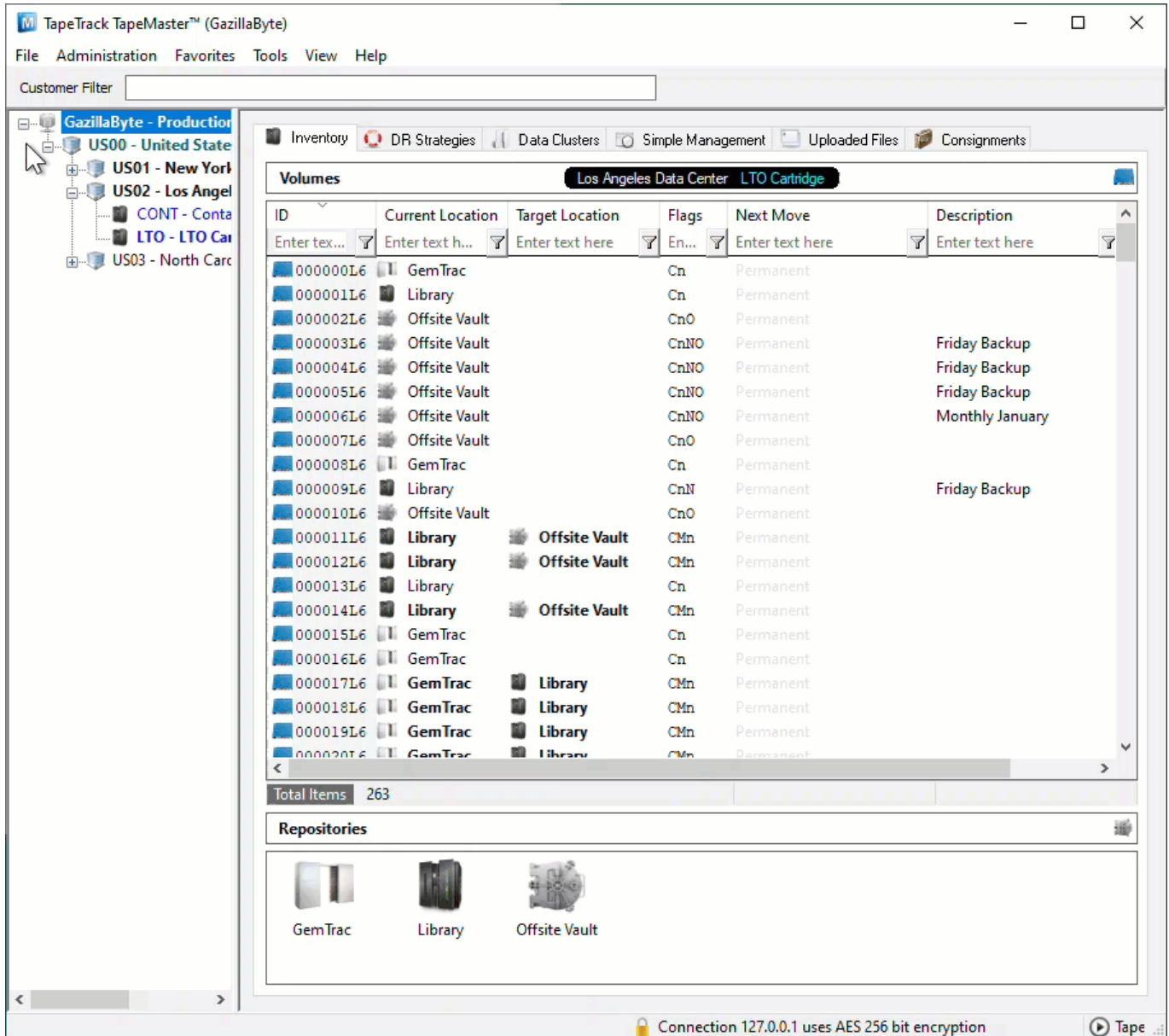


# Importing TapeTrack License

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

From the menu click [Help](#) → [Framework Server Licensing](#)

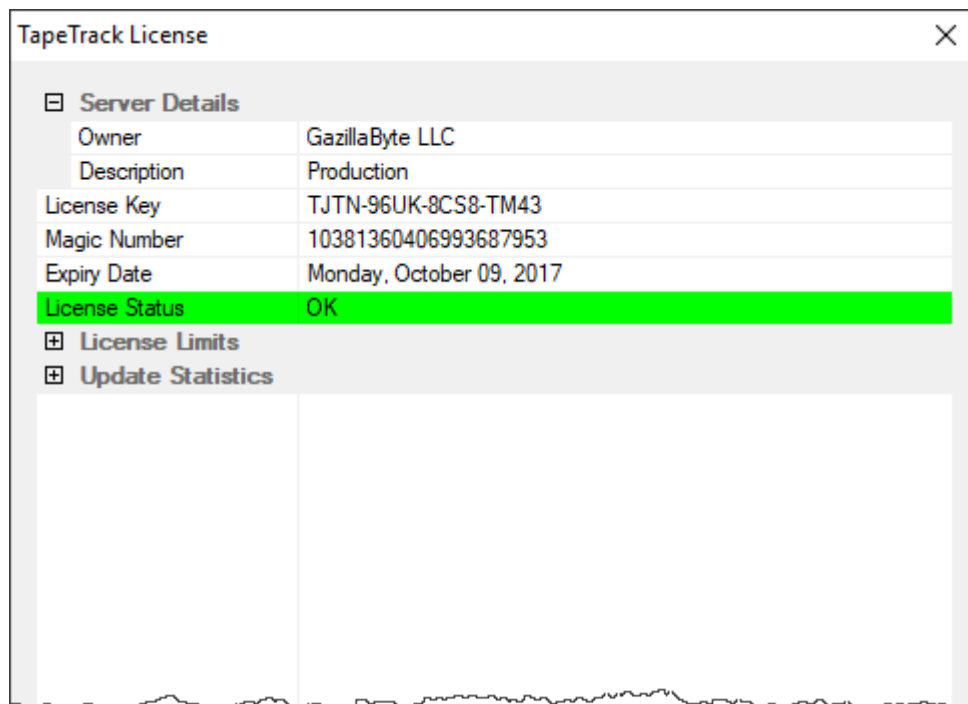


 If the menu option **Framework Server Licensing** is grayed out and inaccessible, you do not have sufficient privileges (tapemaster rights) to alter the software license

Click [Export license to a file](#) and save the file with a descriptive name (e.g. Backup\_license.cfg). Exporting your current license allows you to revert to your current license should something not work as expected while importing a new license.

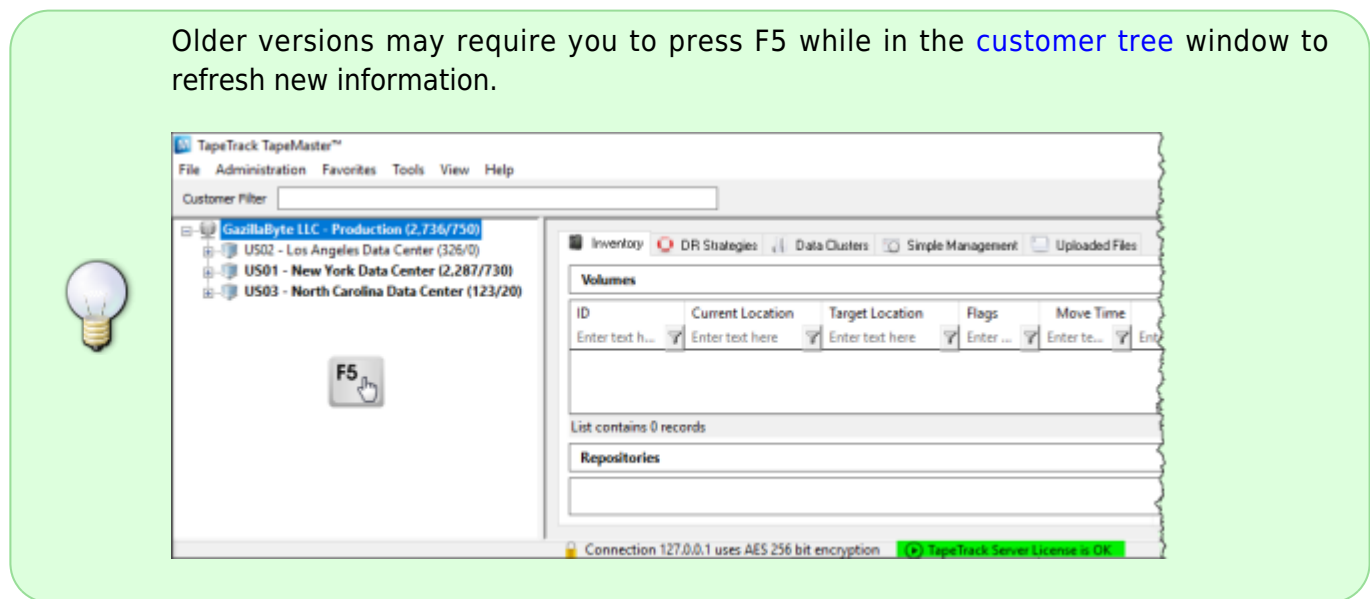
Click [Import license](#) and select the new license config file you received. On older releases, if your expiry date has updated but the license status still reads NOT-OK, click [Apply license changes](#) to save updated values.

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.

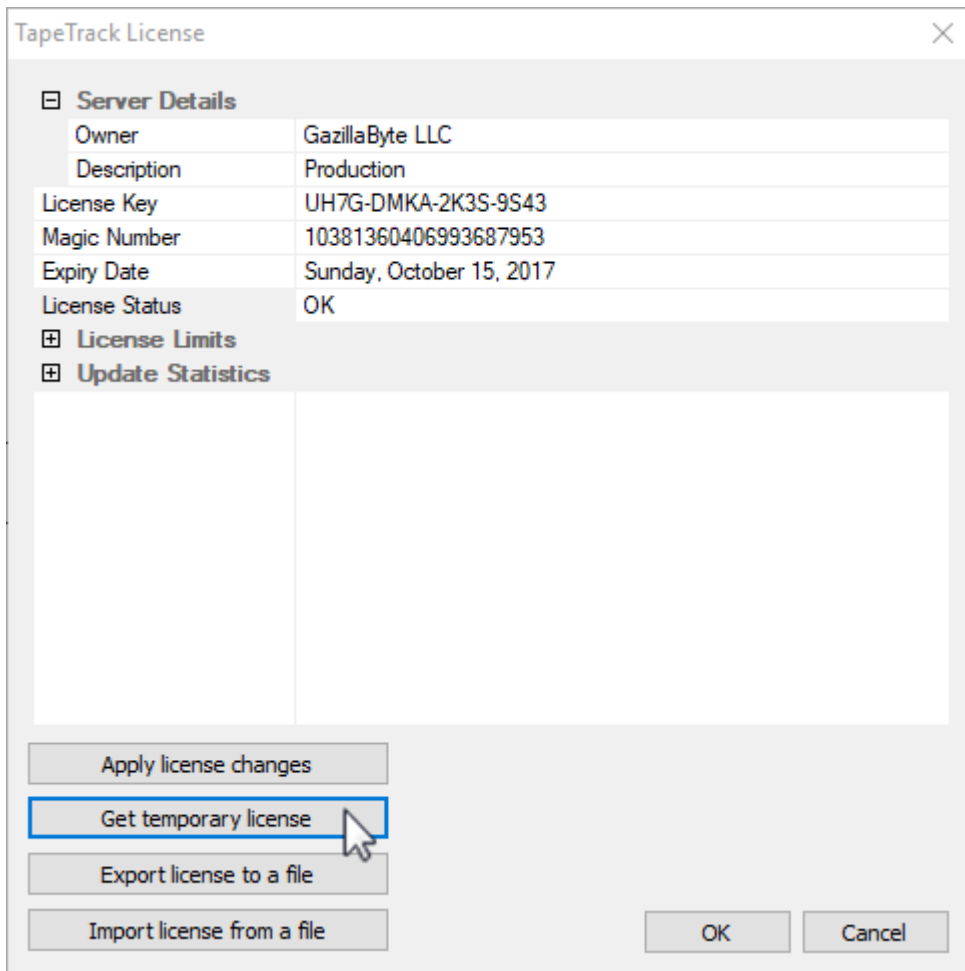


## Troubleshooting

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. Your computer must have internet access for the Get temporary license function to work.



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<https://rtfm.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:  
[https://rtfm.tapetrack.com/master/import\\_license?rev=1637796642](https://rtfm.tapetrack.com/master/import_license?rev=1637796642)

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