iLok Usage Guide for Pro Tools 7.0

The iLok USB Smart Key (iLok), manufactured by PACE Anti-Piracy, Inc., is a portable, cross-platform USB device designed for authorizing plug-ins and software options for Pro Tools systems.

iLok USB Smart Key

The iLok is similar to a dongle, but unlike a dongle, it is designed to securely authorize multiple software applications from a variety of software developers. This key can hold over 100 licenses for all of your iLok-enabled software. Once an iLok is authorized with a license for a given piece of software, you can use it to authorize that software on any computer.

⚠ *The iLok USB Smart Key is not supplied with your plug-in. You can use the one included with certain Pro Tools systems (such as Pro Tools|HD systems), or purchase one separately.*

iLok System Requirements

Updating iLok Drivers

To use iLok with Pro Tools, the appropriate software drivers, or PACE extensions, must be installed on the system. When you install Pro Tools software, the latest PACE extensions are automatically installed at the same time. Individual plug-in or software option installers do not include PACE extensions.

If a plug-in or software option requires a new version of a driver, it will automatically prompt you to download and install the new driver. For more information and to download the latest drivers, visit the PACE Web site (www.paceap.com).

Software Requiring an iLok for Authorization

All optional plug-ins and most software options from Digidesign and Digidesign Development Partners require an iLok for authorization. Any previously installed floppy disk authorizations from previous versions of Pro Tools will not be recognized.

💡 *The DigiRack plug-ins included with Pro Tools do not require an iLok for authorization.*

📄 *For more information on authorizing Digidesign plug-ins and software options, visit the support section of the Digidesign Web site (www.digidesign.com). For more information on authorizing plug-ins and software options from other manufacturers, contact the manufacturers directly.*

Upgrading to Plug-Ins That Require an iLok for Authorization

If you are a registered owner of Digidesign or Digidesign-distributed plug-ins or software options, you must create an iLok.com account in order to receive updated iLok licenses from Digidesign. (For instructions for setting up an iLok.com account, see "Getting Started with iLok.com" on page 5.) When you register Pro Tools 7.0, Digidesign Customer Service will deposit applicable licenses in your iLok.com account. You can then log onto iLok.com and move the licenses from your iLok.com account to your iLok USB Smart Key.

Authorizing an iLok

Depending on how you purchase a plug-in or software option, you can authorize an iLok in one of the following ways:

iLok License Card If you purchased a boxed version of a plug-in, you authorize the plug-in by inserting the enclosed License Card into an iLok. License Cards are specific to each plug-in. You will receive the appropriate License Cards for the plug-ins that you purchase. License Cards have a small punch-out plastic chip called a GSM cutout, which is used to add licenses to the iLok. See "Adding Licenses to an iLok with an iLok License Card" on page 4.

Digidesign.com and iLok.com Web sites When you purchase one or more plug-ins or software options online at the DigiStore (www.digidesign.com), Digidesign deposits licenses in your user account at iLok.com. You can then authorize the plug-in by downloading licenses from iLok.com to an iLok. See "Purchasing and Renting iLok Licenses from the DigiStore" on page 13.

⚠ *You must have an iLok.com User ID in order to purchase iLok licenses through Digidesign, and to download licenses to an iLok. For more information, see "Getting Started with iLok.com" on page 5.*

Pro Tools Licenses can be added directly to an iLok from Pro Tools. See "Activating and Downloading Licenses to an iLok from Pro Tools" on page 14.

Demo License Some iLok-compatible plug-ins let you run the plug-in in demo mode for a time-limited trial period. See "Activating and Downloading Demo Licenses to an iLok" on page 2 for more information.

Activating and Downloading Demo Licenses to an iLok

Many iLok-compatible plug-ins can run in *demo mode*, which lets you use a plug-in for a time-limited trial period. Some of these plug-ins require an iLok USB Smart Key and a demo license in order to run in demo mode. iLok USB Smart Keys distributed with Pro Tools|HD systems are pre-loaded with demo licenses for most Digidesign plug-ins that require them. If you do not have a pre-authorized HD iLok and need to add a demo license, you can download the license directly to your iLok from the Internet.

The following Digidesign and Digidesign-distributed plug-ins require an iLok USB Smart Key *and* a valid demo license when running in demo mode:

- Access Virus Indigo
- Bomb Factory plug-ins
- Line 6 AmpFarm
- Line 6 EchoFarm
- MDW Hi Res EQ
- Digidesign Bruno/Reso
- Digidesign DINR
- Digidesign Reverb One
- Digidesign ReVibe
- Sonic NoNOISE

Other Digidesign and Digidesign-distributed plug-ins will run in demo mode without an iLok USB Smart Key or a demo license.

Activating Demo Mode

You activate demo mode by choosing to start the trial period for a plug-in.

To activate demo mode for a plug-in:

1 Insert the iLok USB Smart Key into an available USB port on your computer.

2 Launch Pro Tools.

3 When you are prompted to try or authorize the plug-in, click Try. (If you click Quit, the trial period will not begin, and Pro Tools will continue to launch.)

Authorization dialog

When Pro Tools has launched, you are ready to use your plug-in in demo mode.

Downloading a Demo License

When you load a plug-in requiring a demo license and no demo license is present, you can download the demo license directly to your iLok.

To download a demo license and activate demo mode for a plug-in:

1 Insert the iLok USB Smart Key into an available USB port on your computer.

2 Make sure your computer is connected to the Internet.

3 Launch Pro Tools.

4 When you are prompted to try or authorize the plug-in, click Try.

If you are not prompted to try the plug-in, quit Pro Tools and repeat the above steps, but without the iLok in the USB port. Pro Tools should then prompt you to insert the iLok and authorize the plug-in.

5 Deselect Use License Card and click Next.
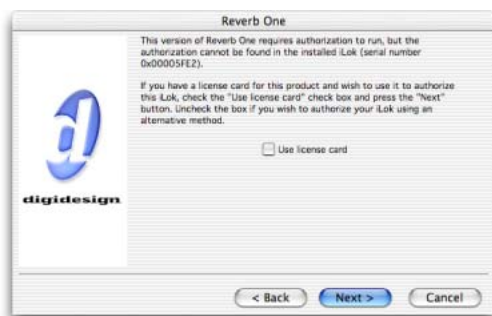
License card dialog

6 Select Internet activation, and click Next. You will be automatically connected to a Digidesign server, where you can sign in and start the download.

Demo activation dialog

When the download is complete, you are ready to use the plug-in in demo mode.

Adding Licenses to an iLok with an iLok License Card

Once a license for a plug-in or software option is added to an iLok USB Smart Key, you can use the iLok to authorize that software on any supported computer.

To authorize a plug-in or software option with iLok:

1 Insert the iLok into an available USB port on your computer.

2 Launch Pro Tools. You will be prompted to authorize any installed unauthorized plug-ins or software options.

🔆 *If you are already using a demo version of the plug-in, launch Pro Tools before you insert the iLok, then insert the iLok into any available USB port when prompted by Pro Tools.*

3 Follow the on-screen instructions until you are prompted to insert the License Card into the iLok.

4 Separate the GSM cutout from the larger protective card by pulling it up and out with your thumb. Do not force the cutout down with your finger.

GSM cutout

License Card with GSM chip

5 Insert the GSM cutout into the iLok. Visually verify that the metal portion of the cutout makes contact with the iLok's metal card reader.
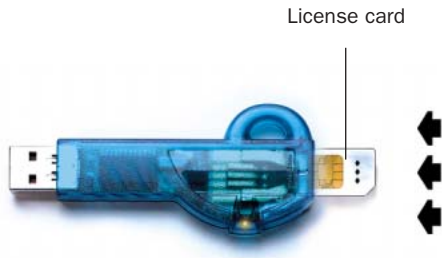
License card

iLok with License card

6 Follow the on-screen instructions to complete the authorization process.

7 After the authorization has completed, remove the GSM cutout from the iLok. (If you have to remove the iLok from the computer to remove the cutout, be sure to re-insert the iLok in any available USB port on your computer when you are finished.)

⊟ *For instructions on authorizing a specific plug-in or software option, refer to the documentation included with the software. For additional information about plug-ins and their operation, refer to the DigiRack Plug-Ins Guide.*

Getting Started with iLok.com

The iLok.com Web site (www.ilok.com) is a resource for viewing, adding, and managing licenses on your iLok USB Smart Key(s).

� *See the iLok Web site (www.ilok.com) for details on supported Web-based browsers and operating systems.*

Adding licenses from iLok.com to an iLok requires the following steps:

1 "Creating an iLok.com Account" on page 5.

2 "Registering an iLok with Your iLok.com Account" on page 7.

3 "Synchronizing an iLok with your iLok User Account" on page 10.

4 "Adding Licenses to Your iLok" on page 11.

Creating an iLok.com Account

To receive licenses, you must first create your free user account at iLok.com.

⍟ *You need to have at least one registered iLok in order to receive licenses in your iLok.com account. You can register one or more iLoks in your user account and add licenses to an iLok at any time.*

To create an iLok.com account:

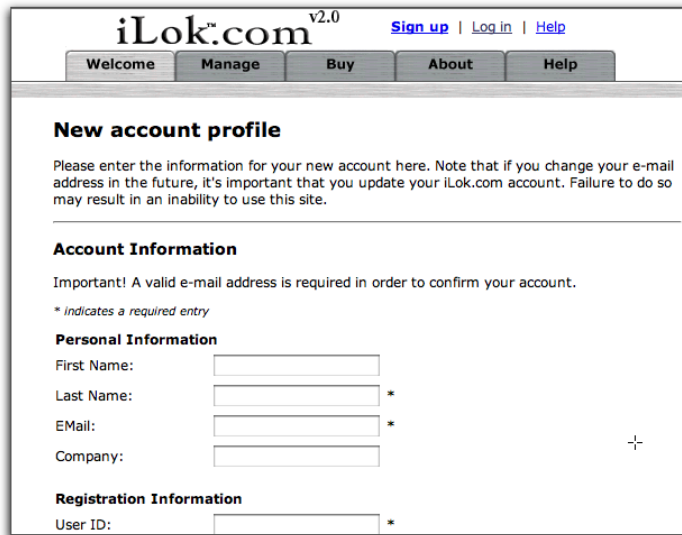**1** Navigate to www.ilok.com in a Web-based browser.

⚠ *Make sure cookies are enabled in your Web-based browser. Refer to browser documentation for more information.*

2 On the iLok.com home page, click Sign Up.

iLok.com home page

3 In the New Account Profile page, enter your account information. (You will need to indicate that you accept the agreement before submitting.)

*iLok.com New Account Profile page*

⚠ *Remember your iLok.com User ID and password. You will need to provide your User ID to Digidesign Customer Service when you register your Pro Tools purchase, so that licenses can be deposited in your iLok.com account (see "Registering an iLok with Your iLok.com Account" on page 7).*

4 When finished entering account information, click Submit.

A page appears informing you that a message has been sent to your e-mail address, which will be used to confirm your free registration.

5 Log into your e-mail client, and click the link you have received via e-mail.

The Account Activated screen appears in your Web-based browser.
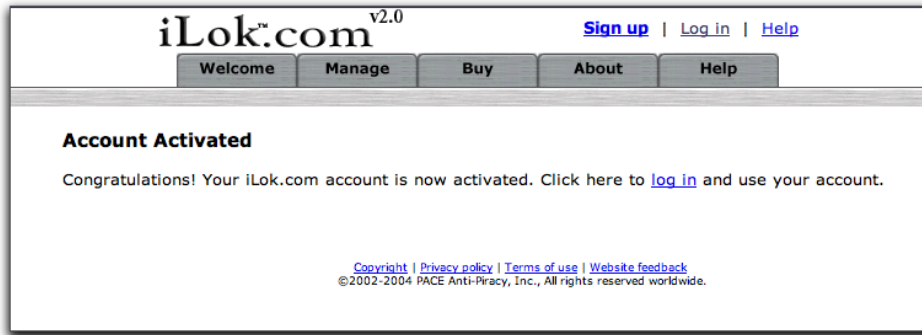
iLok.com Account Activated page

6 Click Log In.

7 On the iLok home page, log into your new account.

⚠ *If prompted, download and install the iLok Client software. (Follow the instructions on the iLok.com Web site.)*

8 After you have created your user account and installed any new iLok software, you are ready to receive licenses and register iLoks.

Registering an iLok with Your iLok.com Account

After you have created an iLok user account, you must register at least one iLok with your account at iLok.com before you can download, add, transfer, or remove licenses.

💡 *You can register any number of iLok USB Smart Keys in your account, and rename them if you choose.*

To register an iLok USB Smart Key in your iLok.com account:

1 From www.ilok.com, log into your iLok user account.

2 On the Welcome page, click the Manage tab.

Manage tab

Message indicating no iLoks
are registered in your account
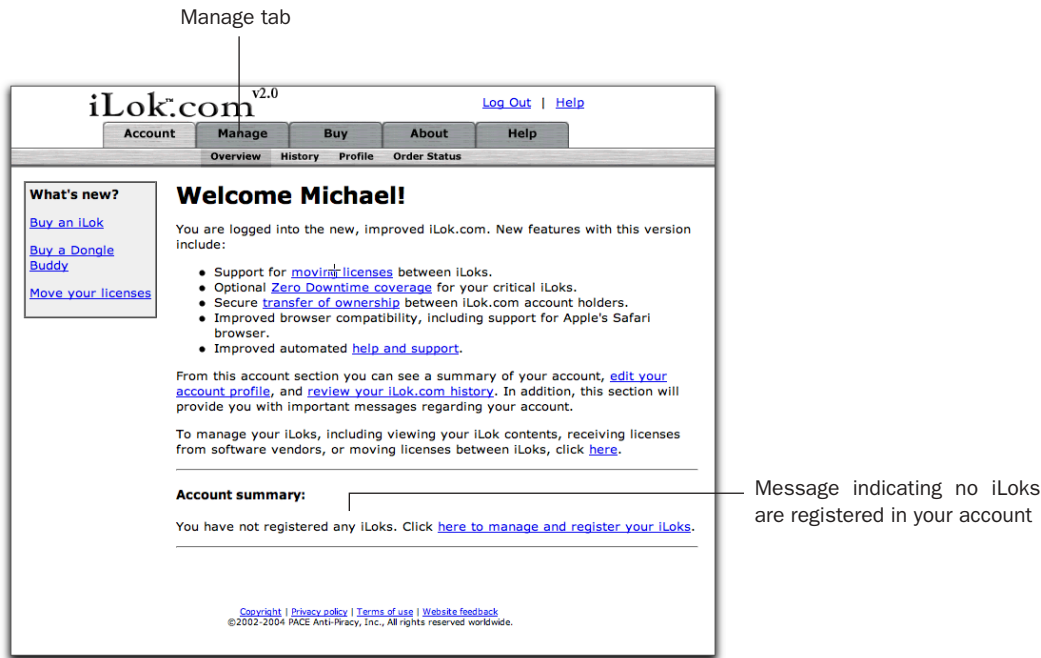
iLok.com Welcome! page (one iLok registered)

3 Insert the iLok you want to register into a USB port on your computer.

4 Click Synchronize.

iLok.com displays a progress bar as it reads the serial number of the iLok (this may take some time). When it is finished, the New iLoks Found! page appears.
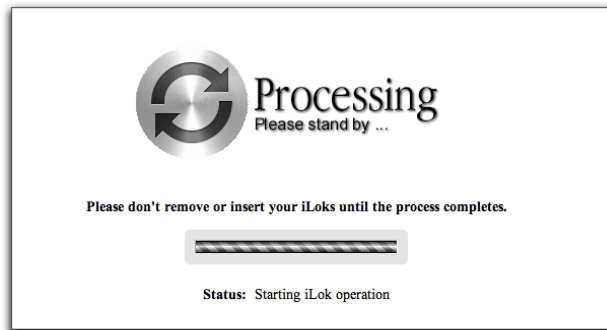
Synchronizing an iLok (iLok.com)

5 In the New iLoks Found! page, click OK.
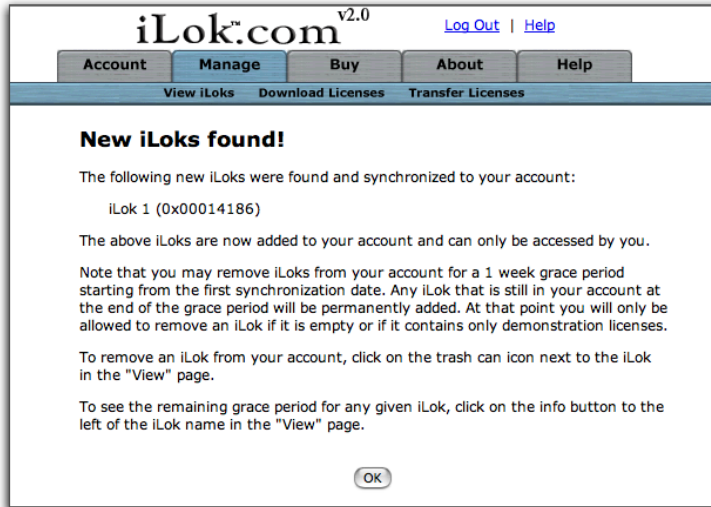
iLok.com New iLoks Found! page

The View the Contents of Your iLoks page appears, displaying a list of your newly registered iLok (and any other iLoks you have registered). After you have registered the iLok with your iLok.com account, you can or transfer add any available licenses to the iLok (see "Adding Licenses to Your iLok" on page 11).
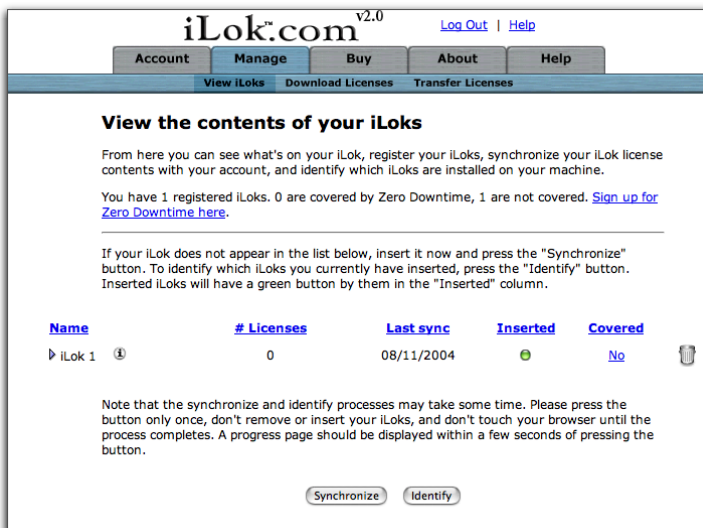
iLok.com View the Contents of Your iLoks page

💡 *The first time you register an iLok, it is automatically synchronized to your account on iLok.com. Each time you log into your account on iLok.com, you must manually synchronize the iLok in order to view the most updated information about the activity on the iLok. For more information, see "Synchronizing an iLok with your iLok User Account" on page 10.*

Synchronizing an iLok with your iLok User Account

An iLok must be synchronized to your iLok.com account in order to view, download, add, transfer, or remove licenses.

The first time you register an iLok, it is automatically synchronized to your account on iLok.com.

To synchronize an iLok with your user account:
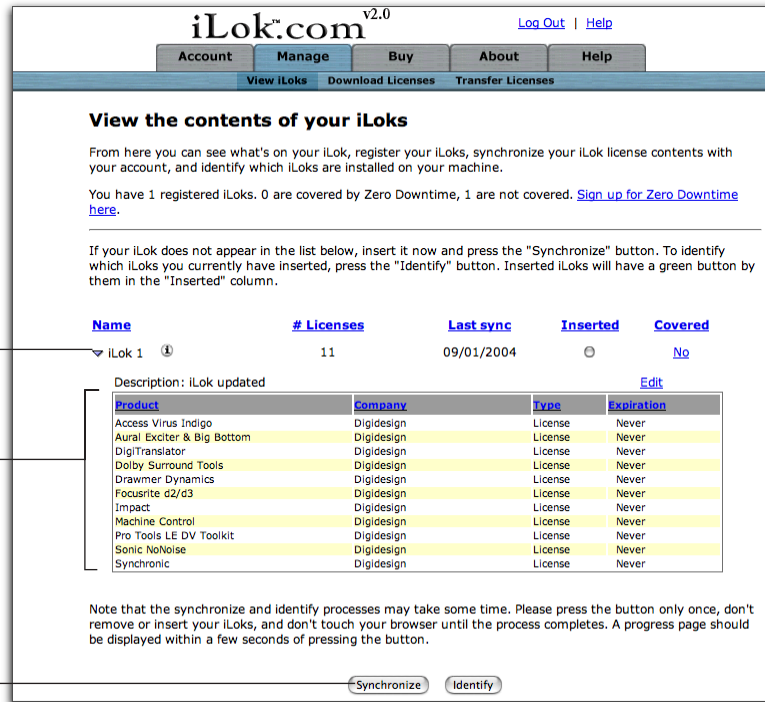
1 From www.ilok.com, log into your iLok user account.

2 Insert a registered iLok into a USB port on your computer.

3 On the Welcome page, click the Manage tab.

The View the Contents of Your iLoks page appears, displaying a list of any iLoks you have registered on your account.

Click the triangle to show or hide the licenses currently on the iLok

List of iLoks you have downloaded to your iLok.com account

Synchronize button

iLok.com View the Contents of Your iLoks page (list of licenses shown)

To see a history of any activity with iLoks you have registered with iLok.com, click the triangle to display the iLok's history of activity.

4 To synchronize the iLok with your user account, click Synchronize.

iLok.com displays a progress bar as it reads the serial number of the iLok (this may take some time). Once you have completed synchronizing the iLok, any new information updates in the list. See "Adding Licenses to Your iLok" on page 11 for more information.

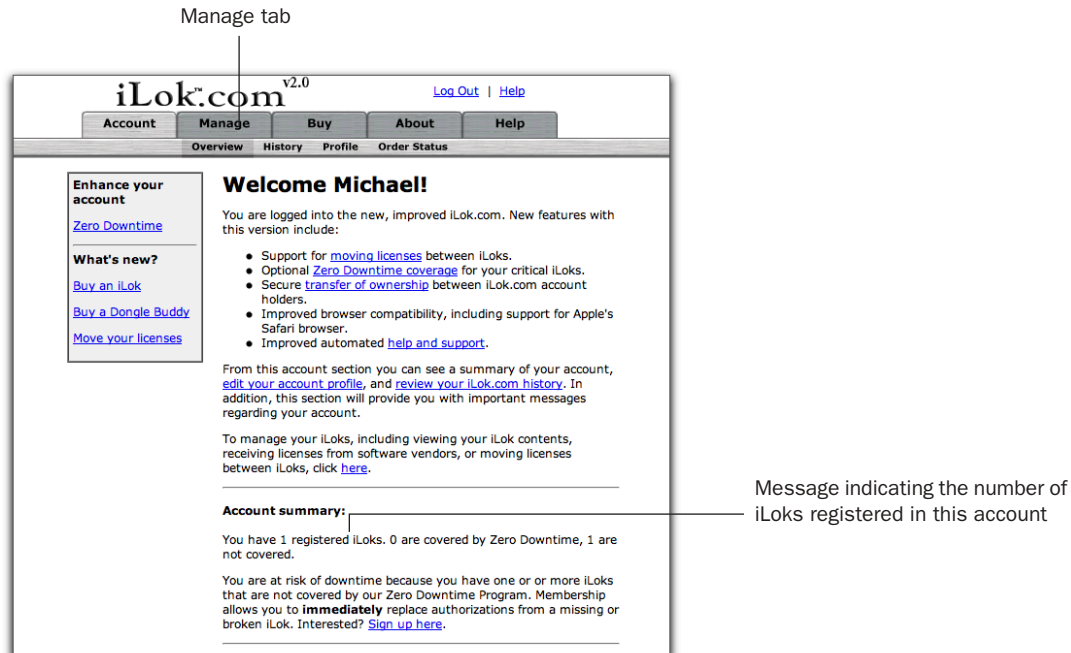*Synchronizing an iLok (iLok.com)*

Adding Licenses to Your iLok

After licenses have been placed in your iLok.com account, you can download them into an iLok that has been synchronized with your iLok.com account.

☀ *Make sure that you have inserted a registered iLok into the USB port on your computer, and that it is synchronized to your user account. (See "Registering an iLok with Your iLok.com Account" on page 7 and "Synchronizing an iLok with your iLok User Account" on page 10.)*

To download licenses into your iLok:

1 From www.ilok.com, log into your iLok user account.

If licenses have been placed into your iLok.com account, a message indicating this appears at the bottom of the iLok Welcome page (under Account Summary) after you log in.

Manage tab

Message indicating the number of iLoks registered in this account

iLok.com Welcome! page (no iLoks registered)

2 In the Welcome page, click the Manage tab.

The View the Contents of Your iLoks page appears, displaying a list of any iLoks you have registered on your account.

Download Licenses tab

Click the triangle to show or hide the licenses currently on the iLok

List of iLoks you have downloaded to your iLok.com account

iLok.com View the Contents of Your iLoks page (list of licenses shown)

3 Click the Download Licenses tab (under the Manage tab).

4 On the Download Licenses into Your iLok page, select the options next to the licenses you want to download to the inserted iLok.

iLok.com Download Licenses into your iLok page (licenses available to download shown)

5 If you have registered more than one iLok, use the Select an iLok pop-up menu to choose the iLok into which you want to download licenses.

6 Click Download Licenses.

When downloading is complete, the list or licenses for that iLok updates to reflect the new licenses.

iLok.com View the Contents of Your iLoks page (list of licenses shown)

Purchasing and Renting iLok Licenses from the DigiStore

Using Digidesign's online DigiStore, you can buy any combination of iLok licenses for plug-ins or software options.

⚠ *You must have an iLok.com User ID in order to purchase iLok licenses through Digidesign, and to download licenses to an iLok. For more information, see "Getting Started with iLok.com" on page 5.*

To purchase iLok licenses or software options using the Digidesign Web site:

1 Navigate to the Digidesign web site (www.digidesign.com), and click the DigiStore link.

2 Click the name of the country where you live.

3 Click the Pro Tools Plug-Ins link.

4 On the Pro Tools plug-ins page, select the kind of license you want to buy for each plug-in by choosing the appropriate option from the plug-in's pop-up menu:

2-Day Rental License License expires two days after it is first downloaded to the iLok.

14-Day Rental License License expires 14 days after it is first downloaded to the iLok.

31-Day Rental License License expires 31 days after it is first downloaded to the iLok.

Full License License never expires.

Shippable Box. Shippable box including the physical product (such as a CD or printed guide if available) and a full license, which will be sent to your address.

💡 *The Shippable Box option does not allow you to download a license directly to your iLok. You must wait until you receive the physical shipment.*

💡 *Not all of these options will be available for every plug-in or software option.*

5 Click Add to Cart.

Any plug-ins you have selected are added to your shopping cart.

6 Add any additional selections to your shopping cart (such as individual software options), and click Check Out when you're finished.

7 Enter your iLok.com User ID, and click Continue.

⚠ *You must have an iLok.com User ID in order to purchase iLok licenses through Digidesign, and to download licenses to an iLok. For more information, see "Getting Started with iLok.com" on page 5.*

8 Follow the on-screen instructions to enter your billing information, and click Submit Order to finalize the purchase.

A new page appears with a message indicating that Digidesign has deposited your licenses in your User Account at iLok.com, ready for downloading. In order to download these new licenses to your iLok, you must log into your account at iLok.com.

💡 *You can click links on this page to download any plug-ins or software options for which you have purchased licenses. Additionally, you can download any plug-ins by visiting http://www.digidesign.com/catalog, and clicking Plug-Ins.*

Activating and Downloading Licenses to an iLok from Pro Tools

You can purchase, activate, and download iLok licenses to a plug-in directly from Pro Tools.

To purchase and download licenses to an iLok from Pro Tools:

1 Insert the iLok USB Smart Key into an available USB port on your computer.

2 Make sure your computer is connected to the Internet.

3 Launch Pro Tools.

Authorization dialogs for plug-ins or software options appear either while Pro Tools is launching or the first time you insert a plug-in on a track.

4 When you are prompted to try or authorize a plug-in, click Authorize. (If you click Quit, the trial period will not begin, and Pro Tools will continue to launch.)

Authorization dialog

5 Deselect Use License Card and click Next.

License card dialog

6 Select Internet activation, and click Next.

Internet Activation dialog

You will be automatically connected to the Web page for this plug-in at Digidesign's DigiStore.

7 On the plug-ins page, select the kind of license you want to buy for the plug-in or software option by choosing the appropriate option from the pop-up menu:

☀ *Not all of these options will be available for every plug-in or software option.*

2-Day Rental License License expires two days after it is first downloaded to the iLok.

14-Day Rental License License expires 14 days after it is first downloaded to the iLok.

31-Day Rental License License expires 31 days after it is first downloaded to the iLok.

Full License License never expires.

8 Follow the on-screen instructions to enter your billing information, and click Submit Order to finalize the purchase.

When the download is complete, you are ready to use the plug-in or software option with its new license.

Troubleshooting iLok Operation

If your iLok is not working:

1 Confirm that the iLok is plugged into a working USB port and that the LED on the iLok lights.

2 Check to make sure you have the latest iLok drivers installed for your platform. The latest drivers are available in the Download section of the PACE Web site at www.paceap.com.

3 If the iLok still does not work, try the following:

- Insert the iLok in another USB-equipped computer and check that the LED on the iLok lights.

– and –

- Insert the iLok in any iLok.com-compatible computer and try to identify it from your iLok.com account.

4 If the iLok is still not working, contact PACE Anti-Piracy, Inc. by using the RMA (Return Merchandise Authorization) form, located in the Support section of the iLok.com Web site, to get an RMA number and replacement instructions. All PACE replacement policies and procedures are explained in detail in the Support section of the iLok.com Web site (www.ilok.com/support.html).

- If the iLok contains licenses for Digidesign and Digidesign-distributed software only, contact Digidesign Customer Support for replacement instructions.

– or –

- If the iLok contains licenses from any other manufacturers, Digidesign cannot replace the iLok.

Frequently Asked Questions About iLok

What if my iLok is lost or stolen?

If your iLok is lost or stolen, Digidesign will consider replacement of licenses for Digidesign or Digidesign-distributed software on a case-by-case basis. However, Digidesign strongly recommends that the user obtain insurance on all software plug-ins, just as one would for any hardware equipment.

⚠ *If a lost or stolen iLok contains licenses from any other manufacturers, Digidesign legally cannot and will not replace these third party authorizations. Users will need to contact the specific third party software manufacturer to obtain information on their replacement policies.*

For replacement of damaged or broken iLoks, please contact PACE Anti-Piracy, Inc. by using the RMA (Return Merchandise Authorization) form, located in the Support section of the iLok.com Web site, to get an RMA number and replacement instructions. All PACE replacement policies and procedures are explained in detail in the Terms of Use section of the iLok.com Web site (www.ilok.com, Terms of Use link).

An iLok USB Smart Key was not included with the plug-in I just purchased. Why?

The iLok USB Smart Key is not supplied with your plug-in. You can use the one included with certain Pro Tools systems (such as Pro Tools|HD-series systems), or purchase one separately from the Digidesign Web Store (www.digidesign.com) or your Digidesign Dealer.

Which computer systems support an iLok?

For information about which computer systems support iLok, see the iLok Web site.

Does my computer need any special software in order to download licenses to an iLok?

You can download licenses to an iLok from any iLok-supported computer with an Internet connection, and then use those downloaded iLok licenses on any Pro Tools system. However, the Internet-connected computer must have the iLok Client Software application installed, which is provided as a download when registering for an iLok.com account.

Does my Pro Tools system need to be connected to the Internet to use licenses?

No. Although you need an Internet connection in order to download licenses to an iLok, an iLok that contains downloaded licenses can be used on any Pro Tools system regardless of whether it is connected to the Internet.

I have more than one iLok USB key. Is there a way to combine licenses onto a single iLok?

Licenses can be consolidated or transferred to other iLoks using the Transfer Licenses option on the iLok.com Web site.

Visit www.ilok.com for additional information on transferring iLok licenses.

Which USB port should I plug the iLok into?

The iLok should work in any available USB port on your system. This includes the ports on Apple USB keyboards. However, some users have reported problems with their computer failing to recognize the iLok when installed in a keyboard port. If you experience this problem, insert the iLok in one of the available USB ports on the CPU, or use a powered USB hub.

Can the iLok USB Smart Key be removed to insert the License Card during the authorization process?

No. Do not remove the iLok at any time during the authorization process. Once the authorization process is complete, the License Card can be removed and used again if unused licenses remain on the License Card.

Can I register a password-protected iLok on iLok.com?

No. iLok USB Smart Keys that are password-protected are not recognized by iLok.com. You cannot register, identify, or update an iLok at iLok.com if it is password-protected.

To register, identify, or update a password-protected iLok on iLok.com, you will need to remove the password protection from the iLok. Digidesign does not support assigning or removing iLok passwords.

To remove password protection from an iLok, do one of the following:

◆ Download, install, and launch the *iLok Password Utility* (Mac OS only) from iLok.com. Follow the instructions that come with the utility to remove the password from your iLok.

◆ Some iLok-protected applications, authorizer applications, and plug-ins have a hot key shortcut to bring up the iLok password dialog. Locate and launch a suitable application, and during launch, press Command+P+I to open the password dialog. Enter the old password, then leave the new password blank to reset password protection on your iLok.

After registering or updating the iLok on iLok.com, you may then replace the password protection on the iLok, but you will need to remove password protection again whenever you want to identify or update the iLok on iLok.com.

Document your password and make sure not to lose it. If you lose your password, you will need to return the iLok directly to PACE Anti-Piracy using the RMA (Return Merchandise Authorization) Form, located in the Help tab on iLok.com. PACE replacement policies are explained in detail on the iLok.com Web site.