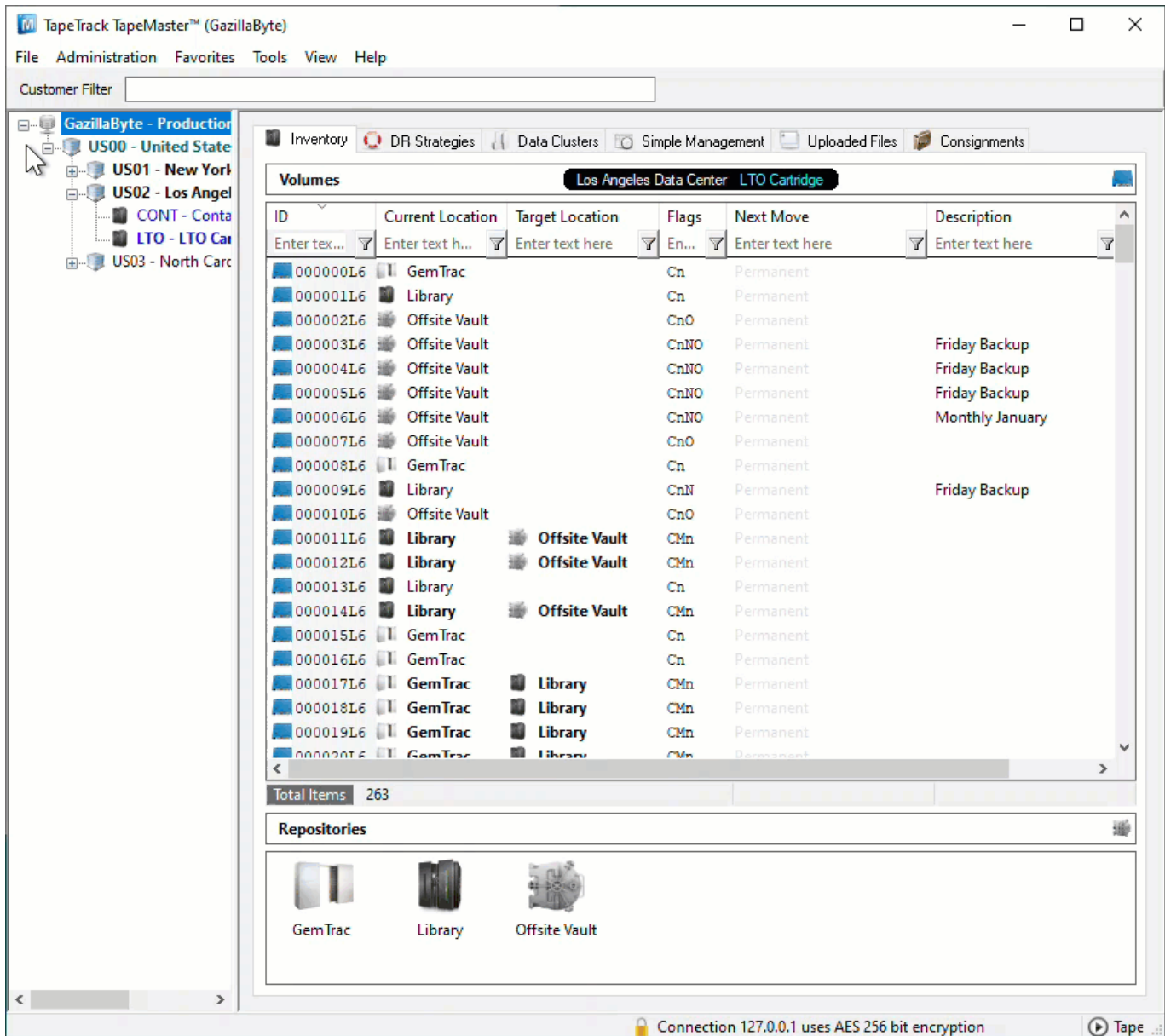# Importing TapeTrack License

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**.
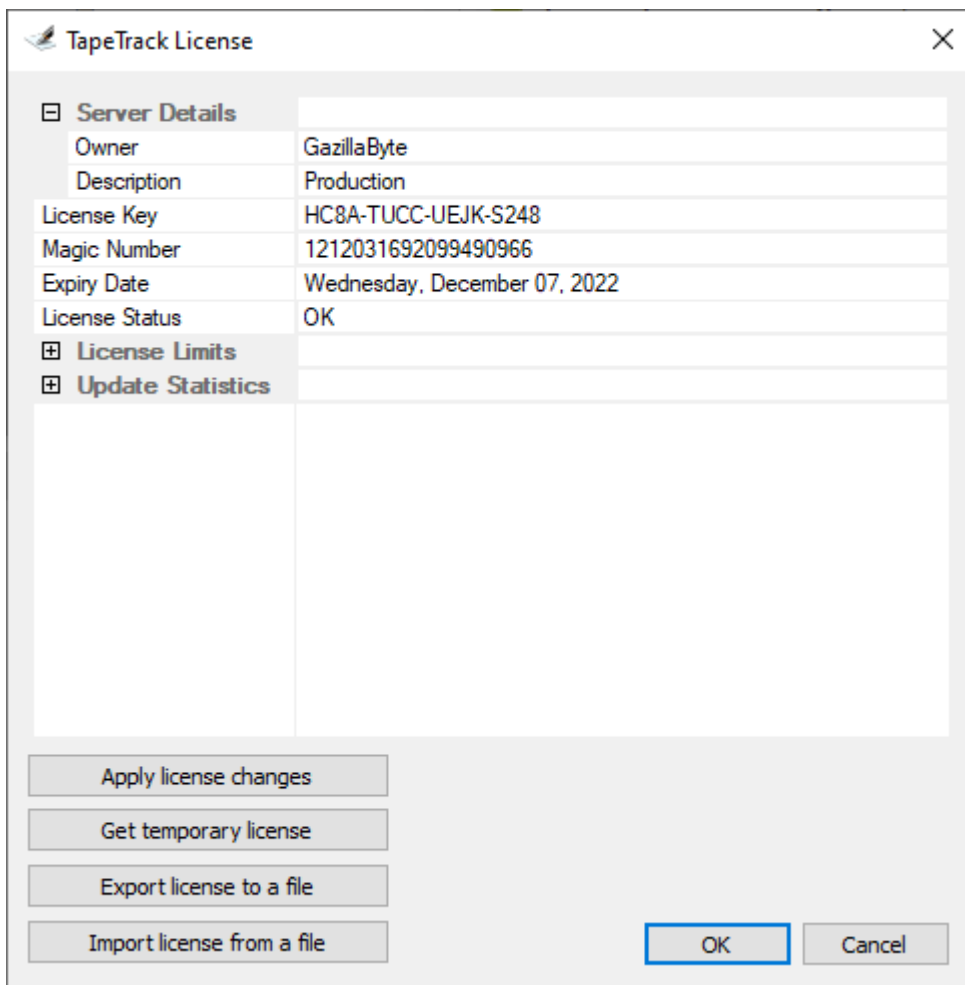


Click `OK` to close the License Window.

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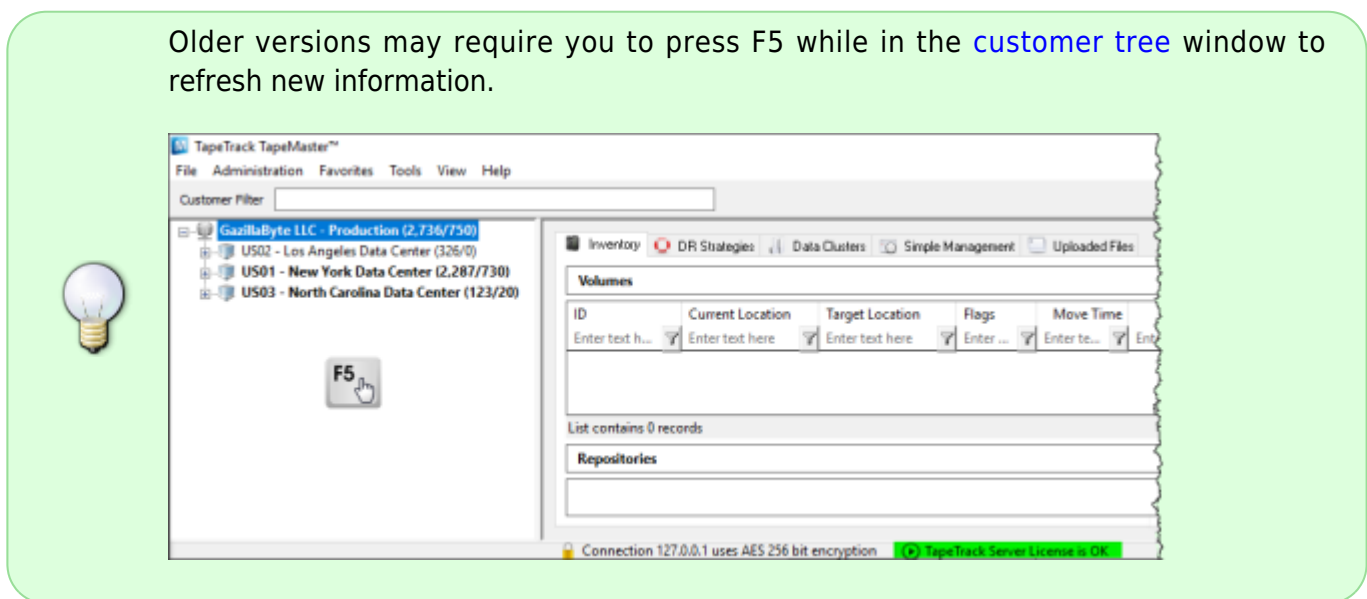
# Troubleshooting

If after installing new license configuration file your **License Status** still reads **Not-OK**, reinstall old configuration (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.



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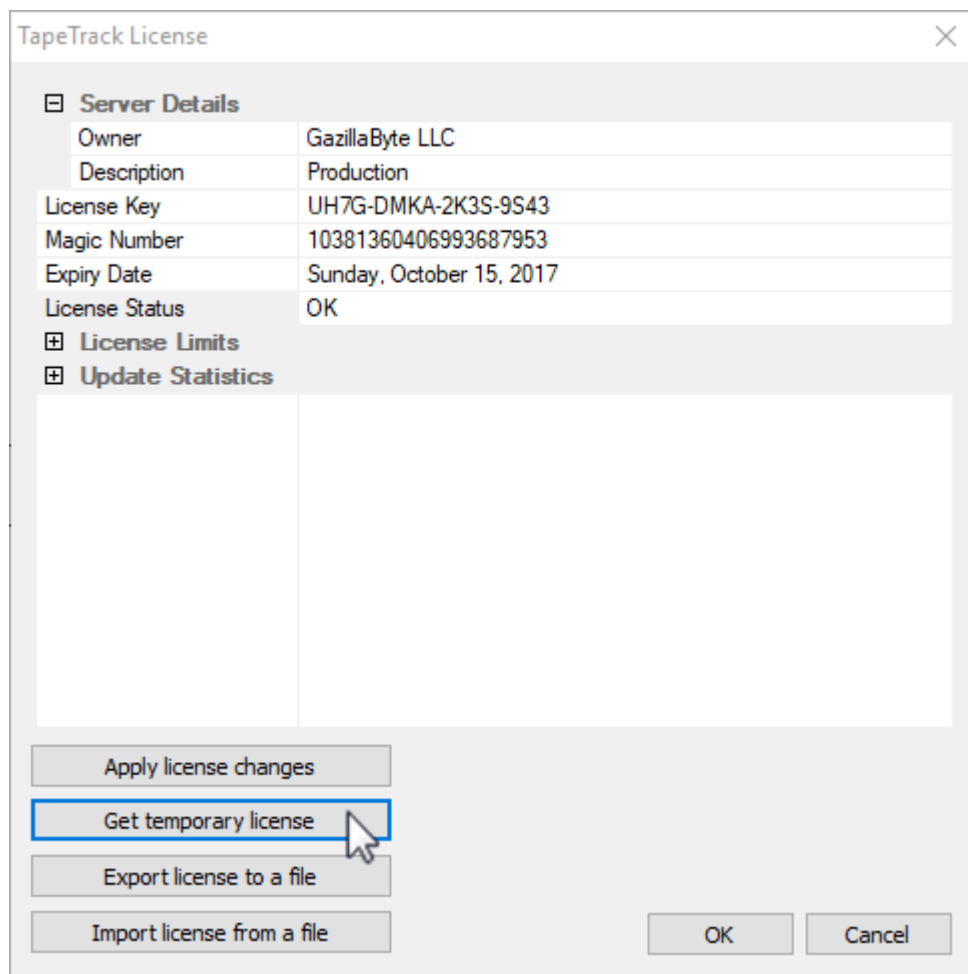
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Permanent link:
**https://rtfm.tapetrack.com/technote/import_license?rev=1637799197**

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