A Quick Guide to iLok

This is a quick guide to using iLok devices and the iLok Licence Manager application.

The document describes:

- iLok Terminology

- 1st and 2nd Generation iLoks

- How to set up an iLok account

- How to get Sonnox software licences into your iLok account

- How to register an iLok to an iLok account

- How to move licences from your iLok account onto your iLok device

- How to solve common iLok related problems.

For further information and support, please visit www.ilok.com/support.

Background

An iLok is a USB device that stores software licences. They are available to purchase at most audio retailers or can be ordered on-line from www.ilok.com.

All Sonnox software is licensed using the iLok system.

Setting up an iLok account is free. You must have an iLok account in order to use Sonnox software.

To use Sonnox software you must have the correct licence activated to an iLok USB device, and that iLok must be plugged into your host computer.

The exception to this is the Codec Toolbox, whose licence can be activated to an iLok or to the host computer.

The website www.ilok.com is used set up and administer your iLok account profile.

It is not possible to administer your licences via www.ilok.com.

Use the new iLok Licence Manager application to administer your iLoks and licences.

iLok Terminology

iLok

This is a USB device that stores software licences.

Host Computer

This describes the computer that your Sonnox software is running on.

Licence

This is a virtual asset that allows you to use your Sonnox software.

Machine Licence

This is a licence that can be activated to a computer rather than an iLok.

Deposit

This describes the act of placing a new licence into your iLok account. When you buy a plug-in from Sonnox, the new licence is deposited into the iLok account that you specify.

Activate

This describes the act of moving a licence from your iLok account onto an iLok device. When you have activated a licence, you can use the corresponding Sonnox software when that iLok is plugged into your host computer. Machine licences must be activated to the host computer.

Licence Transfer

This describes the process of moving a licence from one iLok account to another iLok account. Before setting up a licence transfer, you must first request permission by contacting Sonnox at support@sonnoxplugins.com.

If any difficulties are encountered with the iLok system, visit www.ilok.com/support, or email support@ilok.com.

If you need help with the Sonnox software itself (rather than iLok and licensing), please refer to the document *"A Quick Guide to Purchasing and Registering Sonnox Plug-Ins"*, which is available from our documentation page.

1st and 2nd Generation iLoks

1st Generation iLok (iLok1)

2nd Generation iLok (iLok2)

Sonnox Licences - Permitted Activation Locations

		Licence Type
	1st or 2nd Generation iLok	**G4 and older**
	1st or 2nd Generation iLok	**G5[1]**
	2nd Generation iLok or Host Machine	**Codec Toolbox**

[1]**The latest licences** *(G5)* **may be activated to a 1st Generation iLok, but in this case the licences will not authorise the latest 64-bit compatible software.**

Setting up an iLok Account

Follow these steps to create your free iLok account:

1. Visit www.ilok.com/register
2. Enter the required information, and click the green **Create Account** button
3. You will receive an email from ilok.com allowing you to confirm the creation of your account.
4. Visit www.ilok.com and sign in to your iLok account.

The new iLok website allows you to **view** certain aspects of your account. Unlike the old iLok website, it does not provide you with the tools to administer your licences or iLoks. To activate a licence, you must install the iLok Licence Manager application.

This is the new online account view:

At this stage, there are no iLok devices registered to the account and there are no licences in the account.

Depositing Licences into Your iLok Account

After purchasing a Sonnox plug-in, the licence must be deposited into your iLok account before it can be used.

If you purchased your plug-in from a dealer, your order needs to be registered with Sonnox. This process is described in the associated document *"A Quick Guide to Purchasing, Registering and Installing Sonnox Plug-Ins"*, available from our documentation page (www.sonnoxplugins.com/documentation).

If you purchased your plug-in from the Sonnox website, please refer to your Order Confirmation email. Simply click the Download URL for each licence or bundle, and the licences will be deposited into your iLok account. The Download URL will now point to your installer downloads page.

Now, if you sign in to your account at www.ilok.com, your licences will be visible in the **My Licenses** tab.

At this stage, the licence has not been activated, and there are no iLoks registered to the account.

Registering an iLok to Your Account

Registering an iLok to your account couldn't be simpler. Once you have purchased a new iLok USB device:

1. First, download and install the iLok Licence Manager application from www.ilok.com.

2. Sign in to the iLok Licence Manager with the User ID and password used to set up your account.

3. Connect the iLok to your computer. The iLok will be displayed with a grey icon:

4. Right click on the iLok in the left-hand list, and select **Register iLok to Your Account**. When registered, the iLok will be displayed with a black icon:

5. You may wish to rename this iLok to describe its use. To do so, just right click on the iLok in the left-hand list, and select **Rename**/**Edit**. A short description can also be added here if desired.

The iLok is now registered to your account, and your licences can be activated to it.

Activating a Licence

The last thing to do before your Sonnox licence is ready to use, is to activate it to an iLok or host machine.

To activate a licence:

1. Sign in to the iLok Licence Manager application.

2. Connect your iLok. The iLok will appear in the left-hand list.

3. Click on your iLok account User ID, the button at the top-left of the application. This will display all licences that are in your iLok account.

4. Click on the **Available** button at the top of the window. This filters the list to display only licences that have not been activated to an iLok or host machine. *You may need to widen the application to see this button.*

5. Select the licence you wish to activate, and select **Activate** from the main **Licenses** menu.

6. Finally, select the iLok you wish to activate the licence to. *Alternatively, just click and drag the licence onto an iLok in the left-hand list.*

If you are activating an upgrade licence *(indicated by a blue flag icon next to the licence name)*, you will be notified that another licence will be **surrendered** during the process. This is nothing to worry about. Sonnox upgrade licences are fully backwards-compatible, so you will not lose access to any versions of the software that you were previously using.

You may now install the plug-in software, in the format required by your DAW, using the Download URL contained in your Order Confirmation email.

Common iLok Problems

If you ever experience strange behaviour with an iLok, performing a **Sync**/**Repair** operation on the iLok is a good place to start. To do this, right click on the iLok in the left-hand list, and select **Sync**/**Repair.**

This may take a minute or so. Please wait for the operation to complete.

An iLok is connected to the computer, but licences cannot be activated to it

The iLok may be shown in the left-hand list with a red icon (rather than black):

This either means that you are not signed in, or that the iLok is registered to a different account than you are currently signed in to.

If the above does not apply, your iLok may be out of sync with your account, which in some cases can cause licence activation to fail. To fix this, right click on your iLok in the left-hand list, and select **Sync**/**Repair**.

Some licences can activate to an iLok, while others fail

Is the licence displayed in the iLok Licence Manager with a grey clock icon? If so, the licence has an expiry date. Check the **Expiration Date** column to see if the licence has expired. Once expired, such licences cannot be used and are listed in light grey text.

Check whether or not the affected licence(s) require a *surrender term* to be met. A *licence surrender* involves the termination of an old licence in order to be replaced with a new one.

Licences that require the surrender of another licence are marked in the iLok Licence Manager with a blue flag icon. Double clicking the licence will open the **Details Pane** where the surrender licence will be shown.

Check your account for this licence. If you cannot find it in your account, contact support@sonnoxplugins.com quoting your iLok account User ID.

If the affected licence(s) have no surrender terms, right click on the destination iLok, and select **Sync/Repair**. Then, try again to activate the licence to this iLok

If you see the error message '**This licence does not have any activation available**', this generally means that the licence is already activated to an iLok or host machine. Right click a column in the list and select **Activation Location** to check which device it is currently activated to.

A licence is shown in the iLok Licence Manager as a Locked Group; is this a problem?

This is expected. Most Sonnox licences consist of multiple items. These items will authorise different versions of the Sonnox software, to provide backward-compatibility with older licences. This is why, when upgrading your licence, you do not lose access to the older versions of the software.

When multiple items are grouped into a licence, they are labeled as a **Locked Group**. This just means that this group of items will behave as a single item. In the iLok Licence Manager, you can expand the group to see the items it contains. However, individual items in a locked group cannot be activated to different locations simultaneously.

If you need any help using the iLok Licence Manager application, please visit www.ilok.com/support.