

Tally 9 – FAQs on Licensing

Q1. What are the methods of activating license in Tally 9?

Answer:

Activating a Tally license in Tally 9 can be done in two ways, namely,

1. Online Licensing
2. Offline Licensing

Q2. What is the difference between Online and Offline licensing?

Answer:

In Online licensing, you can activate a Tally license through an Internet connection available in the same computer, in which Tally is installed

In Offline licensing, you must generate and copy a request file in Tally 9 and paste it in the Tally folder of another computer that has an Internet connection. Click on the **Send External Request** option to send a request to Tally Internet Services server. In return, you shall receive a response file in your Tally folder. Revert back with the response file to the computer with Tally 9 and paste it in the Tally folder to activate the license.

Q3. What is Tally 9 Silver/ Single User licensing?

Answer:

Tally 9 Silver/ Single User License allows you to use Tally 9 on a single computer.

Q4. What is Tally 9 Gold/ Multi User licensing?

Answer:

Tally 9 Gold/ Multi User License allows you to use **Tally 9** on any number of computers connected through a Local Area Network (LAN). The activation process for multi-user licensing is similar to that of Single User licensing.

Q5. How do I obtain the License / Tally Serial Number through online licensing?

Answer:

1. Connect to the Internet
2. Open **Tally 9**
3. An **Activation Form** displays. Fill the required details in the form
4. Accept the screen

The **Tally SI. No.** displays on the top right corner of the screen.

Q6. How do I obtain the License/ Tally Serial Number through offline licensing?

Answer:

1. Start **Tally 9**
2. An Activation Form displays. Press Esc or Ctrl + Q to quit the Activation Form
3. Go to **F12: Configure > Licensing > Offline**
4. An Offline Activation Form displays. Fill the required details in the form. A message displays the successful generation of the **tally_req.lic** file.
5. Copy the **tally_req.lic** file from the Tally folder of your computer on a floppy or CD, and paste it in the Tally folder of any computer, which has Internet connectivity as well as Tally installed on it
6. Start Tally on the computer with Internet connection and go to **F12: Configure > Licensing > Offline**
7. Click **Send External Request**. A new file, **tally_resp.lic**, is generated and saved in the Tally folder
8. Copy the new **tally_resp.lic** file on a floppy or CD, from the Internet connected computer and paste the **tally_resp.lic** file into the Tally folder of your computer
9. Start Tally to get your License/ Tally Serial Number

Q7. I have the Tally Multi User edition. When I go to Gateway of Tally > F12: Configure > Licensing, why am I not able to see the options, 'Online' and 'Offline'?

Answer:

In **Tally 9** Multi User edition, the options, **Online** and **Offline**, will be available only

on the Server and not on the Client computers. Ensure that you have logged in as an administrator on your Server computer to get these options.

Q8. What is 'List Add-Ons'?

Answer:

List Add-Ons provides a list of additional modules enabled for the Serial Number and also displays the Add-Ons purchased using the Shop feature. For more information, refer **Tally Online Help**.

Q9. Is license activation a one-time procedure?

Answer:

Yes, license activation is a one-time process. The license has to be validated within 45 days of activation. Tally prompts you to validate the license before the expiry period. The procedure for license validation is the same for both Single User and Multi User editions.

Q10. How do I carry out online validation of license?

Answer:

On expiry of the license activation period, Tally displays the message, '**Your License is about to expire! Please re-activate.**' Connect to the Internet and validate the license manually, using the following path.

Go to **Gateway of Tally > F12: Configure > Licensing > Online > Update**

Note:

This is a one-time process. If you do not validate the license within the given time, Tally will switch to the Educational mode.

Q11. How do I carry out offline validation of the license?

Answer: On expiry of the license activation period, Tally displays the message, **‘Your License is about to expire! Please re-activate.’** To validate the license offline, follow a procedure similar to the activation of the offline license. (Read the answer to Q6.)

Note:

This is a one-time process. If you do not validate the license within the time period, Tally will switch to the Educational mode.

Q12. What do you mean by Surrendering the Tally License’?

Answer:

‘Surrendering the Tally License’ means deactivation of the Tally license. You should surrender the Tally license:

1. If you wish to use Tally license on another computer
2. If you wish to format your computer

Q13. What are the different ways of surrendering the Tally license?

Answer:

There are two ways of surrendering the Tally license.

1. Online
2. Offline

Q14. How do I surrender the Tally license, online?

Answer:

You can surrender the Tally license online from a computer which has an Internet connection and Tally 9 installed

To surrender the license:

1. Connect to the Internet
2. Start **Tally 9**
3. Go to **F12: Configure > Licensing > Online > Surrender**

Q15. How do I surrender the Tally license, offline?

Answer:

To surrender a Tally license offline,

1. Start **Tally 9**
2. Go to **F12: Configure > Licensing > Offline > Surrender**

The message, '**Offline Surrender Request tally_req.lic file is successfully generated,**' displays

3. Copy the **tally_req.lic** file from the Tally folder of your computer on a floppy or CD, and paste it in the Tally folder of any computer, which has Internet connectivity as well as Tally installed on it
4. Start Tally on the computer with Internet connection and go to **F12: Configure > Licensing > Offline**
6. Click **Send External Request**

The Tally license will be surrendered.