

iLok / Pro Tools / Avid Media Composer (RTVT Semester 2)

You have to install first Student VPN (Global Protect):

For WINDOWS please go to:

<https://employees.senecapolytechnic.ca/spaces/77/it-services/wiki/view/3716/vpn>

For MAC please go to:

<https://employees.senecapolytechnic.ca/spaces/77/it-services/wiki/view/7296/vpn-clients>

If you are outside Canada (China) please download one of this:

<https://employees.senecapolytechnic.ca/spaces/77/it-services/wiki/view/7299/student-vpn-china>

The VPN portal is: **studentvpn.senecapolytechnic.ca**

Log in with your student email using just the **username**, and **email password**.

STUDENTVPN has to be connected, that any of the AVID software to work after installation.

You must create a personal **Avid** account. Please watch the following video for detailed instructions:

<https://tinyurl.com/Avid-Account-Creation>

NOTE: You should install **QuickTime** before you install any **Avid** software.

Once this is done, you need to install the software in this order:

iLok (you need this to license **Pro Tools**)

The iLok download can be found here: <https://www.ilok.com/#!/license-manager>

After install, set up iLok: go to File- Preferences- MyConnections - Add 10.102.100.122 IP address of the server, check mark : automatically connect to license server

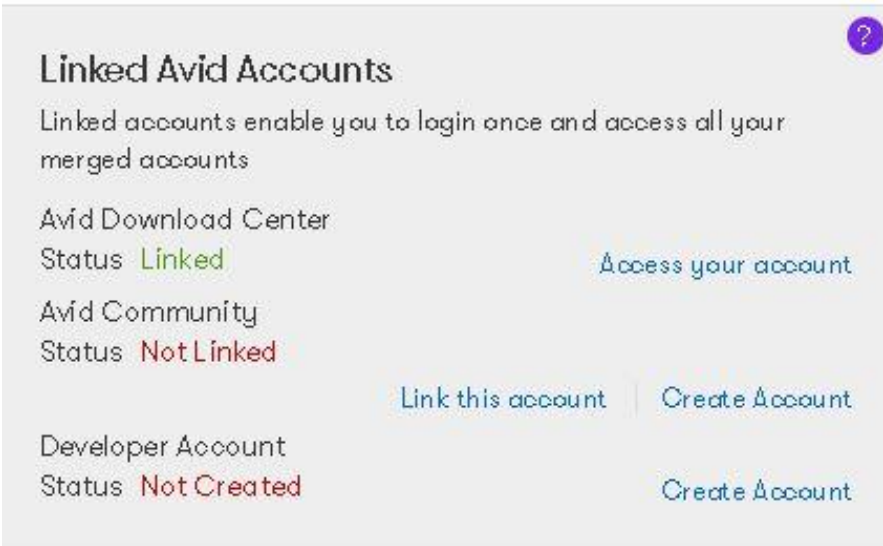
To download your personal copies of Pro Tools and Avid Media Composer, sign In to your Avid account: Scroll down the page to the third set of headings, **“Linked Avid Accounts”**.

The screenshot shows the Avid My Account page. The header includes the Avid logo and navigation links for Pro Tools, Media Composer, Sibelius, All Products, Solutions, and Get Help. The main content area is divided into several sections:

- My Products:** Includes links to View My Products, Register Software With Code, and a list of products (Products Not Yet Downloaded, Cancelled and Expired Subscriptions, My Special Offers, Add Missing System ID to Account).
- My Support Center:** Includes links to Search the Knowledge Base, Avid Advantage support plans, Contact Technical Support by Phone, Use your ASC, Replace broken, lost, or stolen Dongle/iLok, and Access the Support Center (Portal).
- My Profile and Billing:** Includes links to Avid Store Shipping and Billing, Order History, Change Password, Change Email Address, and How to change your Credit Card information.
- Training:** Includes links to Edit Certified Listing and View Certificates.
- Linked Avid Accounts:** Includes links to Avid Download Center (Status: Linked), Avid Community (Status: Not Linked), and Access your account.
- Linked iLok Account:** Includes links to Default iLok Account (Status: Not Linked) and Link this account.

The page also features a search bar, a sign out button, and a vertical "NEED HELP" button on the right side.

Go to **“Avid Download Centre”** and click **“Access your account”**.



Linked Avid Accounts

Linked accounts enable you to login once and access all your merged accounts

Account Name	Status	Action
Avid Download Center	Linked	Access your account
Avid Community	Not Linked	Link this account Create Account
Developer Account	Not Created	Create Account

Scroll down until you get to **“Avid Pro Tools”** and click on it.

- [Avid Pro Tools 101 Editors](#)
- [Avid Pro Tools](#)
- [Avid Pro Tools First](#)

When the **“Download Centre”** opens, scroll down to the full installers for **Pro Tools** and choose it for either Windows or MAC.

The following are full installers.

- [Pro Tools 2020.12 Mac](#)
- [Pro Tools 2020.12 Win](#)
- [Pro Tools 2020.12 HD Driver Mac](#)
- [Pro Tools 2020.12 HD Driver Win](#)

Scroll down until you get to **“Avid Media Composer”** and click on it.

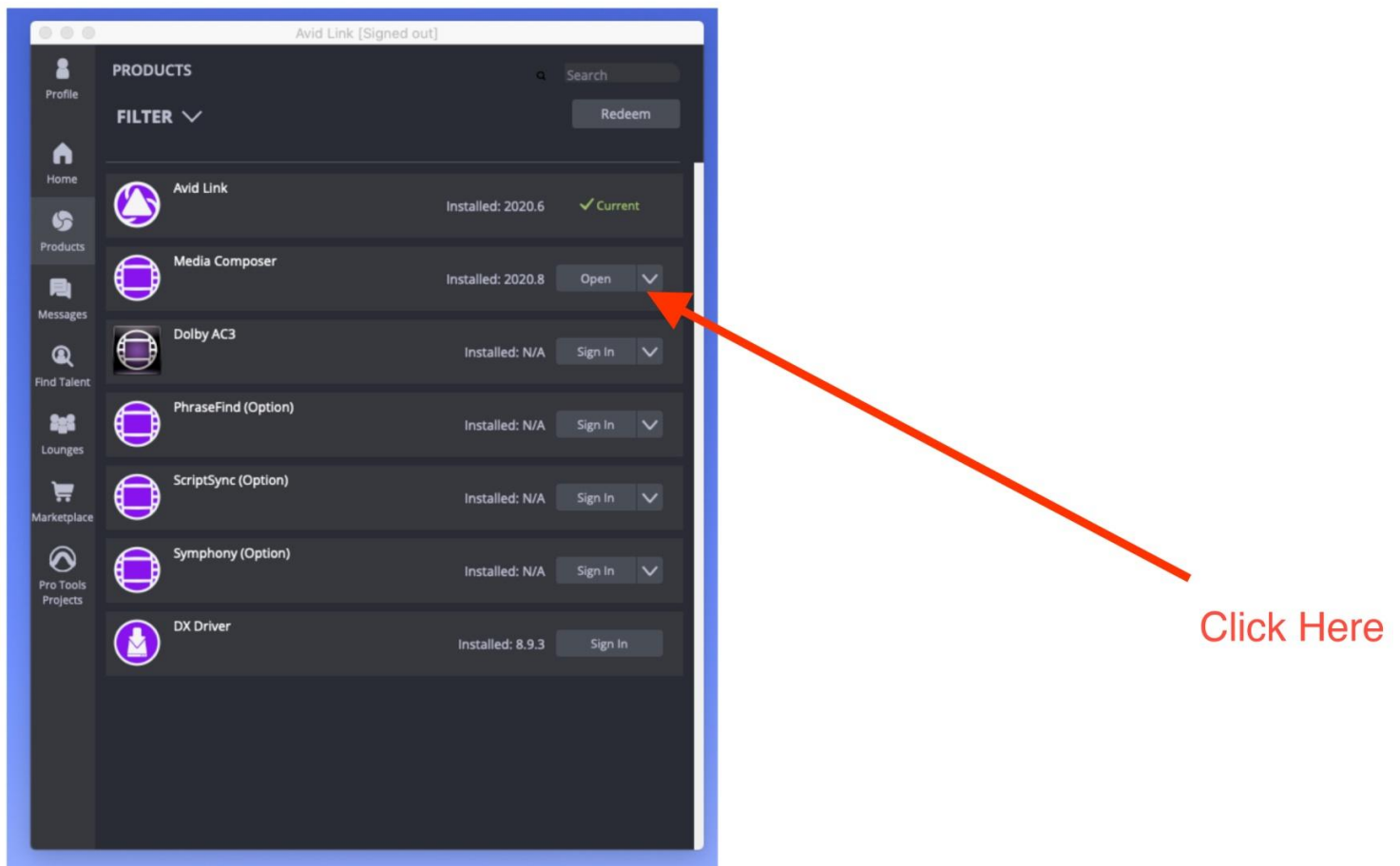
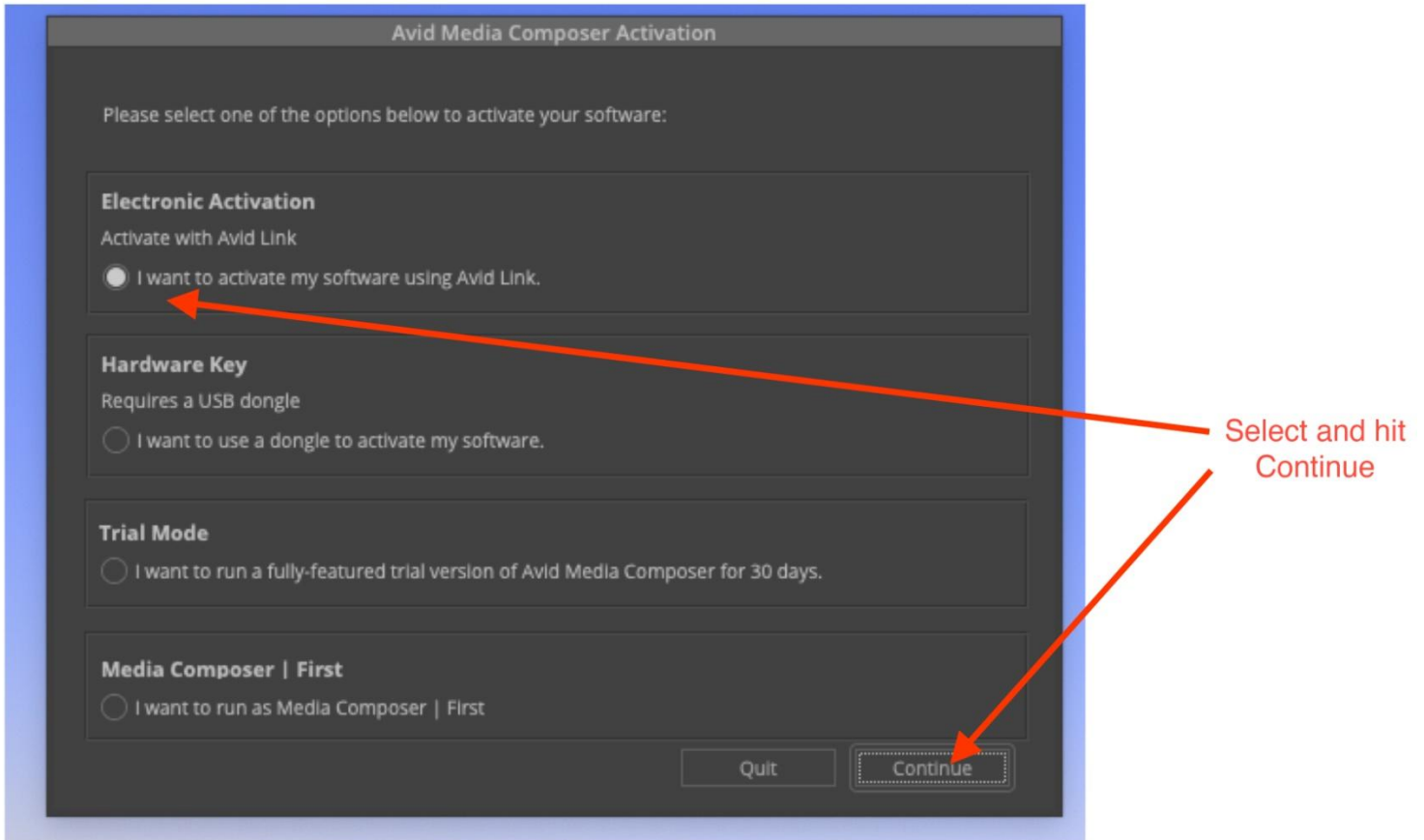
- [Avid Link](#)
- [Avid Media Composer](#)
- [Avid Media Composer 1.0](#)

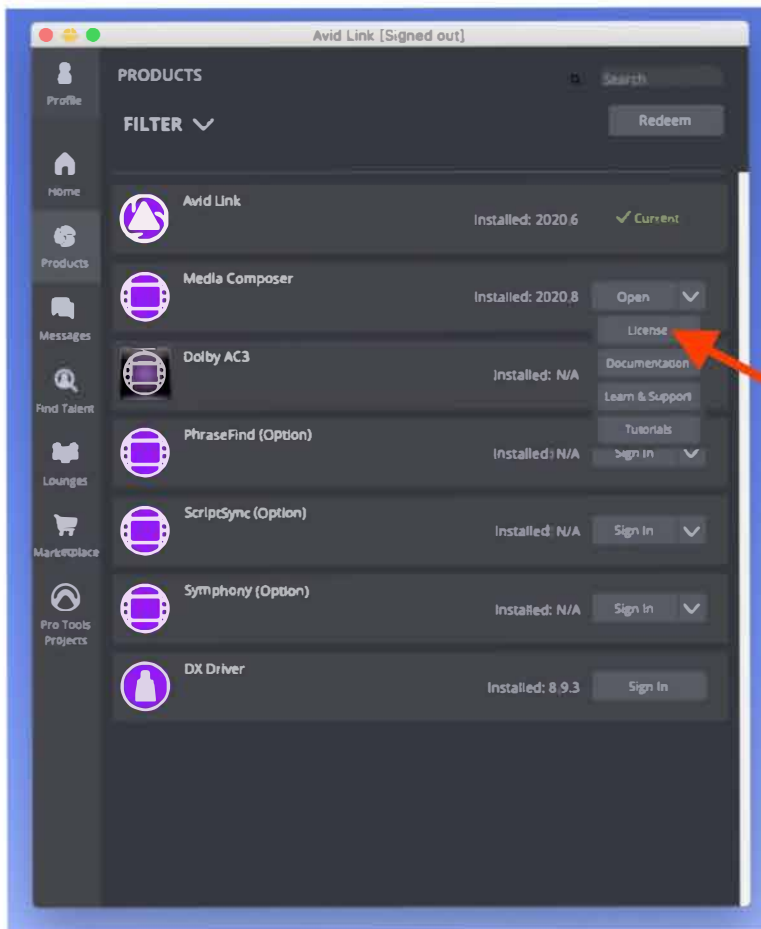
When the **“Download Centre”** opens, scroll down to about the middle of the list and choose the most recent version, in this case: **2020.10**.

- | | |
|---------|-------------------------------------|
| 2020.4 | Avid Media Composer |
| 2020.10 | Avid Media Composer |
| 2019.9 | Avid Media Composer |

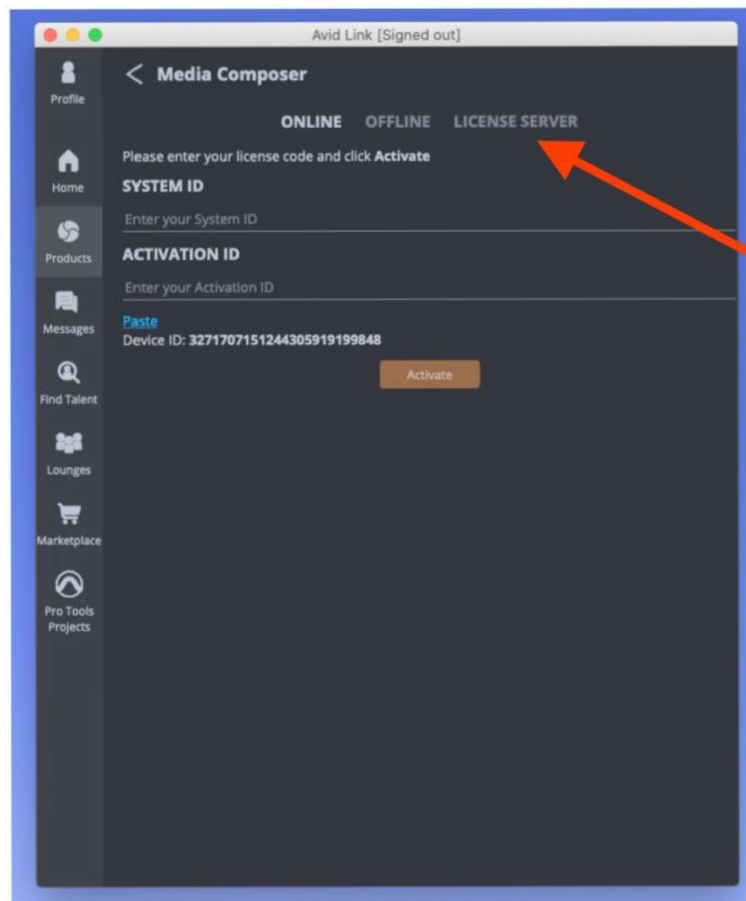
The download site can be a bit slow depending on how many individuals are trying to download at the same time, so please be patient. You may have to try a couple times in order to get it downloaded. Follow the same procedures for iLok and Pro Tools.

Licensing Avid media Composer Using Avid Link:

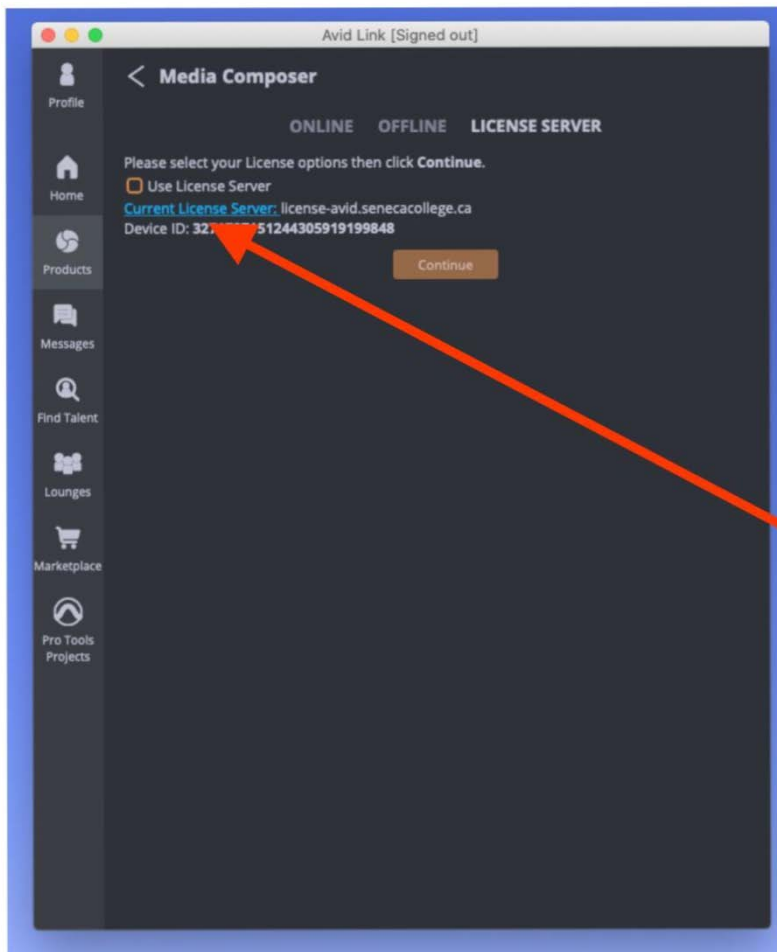




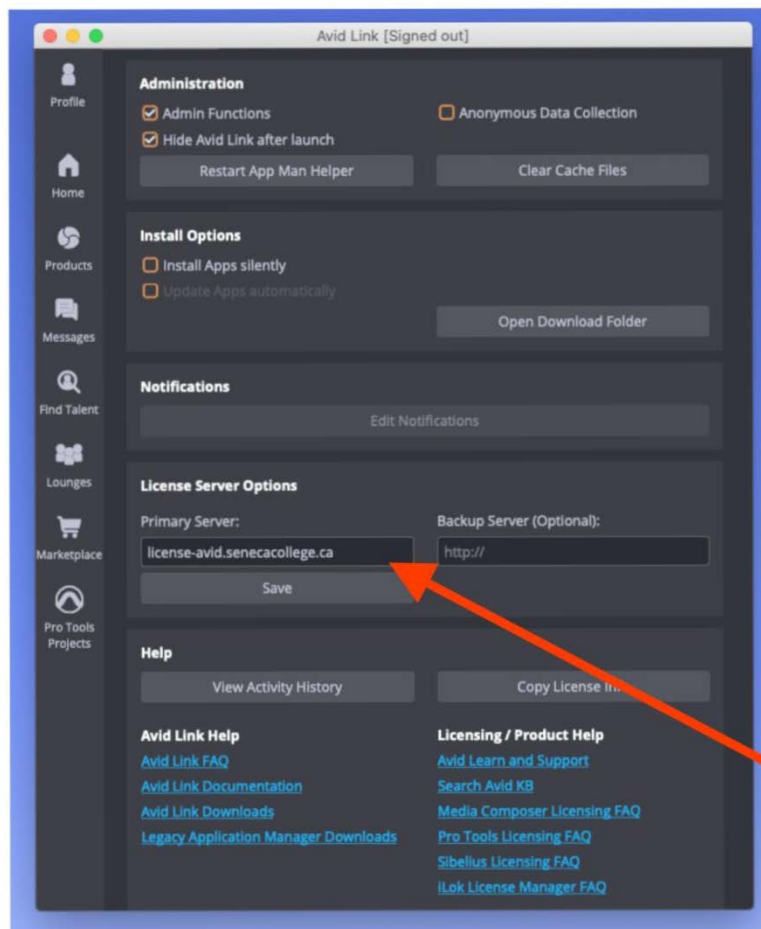
Choose License



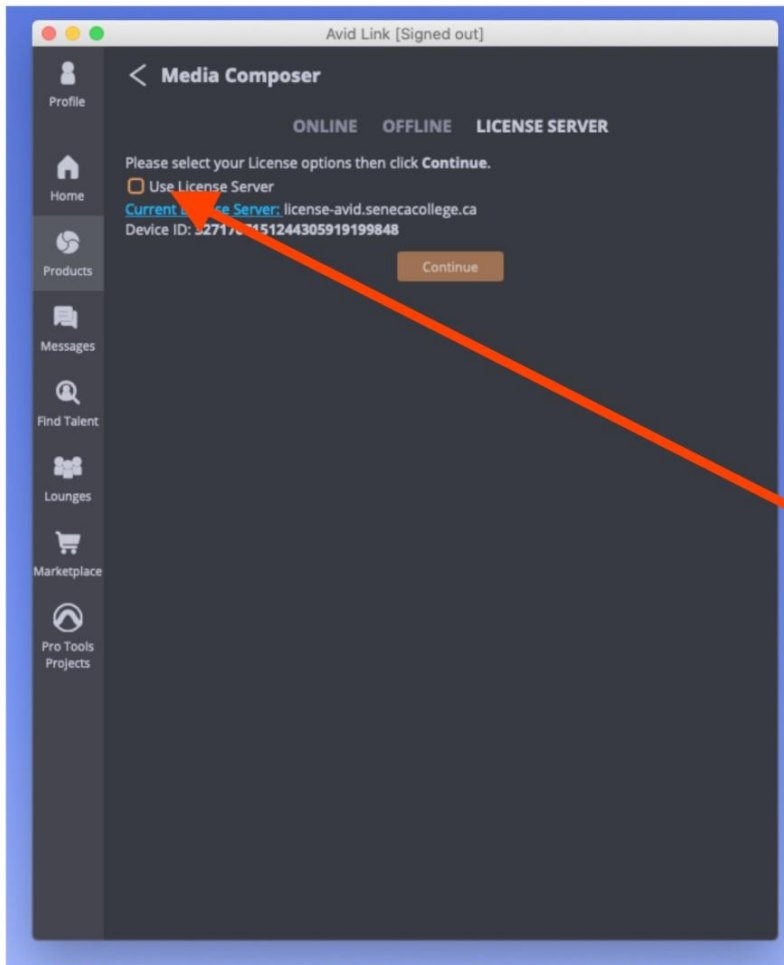
Click on LICENSE SERVER



Click on Current License Server



enter
license-avid.senecacollege.ca
click on
Save



Check Box Use License Server
click
Continue

Troubleshooting:

If you run into **Error 1935**, usually this error could be your Windows has some corrupted files or .NET is corrupted, here are some troubleshooting tips:

- 1) Turn off your Virus Checker/Scanner or Uninstall it
- 2) Make sure your device is up to date with the Windows updates
- 3) Make sure to have your Media Composer and Pro Tools folder on **C:**, **not** on a USB hard drive

If you still getting errors installing **iLok**, **Pro Tools** or **Media Composer**, the last resort would be to back up your files, data, and reinstall Windows. Students can get a free copy from :

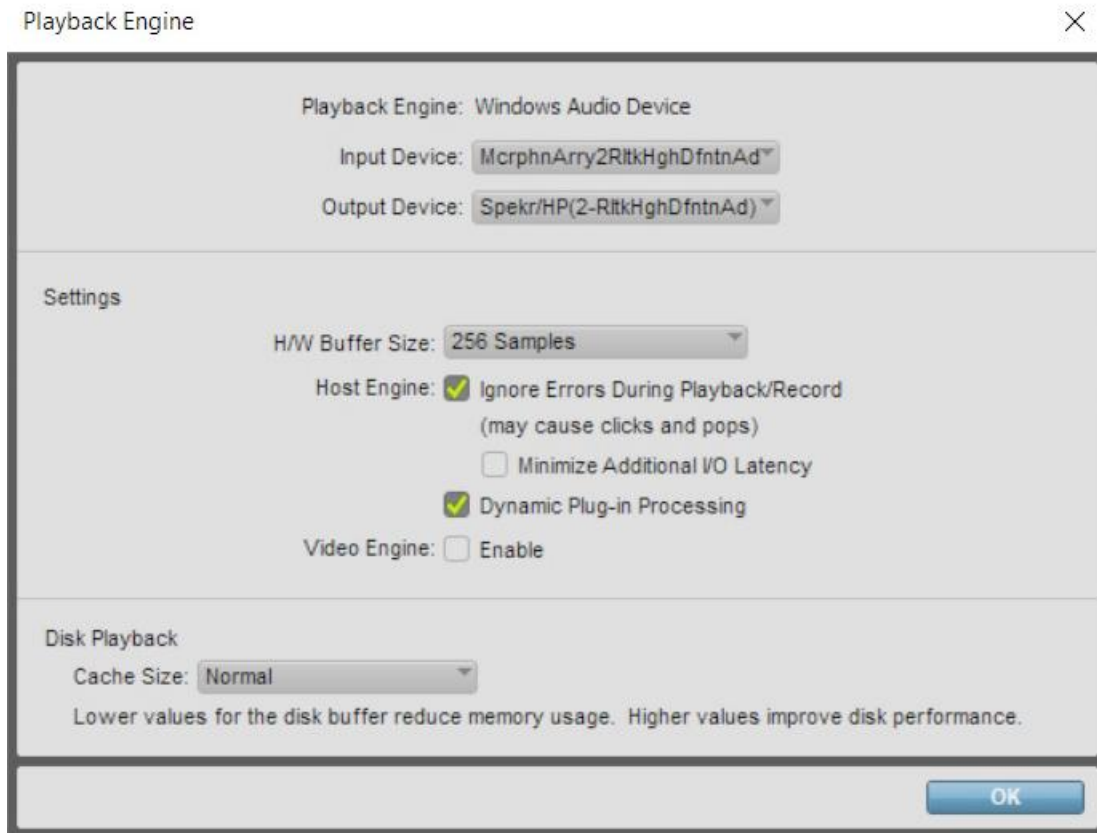
https://senecapolytechnic.onthehub.com/WebStore/ProductsByMajorVersionList.aspx?cmi_mnuM ain=f189368a-f0a6-e811-8109-000d3af41938

If you get an error launching **Pro Tools**, you should hold down the “N” key and a window should pop up where you can change the buffer size.

Pro Tools is licensed using **iLok**, launch **iLok**, go to File- Preferences- MyConnections - Add 10.102.100.122 IP address of the server, check mark : automatically connect to license server

Potential Error Message:

Pro Tools: Hardware not recognized.



Hardware not recognized on **Pro Tools** (on Windows systems)

*Try installing the [ASIO4ALL](#) driver, then launch **Pro Tools** and select ASIO4ALL in the Playback engine (Setup Menu > Playback Engine). If you are unable to launch **Pro Tools** without a crash, try holding down the "N" key on the keyboard during launch, which will bring up the Playback Engine directly.

For **Avid Media Composer** using **Avid Link**, depending on the Internet/Network connection you have to wait a few seconds until it can find the server, otherwise it will keep popping up the Licensing window, after you have saved the Licensing info.

For any assistance in this process (AFTER you have exhausted all of these steps), please contact **Service Desk** - servicedesk@senecapolytechnic.ca.