

# License Information

If your up.time package did not come with a license key, then either contact your sales representative to request a key or send an email to [support@uptime.com](mailto:support@uptime.com). You will need the host ID for the system so that a permanent license key can be generated. The host ID is displayed in the **License Information** subpanel, and is similar to the following:

001110bf101d



You do not need the host ID if you are evaluating up.time. The demo licenses expire after predetermined amounts of time and can run on any system.

## Installing or Updating a License

To install or update a license, do the following:

1. On the up.time tool bar, click **Config**.
2. In the left panel, click **License Info**.  
If you currently have an up.time license, it is displayed in the **License Information** subpanel.
3. Paste the new or updated license into the **License Key** text box.
4. Click **Update License**.

## Setting a Notification Group for vSync-Related Licensing Errors

In the **License Notification** section of the **License Information** page, you can select the Notification Group that receives alerts should there be any licensing errors related to syncing with VMware vSphere.

For more information, see [Managing vSync](#).