

iLok Cloud

The iLok Cloud allows iLok Cloud-enabled software to be authorized without the use of additional hardware (iLok USB or a specific computer)



The iLok Cloud allows iLok Cloud-enabled software to be authorized by any compatible license located in the user's iLok Account without additional hardware (a physical iLok USB or a specific computer).

This feature requires that the computer is continuously connected to the Internet

during use. If the Internet connection is lost an error message will appear after a few minutes explaining that a valid license must be present to continue using the software.

Think of the cloud-based license system in two parts: The 'Cloud Session' is a secure licensing connection. The second part is

the license check. When protected software runs, it encounters a request for a valid license - this is the license check.

When a license is activated from a user's iLok account to the iLok Cloud, we open a secure, highly encrypted line of communication to our license activation server. This ultra-secure communication line is referred to as a 'Cloud Session'. The only data that passes in this open channel is directly related to the license check. If the protected software is dormant or not running, the channel remains open, but no information is being passed. One way to think of the open cloud session is like an app on your mobile phone. The app does not require you to sign in every time, in fact it rarely asks for a sign in. The iLok Cloud is similar in that the Cloud Session will remain open until explicitly closed.

If a Cloud Session is open on a computer in a different location, simply signing into your iLok account on the computer you are at will allow you to move the session to the current computer and close the previous.

Keep your **iLok License Manager** up to date by downloading and installing **License Support** from iLok.com. Additions and improvements are being added regularly. Advanced iLok Cloud features require version 5.0 or greater. If your app does not have the options described here, make sure you are on the latest version.

iLok Cloud enabled licenses

The iLok Cloud is a modern software licensing feature. Software publishers releasing titles (since 2017) may offer iLok Cloud-enabled versions.

The decision to enable the iLok Cloud for software titles is up to each publisher.

Older software titles may need to be updated to be iLok Cloud-enabled. Check with the software publisher for availability.

Note that iLok Cloud compatible licenses will appear with an iLok Cloud logo shown below.



Works with iLok USB (2nd Generation, 3rd Generation), or iLok Cloud



Works with iLok USB (2nd Generation, 3rd Generation), or Host Computer, or iLok Cloud

Only licenses that are iLok Cloud-enabled can be activated to the iLok Cloud. Note that iLok Cloud compatible licenses will appear with a new iLok Cloud logo.

Some publishers give more than one activation per license. If you have more than one activation, you are able to use both the iLok USB and iLok Cloud.

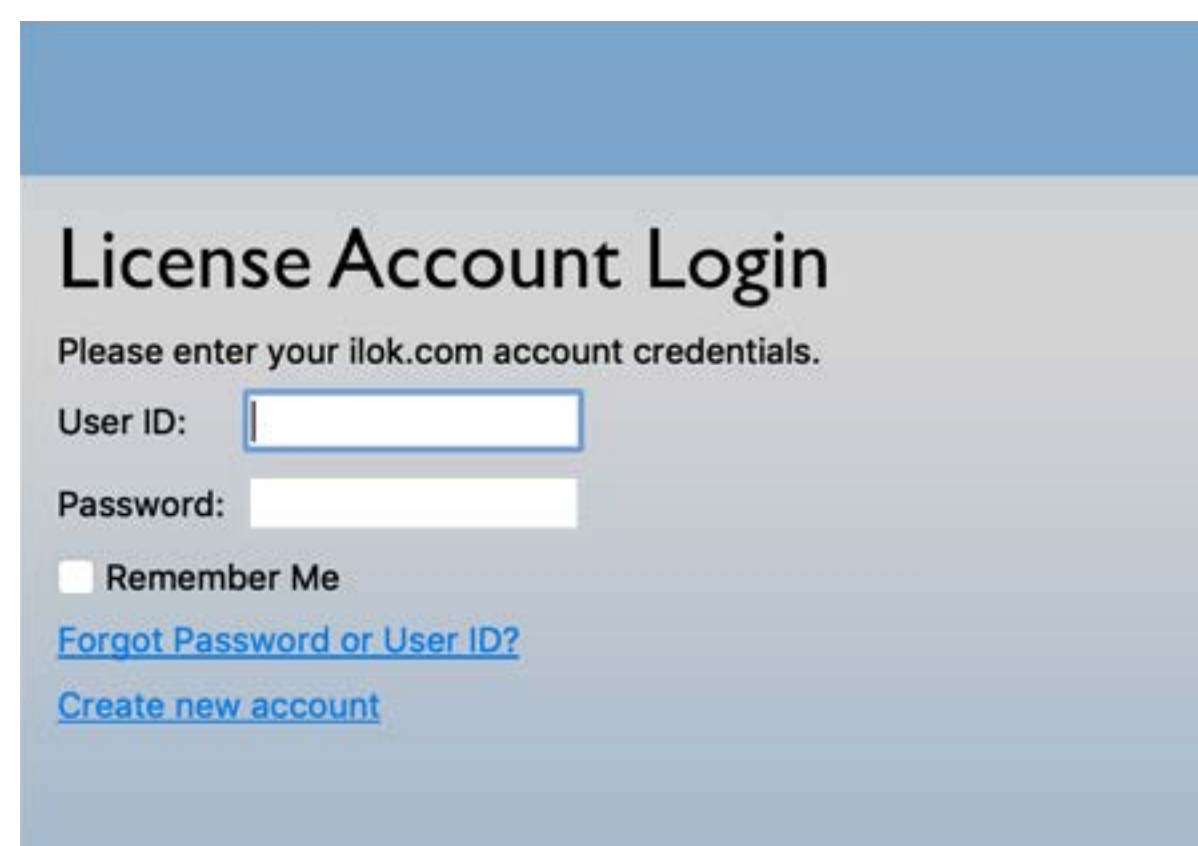
Any licenses on physical iLok USBs or computers will continue to work normally regardless of any iLok Cloud Sessions that are open.

Valid Locations	Product Name	Publisher Name	Subtype	Expiration Date	Deposit Date	Type	Activations
	Practice Bingo	PACE Demo	Product		11/01/17 11:29 AM	License	0 of 1 activations used
	▶ Pro Tools Everything (28)	Avid	Locked Group	08/01/18 03:38 PM	08/01/17 03:38 PM	Not for Resale Subscription	1 of 2 activations used
	Pro Tools Subscription	Avid	Product	08/01/18 03:38 PM	08/01/17 03:38 PM	Not for Resale Subscription	1 of 2 activations used
	Prod Test 1	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 1 activations used
	Prowling Tiger	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 1 activations used
	QA003	PACE QA	Product	11/21/11 11:57 PM	11/09/11 03:43 PM	License	0 of 1 activations used
	QA004	PACE QA	Product	11/21/11 11:57 PM	11/09/11 03:43 PM	License	0 of 1 activations used
	QA005	PACE QA	Product	11/21/11 11:57 PM	11/09/11 03:43 PM	License	0 of 1 activations used
	QA014	PACE QA	Product		02/15/11 11:57 AM	License	1 of 1 activations used
	QA550	PACE QA	Product	Expires 90 Days after activation	07/10/15 11:05 AM	Not for Resale	0 of 1 activations used
	Rabbit Foot	Lucky Golden Rocks...	Product		06/20/13 11:09 PM	License	0 of 1 activations used
	Rabbit Foot	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 1 activations used
	Rabbit Foot v2 Pro	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 3 activations used
	Reverb That	PACE Demo	Product		11/03/17 02:18 PM	License	0 of 1 activations used
	Reverb That	PACE Demo	Product		11/03/17 02:44 PM	License	0 of 1 activations used
	Test Product	Basic Company	Product		08/13/19 11:27 AM	License	0 of 1 activations used
	Treasure Toner	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 1 activations used
	Tree Frog	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 3 activations used
	Tribal Reverb	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 1 activations used
	UTF8 Encoded Test 3	PACE Demo	Product		05/16/12 05:08 PM	License	1 of 1 activations used
	Venom Tone	Lucky Golden Rocks...	Product		08/13/19 12:44 PM	License	0 of 1 activations used

HOW TO GET STARTED

Start by launching your software

Launch your iLok Cloud-enabled product and start the activation process. The user interface you encounter will look different from the one pictured here, but the content will be the same. You will be prompted to sign into your iLok account. If you do not have an iLok account, create a new one by visiting iLok.com.



License Account Login
Please enter your iLok.com account credentials.

User ID:

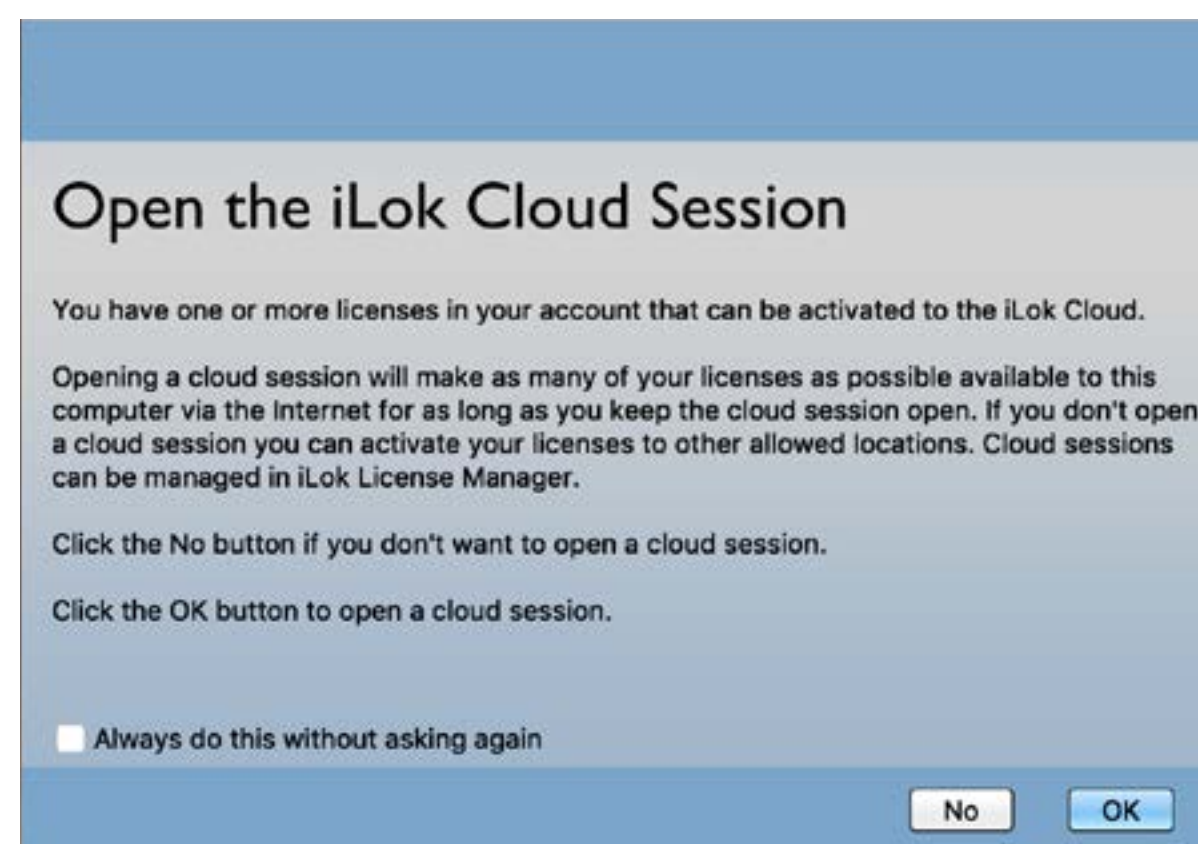
Password:

Remember Me

[Forgot Password or User ID?](#)

[Create new account](#)

If the product license is iLok Cloud-enabled and is available in your account, the launch process will detect it and present the option to open an iLok Cloud Session. If you plan to always activate in this manner, check the “Always do this..” option in the lower left. This setting can be reset in the iLok License Manager’s preference panel.



Open the iLok Cloud Session
You have one or more licenses in your account that can be activated to the iLok Cloud.

Opening a cloud session will make as many of your licenses as possible available to this computer via the Internet for as long as you keep the cloud session open. If you don't open a cloud session you can activate your licenses to other allowed locations. Cloud sessions can be managed in iLok License Manager.

Click the No button if you don't want to open a cloud session.

Click the OK button to open a cloud session.

Always do this without asking again

No OK

When the activation and opening of the iLok Cloud Session are successful, the product is ready for normal use. An iLok Cloud Session will remain open until you close it either in the iLok License Manager or if it is opened on a different computer.



Open Cloud Session Success
Your cloud session was successfully opened.

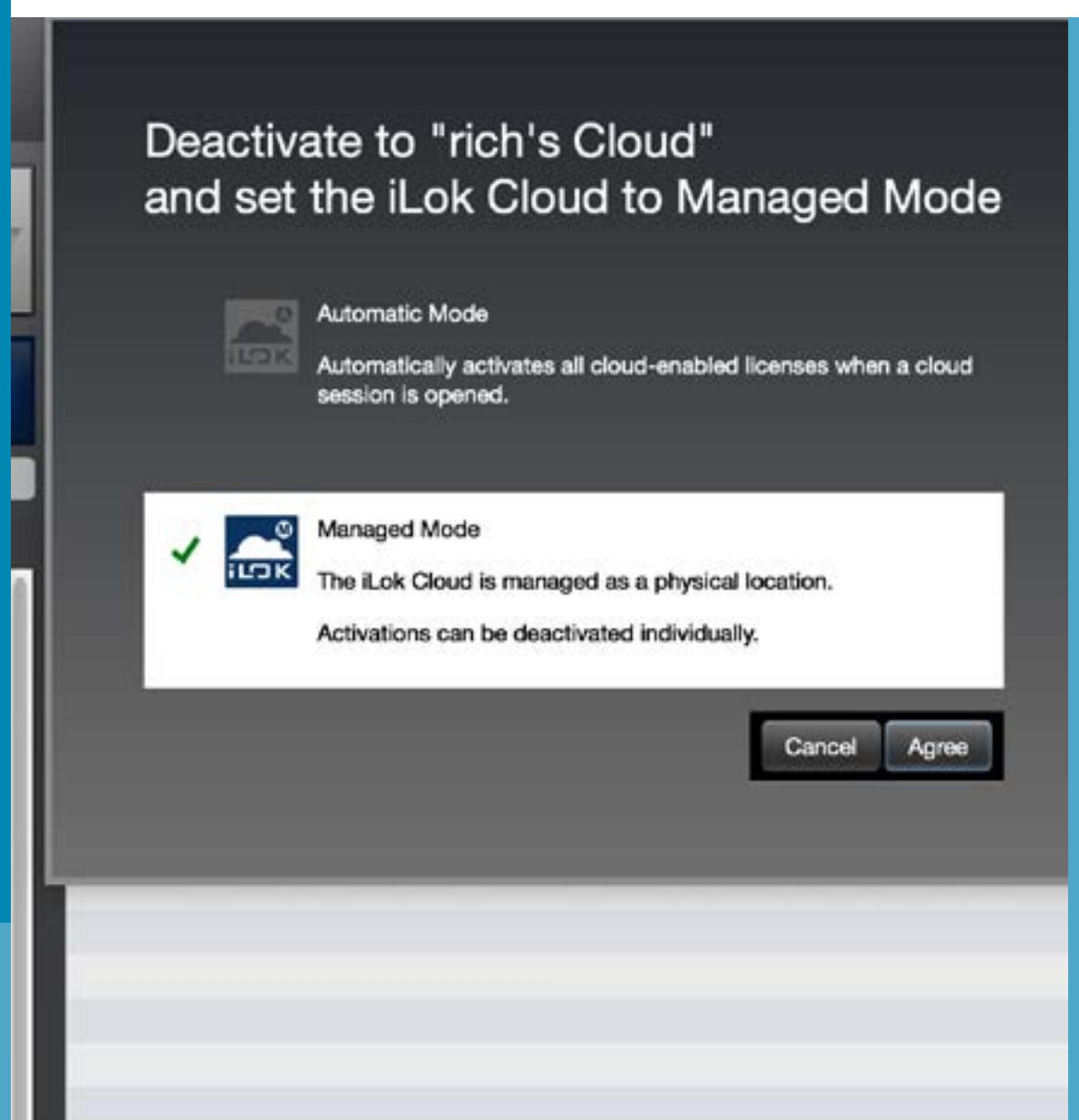
Licenses activated to the iLok Cloud are available only on the computer that opened the session, and only if you remain connected to the Internet. Your cloud session will remain open until you close it in iLok License Manager or open another cloud session from a different computer. It remains open if you reboot your computer.

Don't show this again

Next



Splash screen of the software we are using for this iLok Cloud demonstration. Begin by Activating your product.



MANAGING YOUR iLOK CLOUD

*Moving licenses to and from the iLok Cloud.
iLok Cloud modes require iLok License Manager version 5.0 or greater.*

All iLok accounts are initially set to **Automatic Mode**. Automatic refers to the feature where newly deposited licenses in your account get *automatically* activated to the iLok Cloud. For many users, this mode is very convenient because new software will launch immediately without any activation process.



In Automatic Mode, the iLok Cloud will find all available licenses that can be activated to the cloud and then automatically activate them. This mode works very well if the iLok Cloud is your only working location. The benefits are that you can move the cloud session to any computer you are currently signed into. To signify that you are in Automatic Mode, the iLok Cloud icon is a cloud with the letter “A” in the location tray. Only one cloud session per account is allowed.

Some professionals who manage many licenses and physical iLok USBs may find automatic mode restrictive to their work-flow. For these users, we offer a **Managed Mode** that sets the iLok Cloud to behave much more like the iLok USBs.



In Managed Mode, licenses need to be activated to iLok Cloud by the user before the protected software will run. This activation can be done at the time of product launch or with the iLok License Manager.

Managed Mode is for advanced users who need to manage their locations closely for work-flow situations. To signify that you are in Managed Mode, the iLok Cloud icon is a cloud with the letter “M” in the location tray. Only one cloud session per account is allowed.

Once the iLok Cloud is configured in Managed Mode, the set of activations will remain in the cloud. The iLok Cloud session can be closed and reopened, the same set of products will be activated.

A simple way to think of the two modes is that Automatic mode will activate everything possible, while Managed mode will only activate licenses that you specify.

Moving activations from the iLok Cloud changes the mode to Managed. Changing the mode back to Automatic can be done in the iLok Cloud detail pane or in the preferences.

Which iLok Cloud mode is right for me?

Automatic Mode

- I have a steady, constant, Internet connection
- I do not own any iLok USBs
- The licenses I own are all cloud enabled

Managed Mode

- I have a steady, constant, Internet connection
- I manage my licenses across several iLok USBs and computers
- Not all of my licenses are cloud enabled

There is a chance that the iLok Cloud may not be the right licensing vehicle for you. The biggest requirement is a steady, constant Internet connection. Users in locations prone to unreliable networks should consider using physical iLok USB Smart Keys.

Lastly, it is not possible to have an iLok Cloud open in Automatic mode AND to have a cloud enabled license “un-activated” in your account. By its nature, the Automatic mode will always attempt to activate all available licenses when its open.

The exception to this is if you have multiple copies of the same license in your account. The iLok Cloud will only allow one instance of the license to be activated.

CLOSING THE iLOK CLOUD

The iLok Cloud was designed to always be open, checking for licenses only when the protected software is running. Meaning if you quit an iLok Cloud-enabled product, the iLok Cloud connection lays dormant until the product is launched again. The benefit here is that you will not be asked to sign in every time the product is launched. In most cases, there is no need to close a Cloud Session.

Close the iLok Cloud session if you do not want to activate a product with the cloud.

In the iLok License Manager (4.0 or greater), go to **FILE -> Close Cloud Session**.

Closing the iLok Cloud session (Automatic Mode) will release all of the activated licenses back into the account.

Closing the iLok Cloud session (Managed Mode) will reserve the list of licenses until an iLok Cloud session is started again.

If your iLok Cloud is open on a remote computer, closing it will move the iLok Cloud to the current computer and close the remote and local connections.

If you are experiencing “missing” licenses, try closing your iLok Cloud session.

- Open the **iLok License Manager**
- **Sign in** to your account
- Go to **FILE / Open Your Cloud Session** (if available)
- If your cloud session is already open, continue with these steps
- Go to **iLok License Manager / Preferences**
- Select the **iLok Cloud panel**
- Choose **Automatic Mode** and hit **OK**
- Go to **FILE / Close Your Cloud Session**

By doing this, all your licenses that were activated to the cloud are now in the available state. You can launch the protected software and let the launch process guide you on where to activate the license to.

IMPORTANT: A closed iLok Cloud in Managed Mode reserves the licenses that are activated to it. Those licenses may not be available to activate to a location until they are removed from the iLok Cloud. Switch to Automatic Mode and then close the iLok Cloud to force the licenses to become deactivated and available.

