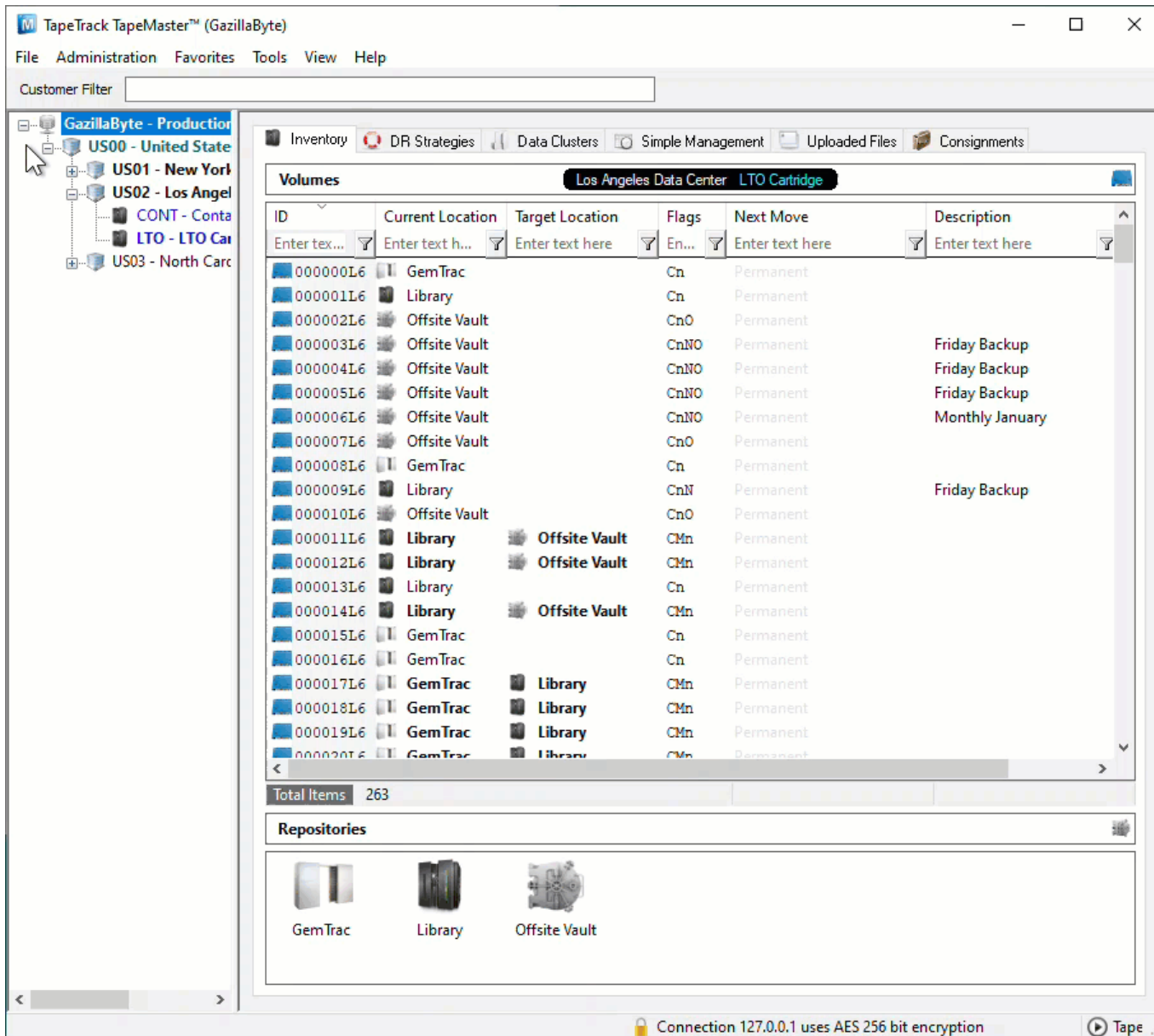



Importing TapeTrack License

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

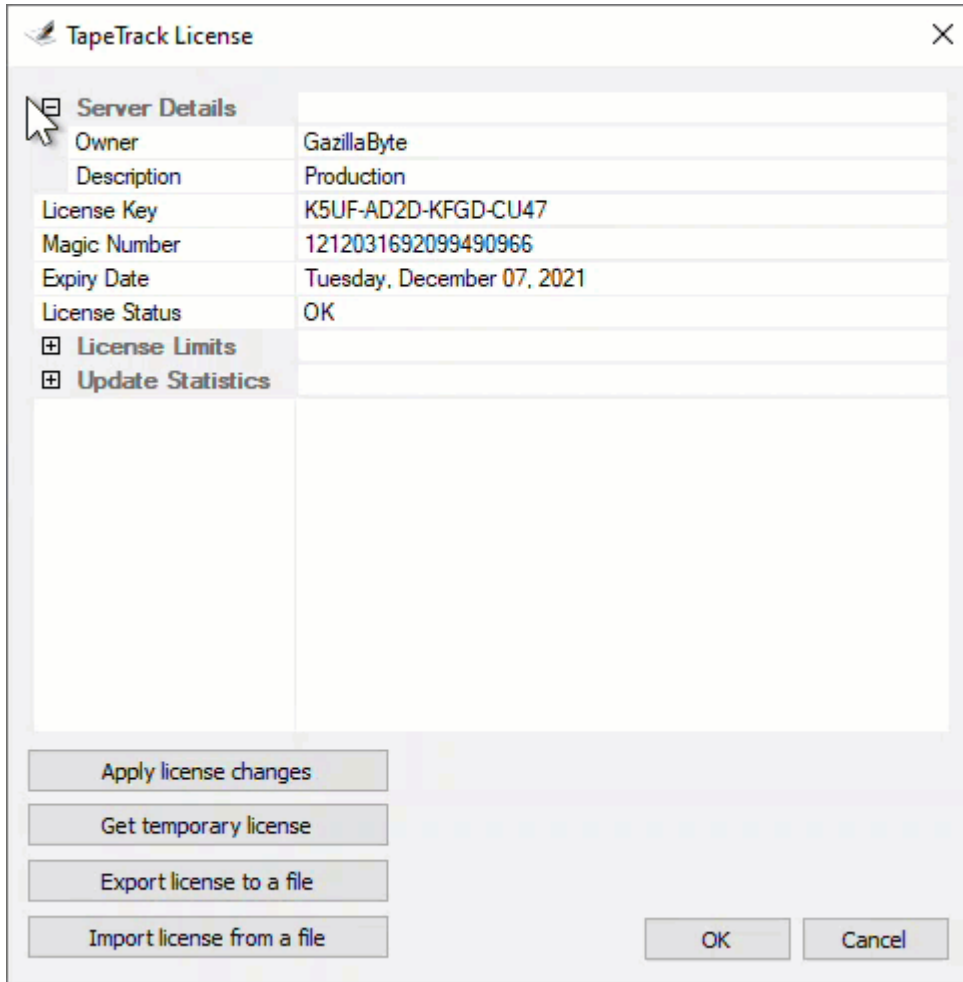
From the menu click Help → Framework Server Licensing



 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

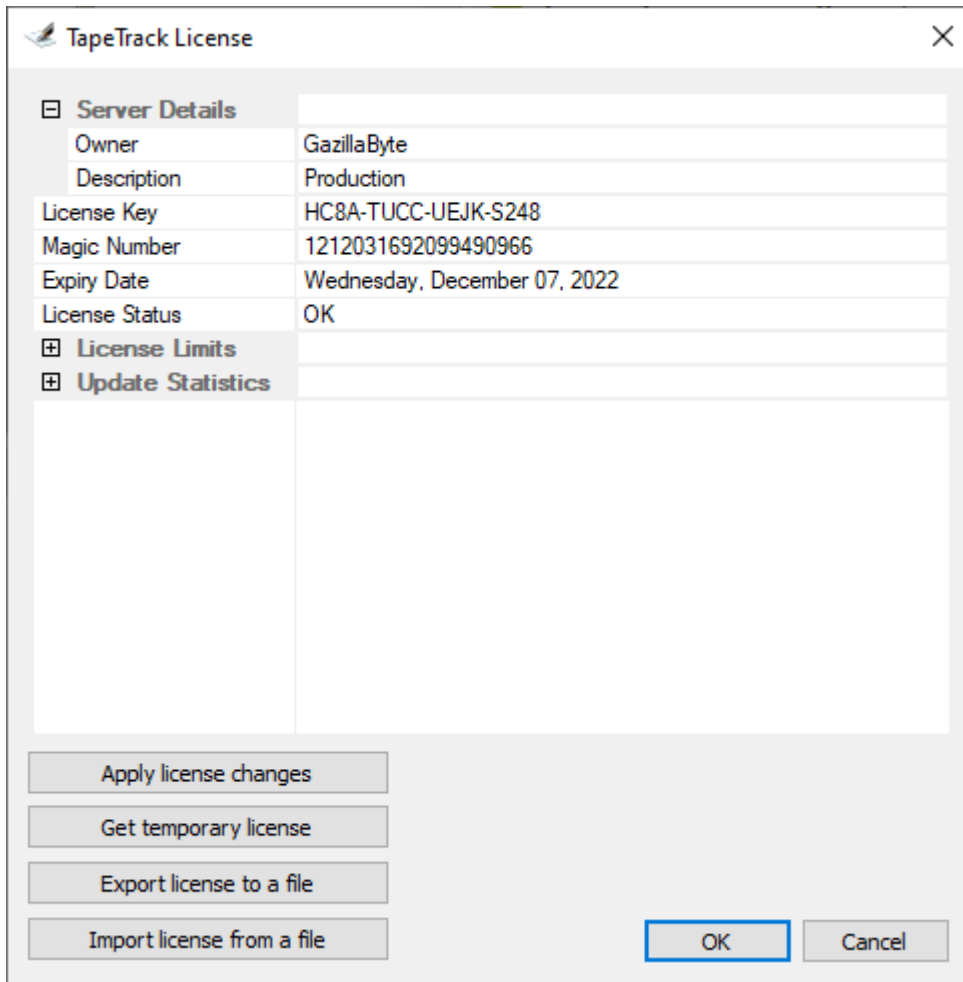
Click [Export license to a file](#) and save the file with a descriptive name (e.g. backup_license.cfg). Exporting your current license allows you to revert to your current license should something not work as expected while importing a new license.

Click [Import license](#) and select the new license config file you received.



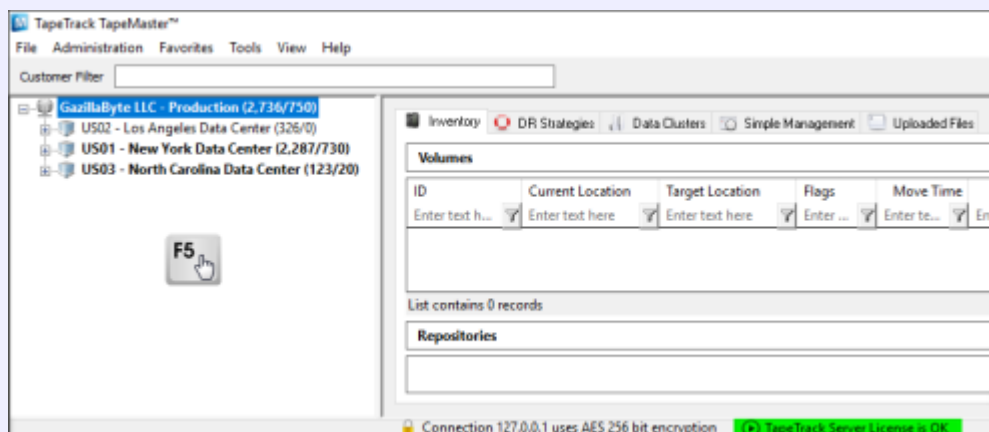
On older releases, if your expiry date has updated but the license status still reads NOT-OK, click **Apply license changes** to save updated values.

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.

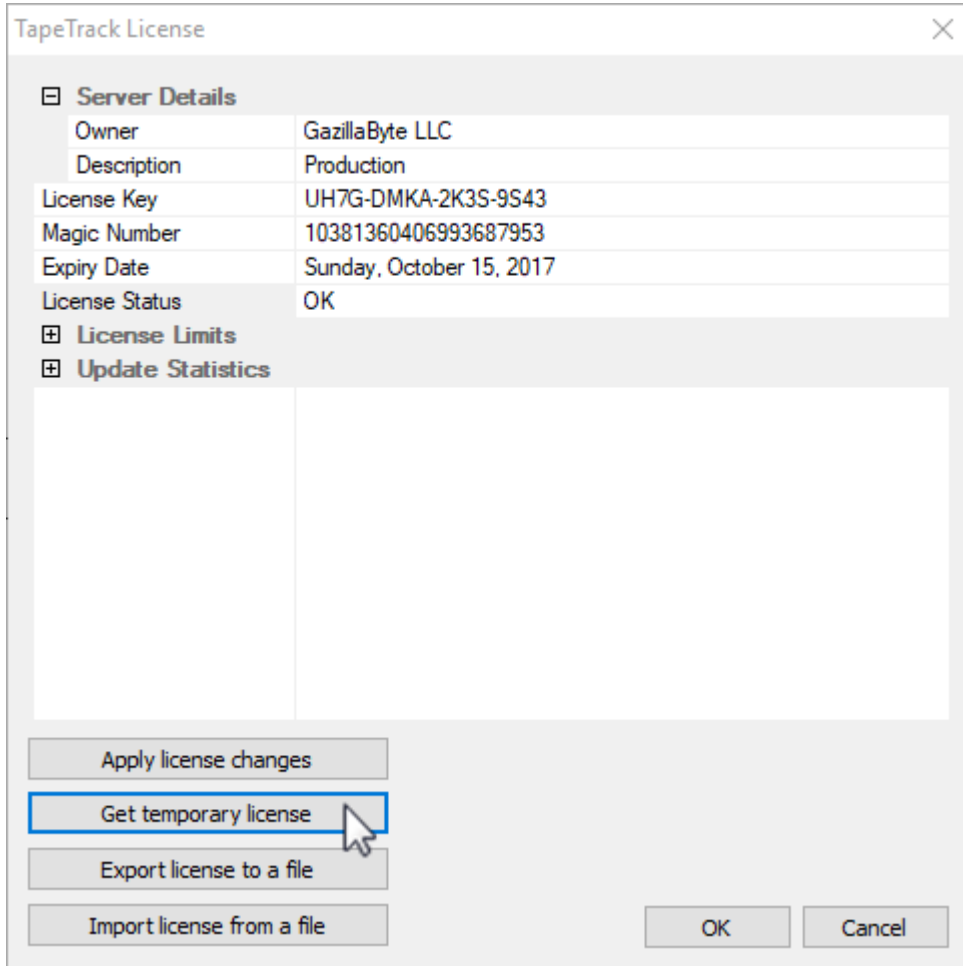


Troubleshooting

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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Permanent link: https://rtfm.tapetrack.com/technote/import_license?rev=1637799363

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