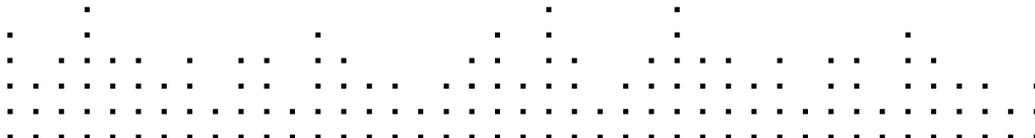




SERVICE CENTER

OPERATION MANUAL



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Operation manual written by: Florian Schneidmadel, Christian Poulsen
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Special thanks to the Beta Test Team, who were invaluable not just in tracking down bugs, but in making this a better product.

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Welcome to NATIVE INSTRUMENTS SERVICE CENTER!

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's Update Manager 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".

If you have any questions regarding the use of the SERVICE CENTER, please do not hesitate to contact us through our Online Registration Support form on

www.native-instruments.com/contact.info

1 Installation and Start

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.

1.1 Launching SERVICE CENTER

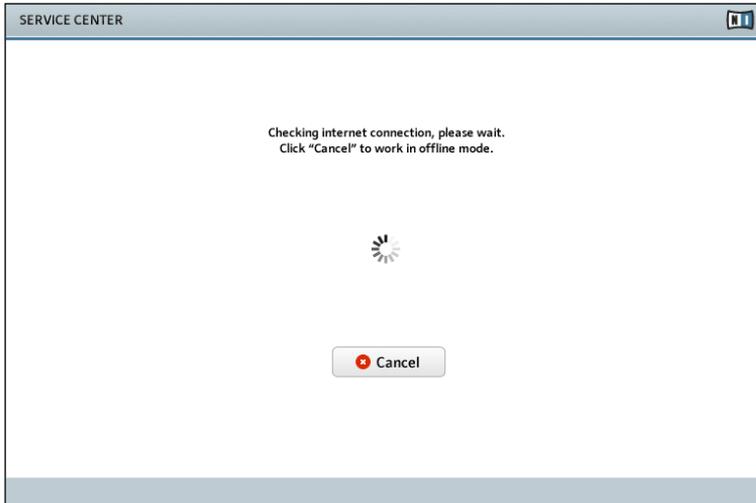
You can start SERVICE CENTER using one of the following methods:

- ▶ 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.



SERVICE CENTER needs Administrator privileges.
Please make sure that you have an Administrator's account name and password at hand.

1.2 Checking Internet Connection



SERVICE CENTER checks for an existing Internet connection first. While it is trying to connect, it shows an animated circle. If your computer is currently not connected to the internet, read on in [chapter 1.3 "Internet Connection failed"](#).

If you know that your computer is not connected to the internet, read on in [chapter 3.2 "Offline Activation"](#).

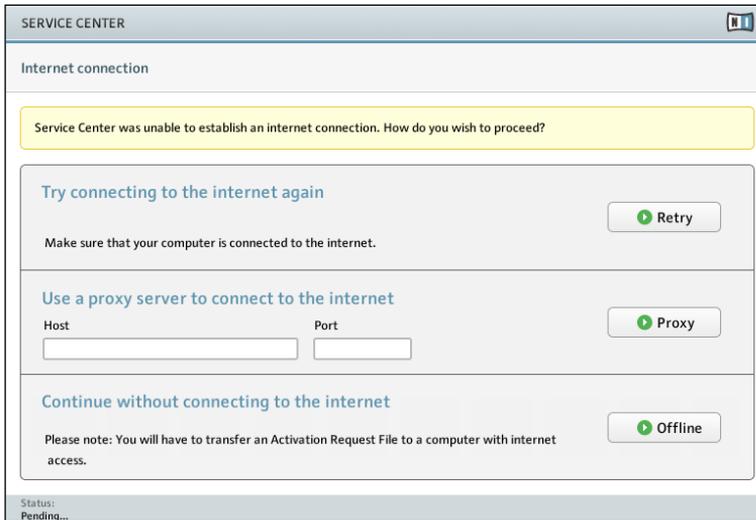


If you have an internet firewall running, you will get a warning message as soon as SERVICE CENTER tries to connect to the internet. This is a normal behaviour that protects your computer. Please allow SERVICE CENTER to pass the firewall in order to proceed.

Updating SERVICE CENTER

NATIVE INSTRUMENTS strongly recommends using the latest SERVICE CENTER software version. As soon as a new version is available, it is downloaded automatically during start up, provided that an internet connection is available. This self-update procedure is indicated by the message “Performing self update” and may take a short while. When SERVICE CENTER is up to date, it will relaunch itself.

1.3 Internet Connection failed



The screenshot shows a dialog box titled "SERVICE CENTER" with a "N I" logo in the top right corner. The main title is "Internet connection". A yellow message box states: "Service Center was unable to establish an internet connection. How do you wish to proceed?". Below this, there are three options:

- Try connecting to the internet again**: Includes a "Retry" button and the instruction: "Make sure that your computer is connected to the internet."
- Use a proxy server to connect to the internet**: Includes "Proxy" button and two input fields labeled "Host" and "Port".
- Continue without connecting to the internet**: Includes an "Offline" button and a note: "Please note: You will have to transfer an Activation Request File to a computer with internet access."

At the bottom left, the status is "Pending..."

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 [chapter 3.2 “Offline Activation”](#).



In Offline mode you can only activate products. No other features of SERVICE CENTER are available in Offline mode.

2 Login and 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.

2.1 Login Page

The screenshot shows a web browser window titled "SERVICE CENTER" with a NATIVE INSTRUMENTS logo in the top right corner. The page content is as follows:

- A header bar with the text "Log in".
- A yellow highlighted box containing the instruction: "Please log in using your e-mail address and password."
- An input field labeled "E-mail address".
- An input field labeled "Password".
- A checked checkbox labeled "Log me in automatically on next startup".
- A button labeled "Forgot your password?".
- A button labeled "Create new User Account".
- A prominent "Log in" button with a green play icon.
- A footer bar with the text "Status: Online".

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

- ▶ **E-MAIL ADDRESS and PASSWORD:** Enter your e-mail address and password for your NATIVE INSTRUMENTS User Account if you have already created an User Account.
- ▶ **LOG ME IN AUTOMATICALLY NEXT TIME:** 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:** Choose this option if you do not have a NATIVE INSTRUMENTS User Account yet. A form in which you can enter your address details will open. For details, see the “Create a new User Account” section below.

2.2 Create new User Account

This step is only necessary if you do not have a NATIVE INSTRUMENTS User Account yet. If you already have a User Account, you can directly enter your e-mail address and password on the previous page (as described in the previous section “Login Page”).



An User Account is necessary for all types of Product Activation as well as for update downloads, access to our web site content and technical support.

 A secure connection with encryption is used for data transfer. We will treat the information you provide confidentially. It will be used for registration purposes only and not be passed on to third parties.

On the Registration page, titled “Create new User Account”, please perform the following steps:

- ▶ Enter your e-mail address
The e-mail address is your user name. You have to enter it whenever you have to log in with your NATIVE INSTRUMENTS User Account. You also will receive your password with this e-mail address, so make sure to enter a complete and valid e-mail address.
- ▶ Enter your name and address
Make sure to keep your postal address up to date. In case you order a product from NATIVE INSTRUMENTS, it will be shipped to your registered address.

 When you create a User Account at NATIVE INSTRUMENTS, make sure to enter a complete and valid e-mail address as your user name, since your password will be sent to this e-mail address.

▶ Choose a Forum Username

You can create a nickname here that will be used when you participate in the forums on the NATIVE INSTRUMENTS website. You also need this username when you log into the forum.

▶ Confirm your personal data

When you have entered your personal data, please check it (and correct it if necessary), then click NEXT to proceed. In the following step, confirm your personal data by clicking OK. After that you will be guided back to the Login screen. From this screen you can log into your NI User Account with your e-mail address and the password that has been sent to your e-mail address.

Enter musical profile

When you login for the first time you will be asked to create your musical profile. Your data contributes to improve our products to meet your needs. Your profile will not be published or passed on to third parties. For further information please read the privacy policy on the NATIVE INSTRUMENTS website:

<http://www.native-instruments.com/privacy>

SERVICE CENTER 

Enter musical profile

Please provide some information regarding your musical profile.

Which term best describes you? <input type="text" value="Select"/>	Which statement best describes you? <input type="text" value="Select"/>
Which genre best describes your music? <input type="text" value="Select"/>	What is your year of birth? <input type="text" value="1978"/>
Which host do you use most frequently with our products? <input type="text" value="Select"/>	Comment <input type="text"/>
What influenced your buying decision the most? <input type="text" value="Select"/>	Your profile will not be published or passed on to third parties. Privacy policy on the NI website

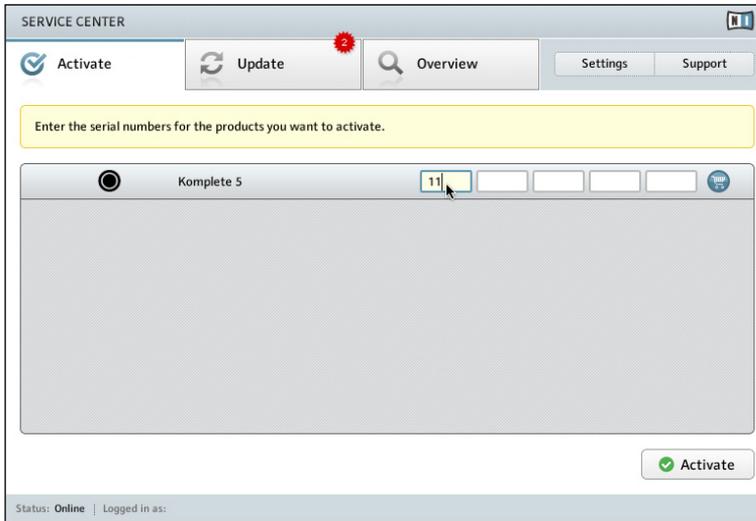
Status: Online Logged in as:

3 Product Activation

This chapter describes how to activate your NATIVE INSTRUMENTS software, including third party products. If your computer is connected to the internet, proceed with chapter 2.1 (below). If you cannot access the internet from the computer that you want to activate a NATIVE INSTRUMENTS product on, please proceed in [chapter 3.2 “Offline Activation”](#).

3.1 Online Activation

If your computer has an internet connection, follow the steps described in this chapter to activate your software online. If your computer is not connected to the internet, you can activate your software offline, as described in [chapter 3.2 “Offline Activation”](#).

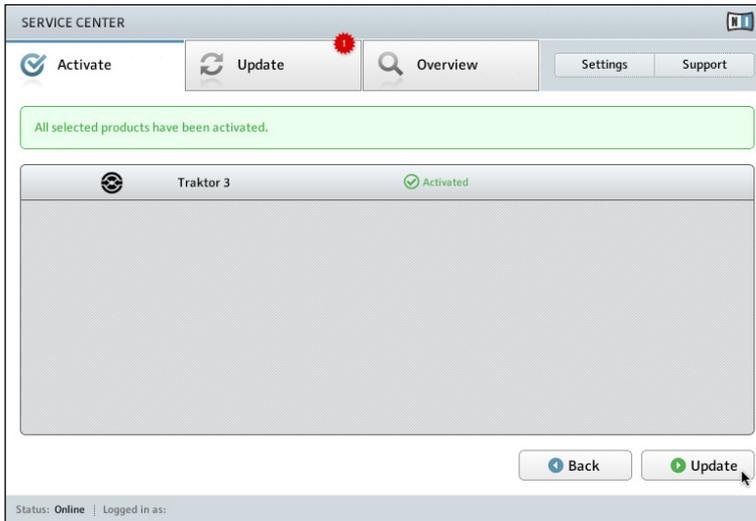


1. Click the **ACTIVATE** TAB. A list with all products that are not activated yet is shown.
2. Enter the serial number for the products you want to activate. If you do not own a product from the list (e.g. if you have installed a demo version), you can click the shopping cart icon which will forward 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.
4. 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 before, 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.



 You can register NATIVE INSTRUMENTS products that do not require activation (i.e. those released before 2003, e.g. FM7) on the NATIVE INSTRUMENTS website as usual.

 A red star icon on the UPDATE TAB indicates that there are updates for your NATIVE INSTRUMENTS products available.

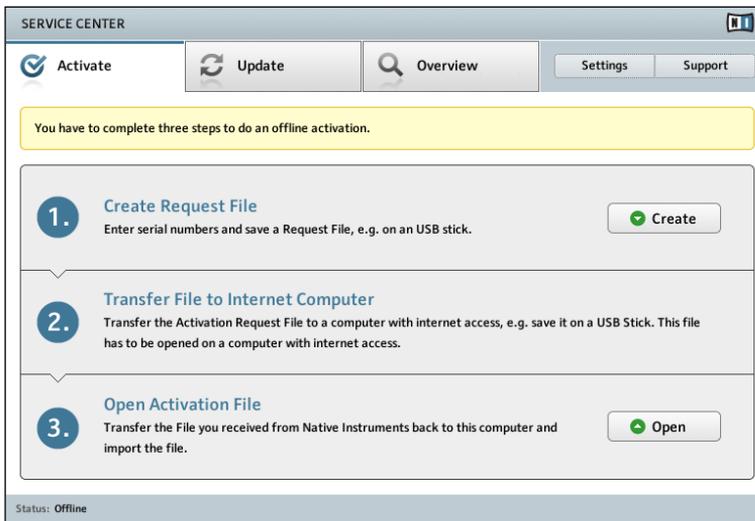
After having activated your NATIVE INSTRUMENTS product successfully, SERVICE CENTER will check for product updates. If there are updates available, either click the UPDATE TAB or the UPDATE BUTTON to view the list of updates. The number of relevant software updates is indicated in a little red circle in the update tab. For more information about how to update your products continue with [chapter 4 Update](#) .

Activation failed

If the activation procedure fails, you will receive an error message. To get more information about the error, click the HELP BUTTON beside the message. To solve the problem please follow the instructions.

3.2 Offline Activation

If your computer is not connected to the internet, you need to activate your NATIVE INSTRUMENTS products in Offline mode. In that case you will need a second computer that has internet access. As described in [chapter 1.3 “Internet Connection failed”](#), choose *Offline mode - Continue without connection to the internet*. The Offline Activation Assistant Screen appears (see below).



You have to perform the steps described in the following sections in order to activate a product in Offline mode.

3.2.1 Create an Activation Request File

Click **CREATE** to proceed with the activation procedure. A list with all inactivated products is shown. Enter the serial number for the **NATIVE INSTRUMENTS** products you want to activate and click **CREATE**. An Activation Request File will be created. Save this file on a portable storage device, e.g. an USB stick.

3.2.2 Transfer and open the Activation Request File

Take the Activation Request File (*.arf) to a computer with internet access, using the portable storage device.

Open the Activation Request File on the computer with internet access by double-clicking it. A page will open in your standard web browser.

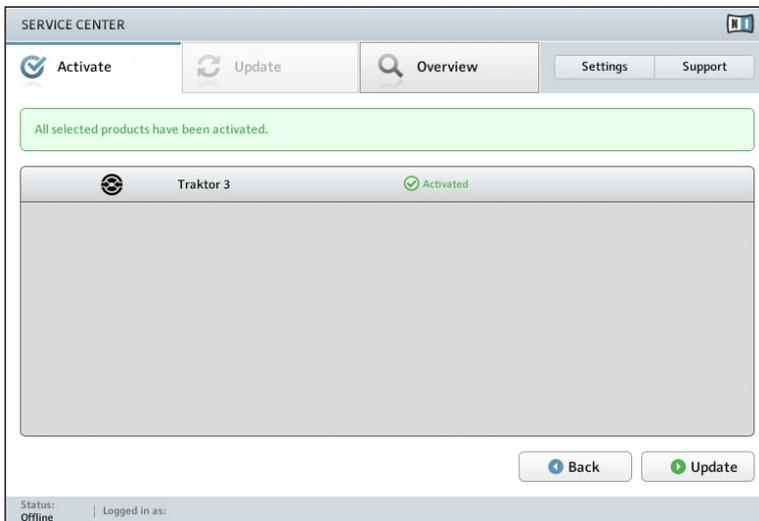
Follow the instructions displayed in the browser. Click **SEND** to be forwarded to our website. Depending on whether or not you have a **NATIVE INSTRUMENTS** User Account, choose either *Yes - I do have an NATIVE INSTRUMENTS Account* and enter your Login data or choose *No - I don't have an NATIVE INSTRUMENTS Account* and register.

At the end of the Online activation procedure click **NEXT** to download the Activation Return File (ActivationReturnFile.naf) and save it on your portable medium.

3.2.3 Transfer the Activation Return File and activate the product

Transfer the Activation Return File (*.naf) to the computer with the products you want to activate.

Open SERVICE CENTER and go to the Offline Activation Assistant Screen again. Click OPEN to load the Activation Return File. The results of the activation procedure are shown on the next screen.



 Note: You can also simply drag and drop the file onto the SERVICE CENTERS Activate Screen.

After having activated your NATIVE INSTRUMENTS product successfully, SERVICE CENTER normally checks for product updates. The Update Service is not available in Offline mode, hence you should use a computer with internet access and download the updates from the support section of the NATIVE INSTRUMENTS web-site.

For more information about how to update your products please see [chapter 4](#) “Updating your products”.



A red star icon on the Update tab indicates that there are updates for your NATIVE INSTRUMENTS products available.

3.3 Activation failed

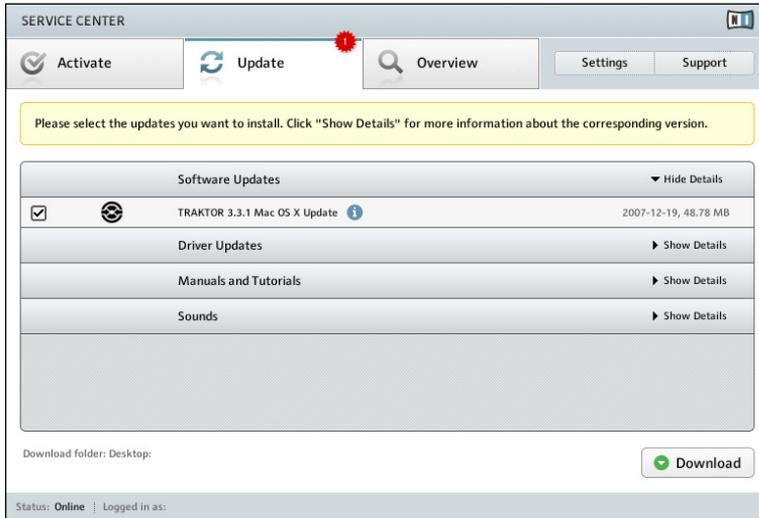


If the activation procedure fails for a product, you will receive an error message. You can get more information about the error by clicking the HELP BUTTON beside the message. To solve the problem please follow the instructions provided by SERVICE CENTER.

4 Updating your products

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 Update Screen shows the available updates divided into four categories: Software Updates, Driver and Patch Downloads, Manual and Tutorials Downloads and Sound Downloads. If there are no files available in one category, the category will not be shown.

Click SHOW DETAILS to show all updates from a category:



Step 1

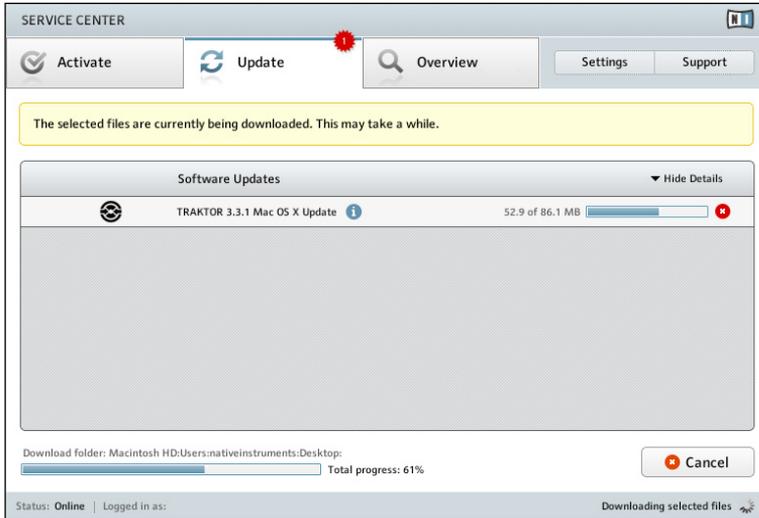
Select the updates you want to download by checking the checkboxes on the left. By default, all files in the Software Updates category are selected for downloading. We recommend downloading these updates. After installing one of these updates, it does not appear in the category anymore.



You can change the download location, i.e. the folder to which the files are saved, in SERVICE CENTER's Settings.

Step 2

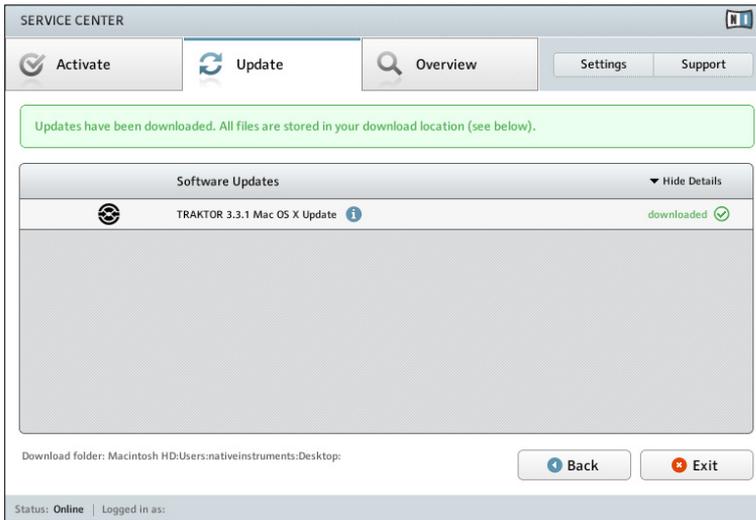
Click **DOWNLOAD** to start downloading the updates you have selected. The progress bars show the progress. To cancel a single download, click the red **CANCEL** icon left to the progress bar. To stop all downloads immediately, click **CANCEL**.



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

Step 3

Once an update has been downloaded successfully, the progress bar disappears. After all files have been downloaded, the download folder will open automatically. Now you can launch the installers to update your products. Finally, click EXIT to close the SERVICE CENTER.



All files will be saved on your desktop by default. You can change the download location in the Settings, which are discussed in [chapter 6](#) of this manual.

5 Overview

The Overview view displays a list of all NATIVE INSTRUMENTS products on your computer. In the main view you will see if the product is activated or still requires activation.

The screenshot shows the SERVICE CENTER interface. At the top, there are buttons for 'Activate', 'Update', 'Overview' (selected), 'Settings', and 'Support'. Below the navigation bar is a yellow informational message: "This is a list of all NI products that are installed on this computer. Click on 'Show details' for more information." The main content area contains a table of installed products, each with a status of 'Activated' and a 'Show Details' link.

Product Icon	Product Name	Status	Action
	B4 II	Activated	Show Details
	Elektrik Piano 1.5	Activated	Show Details
	FM8	Activated	Show Details
	Kontakt Player 2	Activated	Show Details
	Massive	Activated	Show Details
	Traktor 3	Activated	Show Details

At the bottom left, the status is 'Online'. At the bottom center, it says 'Logged in as:'.

Show Details

Click **SHOW DETAILS** to reveal information that may be useful when contacting **NATIVE INSTRUMENTS** support. 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.

Traktor 3 Activated ▼ Hide Details	
Serial Nr.	<input type="text" value="61654"/> <input type="text" value="08834"/> <input type="text" value="49747"/> <input type="text" value="87541"/> <input type="text" value="19105"/> <input type="button" value="EDIT"/>
System ID	C13A2KHZ7ZAOT6802J8JOMD3J8L5WE38
Activation Key	<input type="text" value="17WNS32F85L8NDBFTLN59ABCKJ8A9N57LXEJ16F159XW"/> <input type="button" value="EDIT"/>
Versions	Standalone (Version 3.3.1.060) Macintosh HD:Applications:Traktor DJ Studio 3:TraktorDJStudio3.app

Status: **Online** | Logged in as:



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.

6 Settings

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

SERVICE CENTER

Activate Update Overview Settings Support

Edit your settings, then click "OK". To discard the changes you have made, click "Cancel".

LANGUAGE

Automatic

Changing the language requires a restart of the Service Center

ACCOUNT

Edit musical profile Create new account

Edit account data Login in with other account

UPDATES

Download location

/Desktop/

Cancel OK

Status: Online | Logged in as:

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 select a different language: Click the LANGUAGE MENU to display the languages SERVICE CENTER currently supports and selecting the desired language. After changing the language, click OK. The changes will become effective on the next start of SERVICE CENTER.

Log in with other User Account

Click this link to log into 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.

Create new User Account

Here you can create a new User Account. A form in which to enter your address details will open. Usually you don't need to create a new account when you already have one.

Edit User Account data

If you need to change your e-mail or postal address, click EDIT ACCOUNT DATA. A page on which you can edit your personal data will open in SERVICE CENTER.



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

Edit musical profile

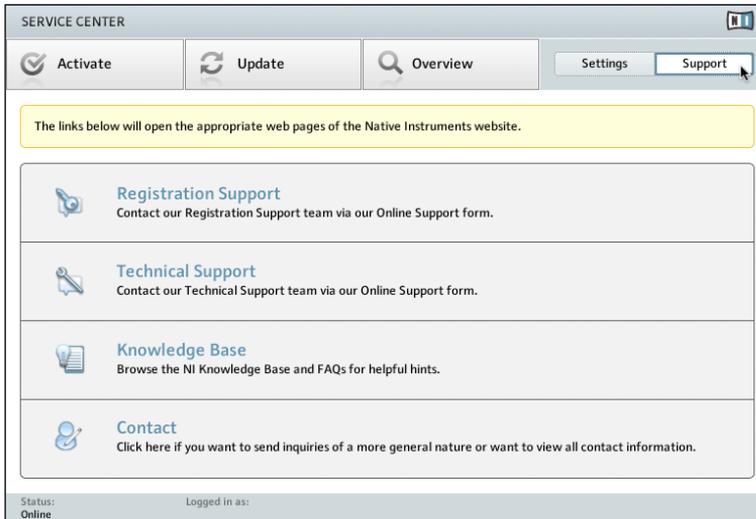
If you want to edit your musical profile, click EDIT MUSICAL PROFILE. Keeping your musical profile up to date helps us to improve our products. Your profile will not be published or passed on to third parties.

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.

7 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.



The screenshot displays the SERVICE CENTER interface. At the top, there is a navigation bar with buttons for 'Activate', 'Update', 'Overview', 'Settings', and 'Support'. Below this is a yellow banner with the text: 'The links below will open the appropriate web pages of the Native Instruments website.' The main content area contains four support links, each with an icon and a description:

- Registration Support**: Contact our Registration Support team via our Online Support form.
- Technical Support**: Contact our Technical Support team via our Online Support form.
- Knowledge Base**: Browse the NI Knowledge Base and FAQs for helpful hints.
- Contact**: Click here if you want to send inquiries of a more general nature or want to view all contact information.

At the bottom left, the status is 'Online'. At the bottom center, it says 'Logged in as:'.