

# License Key

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## License limits

Access to the product is determined by two factors:

- Number of users vs. number of users permitted by the license
- Expiration date of the license

### How users are counted:

The number of users of the product is determined by:

- Number of active and disabled/suspended users
- Deleted users may remain in the system for a period of time. These users are not counted against the license limit.

## Download license key file

If you have not done so already, the license key file is available where you have acquired the installation package. Please download `license.json`.

## Acquire license key

A valid license key (`license.json`) is provided to each customer prior to installation. Your license key file is a JSON file that contains important information on your license.

**NOTE:** If your license key has expired, please contact *Trifacta Support*.

## Install your license key

If you are updating your license, you may want to save your previous license key to a new location before overwriting.

**NOTE:** Do not maintain multiple license key files in this directory.

To apply your license key, copy the key file to the following location in the Trifacta® deployment:

```
/opt/trifacta/license
```

## Update your license key

After you have installed your license key, you can update your license with a new one through the Admin Settings page. See *Admin Settings Page* in the Admin Guide.

## Changing the license key location

By default, the license key file in use must be named: `license.json`.

If needed, you can change the path and filename of the license key. The property is the following:

```
"license.location"
```

See *Admin Settings Page* in the Admin Guide.

## Expired license

**NOTE:** If your license expires, you cannot use the product until a new and valid license key file has been applied. When administrators attempt to login to the application, they are automatically redirected to a location from which they can upload a new license key file.

## Invalid license key file

When you start the Trifacta platform, you may see the following:



## Invalid License File

Your license file has expired or is missing. Please contact Trifacta.

Your license key is missing or has expired. Please contact *Trifacta Support*.