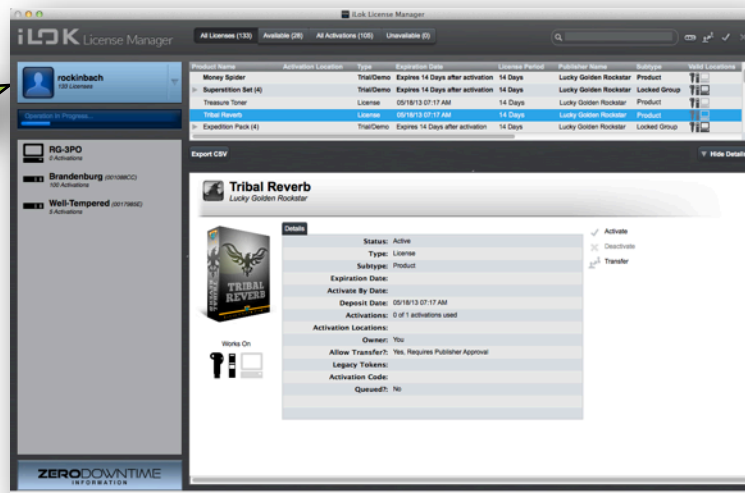# Welcome to iLok License Manager!

With the introduction of the new iLok License Manager application, license and iLok management has changed.

The new iLok License Manager application is now the *only* place you manage your iLoks and licenses. At iLok.com you can update your iLok account profile, find support resources to help you manage your account, and make purchases in the iLok.com store.

Uses your iLok.com User ID!

Great! What do I need to do?

Here's the quick version; just 4 easy steps to get started.

1

Download and Install the iLok License Manager application. The installer is on the iLok License Manager page at iLok.com. Once you've installed it, plug in your iLok and launch the application.

Free Download
License Support Installer

- Mac OS X 10.5 and above (Intel Only)
- Windows 32-bit XP, Vista®, 7, 8
- Windows 64-bit XP, Vista®, 7, 8

2

Sign in! Already have an iLok account? It works for iLok License Manager *and* iLok.com, so just sign in. No account? Go to www.iLok.com and click on "Create Free Account" **ONLY** if you don't already have an iLok account.
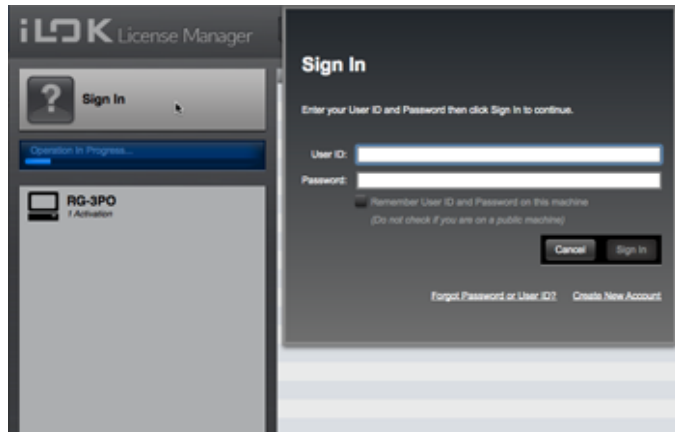

3

Get licenses for iLok-enabled software by having software publishers deposit a license in your iLok account or by using an activation code in iLok License Manager.

4

Activate your licenses - it's as easy as drag and drop; just grab the license and drag it to your iLok or, if allowed, to your computer.

See the iLok License Manager Manual for more ways to activate and deactivate licenses.
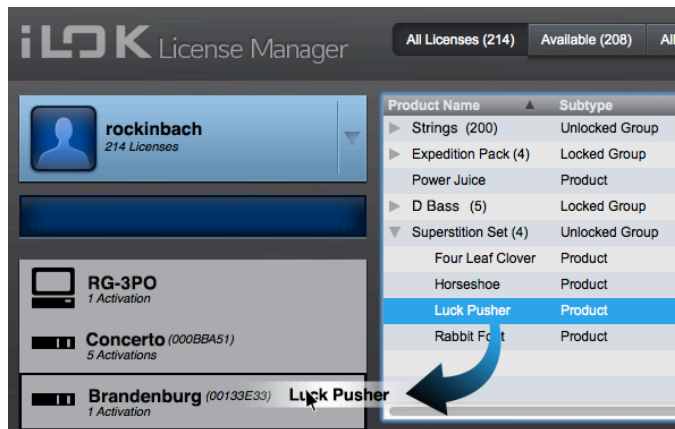
You can now run your iLok-enabled software!

Need help?

Here is some basic information and common questions and answers.

iLok License Manager & Account Basics

System Requirements…
Mac OS X 10.5 and above (Intel Only)
Windows 32-bit and 64-bit Windows XP (SP2) and above

If you run your iLok-enabled software on an older operating system that does not meet the minimum system requirements, you can use another computer that does meet the requirements to manage your licenses. Please note your iLok-enabled software may have its own system requirements.

User ID and password…
The same User ID and password are used to sign in to both the iLok License Manager application and iLok.com. Keep them secure! Software developers may ask for your User ID so that they can deposit licenses to your account, but they should never ask for your password.

If you already have an iLok.com account, do **NOT** make a new account for iLok License Manager.

One studio - one account...
We recommend one iLok account per company or studio. Even companies with over 100 iLoks use only one account. Managing all of your iLoks from a central account allows you to save on fees for services that apply when multiple iLok accounts are used.

I forgot my login information...
When you create your iLok account, we ask you for security information so we are able confirm that you are indeed the account owner should you ever forget your User ID or password. To recover your information, visit the Support page on iLok.com.

Keep your contact information current...
We value your privacy and strictly abide by the iLok.com Privacy Policy. The email address on your account is used to contact you only in certain circumstances, such as:
  • Answering support tickets you submit.
  • Contacting you if you forget your information.
  • Alerting you to renewals of Zero Downtime subscriptions.

Be sure to keep your email address current at all times. Begin by clicking on Edit Account Information on your Account detail pane in iLok License Manager.

Managing and Using Your iLoks

What is an iLok?
Your iLok is a USB device that holds licenses that allow iLok-enabled software to run. It works on both your Mac and PC and holds over 500 licenses.

Which iLok is connected?
When you sign into iLok License Manager, your iLoks will be listed on the left side of the window. The iLoks that are not currently connected will appear grayed out, while connected iLoks will show up in black (or a deep color) and you will be able to select them for activation-related operations.

Which iLok is which?
You can customize the names of your iLoks to help tell them apart. Just right-click on the iLok and select Rename/Edit from the menu. Labeling the physical iLok with the chosen name can help too. We know how hard it can be to read those tiny serial numbers!

Managing and Using Your Licenses

Where are my licenses? How do I get them on my iLok or machine?
Your licenses are now managed through the iLok License Manager application. You can see them in iLok.com, but moving them to and from your iLok or computer(machine) now happens *only* with the iLok License Manager application.

When licenses are deposited to your iLok account, they remain there until you activate them to your iLok or machine, or until they expire. Once activated to an iLok, the licenses are on your iLok - they are no longer in your account. The same is true for licenses that allow activation to your machine.

You can see a list of what is on each activation location (iLok or machine) by selecting the location from the list on the left side of the iLok License Manager window. If you have licenses to activate, they will be shown when you click on the tab marked "Available" at the top of the iLok License Manager window.

See more detailed information on managing your licenses in the iLok License Manager Manual.

What do I need to use my software?
To run iLok-enabled software, you will need:
- An iLok.
- A license for the iLok-enabled software that has been activated to your iLok.
- A computer with the iLok-enabled software installed.

How your license works...
Once you have your license on your iLok and you're ready to launch your iLok-enabled software, make sure your iLok is plugged in. Your iLok-enabled software looks for the license on a connected iLok before it will run. Once you activate your license to your iLok, you can run that protected software on any computer the software is installed on. You can carry your licenses in your pocket!

Protecting your investment...

Your iLok can hold over 500 software licenses, representing a substantial investment. In addition to our Zero Downtime coverage which immediately gives you temporary licenses when a broken, lost, or stolen iLok RMA order is placed, we now offer Theft & Loss Coverage (TLC).

With TLC, if your TLC-enabled iLok is lost or stolen, you no longer need to contact each software publisher for replacement licenses. With TLC enabled, we can now provide you with permanent replacement licenses! See iLok.com for more details.
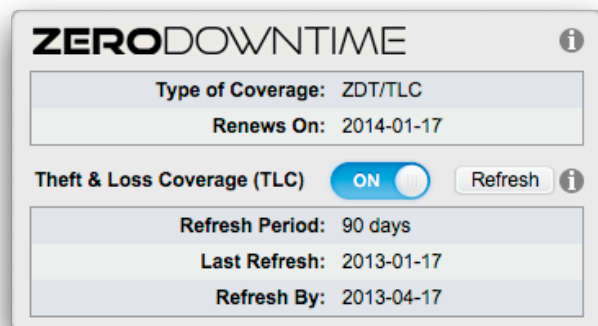
Got a question that wasn't answered here?

Chances are we have heard it before. A list of Frequently Asked Questions (FAQ) can be accessed from our main Support page on iLok.com. Our online support resources are available to help you 24/7.

Support resources 24/7...
Online support resources for iLok License Manager on iLok.com include:

  • The FAQ.
  • Guided Help (with support ticket submission).
  • Additional guides and videos.

Contacting iLok support...
We provide email support through iLok.com but do not provide telephone support. Support tickets may be submitted through our Guided Help system 24/7 and are answered Monday - Friday, 9AM - 5PM Pacific Standard Time, excluding holidays.