

## [Hauptwerk Virtual Pipe Organ] Re: Erroneous installation files and subsequent problems

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De: François Ratté (Hauptwerk Support) (support@hauptwerk.com)

Para: ian.mcinnnes@yahoo.com.mx

Fecha: sábado, 18 de junio de 2022, 04:25 p.m. GMT-5

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##- Please type your reply above this line -##

Thank you for contacting Hauptwerk Support. We typically will reply to your request within 24-48 hours.

Your request (7037) has been updated. To add additional comments, reply to this email.

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**François Ratté (Hauptwerk Virtual Pipe Organ)**

Jun 18, 2022, 5:25 PM EDT

Good afternoon,

Use these links to download Hauptwerk 6

Windows (full installer):

[http://downloadhauptwerk.com/hauptwerk/InstallHauptwerk\\_v6.0.2.018.exe](http://downloadhauptwerk.com/hauptwerk/InstallHauptwerk_v6.0.2.018.exe)

MD5 checksum: f5c1ad57e068fcf6382bef510804b083

2.99 GB (3,214,412,632 bytes)

macOS (full installer):

[http://downloadhauptwerk.com/hauptwerk/InstallHauptwerk\\_v6.0.2.018.zip](http://downloadhauptwerk.com/hauptwerk/InstallHauptwerk_v6.0.2.018.zip)

MD5 checksum: b52d0c82f533728e6402d45a4c972668

3.14 GB (3,377,089,757 bytes)

Prior to install Hauptwerk 6, uninstall Hauptwerk 6

Hope that helps.

Regards

François Ratté

Support Manager

MILAN DIGITAL AUDIO

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**Ian McInnes**

Jun 18, 2022, 4:17 PM EDT

As you can see below, I purchased Hauptwerk 6 on November 8 2021, and on that date used the links to download both Windows and Mac installation files. These were named InstallHauptwerk\_v6.0.2.018, and were about 178MB and 192MB respectively in size. At this time, I also created an iLok account.

However, I have only recently completed assembly of the hardware, and thus been in a position to complete my Hauptwerk setup. I purchased an iLok dongle, and on the iLok website redeemed using the supplied Hauptwerk activation code, and activated to the dongle.

With the dongle in place, I then tried to install on Windows using the file I had previously downloaded and saved; however this failed. As the most likely cause was a corrupt installation file, I downloaded it again using the link given in the email below. I noted that the new file was both considerably larger than the file that I had previously downloaded (as with hindsight it must be to contain the St. Anne's sample set), and also that it appeared to be for Hauptwerk 7.

Nonetheless, installation appeared to complete successfully. However, on starting it I was prompted to activate the product. As the activation code supplied did not work, I selected the "Try" option, supplying my iLok account details. Although a message indicated that the product was successfully activated, on restarting it was clear that it will expire on Saturday 2 July.

Please enable me to use the product I paid for (either version 6 or version 7; the latter is already installed).

Thanks,  
Ian McInnes.

El lunes, 8 de noviembre de 2021 10:19:22 GMT-6, Hauptwerk Virtual Pipe Organ <support@hauptwerk.com> escribió:



## Thanks for shopping with us

Hi Ian,

We have finished processing your order.

### Downloads

Product	Expires	Download
<u>Advanced Edition - Perpetual (v6).</u>	Never	<u>Hauptwerk VI for Windows</u>

Product	Expires	Download
<u>Advanced Edition - Perpetual (v6).</u>	Never	<u>Hauptwerk VI for OS X</u>

[Order [#310362](#)] (November 8, 2021)

Product	Quantity	Price
Advanced Edition - Perpetual (v6)	1	\$599.00
<b>Subtotal:</b>	\$599.00	
<b>Payment method:</b>	PayPal	
<b>Total:</b>	\$599.00	

## Activation Code(s)

Advanced Edition – Perpetual (v6): 8459–8646–4944–6677–2897–1786–2480–30

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Thanks for shopping with us.

Milan Digital Audio LLC

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This email is a service from Hauptwerk Virtual Pipe Organ.

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