SERVICE CENTER

Manual

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1 Welcome to SERVICE CENTER

This Document will help you with the product activation procedure and provides you more detailed instructions and supplementary information on the SERVICE CENTER. Additional information is available from the Knowledge Base at the support section of the Native Instruments website.

SERVICE CENTER will help you to activate all Native Instruments products on your computer in one go. The Product Activation is necessary to assure that Native Instruments products are used according to the license agreement. Most Native Instruments products require activation after installation. After having activated your products you will be able to enjoy a growing number of benefits such as free product updates, our ever extending user libraries, online tutorials and other additional content, and you will have access to free technical support.

SERVICE CENTER provides access to the latest updates, hotfixes and more for your products. You can select the files you wish to download and view information regarding the update as well as manage all downloads.

SERVICE CENTER uses a secure connection with encryption that meets current security standards to transmit your personal data over the web. Native Instruments uses these data, observing the Data Protection Laws and as long as it is in a form that does not personally identify you, to improve its products or to provide services or technologies to you and unless you object to such using in writing. Native Instruments does not give these data to third parties or send unsolicited newsletters or advertisement to you as long as you uncheck the option Send me the Native Instruments newsletter.

Document Conventions

This manual uses particular formatting to point out special facts and to warn you of potential issues. The icons introducing the following notes let you see what kind of information is to be expected:

Whenever this exclamation mark icon appears, you should read the corresponding note carefully and follow the instructions and hints given there if applicable.

This light bulb icon indicates that a note contains useful extra information. This information may often help you to solve a task more efficiently, but does not necessarily apply to the setup or operating system you are using; however, it's always worth a look.

Furthermore, the following formatting is used:

- Text appearing in (drop-down) menus (such as *Open...*, *Save as...* etc.) and paths to locations on your hard drive or other storage devices is printed in *italics*.
- Text appearing elsewhere (labels of buttons, controls, text next to checkboxes, etc.) is printed in light blue. Whenever you see this formatting applied, you will find the same text appearing somewhere on the screen.
- Important names and concepts are printed in **bold**.

▶ Single instructions are introduced by this play button type arrow.

→ Results of actions are introduced by this smaller arrow.

2 Launching SERVICE CENTER

SERVICE CENTER takes care of all Native Instruments Product Activations, including earlier Native Instruments products formerly authorized with the Registration Tool.

SERVICE CENTER is part of every Native Instruments product installation. Additionally, a stand-alone installer is available for free download on the Native Instruments website:

www.native-instruments.com/freeupdates

You can start SERVICE CENTER using one of the following methods:

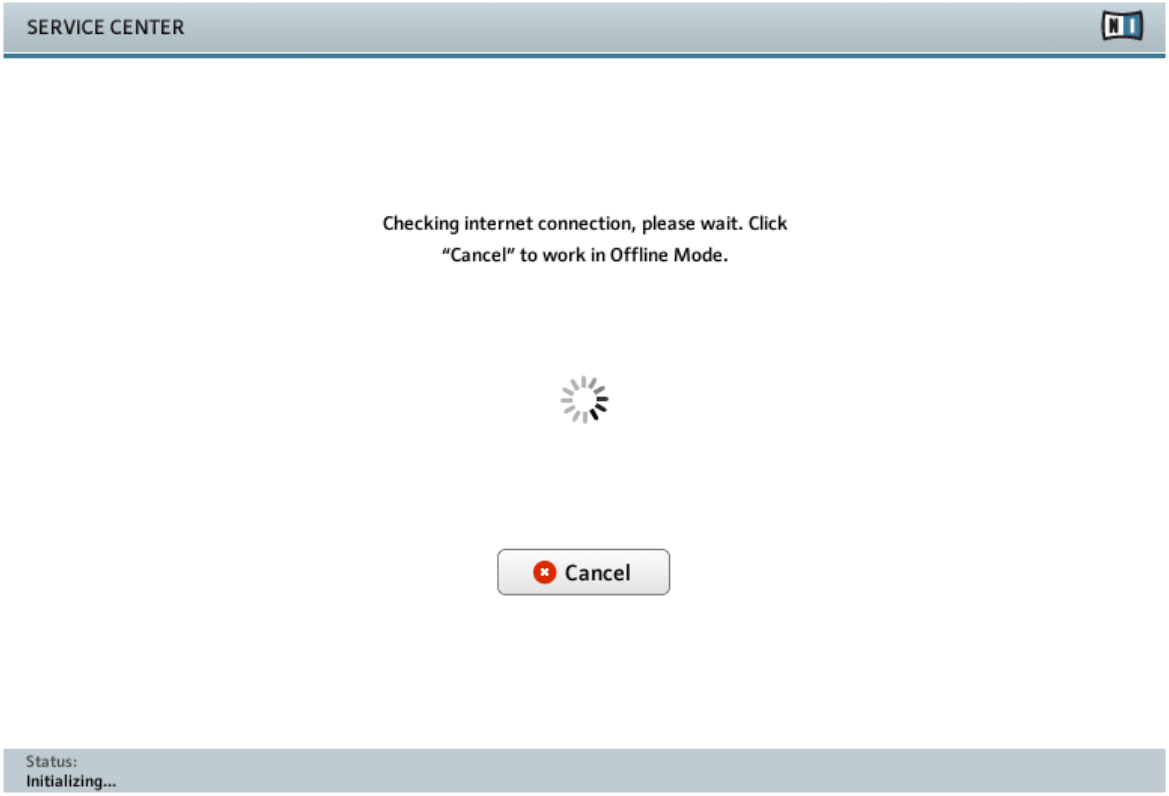
- On the splash screen of a Native Instruments product that has not yet been activated, click Activate. This screen appears on every start of the product until it is activated.
- From the Help menu of a Native Instruments product, select the entry Launch Service Center.
- In the SERVICE CENTER installation folder, double-click Service Center. By default, SERVICE CENTER is installed here:

  On Windows: *C:\Program Files\Native Instruments\Service Center*

  On Mac OS X: *Applications\Native Instruments\Service Center*

- **Windows only**: From the Windows Start menu, select *Programs > Native Instruments > Service Center*.

2.1 Checking Internet Connection



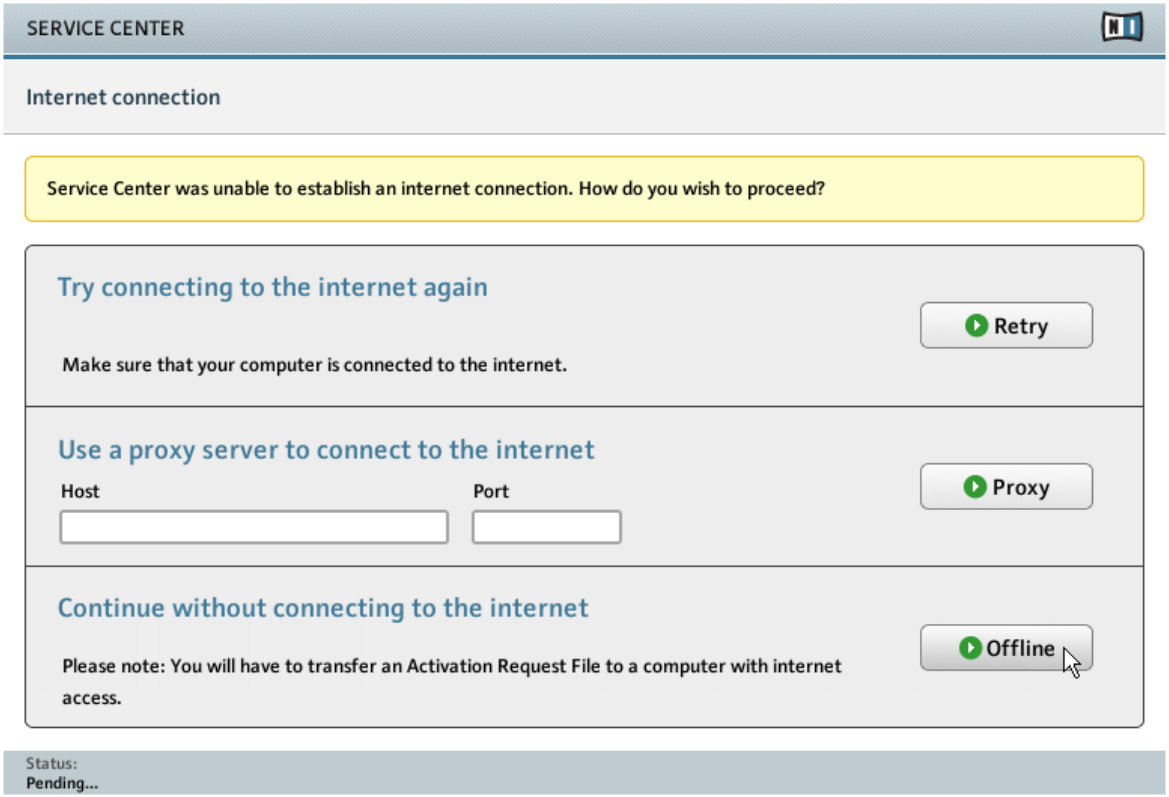
SERVICE CENTER checking internet connection.

During start up, SERVICE CENTER checks for an existing Internet connection and if a new software version is available. As soon as a new version is available, SERVICE CENTER will perform a self update. When it is up to date, it will relaunch itself.

► If the connection to the internet failed, refer to section ↑2.2, Internet Connection failed.

► If you know that your computer is not connected to the internet, click Cancel and continue reading in section ↑5, Activating Your Product Offline.

2.2 Internet Connection failed



The internet connection screen of SERVICE CENTER.

If SERVICE CENTER cannot connect to the internet, it offers three options to proceed:

Retry

If your computer is set up for connecting to the Internet but fails to establish a connection just now, check the following:

- Is the network cable plugged in?
- Did you activate your network interface card or WLAN card in your operating system's settings?
- Is your router/switch/WLAN access point switched on and configured correctly?
- Are you using a proxy server? Then proceed as described in the "Proxy" section (see below).

► After you have connected your computer to the internet, click Retry to continue with the activation procedure.

Proxy

If your computer is part of a larger network (which is probably the case if it is located inside a company building), a direct internet connection is usually not allowed. For security reasons, a proxy server is used instead. In this case you need to enter the settings for that proxy server before you can connect to the Native Instruments registration server. The settings in SERVICE CENTER are the same as in any web browser. You can easily copy them from your browser's proxy settings. The following settings are required:

- **Host**: Host Name and IP address
- **Port**: Port Number

► After you have entered the correct proxy settings, click Proxy to continue.

Offline mode

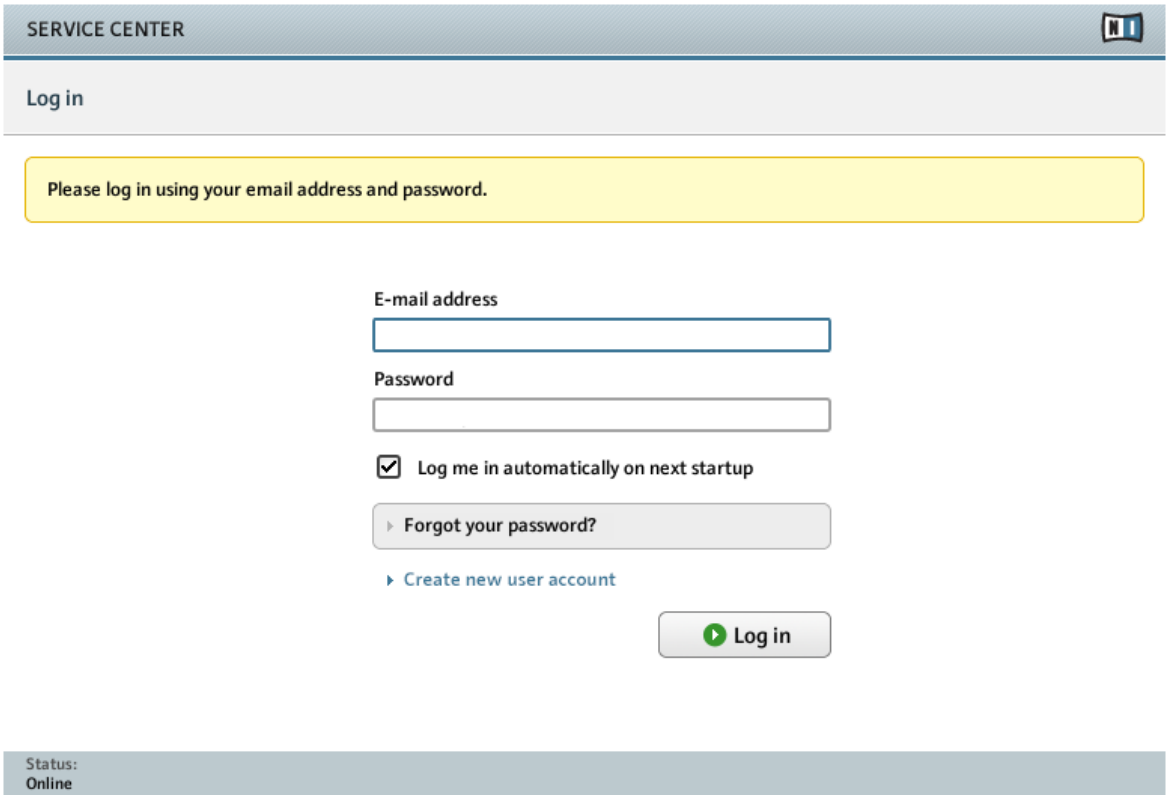
► If your computer has no internet connection at all, click Offline to continue with the SERVICE CENTER in Offline mode. Read more about the Offline Activation in section ↑5, Activating Your Product Offline.

3 Log In to Your User Account

In order to activate your products you need a Native Instruments User Account. With your User Account you will have access to product updates, technical support, user libraries and more.

> You may already have a Native Instruments User Account, e.g. if you have purchased a product in the Native Instruments Online Shop.

The following image shows the Log in page:



The log-in screen of SERVICE CENTER.

This page allows to log in with an existing account or to create a new User Account:

E-mail address and Password

► If you have already created a User Account, enter your e-mail address and password for your Native Instruments User Account and click on Log in to proceed.

Log me in automatically on next startup

► Activate this check box to store your login information (i.e., your e-mail address and password) permanently on your computer. Once this information is stored, you will not have to enter it every time you launch SERVICE CENTER anymore.

Forgot your password?

► Click this link to receive an e-mail containing a new password. Please note that the password will be sent to your registered e-mail address.

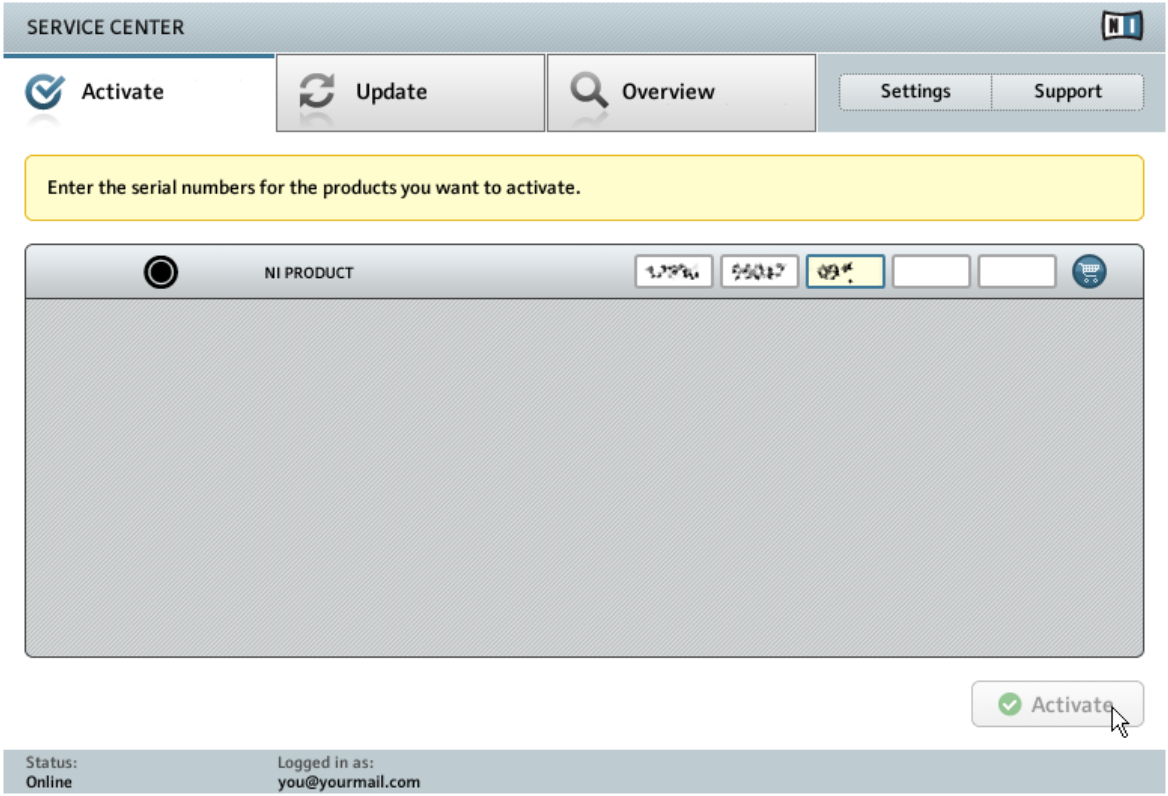
Create new User Account

► Click this link if you do not have a Native Instruments User Account yet. You will be forwarded to a form on the Native Instruments website in which you can enter your personal details.

4 Activating Your Product Online

If your computer has an internet connection, follow the steps described in this section to activate your product online. If your computer is not connected to the internet, you can activate your product offline, as described in section ↑5, Activating Your Product Offline.

This document uses a placeholder name (*NI Product*) on all screenshots. The relevant section on your screen will display the name of the Native Instruments product you are activating.



The product activation screen of SERVICE CENTER.

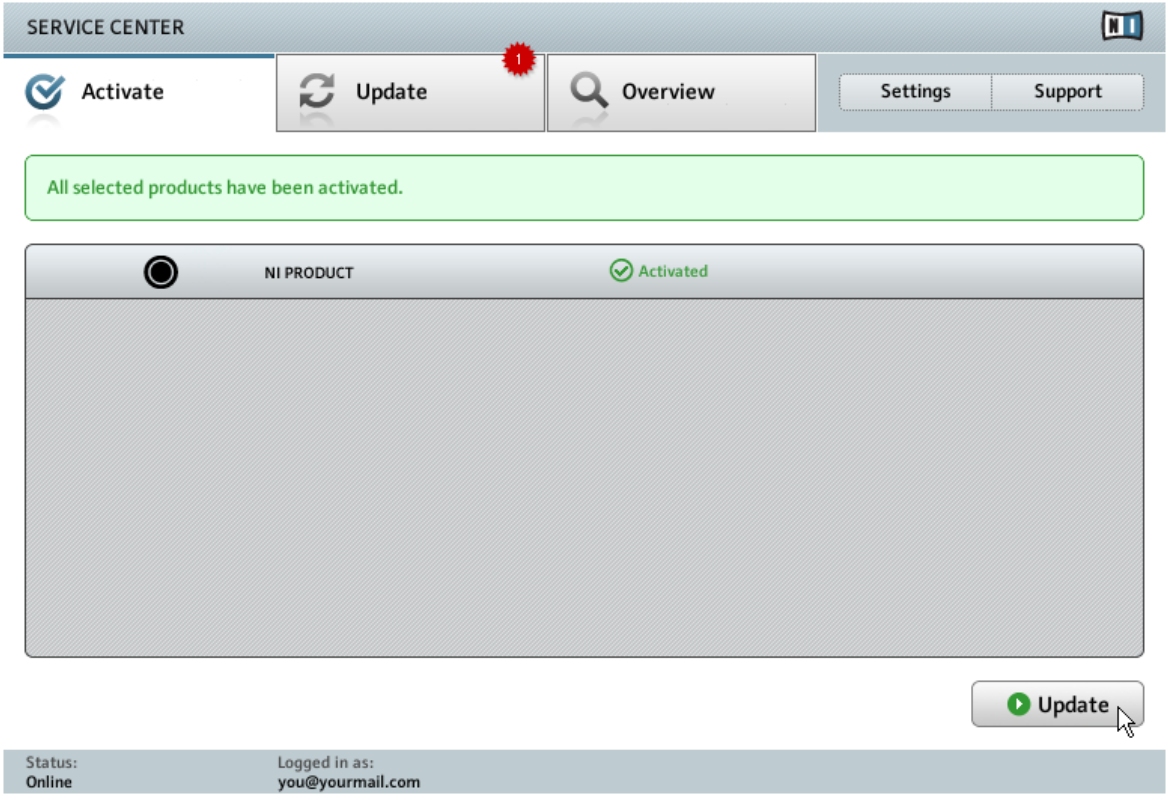
1. Select the Activate screen. A list with all products that are not activated yet is shown.
2. Enter the serial number for the products you want to activate. If you do not own a product from the list (e.g. if you have installed a demo version), you can click the shopping cart icon which will forward you to the NI Online Shop web page.
3. Click Activate to start the activation procedure. SERVICE CENTER will contact the Native Instruments registration server. The server will return a list of Activation Keys for these products which will unlock them permanently.

→ The results of the activation procedure are shown on the next screen.

If your registry/ PLIST still contains entries of your Native Instruments products although you have performed uninstall procedures be-fore, the products will still appear within the product list.

Only inactivated products are displayed on the Activate Tab. You can use every inactivated product in Demo mode.

After activating a product for the first time, its serial number is allocated to your e-mail address in our registration database, and you gain access to all product-specific content on the Native Instruments web site.



SERVICE CENTER confirming the product activation.

After having activated your Native Instruments product, SERVICE CENTER will check for product updates and confirm that the product has been activated successfully. A search for updates will start automatically. A red star icon on the Update tab will indicate that there are updates available and the button in the bottom right corner of the screen reads Update.

► To download the updates, click the Update button and proceed with section ↑6, Updating Your Product.

If no updates are available, the button in the bottom right corner of the screen reads Exit.

► You can click it to close SERVICE CENTER.

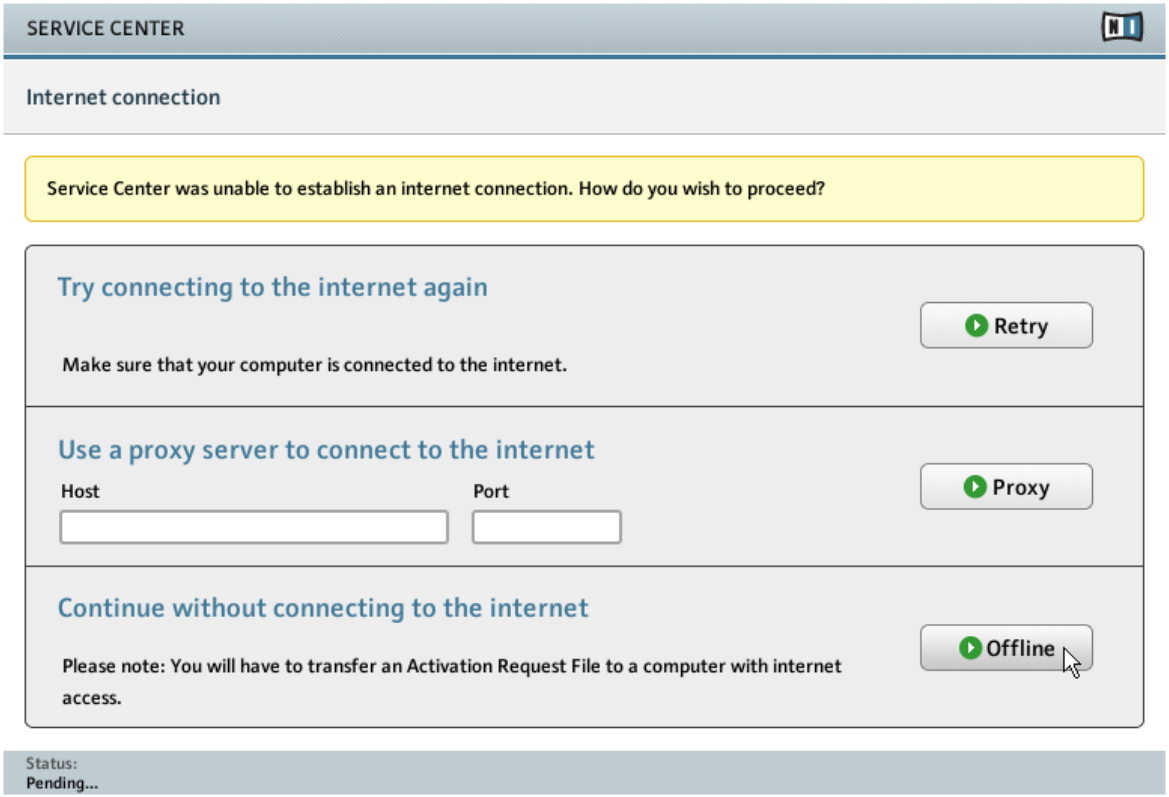
Activation Failed

If the activation procedure fails, you will receive an error message providing the following options.

- ► To get more information about the error, click the Help button beside the message.
- ► To solve the problem please follow the instructions.

5 Activating Your Product Offline

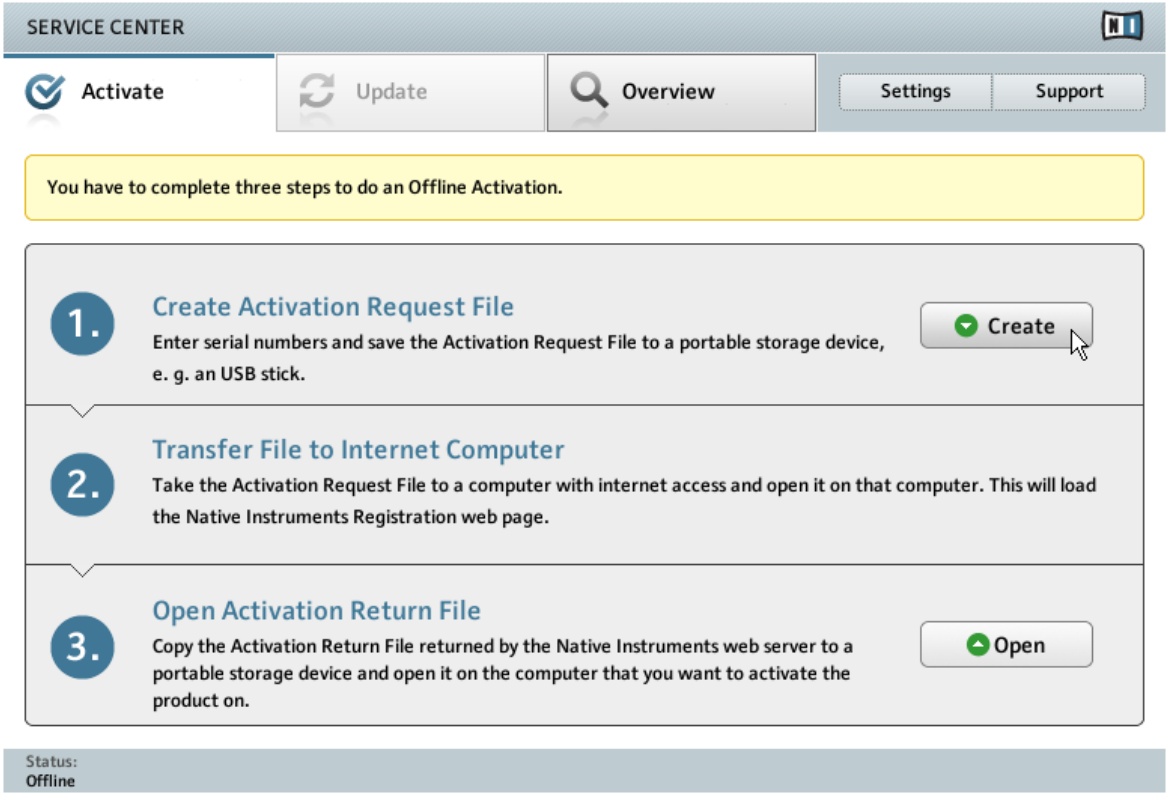
If the computer you want to use Native Instruments products on is permanently not connected to the internet, you can activate the products utilizing the Offline activation procedure. Note that you will need a second computer that is connected to the internet.



The internet connection screen of SERVICE CENTER.

1. Start SERVICE CENTER. If no internet connection is detected, you will be redirected to the Internet connection screen pictured above.
2. In the Continue without connection to the internet area at the bottom of the screen, click Offline. You will be forwarded to the Activate screen.

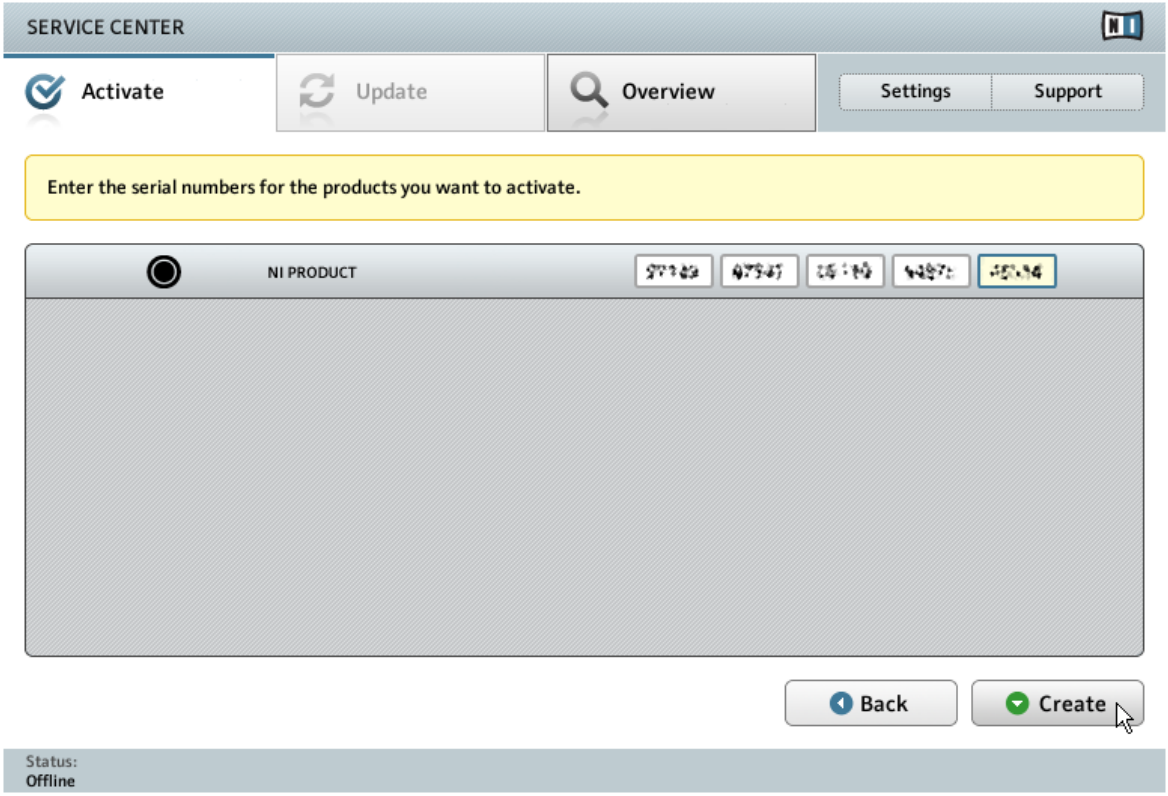
5.1 Create the Activation Request File



The offline activation screen of SERVICE CENTER.

► In the Activate tab, click Create. The Activate tab will display fields in which to enter the serial number (see next step).

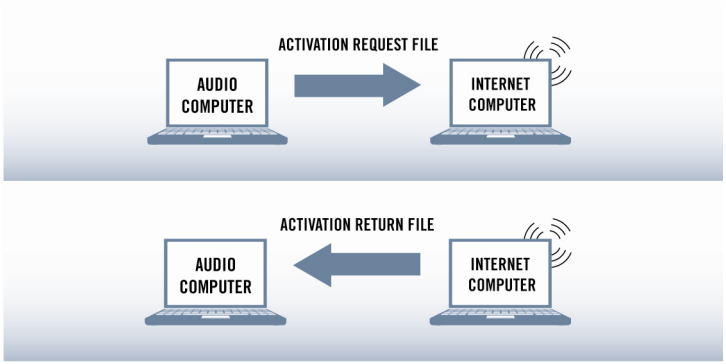
5.2 Enter the Serial Number



The product activation screen of SERVICE CENTER.

1. Enter the serial number of your NI product in the number field. Depending on product you either got it via e-mail or it is located inside or on the backside of the DVD booklet.
2. Click Create to save the Activation Request File (ActivationRequestFile.html). A Save File dialog will open and let you select a target folder.
3. Save the Activation Request File to the desired target folder.

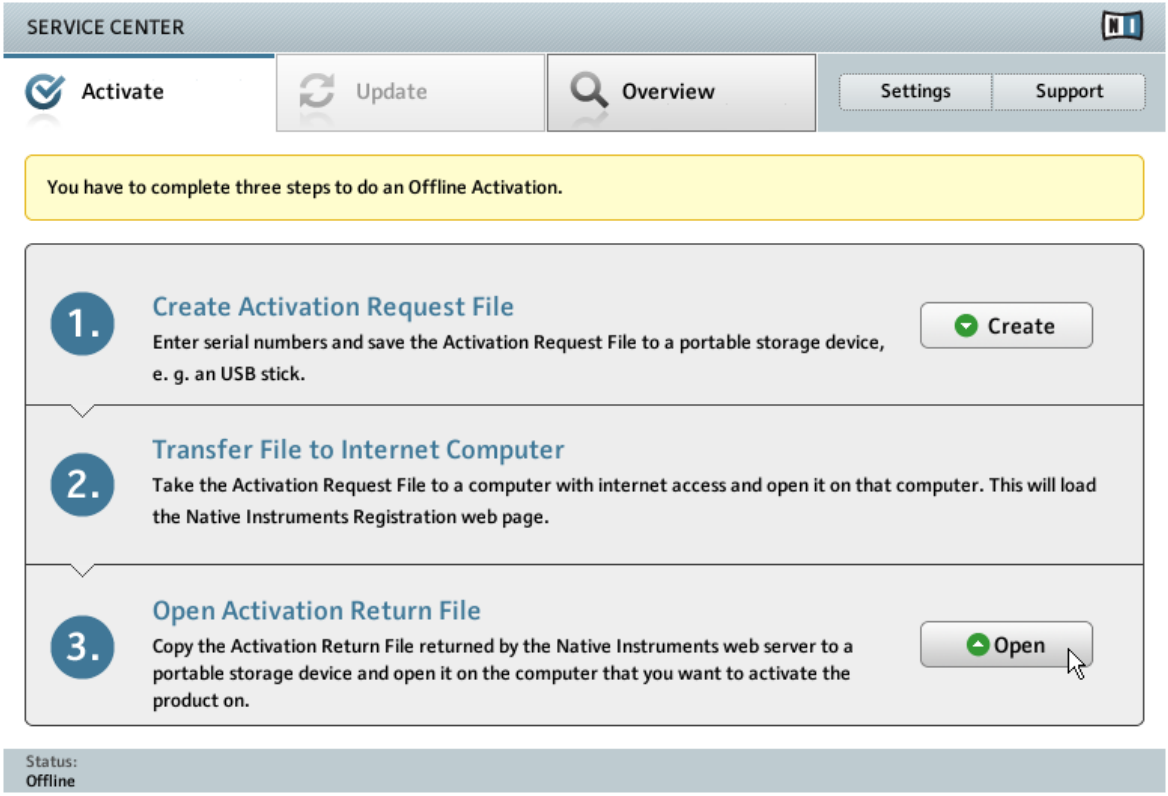
5.3 Transfer the Activation Request File



The offline activation procedure.

1. Copy the Activation Request file to a portable storage device and transfer it to a computer with internet connection.
2. Open the Activation Request file by double-clicking it.
3. Follow the instructions on the SERVICE CENTER product activation web page. As a new Native Instruments user you will need to create a new User Account before you can log in.
4. Transfer the Activation Return file back to your audio computer.

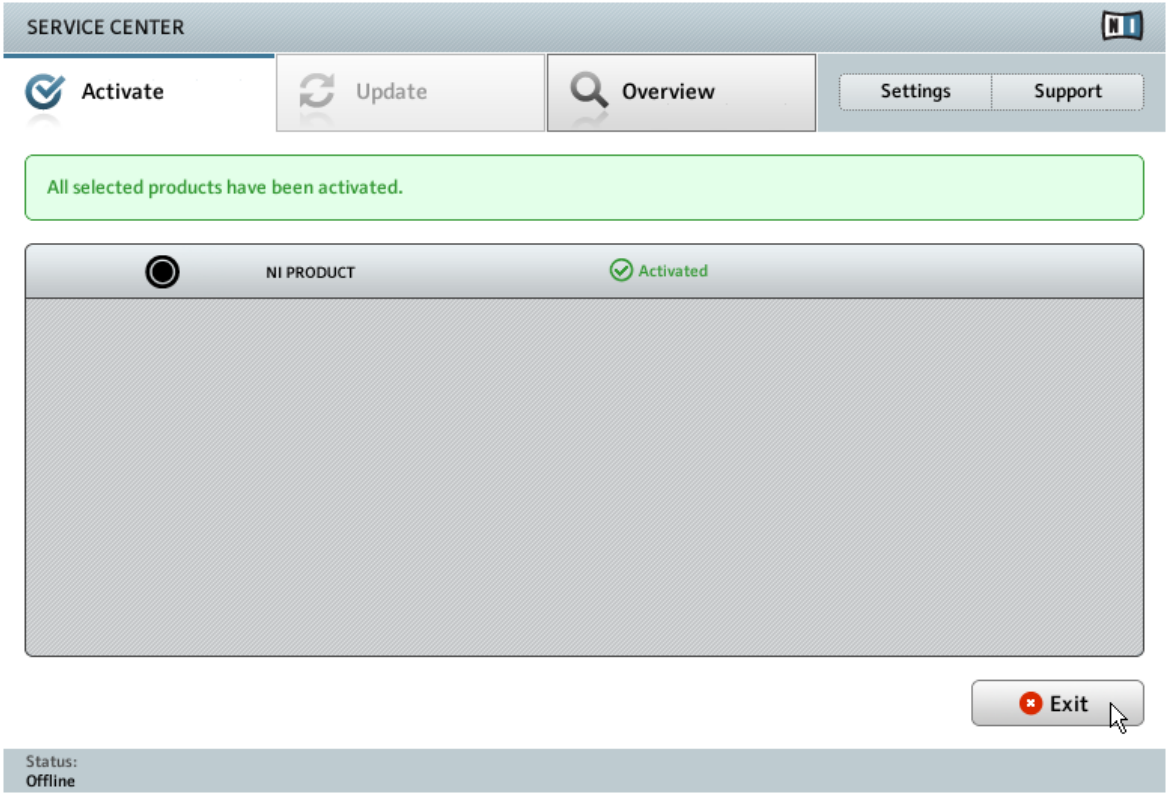
5.4 Open the Activation Return File



The offline activation screen of SERVICE CENTER.

1. On your audio computer, start SERVICE CENTER again. In the Continue without connection to the internet area at the bottom of the screen, click Offline.
2. Select the Activate tab and click Open to load the Activation Return file.

5.5 Finish the Offline Activation



SERVICE CENTER confirming the product activation.

After you have opened the Activation Return File, SERVICE CENTER confirms that the product has been activated successfully.

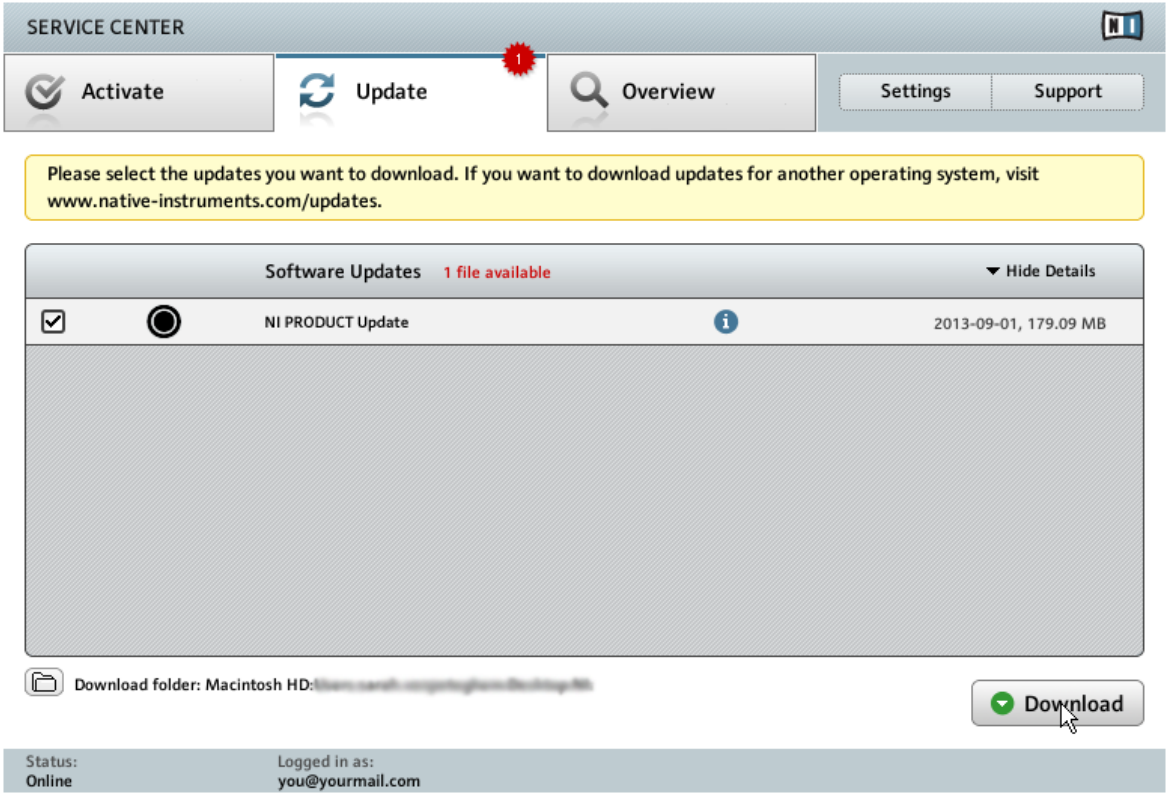
► You can quit SERVICE CENTER by clicking Exit.

To obtain updates for your products, log in under http://www.native-instruments.com/updates, using your Native Instruments user account information. Download all relevant updates from the Personal Update Manager to your internet computer, transfer them to your music computer utilizing portable storage media, and install them.

6 Updating Your Product

SERVICE CENTER provides the most convenient way to get updates for your Native Instruments products once they are activated. We strongly recommend that you always install the latest software updates to make sure that your Native Instruments products works properly on your computer! If your computer is not connected to the internet, you should use a computer with internet access and download the updates from the Support section of the Native Instruments website. The list shows the available updates divided into four categories: Software Updates, Driver and Patch Downloads, Manual and Tutorial Downloads and Content Downloads and Patches. If there are no files available in one category, the category will not be shown.

6.1 Select Updates

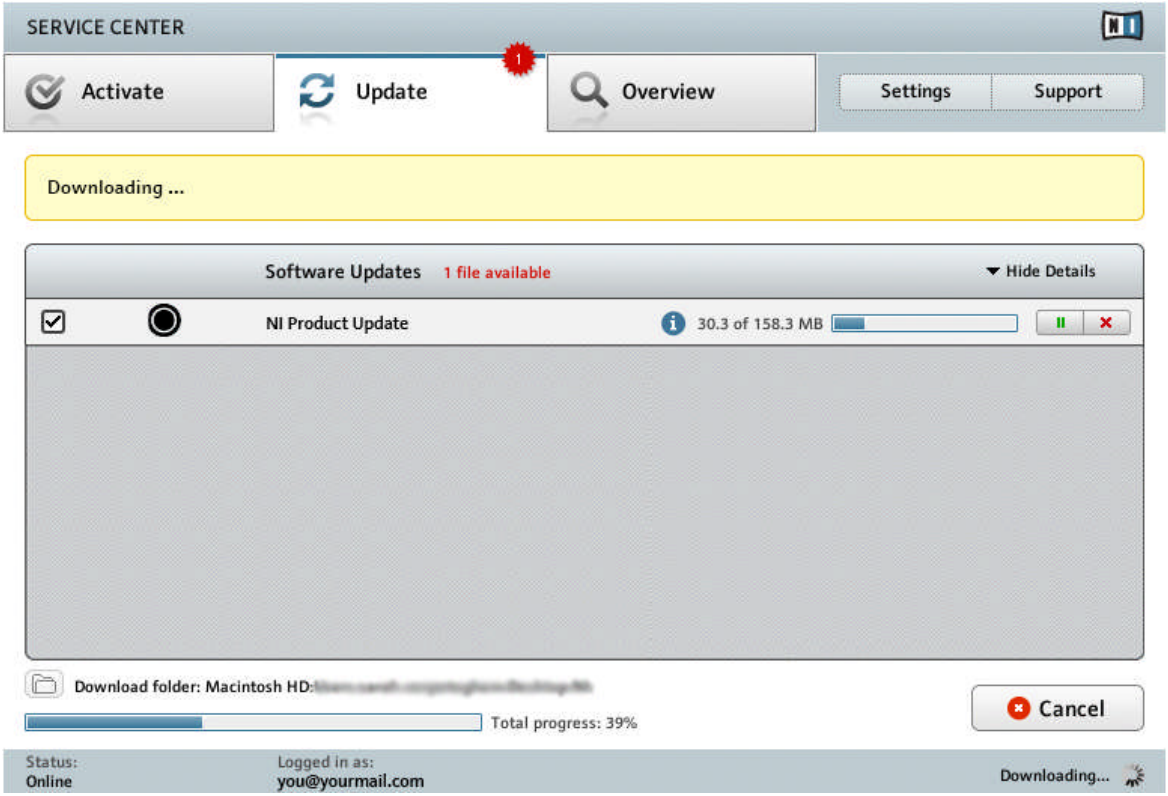


The product update screen of SERVICE CENTER.

1. In the list, click on Show Details to the view the available updates.
2. Select the updates you want to download by checking the checkboxes on the left. We recommend downloading all preselected updates.
3. Click Download. The download will start.

> Note that files in the categories Driver and Patch Downloads, Manual and Tutorial Downloads and Sound Downloads are not selected by default.

6.2 Download the Updates



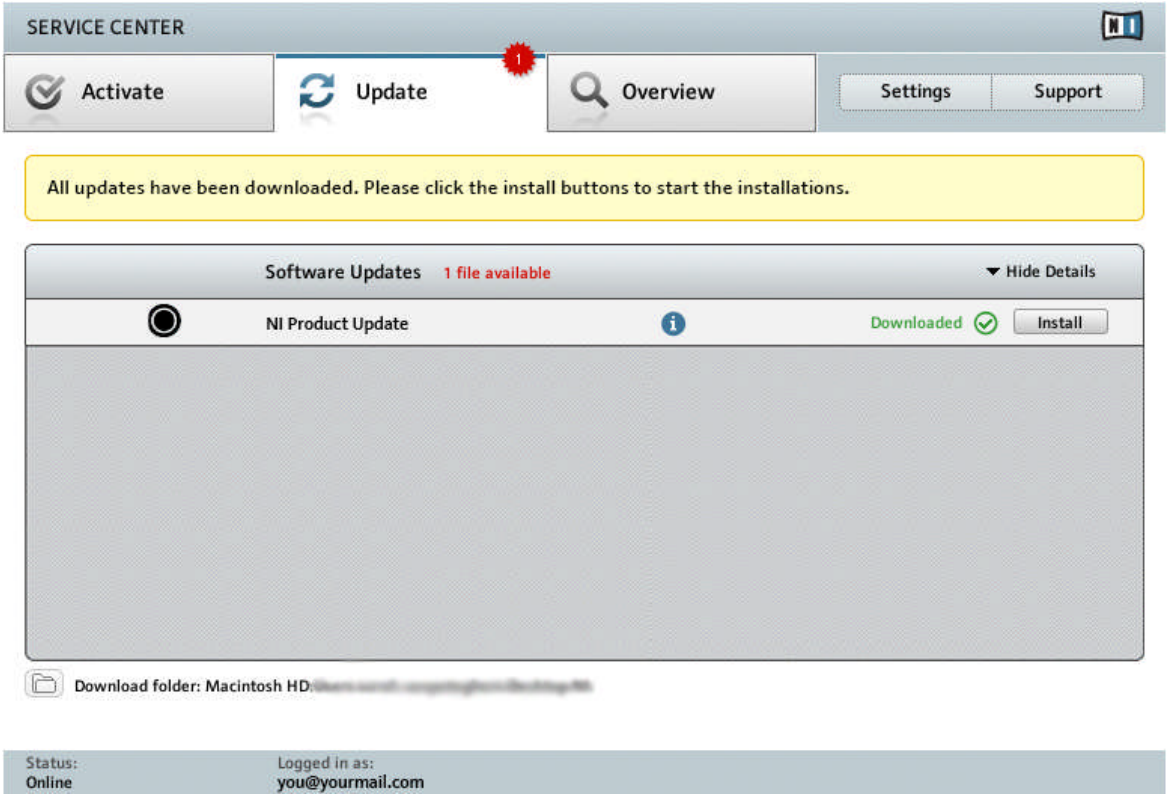
The product download in progress.

Depending on the file size and the speed of your internet connection, downloading the files may take a while. We strongly recommend that you always install the latest updates. While downloading the progress bars show the progress.

► To pause a single download, click the pause button right to the progress bar. Click the button again to resume the download.

- To cancel a single download, click the red cancel button right to the pause button.
- To stop all downloads immediately, click Cancel.

6.3 Install Your Updates



SERVICE CENTER confirming all updates were downloaded, and offering to install the download file.

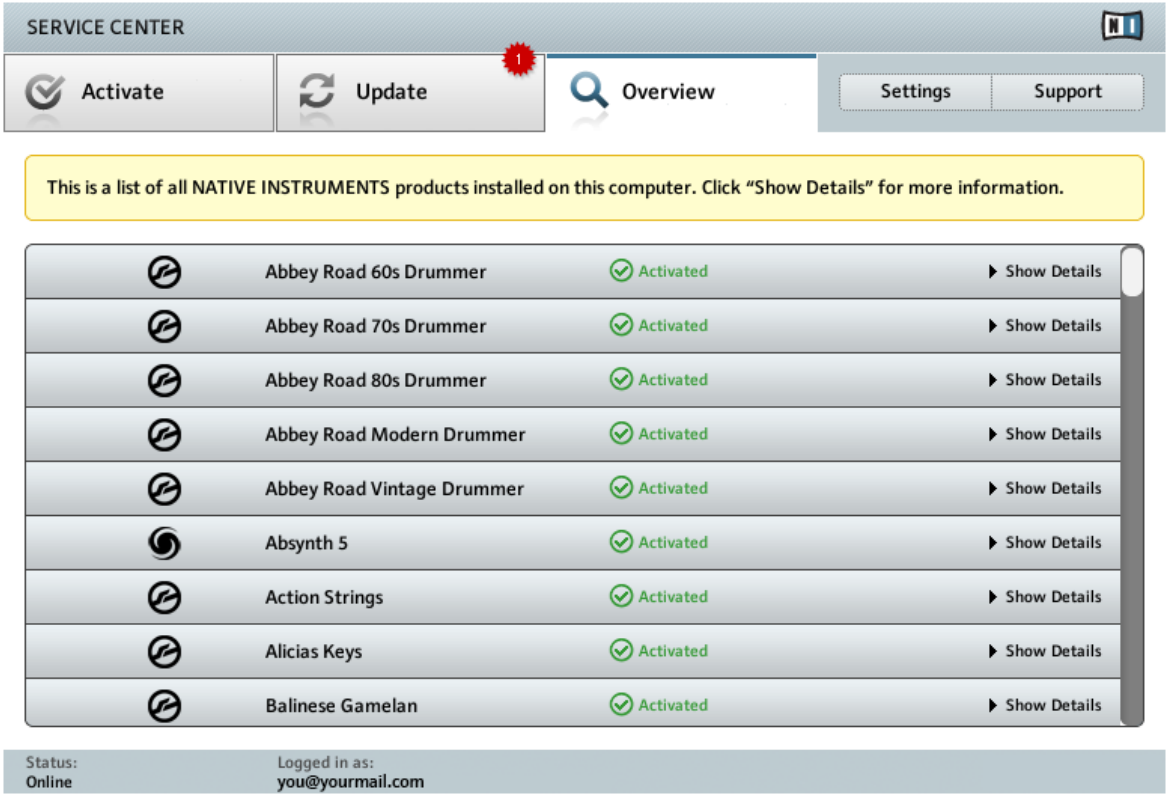
After all files have been downloaded successfully, you can directly install the updates from the SERVICE CENTER:

- ▶ Click on Install to install your update. This will automatically install your update silently.
- ▶ After you have updated the software, you can quit SERVICE CENTER and start the software as usual.

In case the installation of a software update fails, SERVICE CENTER will notify you by respective error messages.

7 Overview of installed Products

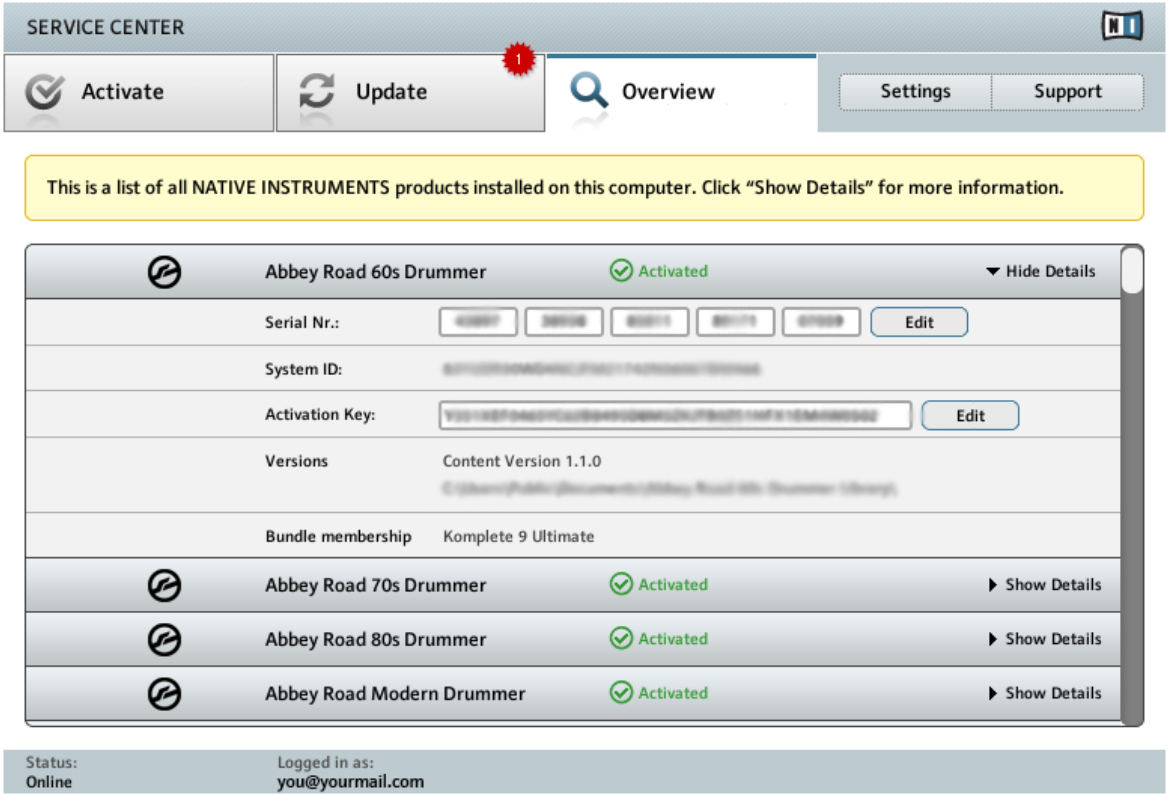
The Overview tab displays a list of all Native Instruments products on your computer and you will see if all products are activated or one still requires activation.



SERVICE CENTER's Overview tab displaying activated products.

Show Details

► Click Show Details to reveal information that may be useful when contacting Native Instruments support.



SERVICE CENTER's Overview tab showing the details of an activated product.

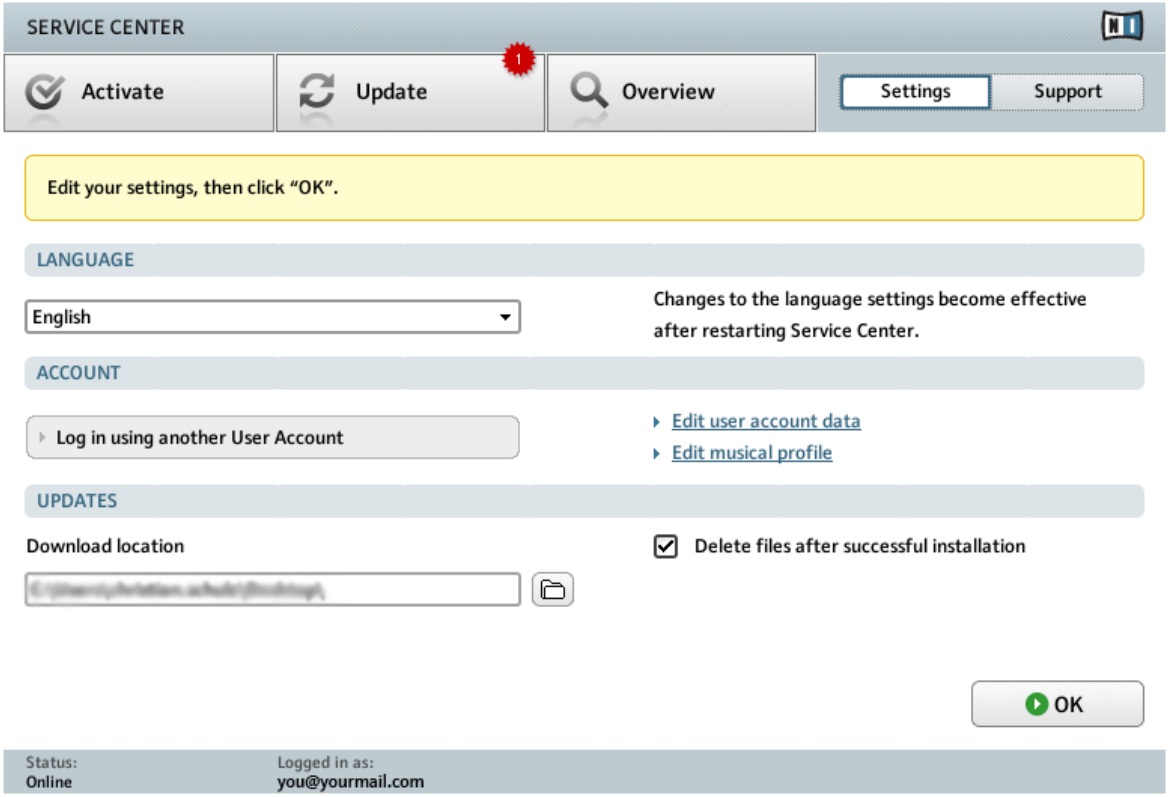
The view displays product details like serial number, System IDs, Activation Key and the location and version number of your installed Standalone/VST/DXi/RTAS versions.

You do not have to change anything here. When requested by the Native Instruments support, you can edit the Serial Number or the Activation Key entries here in order to solve problems.

> Never change the Serial Number or Activation Key entries unless you were instructed to do so by a member of the NI Registration Support team. Editing these entries may damage your Product Activation, and you will have to activate the regarding product again.

8 Settings

On the Settings page you can change the language of SERVICE CENTER, choose the download location and edit your personal details.



SERVICE CENTER's Settings Page

Language

As a standard setting, SERVICE CENTER uses the language of your operating system, provided that the language is available in SERVICE CENTER. You can also select a different language.

To select another language:

1. Click on the Language drop-down menu to display the languages SERVICE CENTER currently supports and selecting the desired language.
2. After changing the language, click OK. SERVICE CENTER will then ask for relaunch. The changes will become effective on the next start of SERVICE CENTER.

Account

To log in with another User Account:

► Click Log in with another User Account to log in with a different NI User Account. You will be logged out of the User Account you are currently logged in, then presented with SERVICE CENTER's Login screen.

To edit your User Account data:

► If you need to change your e-mail or postal address, click Edit user account data. A page on which you can edit your personal data will open on the Native Instruments web site.

Editing your User Account data is only possible in Online mode.

Edit musical profile

► If you want to edit your musical profile:

► Click Edit musical profile. You will be forwarded to a form on the Native Instruments website in which you can enter the details of your musical profile. Keeping your musical profile up to date helps us to improve our products. Your profile will not be published or passed on to third parties.

Updates

By default, all downloaded updates will be saved on your desktop.

► To save them to another folder, select the desired directory path, using the Download location entry.

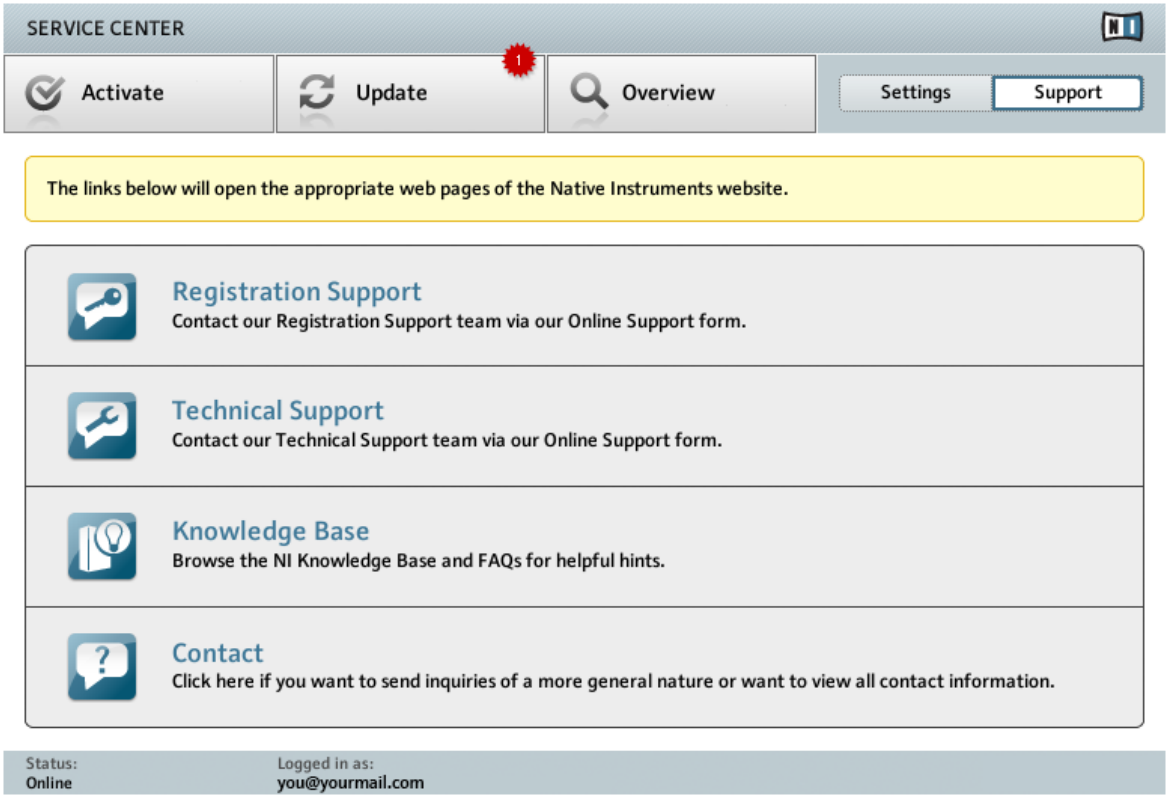
You can not change the download location if you already downloaded updates which are ready for installation.

You can also define that downloaded files will not be deleted after successful installation.

► Unchecking the check box Delete files after successful installation.

9 Support Information

The Support page contains links to the Registration Support and Technical Support form as well as to the Knowledge Base on the Native Instruments web site. There is also a link to the Contact page with all information you need to contact Native Instruments.



SERVICE CENTER's Support Page