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Subject: Can't run channel strip

Posted by [m\\_chelidze@Hotmail.com](mailto:m_chelidze@Hotmail.com) on Sat, 03 Mar 2018 20:38:06 GMT

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Hello guys,

I'm pretty new to MH community, decided to get channel strip, got the demo first, installed successfully but unfortunately I'm not able to find any the plugin in my ableton live, any suggestions? am I missing something? you help is appreciated !

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Subject: Re: Can't run channel strip

Posted by [bj](#) on Sat, 03 Mar 2018 21:44:19 GMT

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We'll need more info.

Mac or PC?

If Mac, AU or VST?

Also, you may be able to get a faster turn around by opening a support ticket:

<https://mhsecure.com/support>

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Subject: Re: Can't run channel strip

Posted by [m\\_chelidze@Hotmail.com](mailto:m_chelidze@Hotmail.com) on Sat, 03 Mar 2018 21:45:23 GMT

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Its MAC,

I Already did that :) but no response yet :(

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Subject: Re: Can't run channel strip

Posted by [bj](#) on Sun, 04 Mar 2018 20:24:32 GMT

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AU or VST?

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Subject: Re: Can't run channel strip

Posted by [m\\_chelidze@Hotmail.com](mailto:m_chelidze@Hotmail.com) on Sun, 04 Mar 2018 23:12:56 GMT

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I've Tried both, but still not sure what is wrong with it :(

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Subject: Re: Can't run channel strip  
Posted by [bj](#) on Sun, 04 Mar 2018 23:39:00 GMT  
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Did you install the license on you computer (or you iLok)? If you didn't it might be that the host has black-listed the plugins.

Also what version of Mac OS are your running?

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Subject: Re: Can't run channel strip  
Posted by [m\\_chelidze@Hotmail.com](mailto:m_chelidze@Hotmail.com) on Sun, 04 Mar 2018 23:45:19 GMT  
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I'm using Siera 10.13.1, I didn't do anything beside installing the demo version of the software, Am I missing something?

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Subject: Re: Can't run channel strip  
Posted by [bj](#) on Mon, 05 Mar 2018 00:09:20 GMT  
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When we sent you the demo, we also sent you a demo license code. You need to load the license onto your computer or iLok.

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Subject: Re: Can't run channel strip  
Posted by [bj](#) on Mon, 05 Mar 2018 00:10:26 GMT  
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If you don't have the iLok license manager installed on your computer you may not see the plugins at all.

You can get the iLok LM software from:

<https://www.ilok.com/#!license-manager>

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Subject: Re: Can't run channel strip  
Posted by [m\\_chelidze@Hotmail.com](mailto:m_chelidze@Hotmail.com) on Mon, 05 Mar 2018 02:02:13 GMT  
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Hi Mikheil,

Thank you for your interest in evaluating Metric Halo's ChannelStrip 2 TDM OS X, the all-in-one channel processing solution for your recording and mixing projects. We have attached a link to the demo of the Metric Halo ChannelStrip 2 TDM OS X software you requested. Simply click the link to download the demo and get it up and running. This will allow you to use the software until March 15, 2018, or for 12 days from the time that you install it.

This demo can only be installed on your machine once.

Demo Download Link:  
ChannelStrip 2 TDM OS X Demo Installer (2 MB)

To continue to take advantage of all the benefits of the software after you've completed the demo period you can order and instantly download the software directly from Metric Halo at the Metric Halo Store -- ChannelStrip TDM OSX is only 299.00.

This is all I got in my email, any suggestions?

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Subject: Re: Can't run channel strip  
Posted by [bj](#) on Mon, 05 Mar 2018 03:38:44 GMT  
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Unless you are running Pro Tools HD, that is the wrong demo.

You want to download the Production Bundle Demo. That has the AU and VST plugins, and provides the license code and instructions for installing.

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Subject: Re: Can't run channel strip  
Posted by [m\\_chelidze@Hotmail.com](mailto:m_chelidze@Hotmail.com) on Wed, 07 Mar 2018 00:36:02 GMT  
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Finally I have installed production bundle, I did an activation of ilock, I did everything, and I got this (see the screen) abletoneis recognizing all of MH plugins except the Channel strip :d why it is so complicated, I'm probably done with this one, I could not even try out the demo version of the plugin like a normal human being , this is too much, I literally wasted few hours for nothing, very disappointed :(

#### File Attachments

1) [mh\\_channel.jpeg](#), downloaded 1197 times

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Subject: Re: Can't run channel strip  
Posted by [bj](#) on Wed, 07 Mar 2018 03:25:19 GMT  
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I'm sorry you had so many problems.

OS 10.13 has a bug that you may be running into. Can you try rebooting your computer?

Also, does it show up under AU?

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Subject: Re: Can't run channel strip

Posted by [m\\_chelidze@Hotmail.com](mailto:m_chelidze@Hotmail.com) on Wed, 07 Mar 2018 19:28:29 GMT

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Finally after an epic troubleshooting I did it !!! Thank you guys for help appreciated !

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Subject: Re: Can't run channel strip

Posted by [bj](#) on Wed, 07 Mar 2018 19:50:37 GMT

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Glad to hear that you got it running; sorry that it was so hard. Hopefully you will enjoy the plugins...

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Subject: Re: Can't run channel strip

Posted by [gennydoss](#) on Sat, 23 Mar 2019 07:05:44 GMT

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Why does such an error occur?

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Subject: Re: Can't run channel strip

Posted by [bj](#) on Fri, 10 May 2019 09:49:20 GMT

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If you are having problems with authorization, please open a support ticket so we can help you out <https://mhsecure.com/support>

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