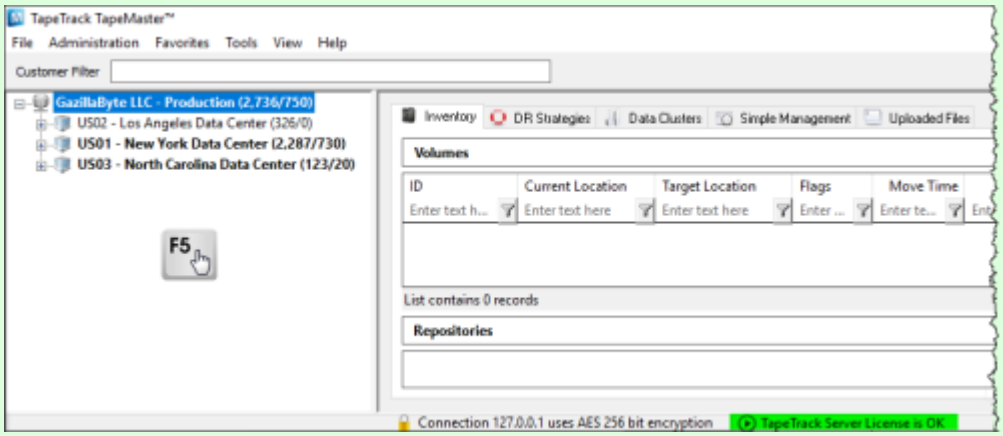
Click `Import license` and select the new license config file you received. Click `Apply license changes` to save updated values.

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



Click OK to close the License Window.

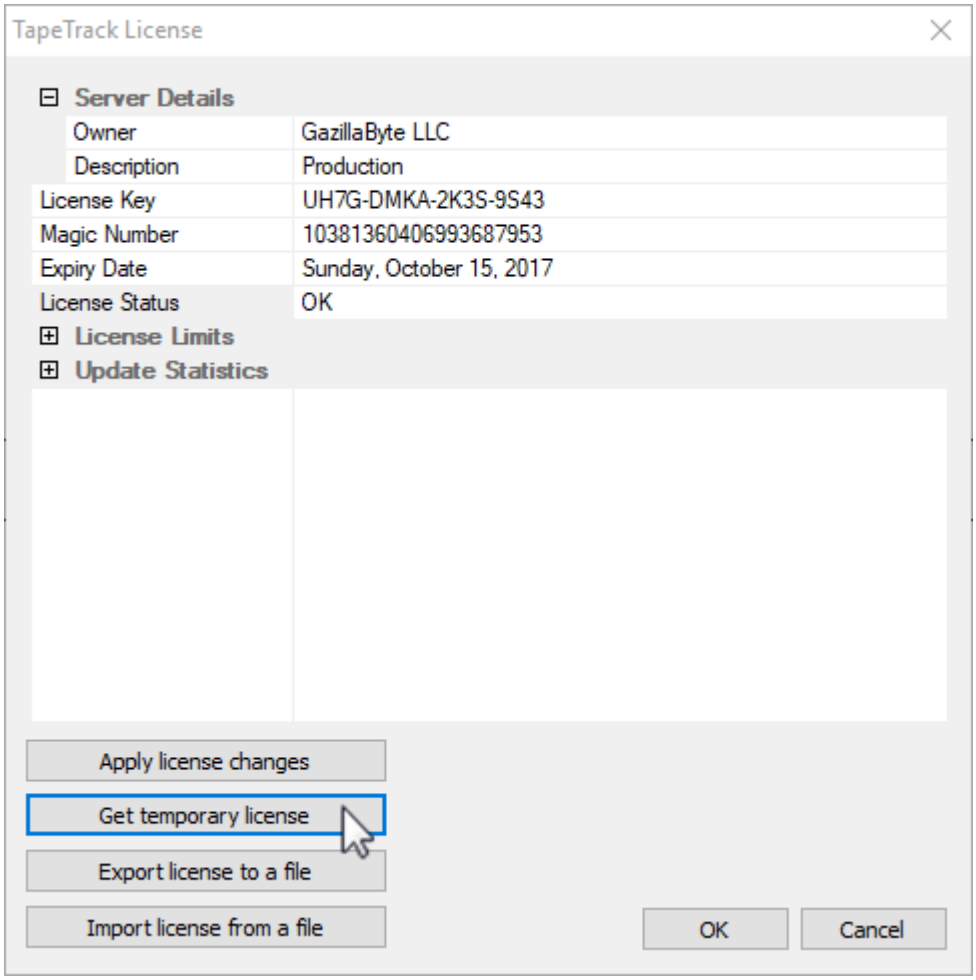
Older versions may require you to press F5 while in the customer tree window to refresh new information.



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.



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

Permanent link:
https://docs.tapetrack.com/master/set_license?rev=1534730737

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