

Troubleshooting

The plugin is missing, silent, or will not activate: the usual causes and fixes.

The DAW does not see the plugin

- 1 Close the DAW completely, then reopen it: most DAWs scan only at start or on request.
- 2 Check the files are there. Windows: `C:\Program Files\Common Files\VST3` (VST3) and `C:\Program Files\Common Files\CLAP` (CLAP). macOS: `/Library/Audio/Plug-Ins/Components` (AU), VST3 and CLAP beside it. In the Hub the row says *Installed*; **Repair** puts back anything missing.
- 3 Check the format: your DAW must load VST3, CLAP or AU. Ableton Live, Cubase and Logic Pro do not load CLAP; Logic Pro loads only AU.
- 4 Rescan in the DAW (below). Look in the list for the maker **ZOKKU**. Plugins renamed in October 2026 replace the old names (RESONANCE is tammo, PULSE is ikipump...).

Rescan, DAW by DAW

FL Studio

Options, Manage plugins. Make sure the plugin search paths include the VST3 and CLAP folders (they do by default), then **Find installed plugins** (tick *Verify plugins* for a full check). The plugins appear under the ZOKKU name in the Plugin database. If ZOKKU Link reports an isolated host, the plugin is set to *Make bridged*; switch that off in the plugin wrapper settings.

Ableton Live

Settings (Preferences on older versions), **Plug-Ins**. Turn on *Use VST3 Plug-in System Folders* (on a Mac also *Use Audio Units*), then **Rescan**; hold **Alt** (**Option** on a Mac) while clicking Rescan for a full rescan. Live loads the VST3 (and AU on a Mac).

Logic Pro

Logic uses the AU only. At start it validates new Audio Units. If one is missing: **Logic Pro, Settings, Plug-in Manager**, select the ZOKKU plugins and **Reset & Rescan Selection**. See also AU validation.

Cubase

Studio, VST Plug-in Manager, then the gear menu, **Rescan All**. Cubase loads the VST3. If a plugin was blocked, open the blocklist in the same window and reactivate it.

Reaper

Options, Preferences, Plug-ins, VST: check the path list includes the VST3 folder, then **Re-scan** (or *Clear cache/re-scan*). For CLAP: **Plug-ins, CLAP, Re-scan**. ZOKKU Link needs the plugins in Reaper's own process, not a dedicated or separate one.

Bitwig Studio

Settings, Locations, Plug-ins: keep *Use System Locations* on for VST3 and CLAP, and rescan. For ZOKKU Link, set plugin hosting so the sender and receiver run together (not one sandbox per plugin).

Mac: AU validation

macOS validates every Audio Unit before Logic Pro and other AU hosts use it. If a ZOKKU AU fails or does not appear:

- 1 Quit the DAW. Make sure the `.component` files are in `/Library/Audio/Plug-Ins/Components` (the Hub reads that folder and `~/Library/Audio/Plug-Ins/Components`).
- 2 If macOS blocked the installer or the Hub, allow it in **System Settings, Privacy & Security, Open Anyway**, then install again.
- 3 In Logic Pro, **Plug-in Manager, Reset & Rescan Selection**. To validate by hand, run `auval -a` in Terminal: the ZOKKU plugins are listed under the maker ZOKKU.
- 4 Still failing? Write to hello@zokku.app with the plugin name and the last lines of the validation.

Windows SmartScreen and macOS Gatekeeper

The installers are not code-signed or notarized yet. **Windows**: *Windows protected your PC*, choose **More info, Run anyway**; in Edge keep the download with **Keep, Show more, Keep anyway**. **macOS**: *cannot be opened*, open **System**

Settings, Privacy & Security, Open Anyway. The SHA-256 on the Download page is how you know the file is ours and whole.

Sign-in says "email not confirmed"

The account exists but its email address has not been confirmed yet. The site says *Confirm your email first: open the link we sent you, then sign in*; the Hub says the email is not confirmed yet.

- 1 Find the confirmation email from ZOKKU (check spam and promotions) and open its link.

- 2 No email? Signing in again sends the link again. Use the same address you signed up with.

- 3 Then sign in again, on the account page or in the Hub.

If it says the email or password is wrong instead, check both, or choose **Forgot password** on the account page.

Activation problems

On a Mac, Activate online fails

Use **Sign in** in the Hub instead. ZOKKU All and the trial activate on a Mac now; single-plugin and Beat Kit licences from the next Mac update.

No seat left

Deactivate a computer you no longer use, from that computer or from your account, then activate again.

No internet on the studio computer

Use offline activation with a request file.

The plugin is silent

Check the licence chip in the top bar: *trial ended* means instruments are silent and effects pass the sound through. Check also bypass, Mix and, in instruments, that the track receives MIDI.

Other problems

The window is blank or draws badly

Right-click the status line and switch *GPU rendering (OpenGL)*, or *Direct2D drawing* (it applies to all ZOKKU plugins). Update your graphics driver.

CPU is high

Pick a lower quality where the plugin has one (Eco), fewer unison voices in the synths, and freeze or bounce tracks you no longer edit. Most ZOKKU effects rest at a fraction of their CPU in silence.

ZOKKU Link does not connect

Sender and receiver must use the same channel and run in the same process. The receiver says what it sees: *no sender on channel 2*, or *the sender is not in this process: the host isolates plugins* (FL Studio *Make bridged*, Bitwig sandbox, Reaper dedicated process). Remove the isolation, or use the DAW's sidechain.

An old project opens with the old name

That is expected: the renamed plugins keep their codes and state, so projects saved with RESONANCE, PULSE, DENSITY, CUTLINE, NINE, RHYTHM, ORIGIN, LOADLINE or GRAFT open the new plugin and sound the same.

