

Gobbler Windows Client 2.2.2 User Manual



Installation

Windows

The Gobbler installer file can be downloaded from <http://app.gobbler.com/download>

Simply run the installer, you will need to restart your machine during installation so save all of your work before starting.

Uninstall

To uninstall the current and previous builds of the Gobbler application, you will need to do the following:

Start Menu > Settings > System > Apps & Features > Gobbler > Uninstall

System Requirements

Windows

Gobbler requires the latest version of Windows 7 SP1 and above.

If you are unable to install the Gobbler application, you can still manage your plugin subscriptions through Gobbler manually. This will prevent you from receiving notices about your latest plugin updates and will require you to download the installers individually online.

Manual Plugin Activation

To install and activate your plugins without the Gobbler application you will need to do the following:

- Log in to your Gobbler Marketplace account here: [Gobbler Marketplace log-in](#).
- Click the view button on the "My Installers" tile.
- The next page will display a list of the installers, that can be downloaded individually, for the most recent versions of the plug-ins available to you.

You will need to activate your licenses through your iLok License Manager.

Download the iLok License Manager [here](#) if it is not installed on your computer.

- Launch your ILM
- Right-click the bundle you want to activate and choose the Activate option.
- Choose the Activation Location (Some plug-in publishers allow computer or iLok key activation-only. Others, both)
- Confirm the activation

Your licenses are now activated and your plug-ins ready to be used.

Use this link to confirm if the licenses in your bundle can be activated in an iLok key, a computer or both: [Licenses activation locations for your bundle](#).

Please note: There is no need for activation code(s) for licenses acquired through a subscription.

You will not receive any activation code, from Gobbler or from the plug-in publisher.

If you are asked for an activation code, during the activation process through the Gobbler app, when you open any one of your plug-ins, the most likely cause is that you are trying to activate your licenses in an iLok key that is not registered to the iLok account in which your licenses were deposited by Gobbler.

Gobbler Account

To use the Gobbler application, you will need to log into the same Gobbler account that you used to purchase your subscription. Please verify the Gobbler account that was used to make the purchase with the order confirmation email.

If you are new to the Gobbler system, you can create a free account by visiting <https://shop.gobbler.com/login>

Linked iLok Account

Your Gobbler account will only display the installers for licenses in your linked iLok account.

Should you wish to change the iLok account linked to your Gobbler account, you will need to:

- 1) Log in to your Gobbler Marketplace account [here](#).
- 2) Click the "My Profile" option in the Main Menu at the top right on the screen, below your Gobbler account's e-mail address.

Once in your profile page, scroll down until you see "iLok Account Settings". Click (unlink this account) to unlink the current iLok account and link a different one.

You will be taken to PACE's website for an External Authentication step, to confirm that you are the owner of the iLok account you are linking to your Gobbler account.

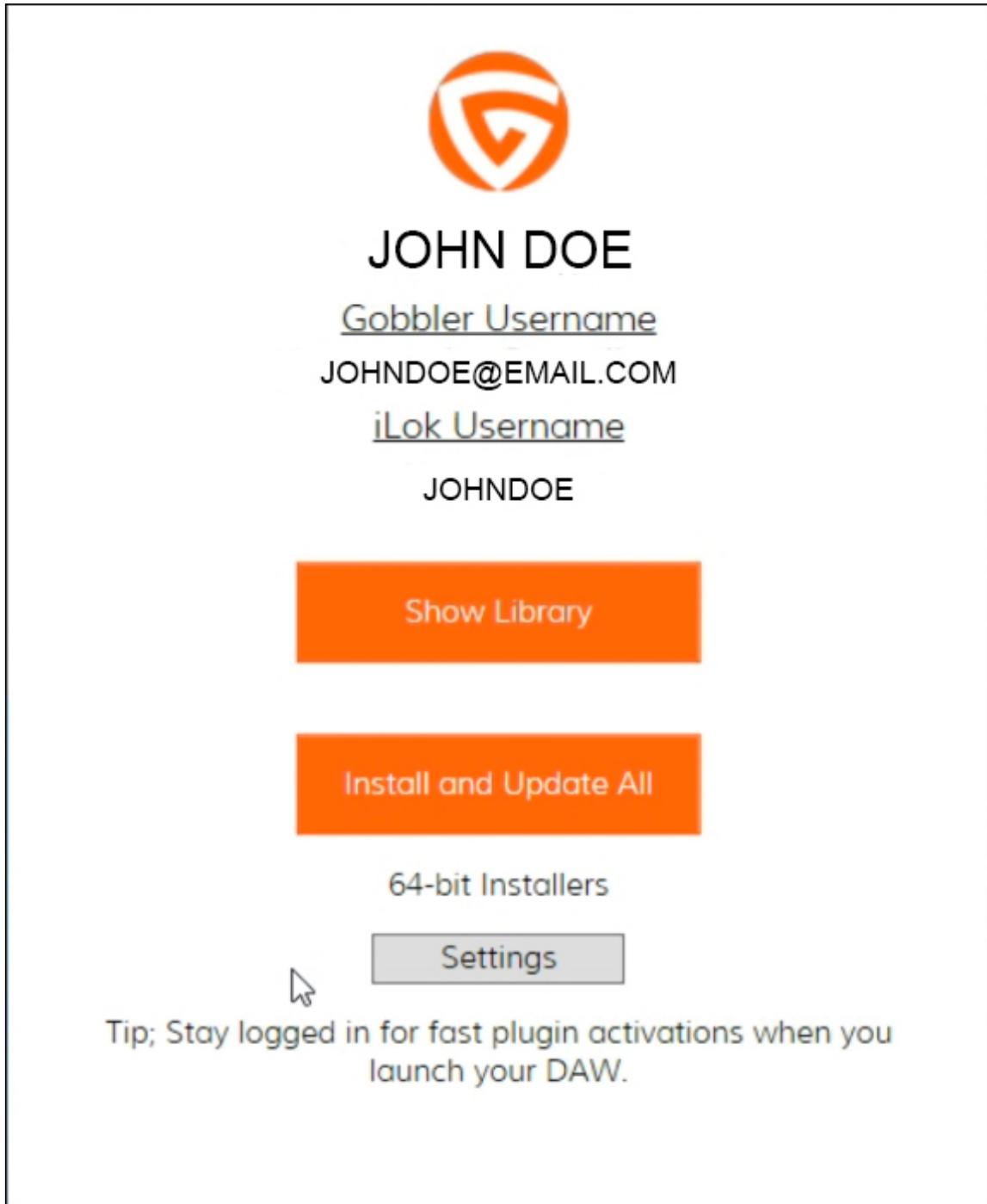
Enter your iLok account User ID and password. Click "Authorize" to authenticate. Refresh your My Profile page and verify the iLok account User ID that is displayed to confirm that the correct iLok account is linked to your Gobbler account.

PLEASE NOTE: If your subscription has been started before your correct iLok account has been linked to your Gobbler account, your licenses will need to be redeposited by the manufacturer. There will be a fee, up to \$25.00, for redepositing the licenses. The plug-in publisher will charge it to your Credit Card or PayPal account after they obtain your authorization in writing in the Customer Support ticket you will submit to them.

Getting Started

Understanding the Controls

When you launch the Gobbler application you are presented with three options; Show Library, Install and Update All, and Settings.



Show Library

Here you can install and update your plugins individually as well as download the plugin manuals. Next to the plugin you will see either a broken link icon or a checked ribbon icon that displays your linked iLok status.

Install and Update All

Clicking this will begin the process of installing all of your newly purchased plugins and updating all of your existing plugins that have updates available. This once click process will download the installers, installs them, and activates the licenses.

Settings

Here you can adjust the Gobbler application preferences, including the automatic location of your licenses and the ability to hide notifications.

The Library Icons

Relink iLok Account

The Broken link symbol indicates that your Gobbler account and your iLok account are not linked together. If you believe this is a mistake, it is recommended to unlink your iLok account and relink it by following the instruction that appears when you click the icon.



Activation Agent Activated

When your iLok account and your Gobbler account are linked together, the check ribbon will appear next to your available plugins. When clicking the icon, you are shown the location of the individual licenses in your iLok account.



Missing iLok

The missing iLok warning appears when you do not have your iLok USB dongle connected to your machine and the licenses are iLok activated. Because the licenses for iLok activations are stored on the USB itself, it will need to be connected when using your plugins. This will not appear if your licenses are machine activated.



Activation Agent Deactivated

This will appear when the application is not able to complete the activation process. You may see this when you launch the application during the first couple of seconds before switching to the activated state.



Question / Support

Before you start a support ticket you should take a look at the Gobbler Knowledge Base. There you can find instant answers to the most frequently asked questions and helpful information on managing your plug-in subscriptions or collaborating on a project. Our customer service team is available to answer any questions that you could not find answers to, but please have your order number and iLok ID in the body of the email so that we can better assist you.

Collaboration Knowledge Base

You can access the Collaboration Knowledge Base here:

<https://gobblerhelp.zendesk.com/hc/en-us/categories/200376249-Gobbler-Marketplace>

Market Place Knowledge Base

You can access the Market Place Knowledge Base here:

<https://gobblerhelp.zendesk.com/hc/en-us/categories/200119249-Gobbler-Collaboration>

Customer Support

You can start a customer support ticket by email us at support@gobbler.com