Authorizing a product with License Manager

Contents

1   About this Guide

This guide explains how to authorize any FXpansion product in the FX License Manager v2 application - this version of License Manager is packaged with all latest versions of FXpansion's products.

In order to conduct this process, the product must first be installed on your system - for instructions, see the product's original Installation Guide, which can be accessed from the product webpage or from the purchase confirmation email for your FXpansion product.

The product's original installation guide may also include instructions for authorizing it within License Manager v1. As recent versions of FXpansion products are packaged with License Manager v2, please disregard the original authorization instructions and use this guide when using LM v2 on your system.

Updating to License Manager v2

If you currently have License Manager v1 on your system, it is highly recommended to update to License Manager v2 by downloading and installing it from your user account. The new version of License Manager is easier to use and more efficient (for example, multiple products can be authorized simultaneously).

About the instructions in this guide

The instructions in this guide show an example product (BFD3) but are applicable to any other FXpansion products packaged with License Manager v2.

2   Authorization with FX License Manager

Starting the authorization process

Before your FXpansion product can be authorized, it must be launched, whether as a standalone application (instruments only) or as a plugin within a DAW or other VST/AU/RTAS/AAX plugin host application.

When the product detects that it is not yet authorized, License Manager is launched automatically.

Once the product has been authorized in any format - standalone application or VST/AU/RTAS/AAX plugin - it is also authorized for all other formats.

Launching the standalone application (instruments only)

The standalone version can be launched from the following locations:

Mac OSX: Applications folder

Windows: the **Program Files/FXpansion/<product name>** folder
or **All Programs/FXpansion/<product name>** in the Start menu

Launching a plugin within a DAW (effects and instruments)

When started, some DAWs/plugin hosts scan your plugin folders and launch any new plugins found during this process. If this is the case, License Manager is launched when the plugin is encountered.

If this does not occur, launch the plugin on a suitable track after the host has fully started - License Manager will then be launched automatically.

Introduction to License Manager

FX License Manager (also referred to in this guide as License Manager or simply LM) is an application used to manage licenses and authorizations for FXpansion software products. The computer on which you want to use the FXpansion product(s) does NOT need to be on the internet.

Products can be authorized in License Manager in either of 2 ways:

- Using an internet connection on the same computer - see page 6

- Using a web browser and an *Authorization Request* file to generate an *Authorization* file - see page 7

An *Authorization Request* file (with a .AuthReq file extension) identifies the computer on which you want to use the FXpansion product - it is unique to the single computer on which it is generated.

An *Authorization* file (with a .Auth file extension) is generated using an Authorization Request file to authorize the FXpansion product **only** on the computer which originally created the Authorization Request file.

Login window

When FX License Manager is launched, the Login window is displayed after an internet connection check.

If the computer has an internet connection, fill in the **User name** and **Password** boxes with your FXpansion.com user account login details and click the **Log in** button.

To log in automatically when launching LM in the future, activate the **Remember my details** checkbox. If several people use the computer, it is recommended to leave this checkbox deactivated.

When you log in to your user account, LM works in *Online mode* - it communicates with our online authorization system directly using your computer's internet connection.

If the computer you want to authorize does not possess an internet connection, click the **Work offline** button to enter *Offline mode*, which lets you perform the authorization process from another computer which is internet-enabled.

Account problems

If you have forgotten the password for your account, click the **Reset forgotten password** button. This launches a form on our website which resets your password - it is not possible to retrieve previous passwords due to encrypted password storage being used.

If you have not yet created an FXpansion.com user account, click the **Create an account** button.

In the event that you have multiple accounts or any other problem with your account, please contact our support team who will resolve the issue as soon as possible.

2.1   Online Authorization

Products that need authorization

The following products require authorization before they can be used.

Please select the products you wish to authorize now and click 'Next'.

Name	Serial
☑ BFD 3	

Cancel   **Authorize**

1. Log in to your FXpansion.com user account as described on the previous page.

After logging in, LM performs a scan of all FXpansion products in your system.

When the scan is complete, you are prompted to authorize any detected product(s) which have not yet been authorized.

Name
☐ BFD 3

2. Each detected FXpansion product has a checkbox to its left - if the checkbox is activated, it will be authorized. Multiple products can be authorized at once.

Deactivate the checkbox, by clicking it, for any product that you do not wish to authorize at this time. This is more applicable with multiple products installed on your system.
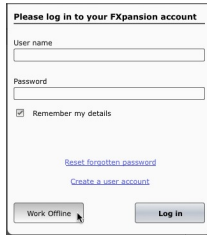
3. Click the **Authorize** button to authorize all products with their checkbox activated.

Success!

All selected products are authorized and ready to use – Have fun!

OK
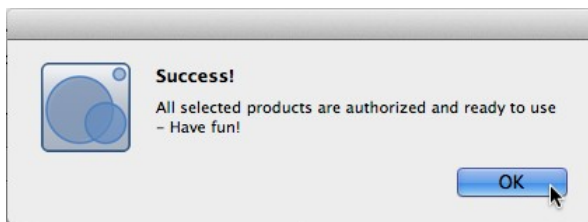
This message is shown after a successful authorization.

Your FXpansion product is now ready to use.

2.2   Offline Authorization

If the computer on which you want to use your FXpansion product is not connected to the internet, it is possible to use a separate internet-connected computer to authorize.

1. This process requires you to use Offline mode in License Manager - when the Login dialog appears, click **Work offline** to enter Offline mode.

LM performs a scan of all FXpansion products in your system. After the scan has completed, LM prompts you to authorize any detected FXpansion product which is not yet authorized.
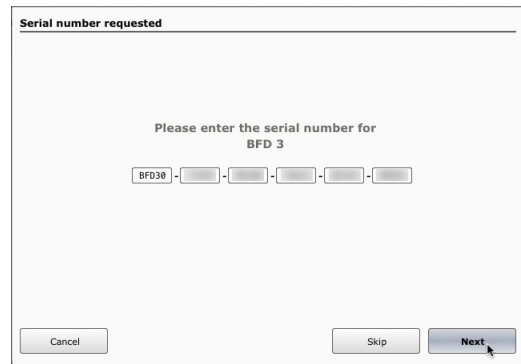

2. Click **Next** in order to proceed.

If authorizing multiple products, deactivate the checkbox to the left of any product in order to avoid authorizing it at this time.

3. You are now prompted to enter a serial number for each product that you wish to authorize.

If you are authorizing multiple products and cannot locate the serial for any product(s) at this time, click the **Skip** button to avoid authorizing the product(s) until later. Otherwise, enter the serial for each product and click **Next**.
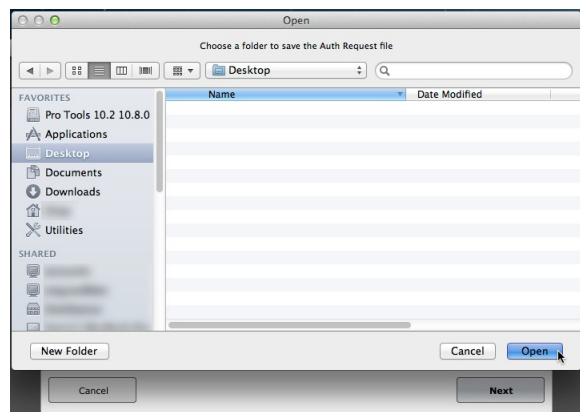

4. LM then informs you that it is about to create an AuthRequest file (*.AuthRequest) within a new folder. Click **Next**.

A file system dialog box prompts you for a location to which to save the file - the Desktop is the default suggested location. Click **Open**.

A single .AuthRequest file is created for all products that were not skipped in the previous step. You can either leave License Manager running at this point or quit if you need to shut down your machine until later - whichever is more convenient.

5. Copy this folder to a USB flash drive or use some other means to transfer it to a computer with an internet connection.

**6.** Open the copied folder on the internet-enabled computer. As well as the AuthRequest file, the folder also contains a link to the authorization page on our website - double click the **.url** or **.webloc** file - or manually point your browser to:

www.fxpansion.com/authorize
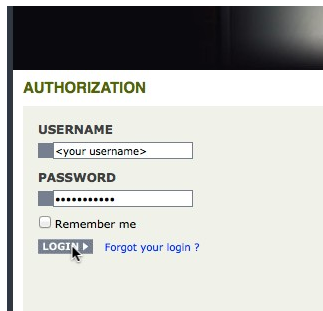
7. On the authorization page, log in to your FXpansion.com user account with your username and password. If you cannot remember your password, click the **Forgot your login?** link and follow the instructions to reset it.
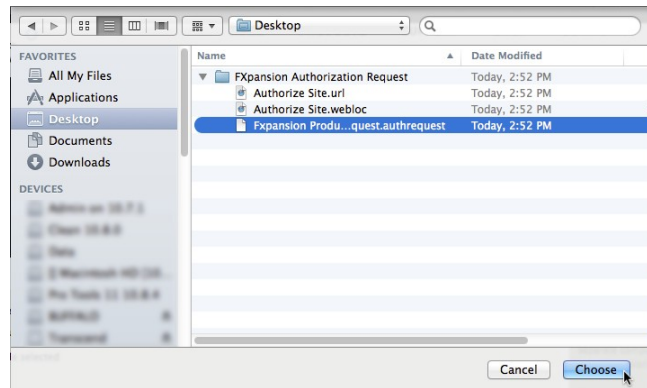
8. After logging in successfully, click the **Choose File** button. Navigate to and select the .AuthRequest file in the file browser that appears, then click **Choose**.
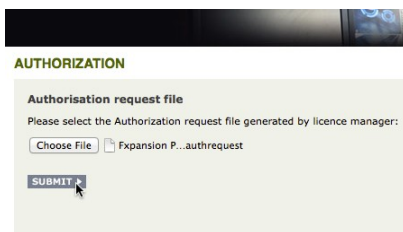
9. Click the **Submit** button. The webpage processes the AuthRequest file and creates an Authorization file (*.Auth) which you are prompted to download (although some browsers download the file automatically to the computer's default download location).

A single .Auth file is generated for all products that you wished to authorize.

10. Copy this .Auth file back to the original computer on which the .AuthRequest file was generated using a USB drive or other suitable method.
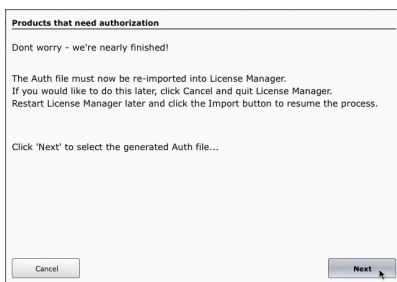
11. If License Manager is still running after step 4, click **Next** and skip to step 13.

12. If License Manager is not still running, launch it and click the **Work offline** button in the Login dialog - LM scans your system and prompts you to authorize detected products as before. Click the **Import** button.
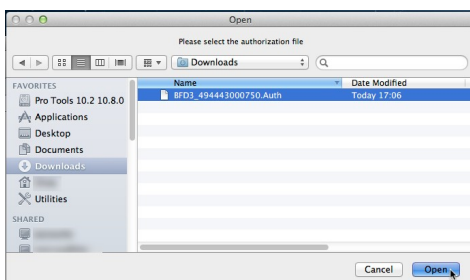
13. You are now prompted for the Authorization file generated in steps 8 and 9.

Browse to the .Auth file that you copied over from the internet-enabled computer and select it.

The authorization is now complete and your FXpansion product is ready to use.

2.3   Other License Manager operations

Deauthorizing a product

The **Products/DeAuthorize product(s)** menu function lets you deauthorize a product and remove it from License Manager.

This process deactivates the authorization on your computer and synchronizes this information with your FXpansion.com user account.

The deactivated product(s) will not reappear in License Manager until it is next launched as a standalone application (instruments only) or as a plugin.

Uninstall option

The Deauthorize dialog box also features an **Also uninstall software** option. If this option is activated, the uninstaller application for the product is also launched. Follow the on-screen uninstaller instructions to complete the process.

Offline mode

If you are working in Offline mode, the deauthorization is synchronized with your FXpansion.com user account using a generated file which must be which must be submitted to our website at www.fxpansion.com/deauthorize. This process is very similar to that described on pages 7-8.

Updates

When LM is in *Online mode*, clicking the **Update** button initiates communication with the FXpansion.com website to check for updated versions of your installed FXpansion products. If any newer versions are found, each product is listed along with a checkbox. Deactivate the checkbox for any product(s) you do not wish to update at this time and click the **Download** button. The relevant updates are downloaded to your system's download folder and are shown on the Downloads page - click the **Downloads** button to display this page.

Note: License Manager does not launch the update installers - you must browse to your download folder and manually launch each update installer.

If you cannot use License Manager in Online mode, updates must be downloaded manually from our website after logging in to your user account.

Undetected products

If an installed FXpansion product cannot be seen in the list of detected products, this means that you have not yet attempted to launch the product. Any product MUST be launched after installation in order to populate itself within LM.

Simply launch the product in order to solve this issue - either the standalone application (instruments only) or the plugin in a host/DAW.

3   After Installation and Authorization

Possible problems during installation and authorization

- *Your serial number is registered to a different account*

Your serial number belongs to you - it identifies you as the legitimate owner of the software. As such, only one person can be the owner of a given serial number, and only that user account can generate authorizations based on that serial number. Occasionally, users end up with more than one account, with product registrations distributed between them - this can especially be a problem when authorizing upgrades. If this applies to you, please contact our support team to resolve the situation.

- *Too many authorizations have been issued for a serial number*

If you've run out of authorizations (perhaps if you've installed the software on several different computers, or if you reinstall or upgrade your computer hardware frequently), you will need to contact our technical support team explaining the circumstances.

We issue only a certain number of authorizations per serial number, and a serial number can only belong to one user. We appreciate these restrictions can be inconvenient in some circumstances - however, preventing abuse of the license helps keep prices down, and facilitates continued development, free updates and responsive technical support.

If you encounter any other problems during the installation or authorization, please first consult the FAQ. If your problem still cannot be resolved, see below for details on contacting our support team.

Technical support

If you encounter any unresolvable problems when using your software, please follow these steps:

1. Fully read the software's operation manual.

2. Consult the product FAQ - this can be accessed from the **Help menu** on the product's graphical interface.

3. If you cannot resolve your problem with the information provided in the documentation or FAQ, please contact our technical support team:

www.fxpansion.com/support

Please note that your product must be registered before you can receive support, whether through our support ticket system or via the forum.

It is highly recommended to use the ticket system for most technical issues, as it prompts you for the information we need in order to process your support request as efficiently as possible. Support enquiries with inadequate information simply take longer to resolve so you'll save yourself time by describing the situation fully. Our support staff will endeavour to get you up and running as quickly as possible so you can get back to enjoying your software.