



# **ILok™ Usage Guide**

Version 7.3



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Product features, specifications, system requirements, and availability are subject to change without notice.

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## chapter 1

# iLok Usage Guide

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 (iLok)*

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.*

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## 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 website ([www.paceap.com](http://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 website ([www.digidesign.com](http://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 6.) When you register Pro Tools 7.3, 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.

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## 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.

**Activation Codes** When you purchase some plug-ins or software options, an Activation Code is provided that lets you initiate the transfer of licenses to your user account at iLok.com. You can then authorize the plug-in by downloading the licenses from iLok.com to your iLok. See “Authorizing Plug-ins Using an Activation Code” on page 5.

**Digidesign.com and iLok.com Websites** When you purchase one or more plug-ins or software options online at the DigiStore ([www.digidesign.com](http://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” on page 14.



*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 6.*

**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 15.


**Trial Licenses and Demo License** Some iLok-compatible plug-ins require an iLok license to run the plug-in using a Trial License. Other iLok-compatible plug-ins let you run the plug-in for a time-limited trial period using a Demo License. See “Activating and Downloading Trial Licenses to an iLok” on page 3 for more information.

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## Activating and Downloading Trial Licenses to an iLok

All Digidesign 7.x plug-ins and Pro Tools 7.x software options require an iLok USB Key and an iLok license for evaluation. 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 Digidesign website is frequently updated with new Trial license options, so check it periodically to take advantage of additional plug-in options for Trial licenses, and for purchase or rental information.*

## Downloading a Plug-In and Activating its Trial License

Please visit the individual product pages located on the Digidesign website ([www.digidesign.com](http://www.digidesign.com)). Follow the instructions on-screen to download the plug-in and activate its Trial license at the same time.


You can also download plug-ins first, then wait to download and activate their Trial licenses as explained in the following section.

## Downloading a Trial License

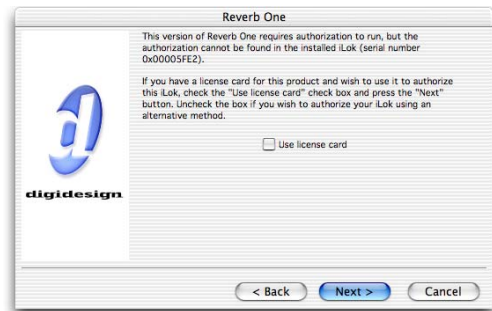
When you load a plug-in requiring a Trial license and no Trial license is present, you can download the Trial license directly to your iLok.

### 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.

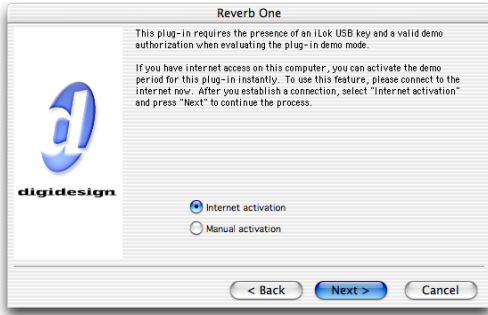
 *If you are not prompted to try the plug-in, quit Pro Tools and repeat the above steps, but without the iLok in the USB port. Pro Tools should then prompt you to insert the iLok and authorize the plug-in.*

- 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.



Trail Activation dialog

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

## Using Plug-ins in Demo Mode

Some iLok-compatible plug-ins from third-party manufacturers can run in *demo mode*, which lets you use a plug-in for a time-limited trial period without a Trial license. Install the plug-in according to the manufacturer's instructions and launch Pro Tools, then follow the instructions that appear on-screen to begin the Demo period.


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## Adding Licenses to an iLok with an iLok License Card

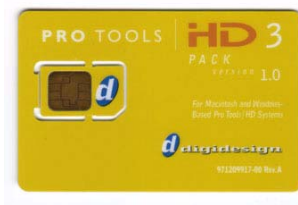
Once a license for a plug-in or software option is added to an iLok USB Smart Key, you can use the iLok to authorize that software on any supported computer.

### 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.*

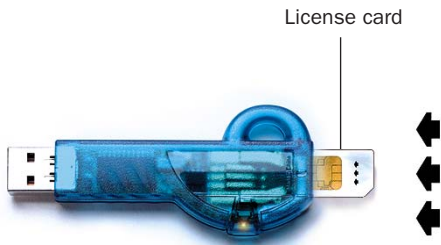
- 3 Follow the on-screen instructions until you are prompted to insert the License Card into the iLok.
- 4 Separate the GSM cutout from the larger protective card by pulling it up and out with your thumb. Do not force the cutout down with your finger.



GSM cutout

License card with GSM cutout


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.



*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*.

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## Authorizing Plug-ins Using an Activation Code

**To authorize plug-ins using an Activation Code:**

1 If you do not have an existing iLok.com account, visit [www.iLok.com](http://www.iLok.com) and sign up for an iLok.com account (see “Getting Started with iLok.com” on page 6 for more information).

2 Transfer your plug-in license to your iLok.com account by doing the following:

- Visit <http://secure.digidesign.com/activation>.
- and –
- Input your Activation Code (listed on your Activation Card) and your iLok.com User ID. Your iLok.com User ID is the name you create for your iLok.com account.

3 Transfer the licenses from your iLok.com account to your iLok USB Smart Key by doing the following:


- Insert the iLok into an available USB port on your computer.
- Go to [www.iLok.com](http://www.iLok.com) and log in.
- Follow the on-screen instructions for transferring your licences to your iLok. (See “Adding Licenses to an iLok with an iLok License Card” on page 4 for additional information.)

4 Launch Pro Tools.

5 If you have any installed unauthorized plug-ins or software options, you will be prompted to authorize them. Follow the on-screen instructions to complete the authorization process.

## Getting Started with iLok.com

The iLok.com website ([www.ilok.com](http://www.ilok.com)) is a resource for viewing, adding, and managing licenses on your iLok USB Smart Key(s).


 Visit the iLok website ([www.ilok.com](http://www.ilok.com)) for details on supported internet browsers and operating systems.

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

- 1 “Creating an iLok.com Account” on page 6.
- 2 “Registering an iLok with Your iLok.com Account” on page 8.
- 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](http://www.ilok.com) in an internet browser.

 Make sure cookies are enabled in your internet 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 8).



**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 internet 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 website.)*

**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

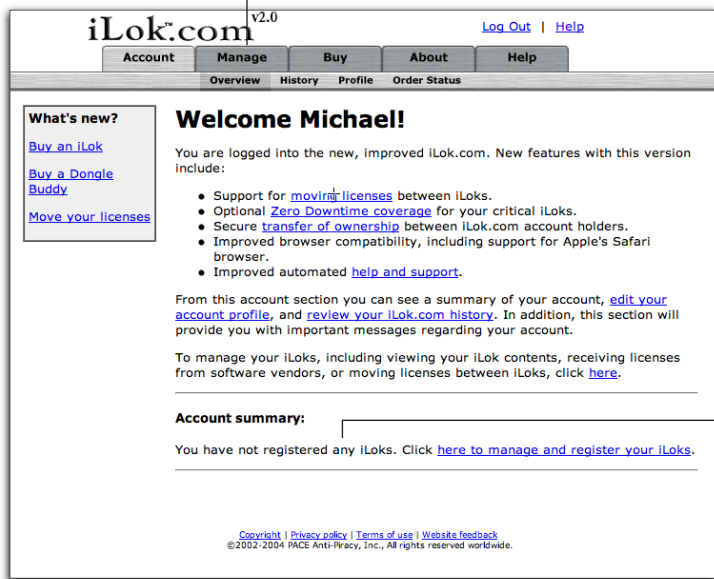
After you have created an iLok user account, you must register at least one iLok with your account at iLok.com before you can download, add, transfer, or remove licenses.

 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](http://www.ilok.com), log into your iLok user account.
- 2 On the Welcome page, click the Manage tab.

Manage tab



iLok.com v2.0 [Log Out](#) | [Help](#)

[Account](#) [Manage](#) [Buy](#) [About](#) [Help](#)

[Overview](#) [History](#) [Profile](#) [Order Status](#)

**What's new?**

[Buy an iLok](#)  
[Buy a Dongle Buddy](#)  
[Move your licenses](#)

### Welcome Michael!

You are logged into the new, improved iLok.com. New features with this version include:

- Support for [moving licenses](#) between iLoks.
- Optional [Zero Downtime coverage](#) for your critical iLoks.
- Secure [transfer of ownership](#) between iLok.com account holders.
- Improved browser compatibility, including support for Apple's Safari browser.
- Improved automated [help and support](#).

From this account section you can see a summary of your account, [edit your account profile](#), and [review your iLok.com history](#). In addition, this section will provide you with important messages regarding your account.

To manage your iLoks, including viewing your iLok contents, receiving licenses from software vendors, or moving licenses between iLoks, click [here](#).

**Account summary:**

You have not registered any iLoks. Click [here to manage and register your iLoks](#).

[Copyright](#) | [Privacy policy](#) | [Terms of use](#) | [Website feedback](#)  
©2002-2004 PACE Anti-Piracy, Inc., All rights reserved worldwide.

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.

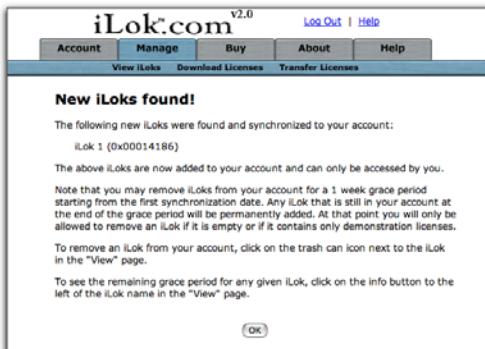
4 Click Synchronize.

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.



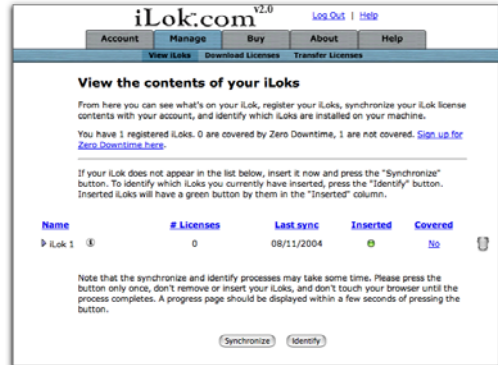
*Synchronizing an iLok (iLok.com)*

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 transfer or 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](http://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.

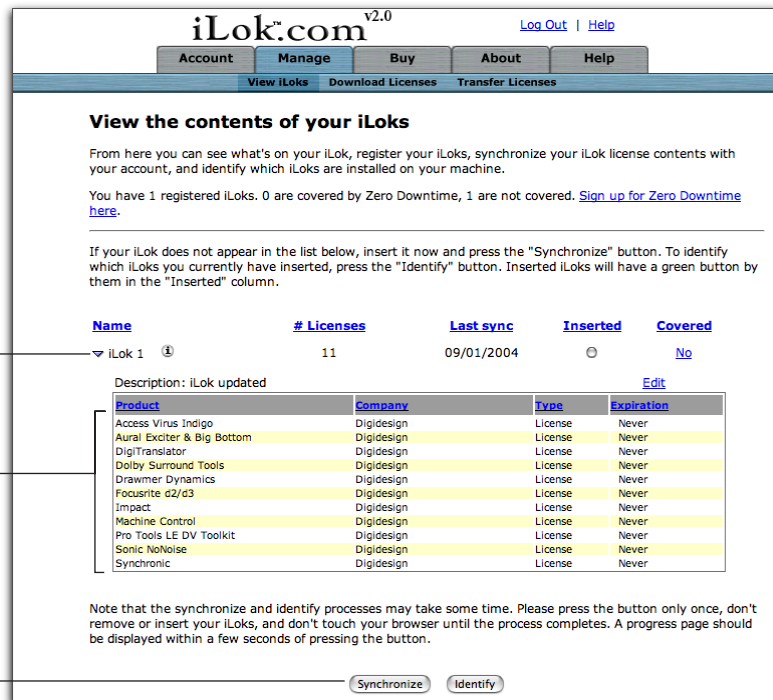
The View the Contents of Your iLoks page appears, displaying a list of any iLoks you have registered on your account.

 *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.*

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

List of licenses you have downloaded to your iLok

Synchronize button



**iLok.com** v2.0 [Log Out](#) | [Help](#)

**Account** **Manage** **Buy** **About** **Help**

**View iLoks** **Download Licenses** **Transfer Licenses**

### View the contents of your iLoks

From here you can see what's on your iLok, register your iLoks, synchronize your iLok license contents with your account, and identify which iLoks are installed on your machine.

You have 1 registered iLoks. 0 are covered by Zero Downtime, 1 are not covered. [Sign up for Zero Downtime here.](#)

If your iLok does not appear in the list below, insert it now and press the "Synchronize" button. To identify which iLoks you currently have inserted, press the "Identify" button. Inserted iLoks will have a green button by them in the "Inserted" column.

Name	# Licenses	Last sync	Inserted	Covered
▼ iLok 1	11	09/01/2004	○	No

Description: iLok updated [Edit](#)

Product	Company	Type	Expiration
Access Virus Indigo	Digidesign	License	Never
Aural Exciter & Big Bottom	Digidesign	License	Never
DigiTranslator	Digidesign	License	Never
Dolby Surround Tools	Digidesign	License	Never
Drawmer Dynamics	Digidesign	License	Never
Focusrite d2/d3	Digidesign	License	Never
Impact	Digidesign	License	Never
Machine Control	Digidesign	License	Never
Pro Tools LE DV Toolkit	Digidesign	License	Never
Sonic NoNoise	Digidesign	License	Never
Synchronic	Digidesign	License	Never

Note that the synchronize and identify processes may take some time. Please press the button only once, don't remove or insert your iLoks, and don't touch your browser until the process completes. A progress page should be displayed within a few seconds of pressing the button.

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

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

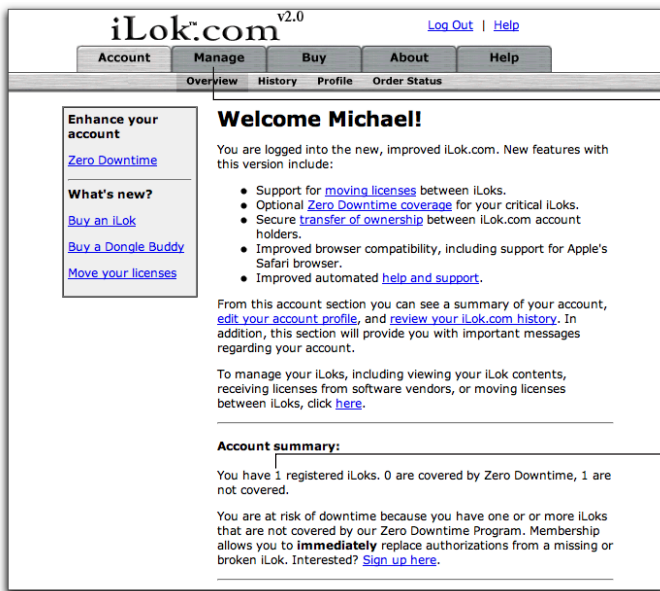
After licenses have been placed in your iLok.com account, you can download them into an iLok that has been synchronized with your iLok.com account.

 *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 8 and “Synchronizing an iLok with your iLok User Account” on page 10.)*

### To download licenses into your iLok:

1 From [www.ilok.com](http://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.



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.

The screenshot shows the iLok.com interface. At the top, there's a navigation bar with 'Account', 'Manage', 'Buy', 'About', and 'Help' tabs. Below this is a secondary bar with 'View iLoks', 'Download Licenses', and 'Transfer Licenses' buttons. The main heading is 'View the contents of your iLoks'. Below the heading, there's a paragraph explaining the page's purpose and a status summary: 'You have 1 registered iLoks. 0 are covered by Zero Downtime, 1 are not covered.' A table follows with columns: Name, # Licenses, Last sync, Inserted, and Covered. The first row shows 'iLok 1' with 11 licenses, last sync on 09/01/2004, and 'No' under Covered. Below the table is a detailed list of licenses with columns for Product, Company, Type, and Expiration. Annotations with lines point to the 'Download Licenses' tab, the expand/collapse triangle for 'iLok 1', and the license list table.

Download Licenses tab

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

List of licenses you have downloaded to your iLok

**iLok.com** v2.0 [Log Out](#) | [Help](#)

Account Manage Buy About Help

View iLoks Download Licenses Transfer Licenses

### View the contents of your iLoks

From here you can see what's on your iLok, register your iLoks, synchronize your iLok license contents with your account, and identify which iLoks are installed on your machine.

You have 1 registered iLoks. 0 are covered by Zero Downtime, 1 are not covered. [Sign up for Zero Downtime here.](#)

If your iLok does not appear in the list below, insert it now and press the "Synchronize" button. To identify which iLoks you currently have inserted, press the "Identify" button. Inserted iLoks will have a green button by them in the "Inserted" column.

Name	# Licenses	Last sync	Inserted	Covered
▼ iLok 1 ⓘ	11	09/01/2004	⊖	No

Description: iLok updated [Edit](#)

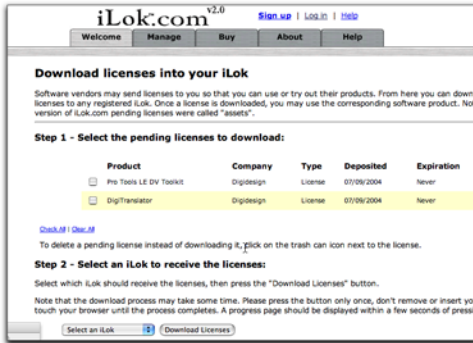
Product	Company	Type	Expiration
Access Virus Indigo	Digidesign	License	Never
Aural Exciter & Big Bottom	Digidesign	License	Never
DigiTranslator	Digidesign	License	Never
Dolby Surround Tools	Digidesign	License	Never
Drawmer Dynamics	Digidesign	License	Never
Focusrite d2/d3	Digidesign	License	Never
Impact	Digidesign	License	Never
Machine Control	Digidesign	License	Never
Pro Tools LE DV Toolkit	Digidesign	License	Never
Sonic NoNoise	Digidesign	License	Never
Synchronic	Digidesign	License	Never

Note that the synchronize and identify processes may take some time. Please press the button only once, don't remove or insert your iLoks, and don't touch your browser until the process completes. A progress page should be displayed within a few seconds of pressing the button.

*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 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 select 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 Show the Contents of Your iLoks page (list of licenses shown)*

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## Purchasing and Renting iLok Licenses


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 6.*

### To purchase iLok licenses or software options using the Digidesign website:

- 1 Navigate to the Digidesign website ([www.digidesign.com](http://www.digidesign.com)), and click the DigiStore link.
- 2 Click the Pro Tools Plug-ins link.  
– or –
  - Enter the name of a plug-in into the Search field and click Go.
- 3 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 Pricing Option 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 an Installer disc 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.*

**4** Repeat these steps to add any additional selections (such as individual software options).

**5** Click Add to Cart. Any plug-ins you have selected are added to your shopping cart.

**6** In the View Cart page, verify the item and quantity shown for each item. Then do any of the following:

- To remove an item from your cart, click to select Remove in the row for that item.
- To update your cart with the current items, click Update Cart.
- To return to the products pages, click Continue Shopping.

**7** When you have finished selecting items and adding them to your cart, click Checkout.

**8** In the iLok.com Account Verification page, 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 6.*

**9** Follow the on-screen instructions to enter and verify your billing information and to finalize the purchase.



A new page appears with a message indicating that licenses have been deposited 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.

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## 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.

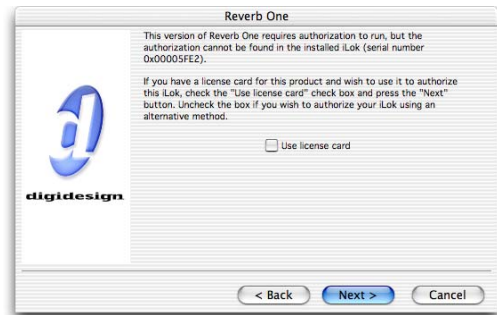
Authorization dialogs for plug-ins or software options appear either while Pro Tools is launching or the first time you insert a plug-in on a track.

- 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.)



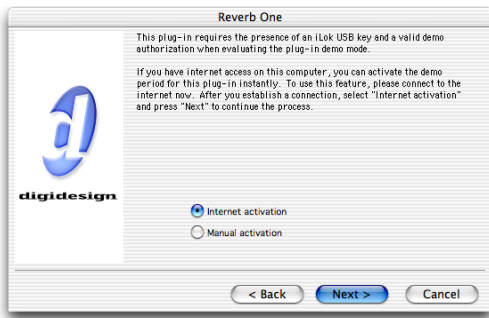
*Authorization dialog*

- 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.

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 to finalize the purchase.

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

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## 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 website at [www.paceap.com](http://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 website, 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 website ([www.ilok.com/support.html](http://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.

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## 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 website, 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 website ([www.ilok.com](http://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](http://www.digidesign.com)) or your Digidesign Dealer.

### Which computer systems support an iLok?

For information about which computer systems support iLok, visit the iLok website.

### 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 website.

Visit [www.ilok.com](http://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 website.





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