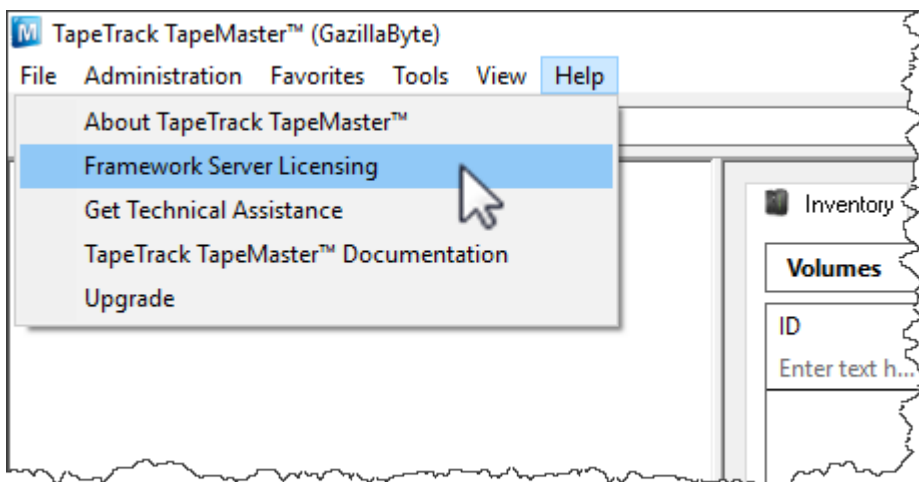


# Importing TapeTrack License

While logged to in TapeMaster as [tapemaster](#), or [user-ID with tapemaster rights](#)

From the menu click Help → Framework Server Licensing

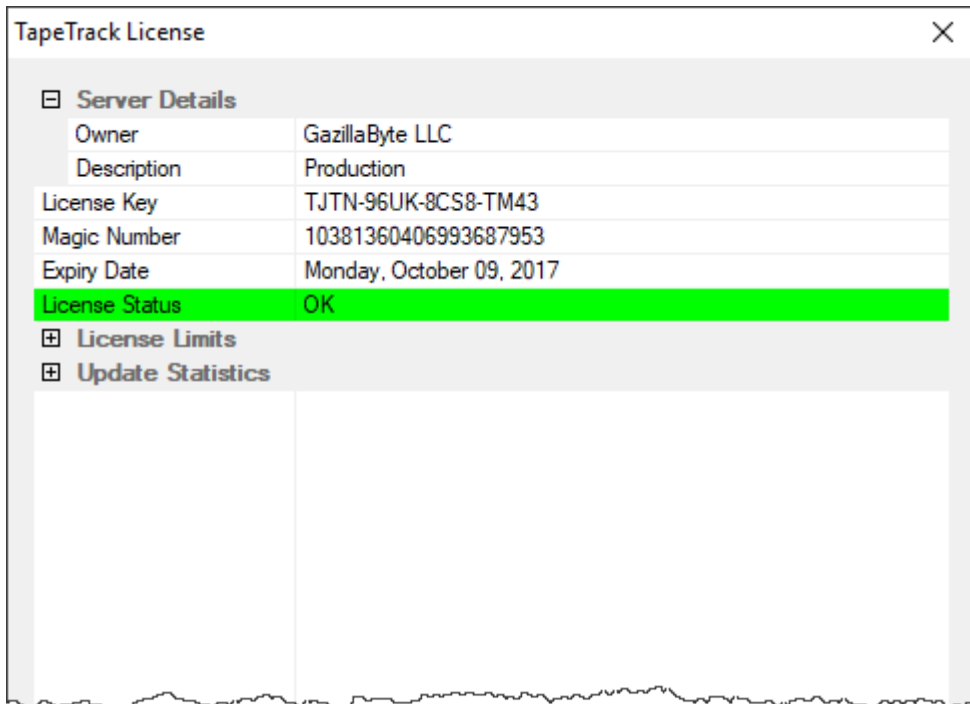


 If the menu option **Framework Server Licensing** is grayed out and inaccessible, you do not have sufficient privileges (tapemaster rights) to alter the software license

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

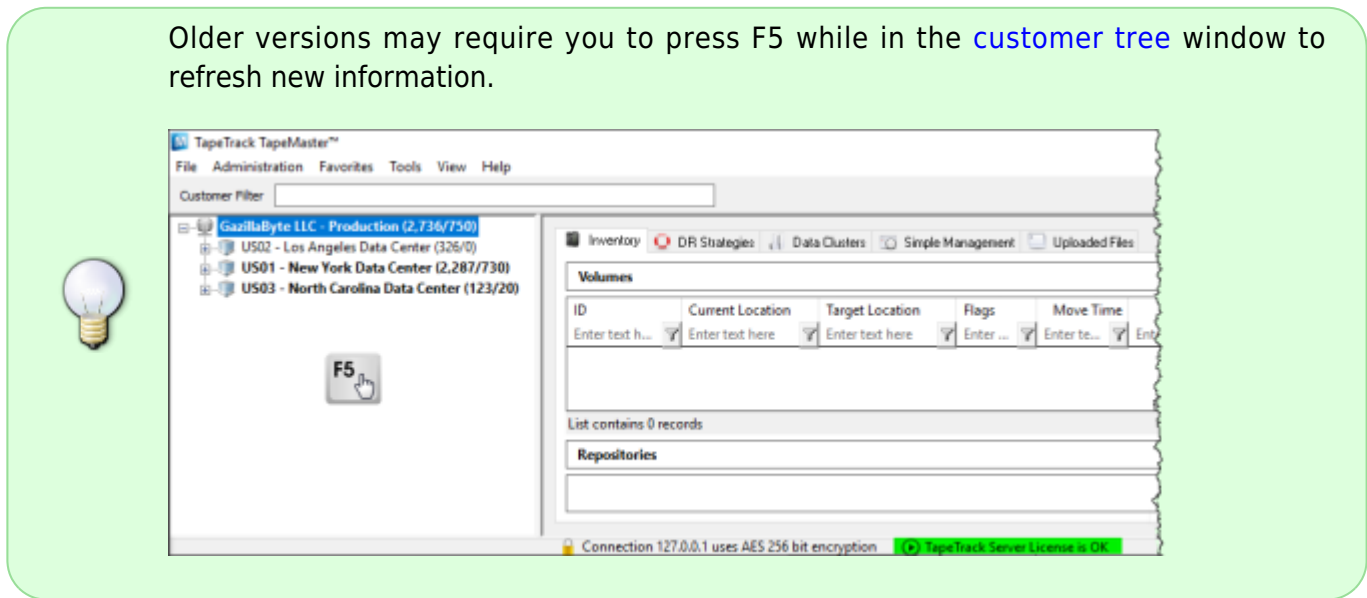
Click `Import license` and select the new license config file you received. On older releases, if your expiry date has updated but the license status still reads NOT-OK, click `Apply license changes` to save updated values.

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.

TapeTrack License

Server Details

Owner	GazillaByte LLC
Description	Production
License Key	UH7G-DMKA-2K3S-9S43
Magic Number	10381360406993687953
Expiry Date	Sunday, October 15, 2017
License Status	OK

License Limits

Update Statistics

Apply license changes

Get temporary license

Export license to a file

Import license from a file

OK Cancel

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Permanent link: [https://rtfm.tapetrack.com/master/import\\_license?rev=1534733910](https://rtfm.tapetrack.com/master/import_license?rev=1534733910)

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

