



— SEVENTH HEAVEN —

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PROFESSIONAL

iLok Cloud License Authorisation Upgrade Procedure Technical Notes

Applies to version 1.300 (and above)

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1. Introduction

Seventh Heaven and Seventh Heaven Professional versions 1.0 to 1.2.x support the following authorisation locations:

- iLok 2 activation (USB dongle)
- iLok 3 activation (USB dongle)

Seventh Heaven and Seventh Heaven Professional versions 1.3.0 and above support the following authorisation locations:

- iLok 2 activation (USB dongle)
- iLok 3 activation (USB dongle)
- iLok Cloud (no dongle required, persistent Internet required)

This guide is intended for anybody owning a license that only supports iLok 2/3 but wishes to surrender it for a new license that also supports iLok Cloud activation.

Local machine authorisation is not supported at this time by any version of Seventh Heaven and there are presently no plans to enable support for it.

All licenses purchased before 8 December 2018 can be authorised to iLok 2/3

Licenses purchased on or after 8 December 2018 support iLok 2/3 and iLok Cloud activation.

2. Summary of Procedure

It is very important to read and understand this process before proceeding as there are necessary migration stages to follow before using your license in iLok Cloud.

A brief summary of the procedure is given below.

- Install iLok License Manager v5 or above.
- Install the full version of Seventh Heaven and/or Seventh Heaven Professional v1.3 or above. You will need to reinstall all of the presets so use the full installers.
- Pro Tools Users only: if you would like to use the Pro Tools native preset manager, delete the factory installed AAX (.afx files) presets. The plug-in will copy in updated versions but only if the existing ones are removed.
- Test the new version is working properly. If not, check that you have installed the correct product (standard vs professional) for the license you own as this is the most common cause of problems at this stage.
- Load any DAW project files and/or presets that may contain existing Seventh Heaven and/or Seventh Heaven Professional save data. Re-save them to update the save data format.
- Redeem the appropriate upgrade code (available later in this document).
- Activate the new license and surrender the old one when prompted. The new license will be in the iLok License Manager's 'Available Licenses' view with a blue flag next to it.
- Select an iLok 2/3 to activate to, or choose to activate later if you only wish to use the cloud (you have two license activations so you can activate to two locations).
- Open a cloud session from iLok License Manager (available in the 'File' menu).

3. Install New Plug-In Software

Download and install Seventh Heaven or Seventh Heaven Professional v1.3 or above. If you have version 1.2.x or lower you will require the full installers as you need to reinstall all of the preset content again.

If you do not use the full installers to update the preset content then you will not be able to load any presets (i.e. from the Halls, Plates, etc menus) when the license is resident in iLok Cloud. Presets would still work when using an iLok 2/3 if you did not reinstall them.

Please be sure to install the correct version for your purchased license. A Seventh Heaven license cannot be used to authorise Seventh Heaven Professional and vice versa. If you do not install the correct version you will be asked for a license code to activate software that you do not have a license for. A previously redeemed license code will not work again and cannot be used to solve this problem (this results in an error saying all redemptions are used up). This is a very common source of problems and confusion.

Seventh Heaven: <https://www.liquidsonics.com/software/seventh-heaven>

Seventh Heaven Professional: <https://www.liquidsonics.com/software/seventh-heaven-professional>

Check that your installation of Seventh Heaven and/or Seventh Heaven Professional is working with your existing license before continuing. If you are having problems where you are being asked to re-enter your license code and are being told it has already been redeemed then please double check you installed the correct version. If you cannot get any further with the new version please contact support@liquidsonics.com including screenshots of the problems before continuing to the next steps.

If you previously moved the preset content remember to delete the old content and re-point the plug-in to the new content.

Pro Tools Users Only

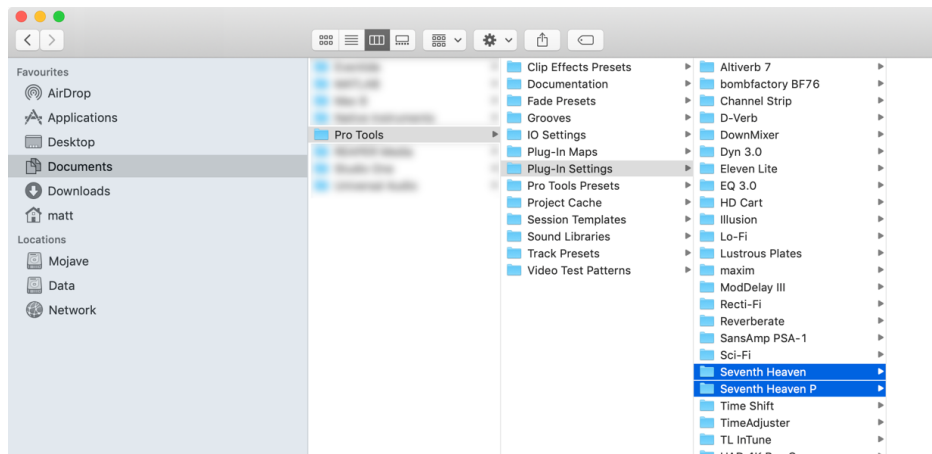
The Pro Tools formatted (.tfx file) factory presets for Seventh Heaven and/or Seventh Heaven Professional should be deleted. These will be re-installed by Pro Tools the next time the plug-in is loaded. If you do not do this the Pro Tools native browser presets will not work when a license is resident in iLok Cloud rather than on an iLok 2/3.

Do not delete any presets you may have manually saved, those should be migrated as discussed later by re-saving them.

Mac: The factory presets are located here:

Documents/Pro Tools/Plug-In Settings/Seventh Heaven

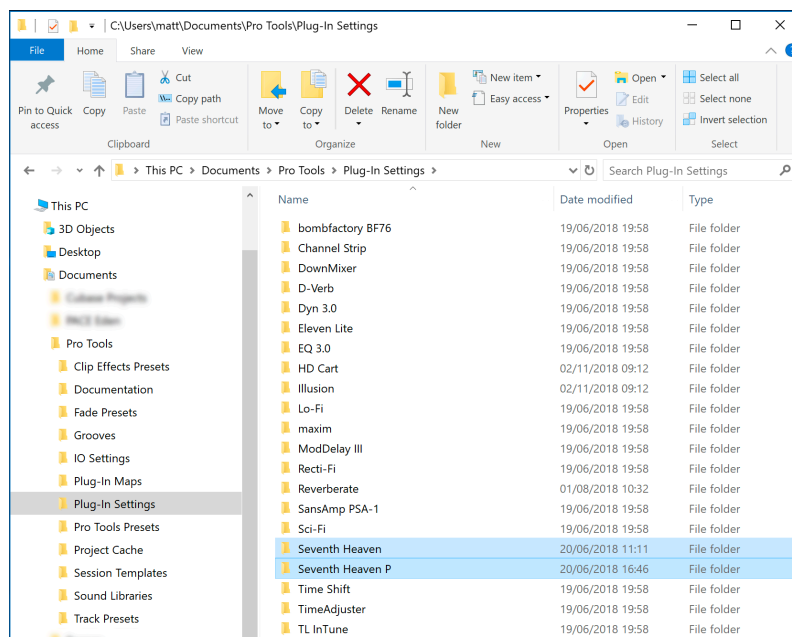
Documents/Pro Tools/Plug-In Settings/Seventh Heaven P



Windows: The factory presets are located here:

Documents\Pro Tools\Plug-In Settings\Seventh Heaven

Documents\Pro Tools\Plug-In Settings\Seventh Heaven P



4. Migrate DAW Saves and Presets

Due to the format in which data is saved using software versions prior to v1.3 it can only be loaded when your software license is present on an iLok 2/3.

This data needs to be migrated so that it can be loaded when your license is present in iLok Cloud. After migration your saves can be loaded irrespective of whether the license is on an iLok 2/3 or iLok Cloud.

This issue covers any and all save data of any kind including:

- DAW project saves which include the state of the plug-in
- DAW specific preset menu saves
- Preset saves made from within the plug-in's own 'save' menu

To migrate:

- Log out of any cloud sessions
- Ensure your license is activated to an iLok 2/3
- Close your DAW if it has recently been open using a cloud session, then re-load the DAW
- Load any custom saves (including Pro Tools preset saves) or DAW projects that have Seventh Heaven or Seventh Heaven Professional saved data in them
 - Personal presets: click on these one-by-one and re-save each of them
 - DAW saves: load the DAW project/song file and re-save it

If you forget to migrate some data after completing your upgrade please review the information in section 7.

5. New License Redemption and Old License Surrender

The following activation codes can be used to claim a new license.

These licenses cannot be activated unless you have an old license to surrender. This prevents any misuse of these freely available activation codes which are intended for upgrade use only.

Retail Licenses

Seventh Heaven: 9258-6762-6719-7046-9803-6987-9539-62

Seventh Heaven Professional: 0465-0133-4777-0542-8605-2223-2335-75

NFR Licenses

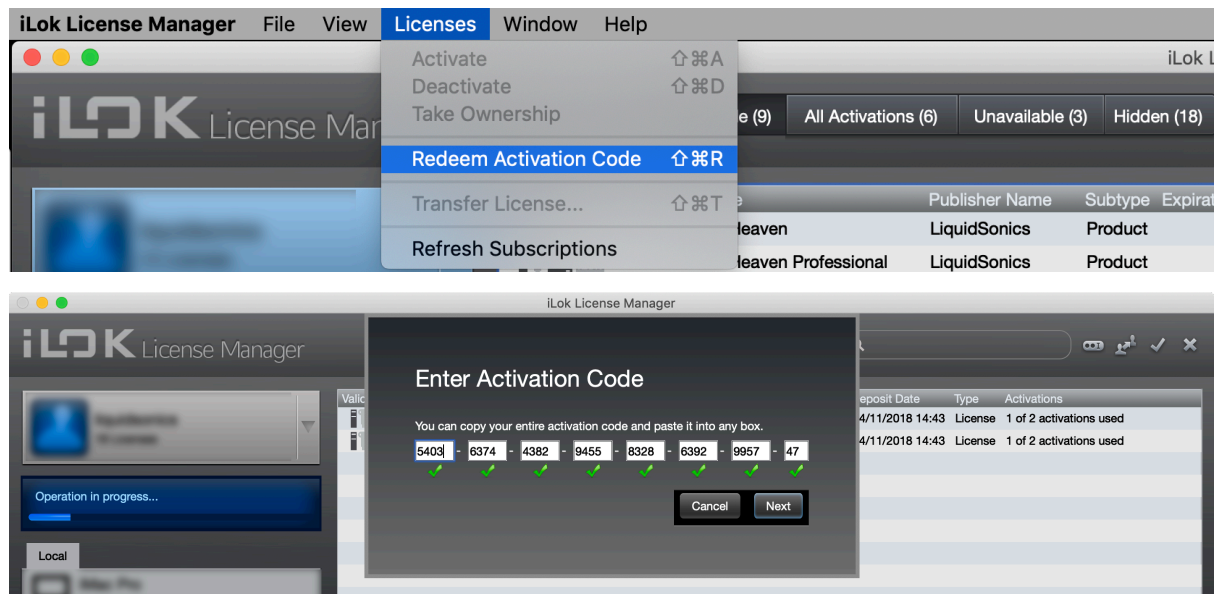
No code is available, please contact support@liquidsonics.com with your iLok for help upgrading your license.

Demo Licenses

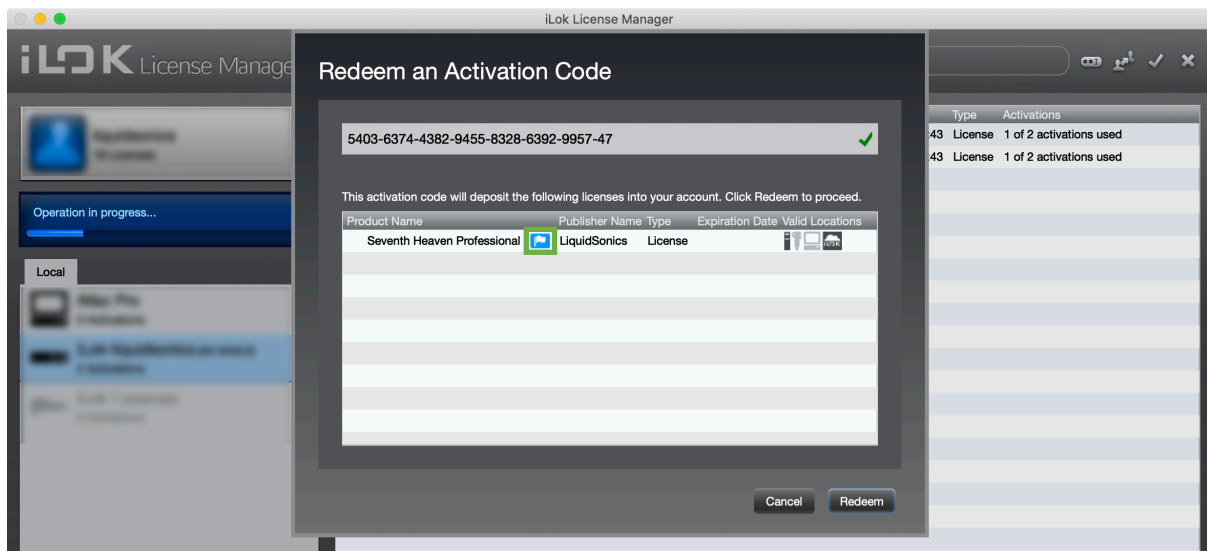
Demo licenses cannot be upgraded.

An NFR (Not For Resale) is a license issued for promotional purposes. Most licenses are retail licenses. If you are unsure what type of license you have then it will most likely be a retail license so use a retail upgrade code above. If you use the wrong type then you will not be able to surrender your old license.

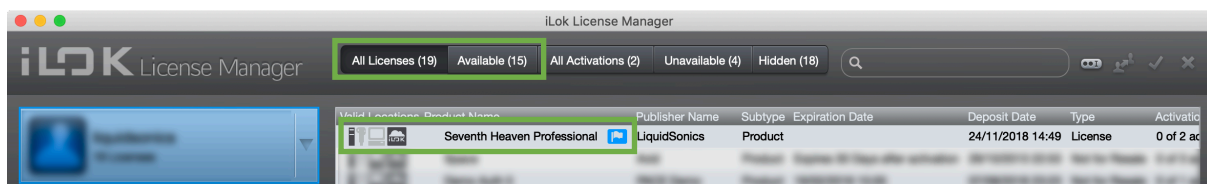
Simply redeem the appropriate code(s) via iLok License Manager as usual. Visit the Licenses menu, click Redeem Activation Code, and type/paste the code in as shown below.



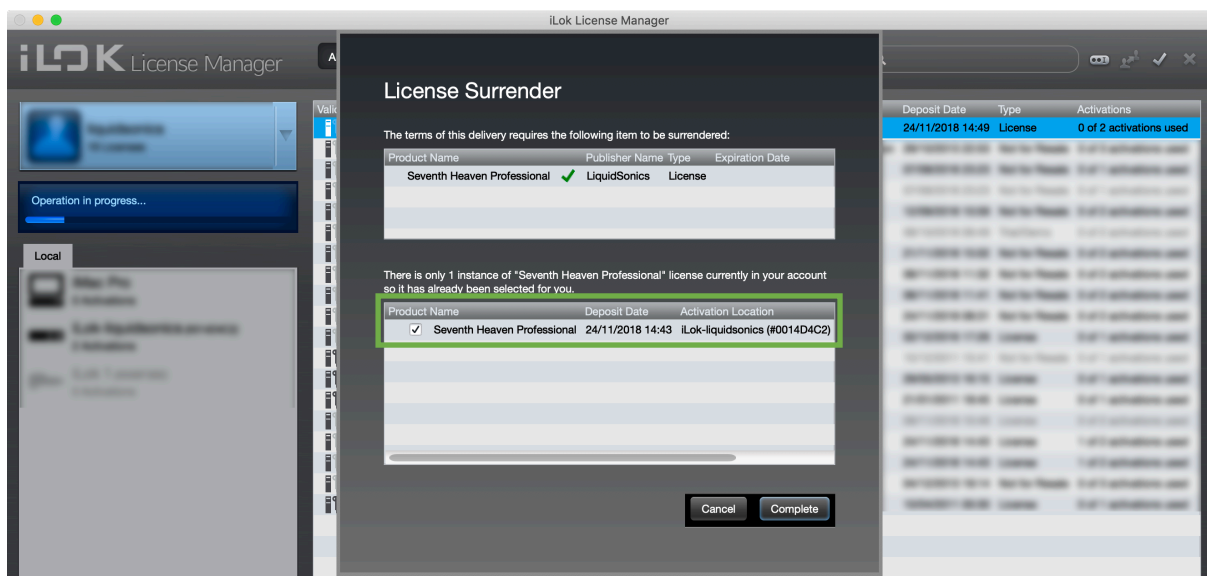
The blue flag (see the green box highlighted below) indicates that the new license requires the surrender of an existing license before it can be activated.



Visit the available licenses tab. Right click the license with the blue flag next to it and choose Activate.



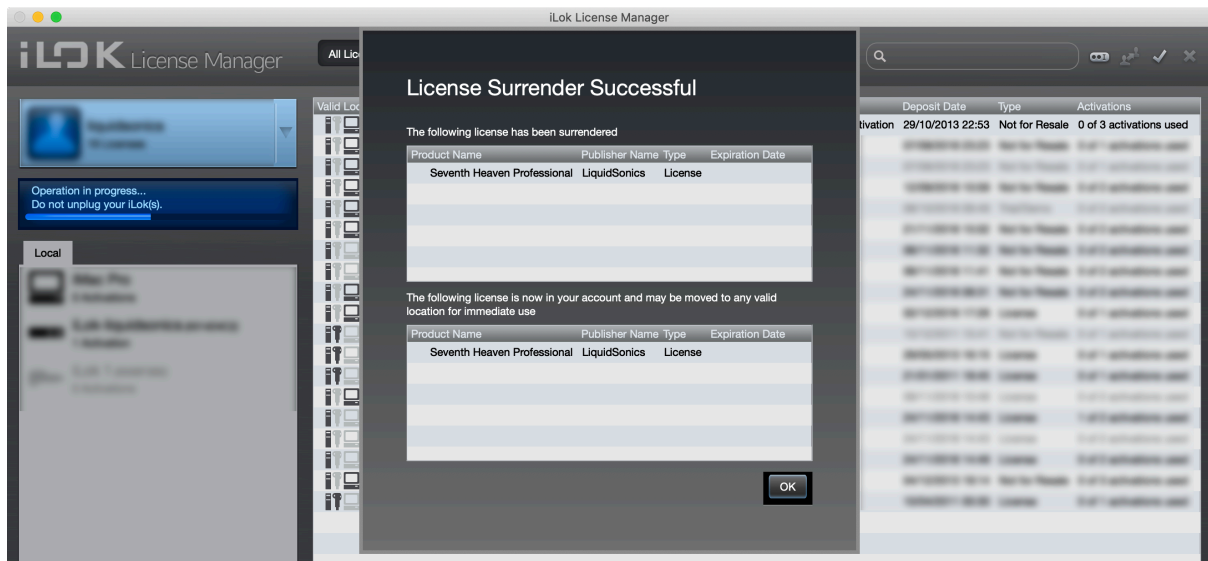
When prompted to surrender the existing license please select an existing Seventh Heaven or Seventh Heaven Professional license as shown in green below. The upper license shown is your new license and the lower box shows the license being surrendered. If there is no applicable license in the lower box then please check you have used the right code (Seventh Heaven vs Seventh Heaven Professional) and that you have the right type of existing license in your account (NFR vs retail).



If you have multiple licenses please contact support as the upgrade codes provided can only be used once. A manual upgrade of your licenses will be performed on your behalf. Bear in mind that only

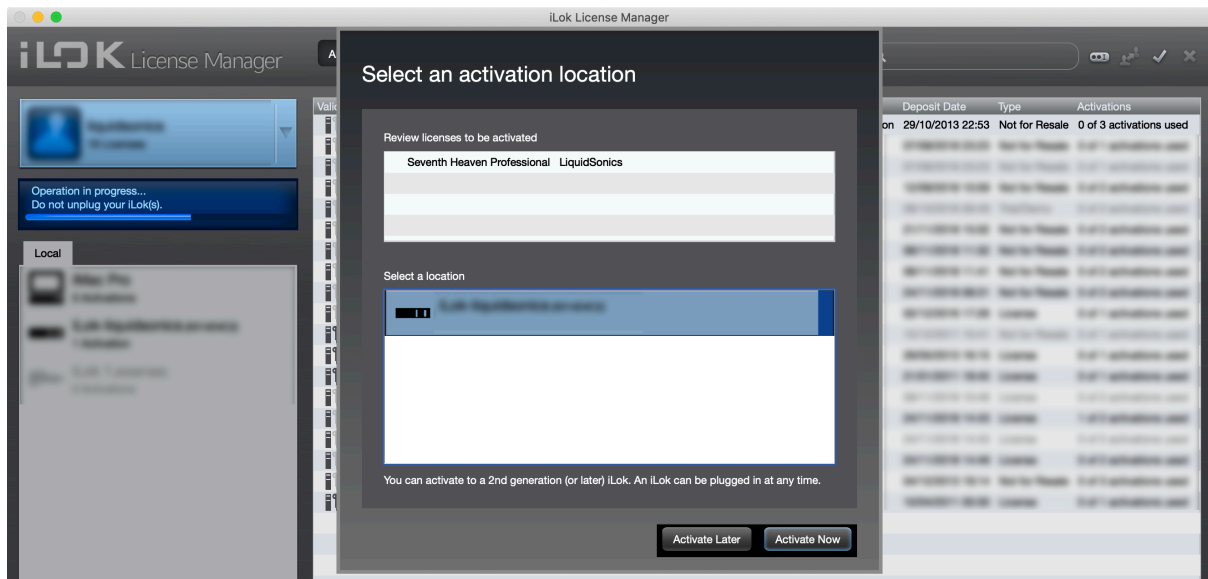
one iLok Cloud session can be active at a given time per iLok user account so there are few benefits to upgrading more than one license to be cloud enabled.

If you have successfully surrendered a license you should see the following message:



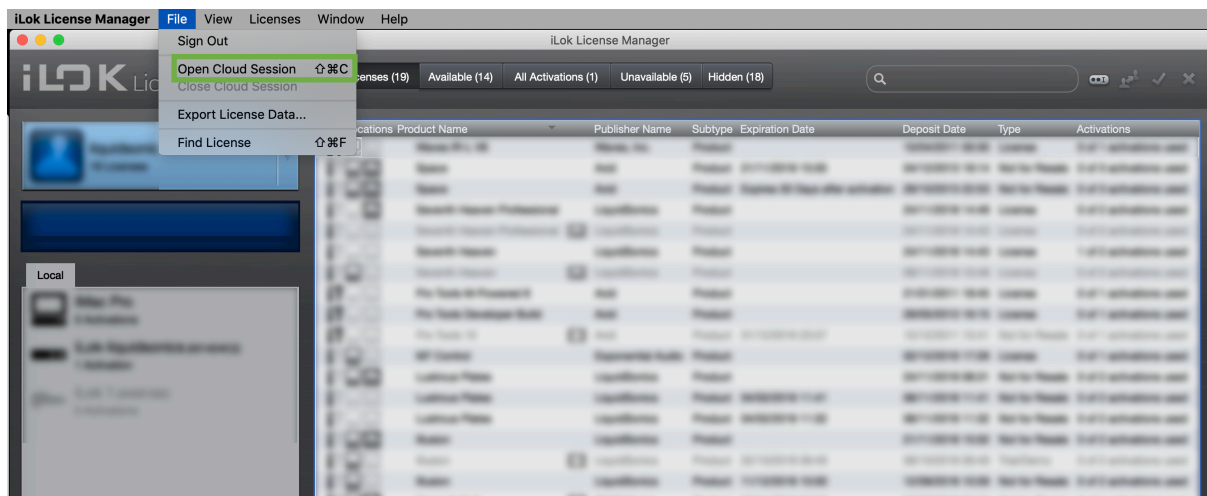
You may then either:

- Activate to an iLok 2/3; since you have two activations available per license you can put one on to the physical iLok and still have one left over in the account for use with iLok Cloud
- Select 'Activate Later' if you do not wish to activate to an iLok 2/3 and only plan to use iLok Cloud

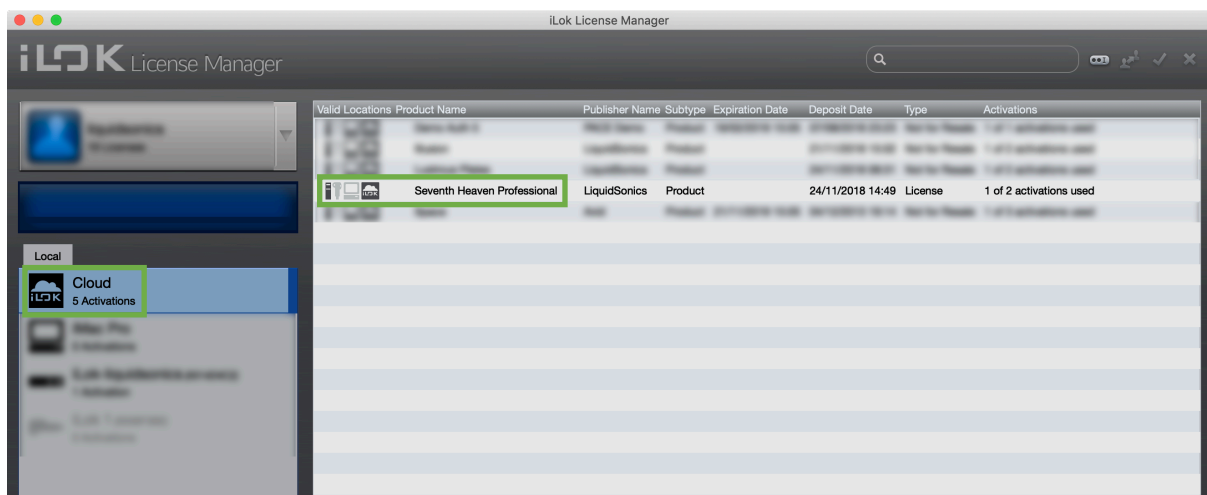


6. Use of iLok Cloud

To use your license in iLok Cloud simply visit the File menu and click 'Open Cloud Session'.

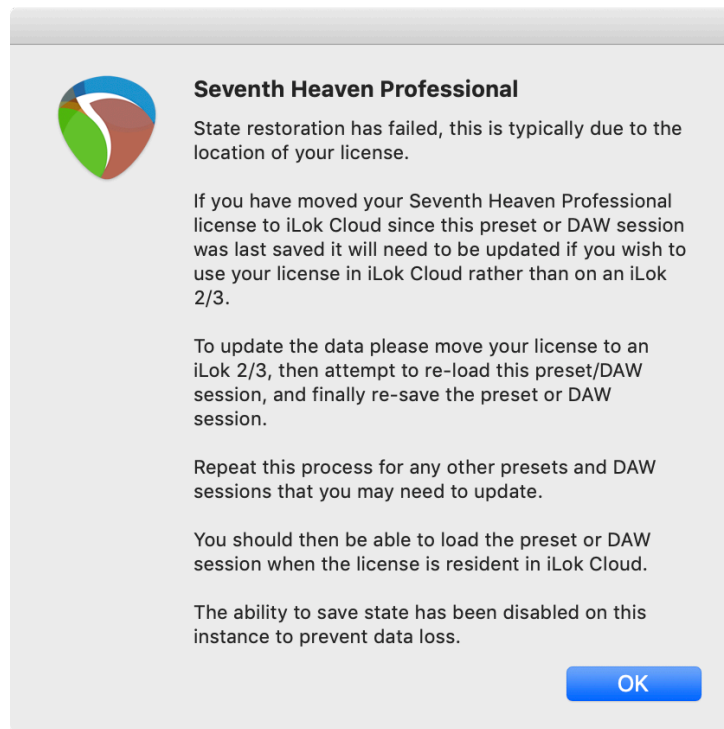


After a brief operation you should see your license available in iLok Cloud as shown below.



7. Subsequent Migration of DAW Saves and Presets

If you forgot to migrate some of your presets or DAW saves and attempt to load them with a DAW restore or plug-in preset load you will be shown the following message:



The next steps are:

- Quit your DAW without saving (if you attempt to save you will receive a message notifying you that the save attempt was ignored to avoid corrupting the preset).
- Log out of iLok Cloud.
- Using iLok License Manager activate a license to a physical iLok
- Repeat the steps for migration given in section 4 above.
- You may then deactivate your license from the iLok 2/3 and log back in to iLok Cloud

8. Forwards Compatibility Notes

Personal presets and DAW saves made using Seventh Heaven / Seventh Heaven Professional v1.3 and above are incompatible with Seventh Heaven / Seventh Heaven Professional v1.2 and below (i.e. the old versions are not forwards-compatible with the new version in much the same way that many older software products cannot load data from future revisions of the software).

If you need to share presets or collaborate on DAW sessions with anybody using an older version please encourage them to update to at least the version 1.3 software.

If you absolutely must save data in a format compatible with version v1.2 and below (perhaps a presets recipient or DAW collaborator is unable to update, or you have a serious problem with v1.3 versions and want to downgrade but have saved some data in the new format already) there is a work-around possible in some cases. Please contact support@liquidsonics.com to discuss these options.