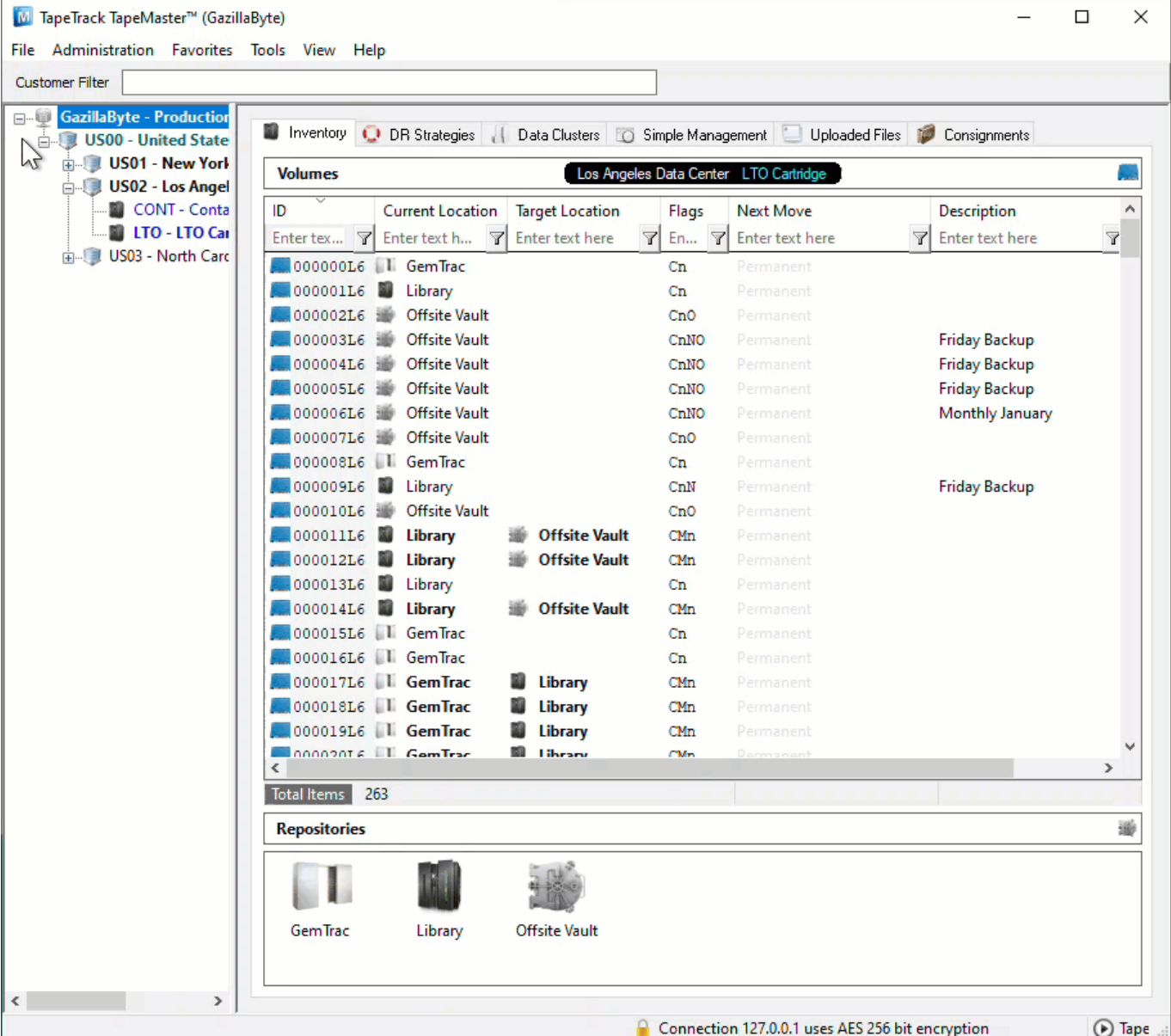


# Importing TapeTrack License

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

From the menu click Help → Framework Server Licensing



The screenshot shows the TapeTrack TapeMaster interface. The main window displays a list of volumes under the heading "Los Angeles Data Center LTO Cartridge". The table below shows the details of these volumes:

ID	Current Location	Target Location	Flags	Next Move	Description
000000L6	GemTrac		Cn	Permanent	
000001L6	Library		Cn	Permanent	
000002L6	Offsite Vault		CnO	Permanent	
000003L6	Offsite Vault		CnNO	Permanent	Friday Backup
000004L6	Offsite Vault		CnNO	Permanent	Friday Backup
000005L6	Offsite Vault		CnNO	Permanent	Friday Backup
000006L6	Offsite Vault		CnNO	Permanent	Monthly January
000007L6	Offsite Vault		CnO	Permanent	
000008L6	GemTrac		Cn	Permanent	
000009L6	Library		CnN	Permanent	Friday Backup
000010L6	Offsite Vault		CnO	Permanent	
000011L6	Library	Offsite Vault	CMn	Permanent	
000012L6	Library	Offsite Vault	CMn	Permanent	
000013L6	Library		Cn	Permanent	
000014L6	Library	Offsite Vault	CMn	Permanent	
000015L6	GemTrac		Cn	Permanent	
000016L6	GemTrac		Cn	Permanent	
000017L6	GemTrac	Library	CMn	Permanent	
000018L6	GemTrac	Library	CMn	Permanent	
000019L6	GemTrac	Library	CMn	Permanent	
000020L6	GemTrac	Library	CMn	Permanent	

Below the table, it shows "Total Items 263" and a "Repositories" section with icons for GemTrac, Library, and Offsite Vault. The status bar at the bottom indicates "Connection 127.0.0.1 uses AES 256 bit encryption".

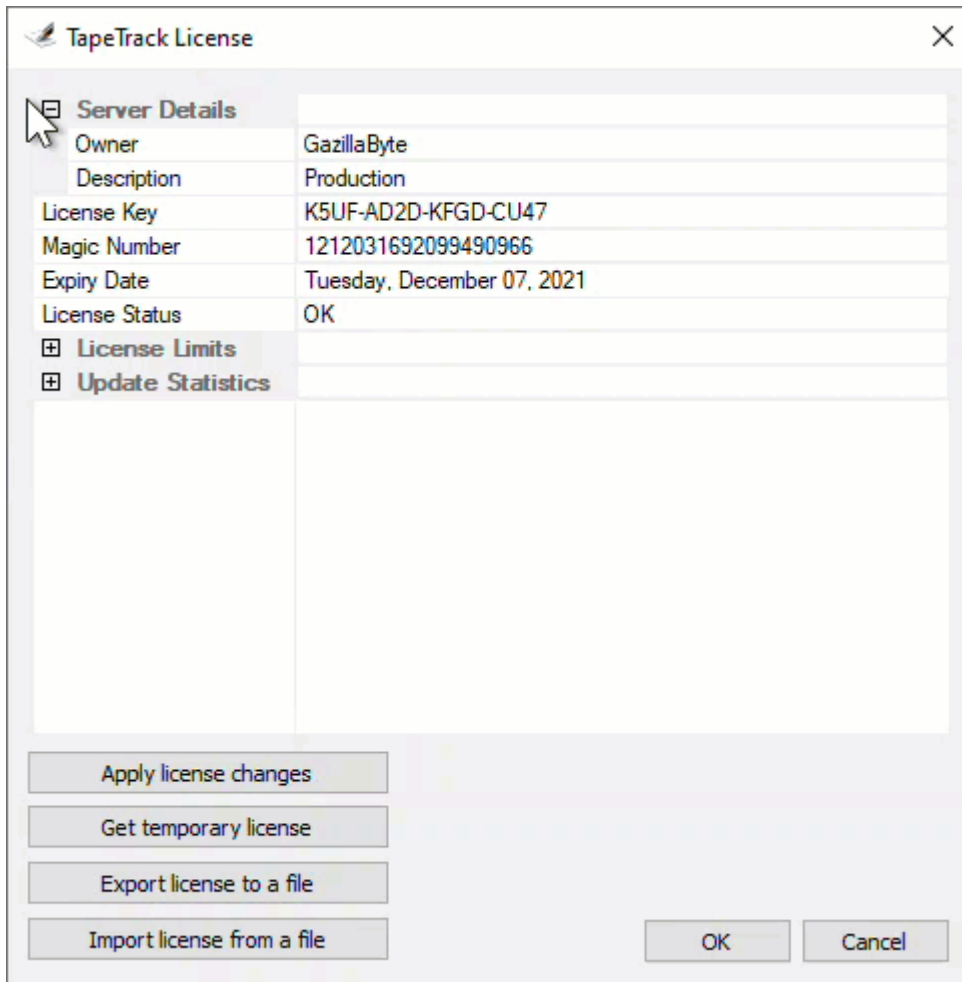


If the menu option **Framework Server Licensing** is grayed out and inaccessible, you do not have sufficient privileges (tapemaster rights) to alter the software license

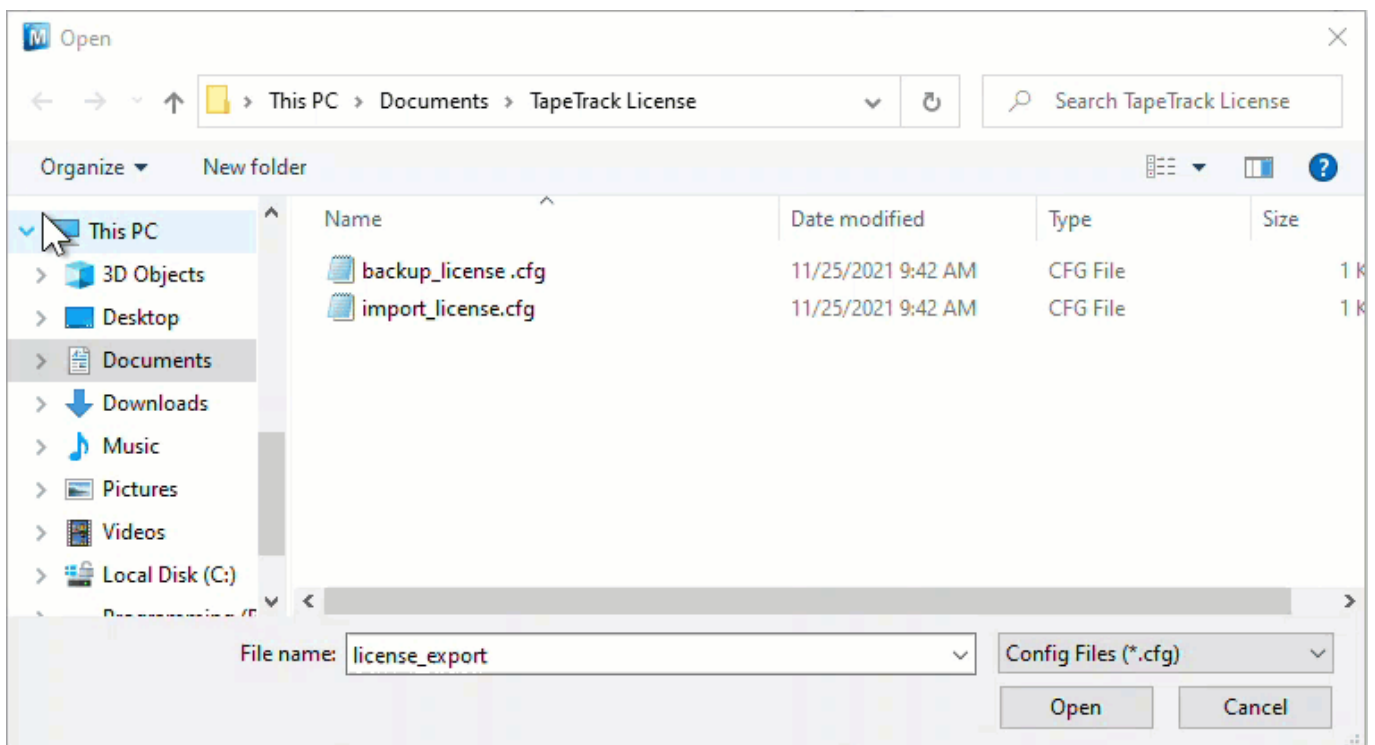
Click [Export license to a file](#) and save the file with a descriptive name (e.g. backup\_license.cfg). Exporting your current license allows you to revert to your current license should something not work as expected while importing a new license. If your license has a short expiry you will receive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



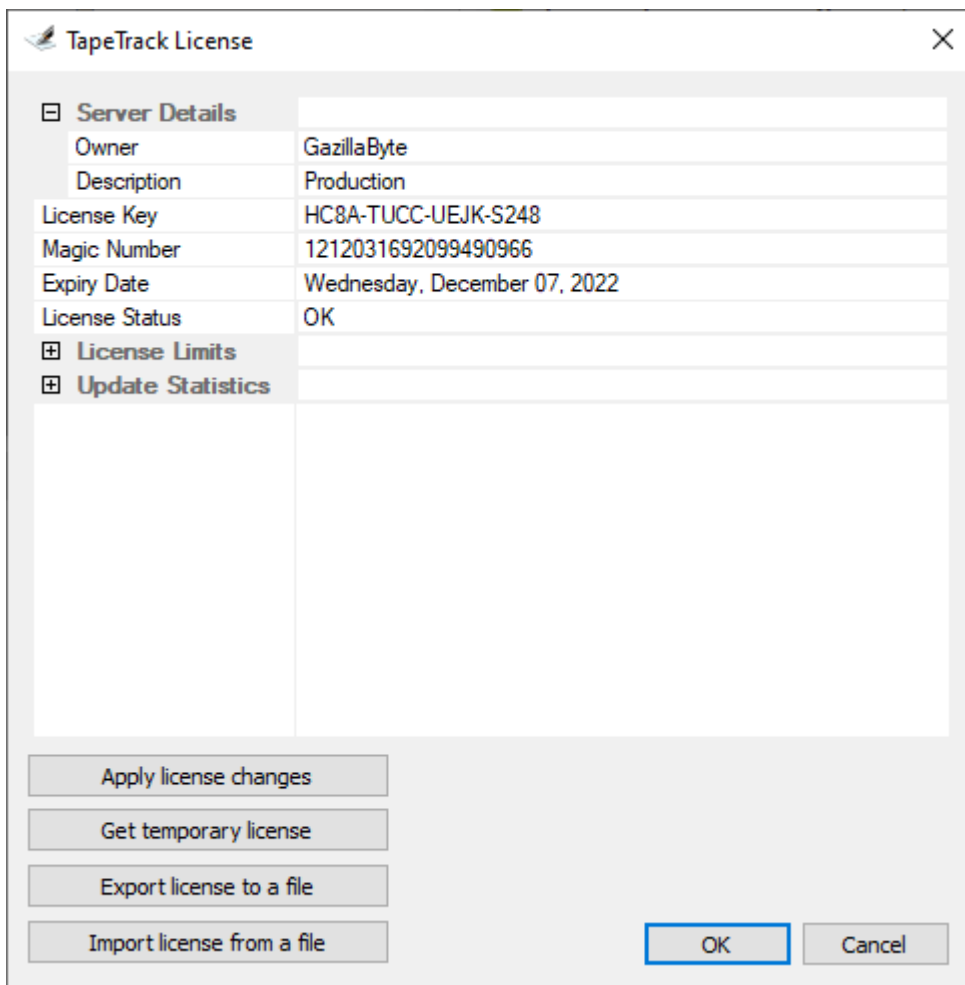
Select the new license config file you received and click Open to import the file.



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

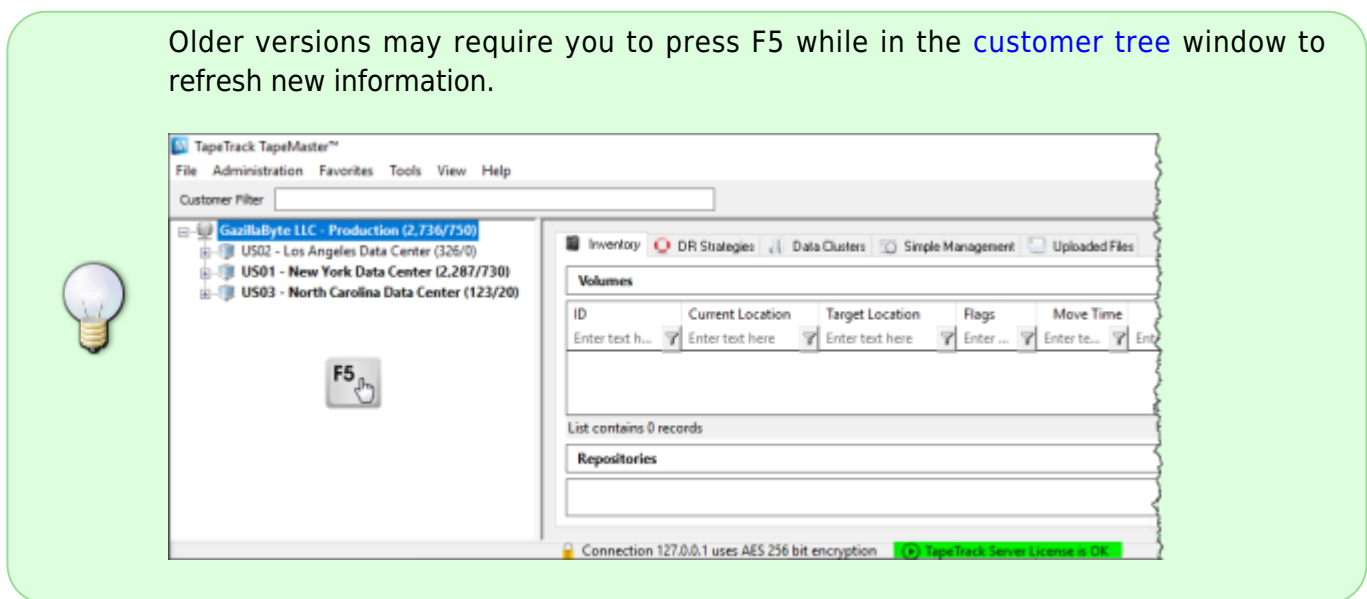
On older releases, if your expiry date has updated but the license status still reads NOT-OK, click

Apply license changes to save updated values.



Click OK to close the License Window.

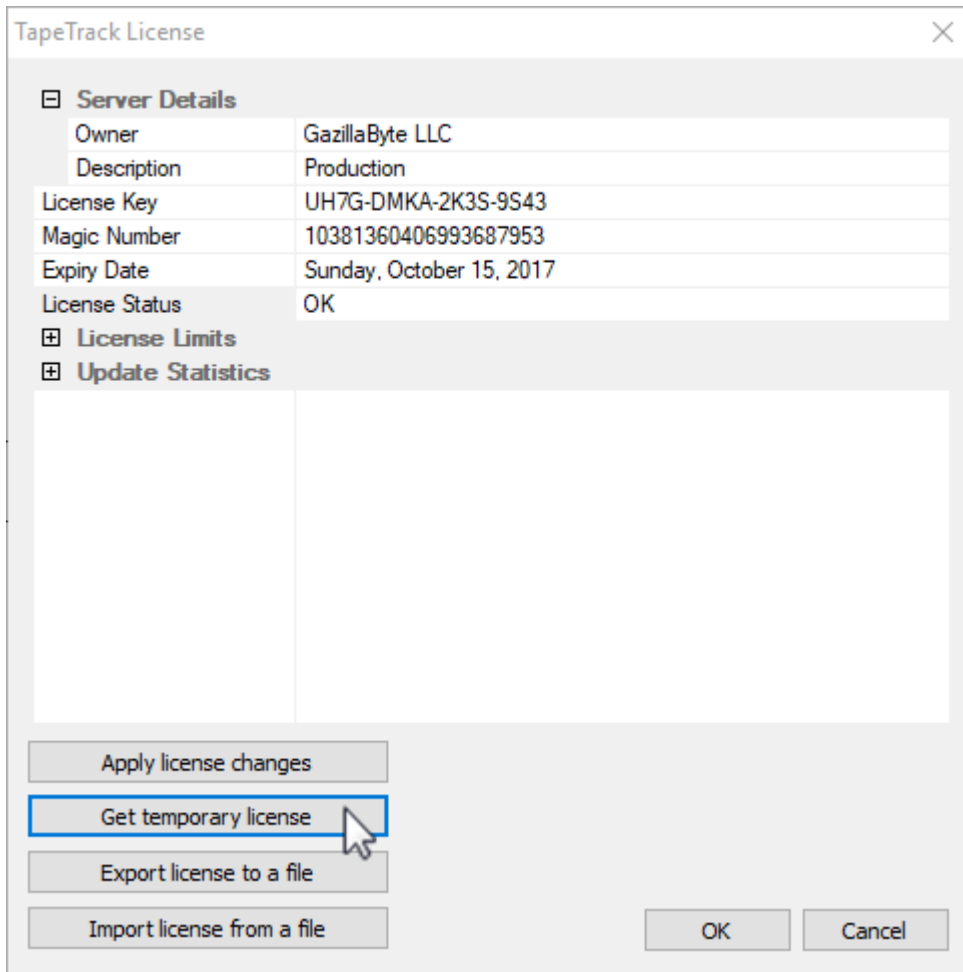
Older versions may require you to press F5 while in the [customer tree](#) window to refresh new information.



# 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.



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

Permanent link: [https://rtfm.tapetrack.com/master/import\\_license?rev=1638744185](https://rtfm.tapetrack.com/master/import_license?rev=1638744185)

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

