

KOMplete 9 ULTIMATE

Setup Guide



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1 Welcome to **KOMplete 9 Ultimate**

First of all, thank you for purchasing **KOMplete 9 Ultimate**. This document will guide you through the basic steps of setting up **KOMplete 9 Ultimate**. After reading it, you should be able to install and activate the applications included in **KOMplete 9 Ultimate**, as well as operate them both in stand-alone mode and as a plug-in in your sequencer. We recommend that you take the time to read this guide in its entirety.

1.1 What is Included in the Box?

The **KOMplete 9 Ultimate** box contains:

- An **external USB 2.0 hard disk** containing the **KOMplete 9 Ultimate** software installation program
- Your **KOMplete 9 Ultimate serial number**, which is found on the Setup Information flyer
- A **‘Y’ shaped power-sharing USB 2.0 cable** that allows your **KOMplete 9 Ultimate** hard disk to draw additional power off your computer, while continuing to transfer data

1.2 Products Included in **KOMplete 9 Ultimate**

1.2.1 Stand-alone Applications and Plug-ins

You can use the applications listed below as stand-alone programs, or you can load their plug-in versions into compatible host software of your choice. In addition to being independent instruments or effects processors, **Guitar Rig Pro**, **Kontakt**, and **Reaktor** also act as “players” for a number of products included in **KOMplete 9 Ultimate**—see the subsequent sections of this Setup Guide for more information.

- **Absynth 5**
- **Battery 4**
- **FM8**

- GUITAR RIG 5 PRO
- KONTAKT 5
- MASSIVE
- REAKTOR 5.8

1.2.2 Effect Plug-ins

You can use the products listed in this section as plug-ins within compatible host software of your choice.

- DRIVER
- PREMIUM TUBE SERIES: ENHANCED EQ, PASSIVE EQ, and VARI COMP
- REVERB CLASSICS: RC 24 and RC 48
- SOLID MIX SERIES: SOLID BUS COMP, SOLID DYNAMICS, and SOLID EQ
- TRANSIENT MASTER
- VINTAGE COMPRESSORS: VC 160, VC 2A, and VC 76



REVERB CLASSICS RC 24 and RC 48 are not included on the KOMPLETE 9 ULTIMATE hard disk. You can obtain these products via download after product activation. For details, see section [↑4, Downloading KOMPLETE 9 ULTIMATE Products Not Present on the Hard Disk](#).

1.2.3 Instruments Powered by KONTAKT

The products listed in this section were designed to be used within KONTAKT. Once installed, they will be available in KONTAKT's Browser, from where you can load them by dragging them onto KONTAKT's Rack just like any other KONTAKT Instrument.



KONTAKT Instruments are based on samples, which are essentially audio recordings. As advanced sample-based instruments like the ones listed below consist of a large number of high quality samples, they require considerable amounts of disk space. In addition to that, loading large numbers of samples may put the hard disk under substantial stress. Therefore you should consider installing your sample-based products onto a dedicated hard disk that offers enough disk space and is sufficiently fast. You can specify the destination for the content contained in KOMplete 9 ULTIMATE during the installation procedure, as described in sections [↑2.3.3, Set the Install Locations for Content](#) and [↑2.4.5, Define a Library Destination Folder](#).

- ABBEY ROAD DRUMMER: VINTAGE, 60S, 70S, 80S, and MODERN
- ACTION STRINGS
- ALICIA'S KEYS
- BALINESE GAMELAN
- DAMAGE
- EVOLVE MUTATIONS 1 and 2
- EVOLVE R2
- GEORGE DUKE SOUL TREASURES
- MASCHINE DRUM SELECTION
- CLASSIC PIANO COLLECTION: BERLIN CONCERT GRAND, NEW YORK CONCERT GRAND, UPRIGHT PIANO, and VIENNA CONCERT GRAND
- RETRO MACHINES MK2
- SCARBEE: PRE-BASS, PRE-BASS AMPED, JAY-BASS, MM-BASS, MM-BASS AMPED, RICKENBACKER BASS, VINTAGE KEYS, and FUNK GUITARIST
- SESSION HORNS
- SESSION STRINGS PRO
- STUDIO DRUMMER
- THE GIANT
- VINTAGE ORGANS
- WEST AFRICA

1.2.4 Effects Powered by GUITAR RIG

The products listed in this section were designed to be used within GUITAR RIG PRO. Once installed, they will be available in GUITAR RIG PRO's SideKick, from where they can be loaded just like regular Components.

- RAMMFIRE
- REFLEKTOR
- TRAKTOR'S 12

1.2.5 Instruments and Effects Powered by REAKTOR

The products listed in this section were designed to be used within REAKTOR. Once installed, they will be available in REAKTOR's Browser under the [PLAYER](#) tab, from where you can load them just like any other REAKTOR Instrument or Ensemble.

- MONARK
- RAZOR
- REAKTOR PRISM
- REAKTOR SPARK R2
- SKANNER XT
- THE FINGER R2
- THE MOUTH

1.3 Setup Overview

This section provides a quick overview of the various steps necessary for getting KOMplete 9 ULTIMATE up and running: **installation**, **activation**, **updates**, and **configuration**, all of which will be described in greater detail in further chapters of this guide.

- **Installation:** Connect the hard disk to your computer, locate the KOMplete 9 ULTIMATE setup file and double-click it in order to start the installation procedure. Carefully read and follow the on-screen instructions, accept the License Agreements, and enter the password for your computer if prompted (Mac OS X only).
- **Activation:** Activate your product using the Service Center application. Online and Offline activation methods are available. You can get further information on how the activation process works in our Knowledge Base: <http://www.native-instruments.com/support/activation-registration/>
- **Update:** Download the latest software updates using the Service Center application. Then browse to the download folder on your hard disk and install all downloaded updates.
- **Configuration:** Configure your new software for use with your audio and MIDI interfaces.
- Suggestions for **further reading, troubleshooting, FAQs**, and information on product returns can be found in the subsequent chapters of this guide and within our online Knowledge Base: <http://www.native-instruments.com/knowledge/>

2 Installation

2.1 Caution

It is important you read and understand the following instructions to make sure the KOM-
PLETE 9 ULTIMATE hard disk or any device connected will not be damaged during usage or
maintenance:

- Do not unplug the KOMPLETE 9 ULTIMATE hard disk during operation. Unplugging the hard disk while data is being transferred may destroy or damage data on your computer as well as on the KOMPLETE 9 ULTIMATE hard disk. Under no circumstances can Native Instruments be held liable for the recovery or restoration of data that was destroyed or damaged due to inappropriate usage.
- Do not open the KOMPLETE 9 ULTIMATE hard disk or attempt to disassemble or modify any internal parts. The KOMPLETE 9 ULTIMATE hard disk does not contain any user-serviceable parts. If the device appears to be malfunctioning, discontinue use immediately and have the device inspected by qualified service personnel.
- Do not expose the KOMPLETE 9 ULTIMATE hard disk to rain, use it near water or in damp or wet conditions.
- Make sure no objects or liquids of any kind penetrate the unit. When cleaning the KOM-
PLETE 9 ULTIMATE hard disk, use a soft, dry cloth. Never use paint thinners, solvents, cleaning fluids, or chemical-infused wiping cloths.
- Never use or store the KOMPLETE 9 ULTIMATE hard disk in areas subject to extreme temperatures (e.g., direct exposure to sunlight in an enclosed vehicle or near heat-generating equipment), or high levels of vibration.
- Always let the KOMPLETE 9 ULTIMATE hard disk adapt to changed room temperature after it has been stored in a cold environment.
- Do not use the KOMPLETE 9 ULTIMATE hard disk near electrical appliances such as televisions or radios. Doing so may cause interference which will adversely affect the operation of these appliances.

- Do not place the KOMplete 9 Ultimate hard disk near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your KOMplete 9 Ultimate hard disk.
- Do not place the KOMplete 9 Ultimate hard disk in an unstable position where it could accidentally fall.
- Do not place heavy objects on top of the KOMplete 9 Ultimate hard disk or use excessive force on it.

2.2 Read Before Installing

Before starting the KOMplete 9 Ultimate installation process, here are some points to be aware of:

- The included USB 2.0 hard disk **can only be used for installing KOMplete 9 Ultimate**. It is not possible to play content (e.g. samples) directly from this hard disk, or to run applications other than the installation program.
- **Do not format the KOMplete 9 Ultimate hard disk!** Formatting the hard disk will ultimately erase the KOMplete 9 Ultimate installation program from the disk, thus making it impossible to install KOMplete 9 Ultimate again. Problems resulting from formatting the KOMplete 9 Ultimate hard disk are not covered by warranty.
- Make sure to **keep the KOMplete 9 Ultimate hard disk in a safe place** for future reference, for example in case you need to install KOMplete 9 Ultimate on a new computer.
- Please **carefully review the installer screens** and the suggested installation paths in order to avoid any unwanted folders being created on the hard disk you are installing KOMplete 9 Ultimate onto.
- It is **possible to define alternative locations** for the sample libraries during installation. To see the exact default installation paths of the installed components, please refer to section [↑2.3, Installing on Mac OS X](#) (Mac OS X) or [↑2.4, Installing on Windows](#) (Windows), respectively.
- **Moving any folders** related to Native Instruments software after installation **is not recommended**. Future software updates rely on the directory locations set during initial installation.

- Installing all features of KOMplete 9 Ultimate **requires about 250 gigabytes of free hard disk space**. Most of the space is required for sample libraries.

2.3 Installing on Mac OS X

By default, this folder, including a number of subfolders, will be created during installation:

Macintosh HD/Applications/Native Instruments

We strongly recommend keeping this installation path.

2.3.1 Connect the Hard Disk and Start the Installation



Disconnect all Native Instruments hardware controllers and audio interfaces from your computer before proceeding. Do not reconnect these devices before you have finished the KOMplete 9 Ultimate installation procedure!



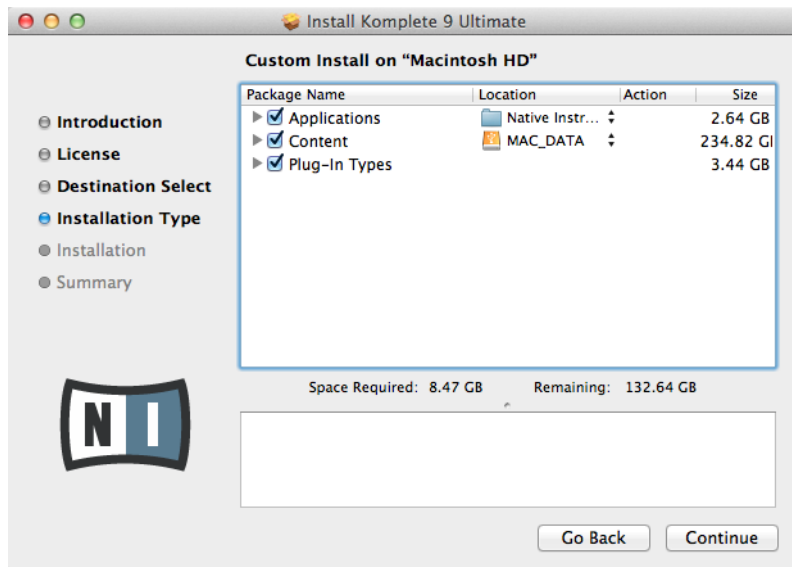
The KOMplete 9 Ultimate hard disk uses an USB 2.0 interface. You can connect it to a USB 2.0 or USB 3.0 port, the latter of which is backwards compatible.



If the KOMplete 9 Ultimate hard disk does not power up, or does not mount as described below within a couple of seconds, the USB port on your computer is probably unable to supply enough power to operate the hard disk. In this case, connect the unused (secondary) connector of the 'Y' shaped power-sharing cable to a second USB port on your computer. If this does not solve the problem, use an 'active' USB 2 hub that has a dedicated power supply.

2.3.2 Select the Components to Install

The components available for installation appear grouped under the themes [Applications](#), [Content](#), and [Plug-In Types](#). Click the triangles to expand the individual lists.



The components selection screen of the installation program.



The components listed under **Content** are only useful if their related applications listed under **Applications** are also installed. We recommend keeping all entries selected.



If an application or library is already installed on your computer it is not required to install it again with the KOMplete 9 installer. In case the KOMplete 9 ULTIMATE installer detects an application version which is newer than the version provided in KOMplete 9 ULTIMATE, it will bring up a warning message and deselect those applications in the component tree. This is to avoid a downgrade for those applications. We recommend keeping all other components selected unless you have a specific reason to do otherwise. For details, see <http://www.native-instruments.com/knowledge/questions/1479/>



The BATTERY 4 library is a new library, which also contains a selection of kits from the BATTERY 3 Factory Library. If you have unfinished songs relying on BATTERY 3, it is recommended to leave this application as well as its library installed. For details, see <http://www.native-instruments.com/knowledge/questions/1481/>

Applications: Specifies the applications to be installed (along with all files necessary for the software to run on your computer).

Content: Specifies the sample-based libraries and other content, such as products powered by GUITAR RIG or REAKTOR, to be installed.



The default installation path for content is *Macintosh HD/Users/Shared/*

Plug-In Types: Specifies the plug-in types (VST, Audio Unit, RTAS or AAX) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Audio Unit is used by many sequencers like Logic, Live, Digital Performer or Garage Band. VST is used by Cubase, while RTAS and AAX are the native plug-in formats for Pro Tools. Leave all plug-in types selected if you are unsure which format is supported by your host application.



Although the KOMplete 9 installer allows you to select RTAS as plug-in type, RTAS has been discontinued for BATTERY 4 and therefore no BATTERY RTAS plug-in will be installed. For Pro Tools 10 or higher select AAX as plug-in type.



The **Service Center application**, which is required for product activation, will always be installed (unless the same or a newer version already exists on your computer).

Updating from KOMplete 7

If you still have unfinished songs relying on samples from the KONTAKT 4 Factory Library, it is recommended to leave this sample library installed. If you need to remove the KONTAKT 4 Factory Library in order to recover disk space, it is still possible to safely delete the library and update it with the new KONTAKT 5. Just follow these steps:

1. Delete the folder named **Kontakt 4 Library**, which contains all the Instruments and samples of KONTAKT 4 (don't worry, the Instruments and Multis you have in your host project are still safe).
2. Open your project file—a Samples Missing dialog box will appear.
3. Make sure [Check for Alternate file types](#) option is checked.
4. Click the [Browse for Folder](#) button.
5. Point the browser to the **Kontakt Factory Library** folder and click [OK](#).
6. To save time, you can browse for the correct subfolder within the **Samples** folder of the **Kontakt Factory Library**.
7. Resave the project.



For information on how to convert songs made with an older version of a plug-in to the latest plug-in, see section [↑8.4, How to Convert Songs Made with an Older Plug-in Version to the Latest Plug-in Version](#).

2.3.3 Set the Install Locations for Content

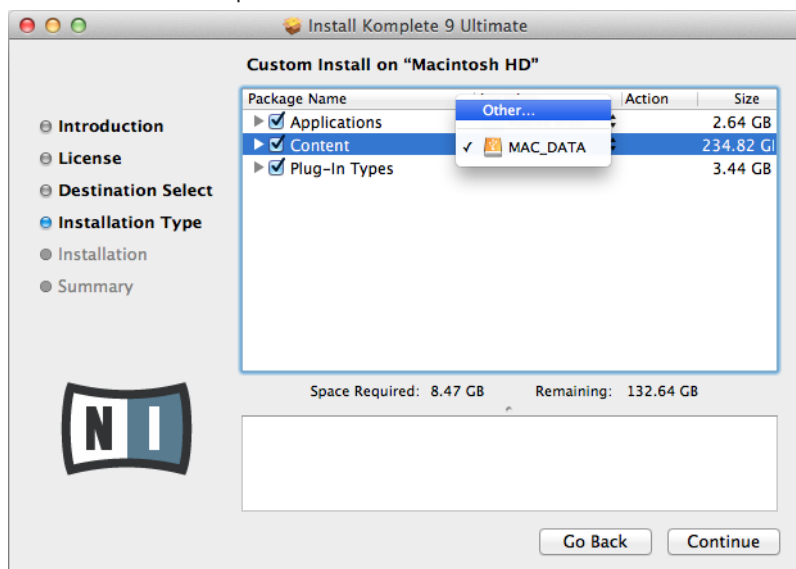
In the [Location](#) column you can select a target folder or hard disk for the sample-based libraries and other content listed under the [Content](#) theme.



Because the content requires a large amount of disk space, it is crucial that you select the install location carefully. For optimum performance it is recommended to install the content on a dedicated hard disk. Note that you cannot use the KOMplete 9 Ultimate installation hard disk for this purpose.

To change the install location:

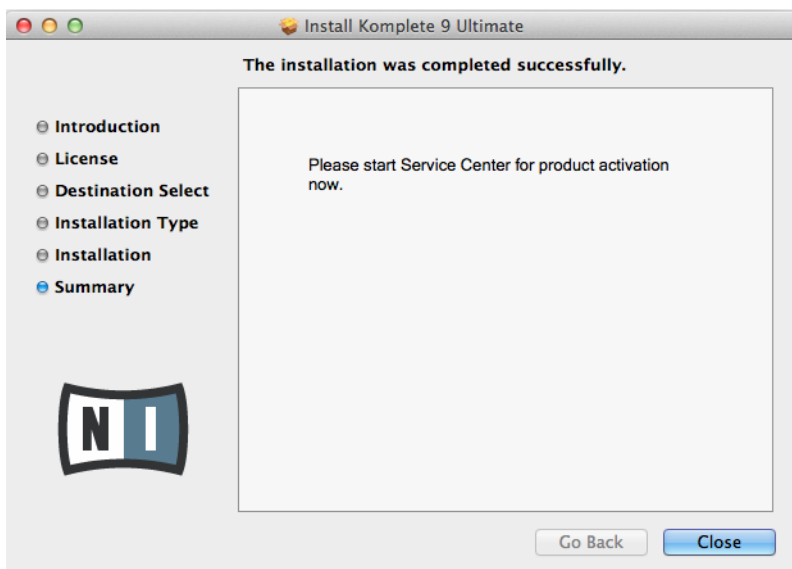
1. Click on the folder icon in the [Location](#) column. A list suggesting common target folders and volumes will open.



2. Select a target folder or hard disk from the list, or click *Other...* to navigate to a volume or folder of your choice.

- ▶ After you have customized the installation as desired, click [Continue](#) and then follow the on-screen instructions.

2.3.4 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, click [Close](#) to complete the installation.
- ▶ Please activate your product using Service Center now, as explained in chapter [↑3, Product Activation with Service Center](#) of this Setup Guide.

2.4 Installing on Windows

By default, a Native Instruments folder, including a number of subfolders, will be created during installation:

C:\Program Files\Native Instruments

We strongly recommend keeping this installation path.

2.4.1 Connect the Hard Disk and Start the Installation



Disconnect all Native Instruments hardware controllers and audio interfaces from your computer before proceeding. Do not reconnect these devices before you have finished the KOMplete 9 ULTIMATE installation procedure!



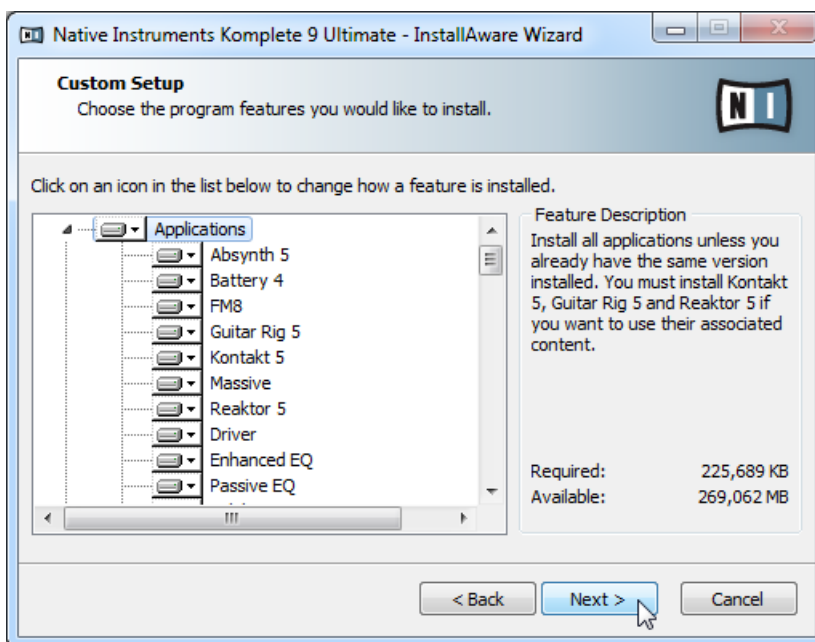
The KOMplete 9 ULTIMATE hard disk uses an USB 2.0 interface. You can connect it to a USB 2.0 or USB 3.0 port, the latter of which is backwards compatible.



If the KOMplete 9 ULTIMATE hard disk does not power up, or does not mount as described below within a couple of seconds, the USB port on your computer is probably unable to supply enough power to operate the hard disk. In this case, connect the unused (secondary) connector of the 'Y' shaped power-sharing cable to a second USB port on your computer. If this does not solve the problem, use an 'active' USB 2 hub that has a dedicated power supply.

2.4.2 Select the Features to Install

The features available for installation appear grouped under the themes [Applications](#), [Content](#), and [Plugin Types](#). Click the triangles to expand the individual lists.



The components selection screen of the installation program.



The features listed under **Content** are only useful if their related **Applications** are also installed. We recommend keeping all features selected.



If an application or library is already installed on your computer it is not required to install it again with the KOMplete 9 installer. In case the KOMplete 9 ULTIMATE installer detects an application version which is newer than the version provided in KOMplete 9 ULTIMATE, it will bring up a warning message and deselect those applications in the component tree. This is to avoid a downgrade for those applications. We recommend keeping all other components selected unless you have a specific reason to do otherwise. For details, see <http://www.native-instruments.com/knowledge/questions/1479/>



The BATTERY 4 library is a new library, which also contains a selection of kits from the BATTERY 3 Factory Library. If you have unfinished songs relying on BATTERY 3, it is recommended to leave this application as well as its library installed. For details, see <http://www.native-instruments.com/knowledge/questions/1481/>

Applications: Specifies the applications to be installed (along with all files necessary for the software to run on your computer).

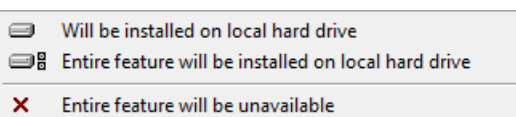
Content: Specifies the sample-based libraries and other content, such as products powered by GUITAR RIG or REAKTOR, to be installed.

Plugin Types: Specifies the plug-in types (VST, RTAS or AAX) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Leave all plug-in types selected if you are not sure which format is needed by your host application

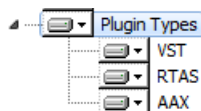


Although the KOMplete 9 installer allows you to select RTAS as plug-in type, RTAS has been discontinued for BATTERY 4 and therefore no BATTERY RTAS plug-in will be installed. For Pro Tools 10 or higher select AAX as plug-in type.

- To deselect individual features, click on the small hard disk icon next to each feature and choose *Entire feature will be unavailable*.



- You can specify which plug-in types you want to install. *VST* is used by many sequencers like Cubase, Sonar or Live, while *RTAS* and *AAX* are the native plug-in formats for Pro Tools.



The **Service Center application**, which is required for product activation, will always be installed (unless the same or a newer version already exists on your computer).

Updating from KOMplete 7

It is recommended to leave the sample libraries from KOMplete 7 installed if you still have unfinished songs relying on them. If you need to remove the KONTAKT 4 Factory Library in order to recover disk space, it is still possible to safely delete the library and update it with the new KONTAKT 5. Just follow these steps:

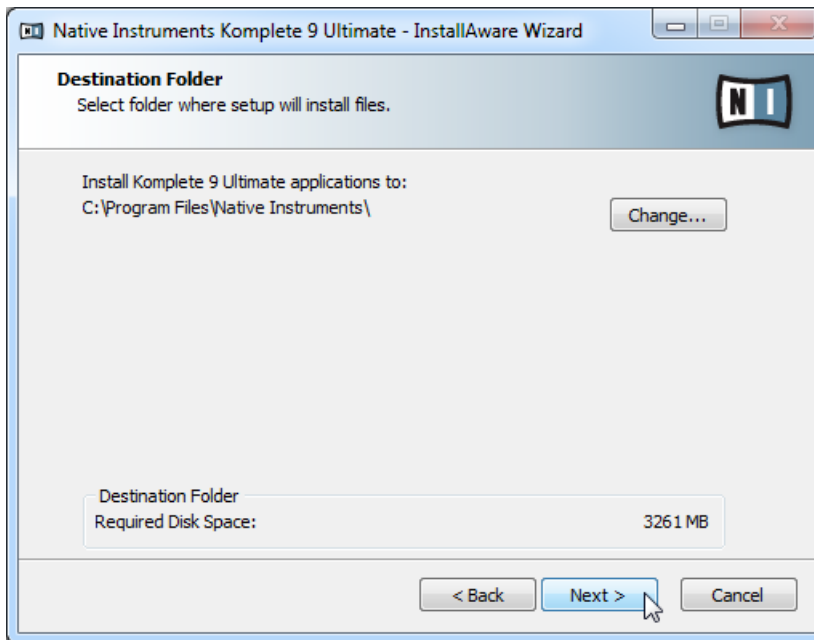
1. Delete the folder named **Kontakt 4 Library**, which contains all the Instruments and samples of KONTAKT 4 (don't worry, the Instruments and Multis you have in your host project are still safe).
2. Open your project file—a Samples Missing dialog box will appear.
3. Make sure [Check for Alternate file types](#) option is checked.
4. Click the [Browse for Folder](#) button.
5. Point the browser to the **Kontakt Factory Library** folder and click [OK](#).
6. To save time, you can browse for the correct subfolder within the **Samples** folder of the **Kontakt Factory Library**.
7. Resave the project.



For information on how to convert songs made with an older version of a plug-in to the latest plug-in, see section [↑8.4, How to Convert Songs Made with an Older Plug-in Version to the Latest Plug-in Version](#).

2.4.3 Define the Application's Destination Folder

Here you define the installation path for all applications in KOMplete 9 Ultimate.



The software installation path screen of the installation program.



This installation path is used for the applications and the documentation, not the content libraries. You can specify the library path in an upcoming installer screen.

2.4.4 Define VST Plug-in Destination Folders

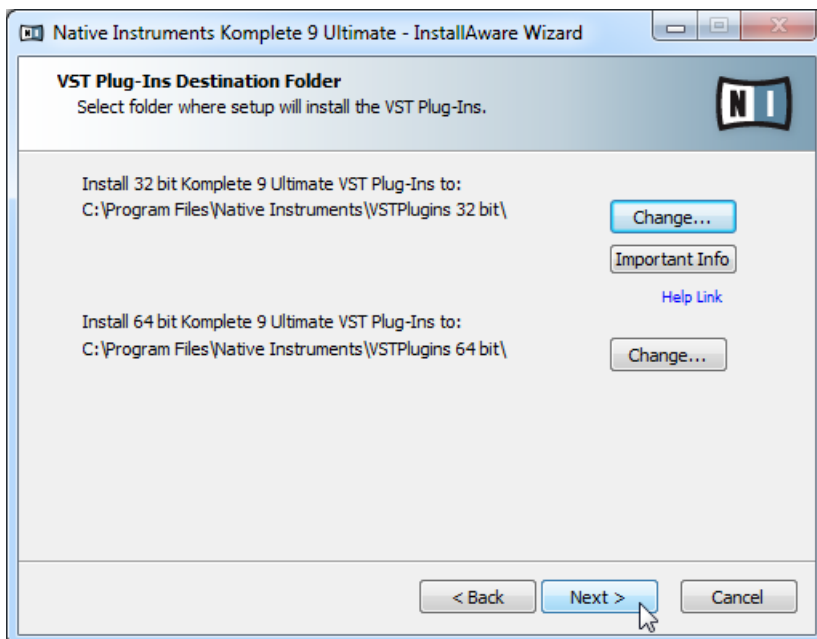
If you have chosen to install VST plug-ins, this screen allows defining a VST plug-in path on your computer. You can define a single path when running a 32-bit version of Windows. If you are running a 64-bit version of Windows, you need to define separate paths for the 32-bit and 64-bit plug-in installation locations.



Do not select the same folder for the 32-bit and 64-bit plug-ins!



If you already have other 3rd-party plug-ins installed on your computer, make sure to select the same installation directory for your Native Instruments plug-ins. Please also check the default VST plug-ins path configured in your host software. The same path has to be selected there, for the host software to detect any installed plug-ins.



The plug-in folder selection screen of the installation program.



Make sure to choose the correct VST plug-ins path in this screen. You can read more about this topic in chapter [↑8, Troubleshooting and FAQ](#) of this Setup Guide.

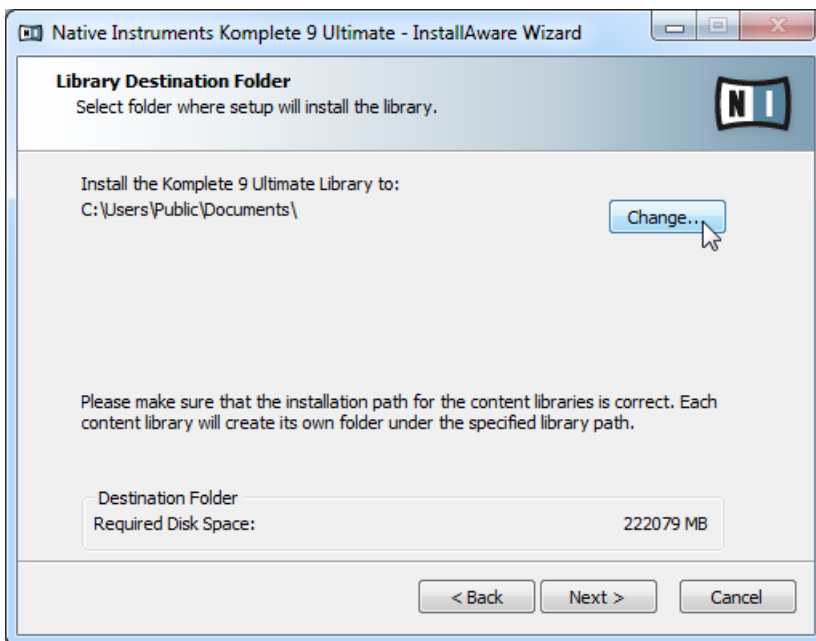
2.4.5 Define a Library Destination Folder

On the next screen, you can select a target folder or hard disk for the sample-based libraries and other content listed under the [Content](#) theme.



Because the sound library requires a large amount of disk space, it is crucial that you select the install location carefully. For optimum performance it is recommended to install the sound library on a dedicated hard disk. Note that you cannot use the KOMplete 9 ULTIMATE installation hard disk for this purpose.

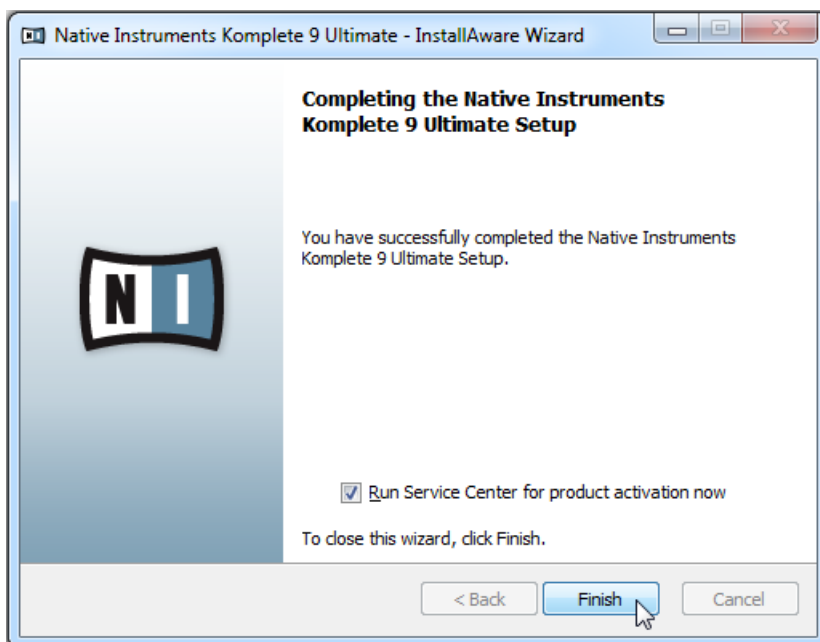
- To install the sound library on a separate hard disk, click on [Change...](#) and browse to the destination folder.



The Library Destination Folder selection screen of the installation program.

- After you have customized the installation as desired, click [Next](#) and then follow the on-screen instructions.

2.4.6 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, tick the checkbox labeled [Run Service Center for product activation now](#) to start the Service Center application automatically. Then click [Finish](#) to complete the installation.
- ▶ After the installation has been completed, the Service Center application will be launched. Please activate your product using Service Center now, as explained in chapter [↑3, Product Activation with Service Center](#) of this Setup Guide.
- ▶ After having successfully activated your product, you will receive a link via email in order to download further applications. It may take a few hours for the email to appear.

3 Product Activation with Service Center



This chapter 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.

3.1 Activating Your Product Online



Skip to section [↑3.3, Activating Your Product Offline](#) if your computer is not connected to the Internet.

3.1.1 Start Service Center

1. Locate the Service Center application on your hard disk. During installation, a folder labeled **Native Instruments** was created in the Applications (Mac OS X) / Program Files (Windows) folder. Within this folder, a subfolder labeled **Service Center** holds the corresponding application.
2. Double-click the Service Center application to start the activation procedure.



It is necessary to activate your Native Instruments product in order to use its full functionality.

3.1.2 Log In Into Your User Account

SERVICE CENTER

Log in

Please log in using your e-mail address and password.

E-mail address

Password

☐ Log me in automatically on next startup

› Forgot your password?

› Create new User Account

▶ Log in

Status:
Online

The log-in screen of Service Center.

- ▶ Log in with your email address and Native Instruments password.
- ▶ If you do not have a Native Instruments account yet, click on [Create new User Account](#). Fill in the address form. The password will be sent to you via email.

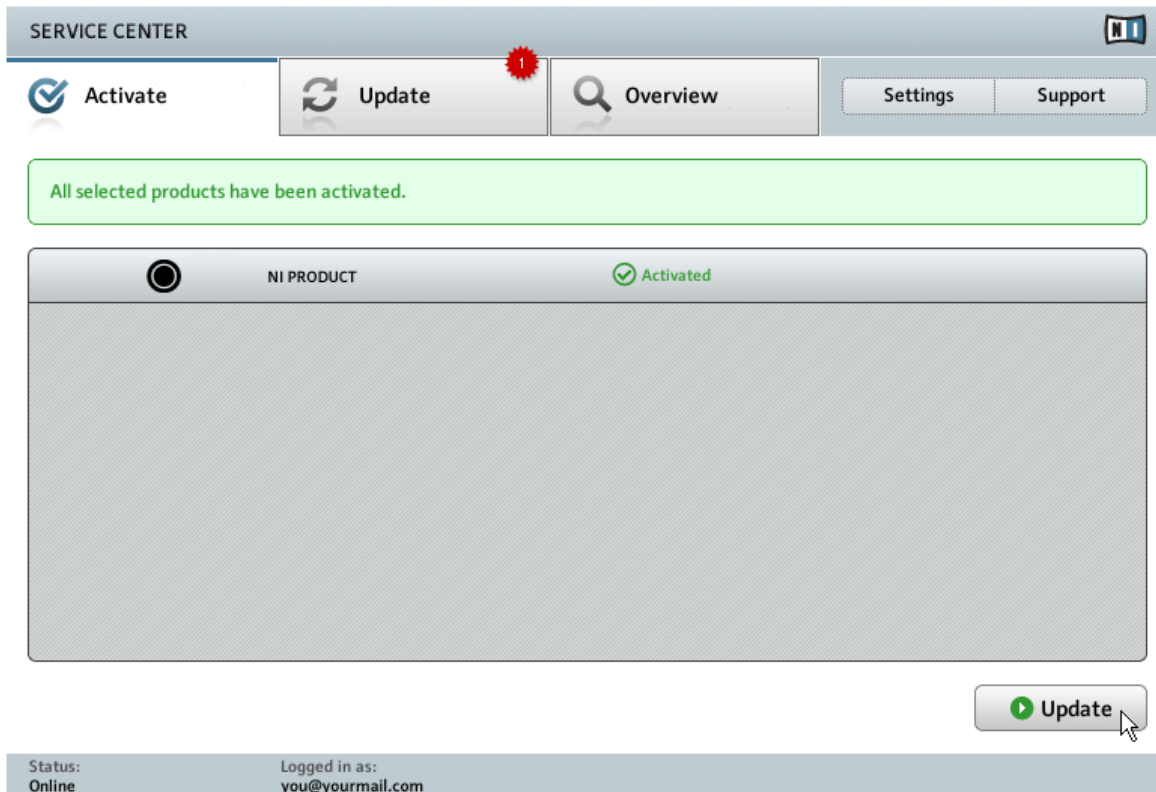
3.1.3 Activate the Product

The screenshot shows the NI Service Center interface. At the top, a navigation bar includes 'Activate' (with a checkmark icon), 'Update' (with a refresh icon), 'Overview' (with a magnifying glass icon), 'Settings', and 'Support'. Below this is a yellow instruction box: 'Enter the serial numbers for the products you want to activate.' The main area contains a window titled 'NI PRODUCT' with a header bar showing a power button, the title, and three input fields for serial numbers. The first two fields contain '1796' and '99017', while the third is highlighted with a blue border and contains '09'. To the right of the input fields are two empty fields and a shopping cart icon. Below the main area is a large 'Activate' button with a green checkmark icon. At the bottom, a status bar shows 'Status: Online' and 'Logged in as: you@yourmail.com'.

The product activation screen of Service Center.

1. Find the serial number on the Setup Information flyer and enter it in the number field.
2. Click [Activate](#) to proceed.
3. Follow the on-screen instructions.

3.1.4 Finish the Online Activation



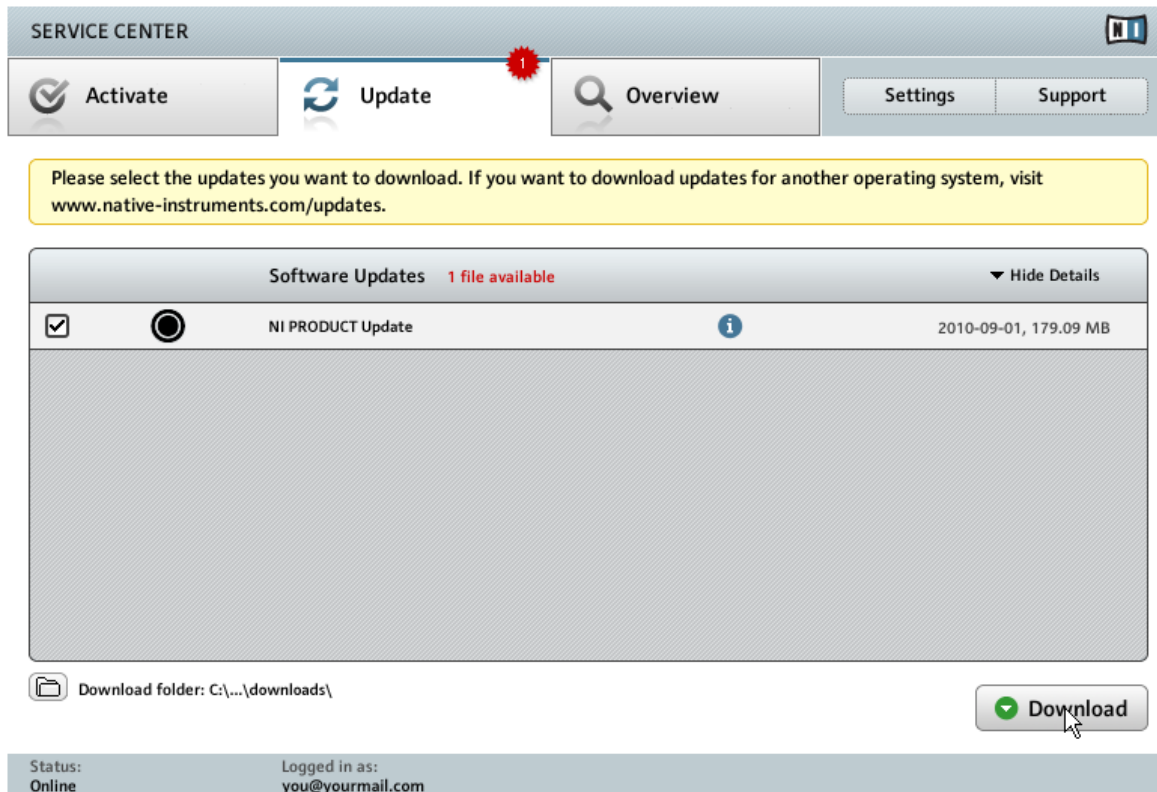
Service Center confirming the product activation.

Service Center confirms that the product has been activated successfully. A search for updates will start automatically.

- If updates for any of the activated products are available, the button in the bottom right corner of the screen reads [Update](#). To download the updates, click the [Update](#) button and proceed with section [↑3.2, 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.

3.2 Updating Your Product

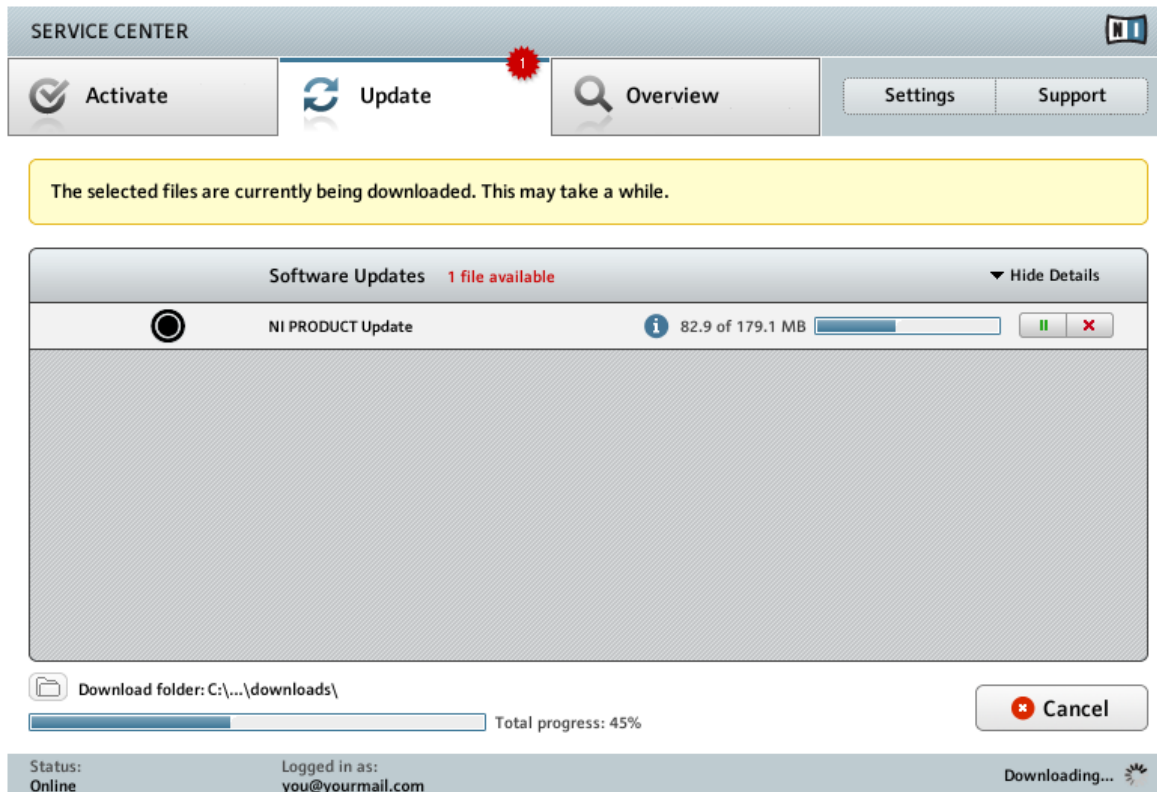
3.2.1 Select Updates



The product update screen of Service Center.

1. In Service Center, click the [Update](#) tab to view a list of 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.

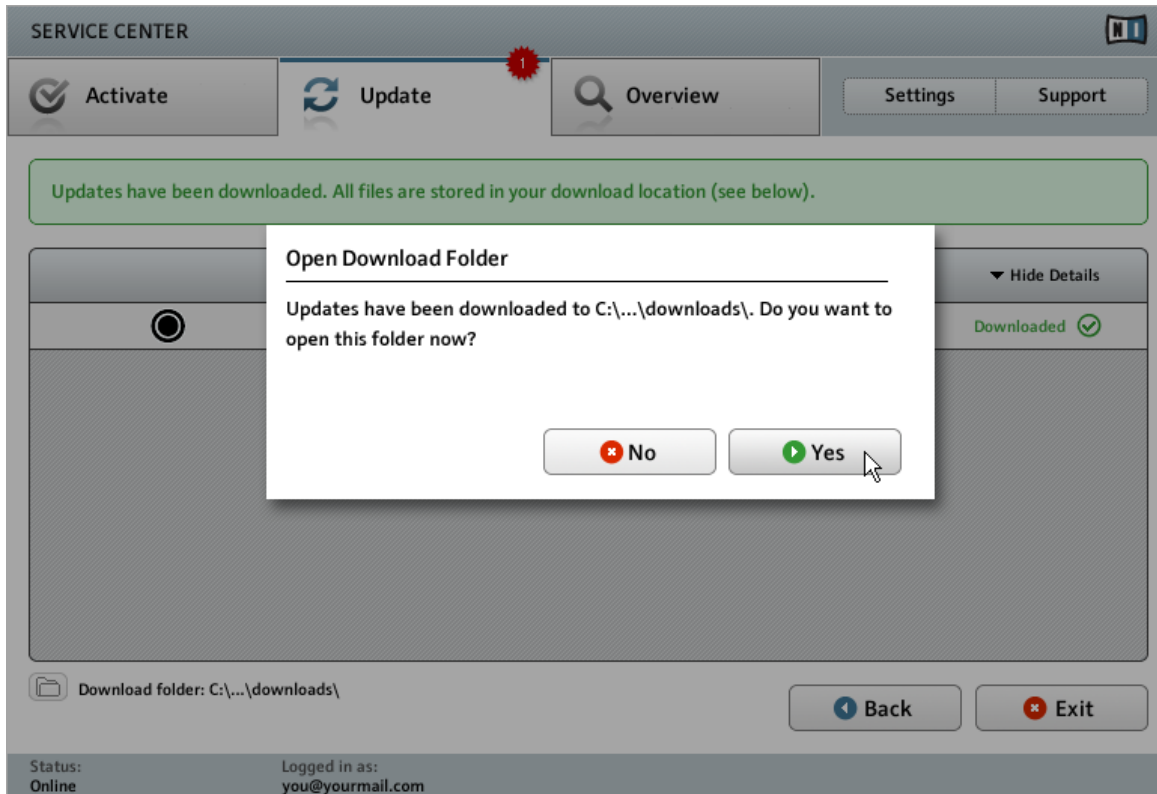
3.2.2 Download the Updates



The product update is 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.

3.2.3 Open Your Download Folder



Service Center confirming all updates were downloaded, and offering to open the download folder.

After all files have been downloaded successfully, you will be asked to open the download folder.

- ▶ Click [Yes](#) to open the download folder.
- ▶ After the download folder has opened, you can quit Service Center by clicking [Exit](#).

3.2.4 Install Updates

1. Launch the first installer file from the download folder.
2. Follow the instructions of the Installation Wizard.
3. Proceed until you have installed all updates.

3.3 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.

3.3.1 Start the Offline Activation

SERVICE CENTER

Internet connection

Service Center was unable to establish an internet connection. How do you wish to proceed?

Try connecting to the internet again

Make sure that your computer is connected to the internet.

Retry

Use a proxy server to connect to the internet

Host

Port

Proxy

Continue without connecting to the internet

Please note: You will have to transfer an Activation Request File to a computer with internet access.

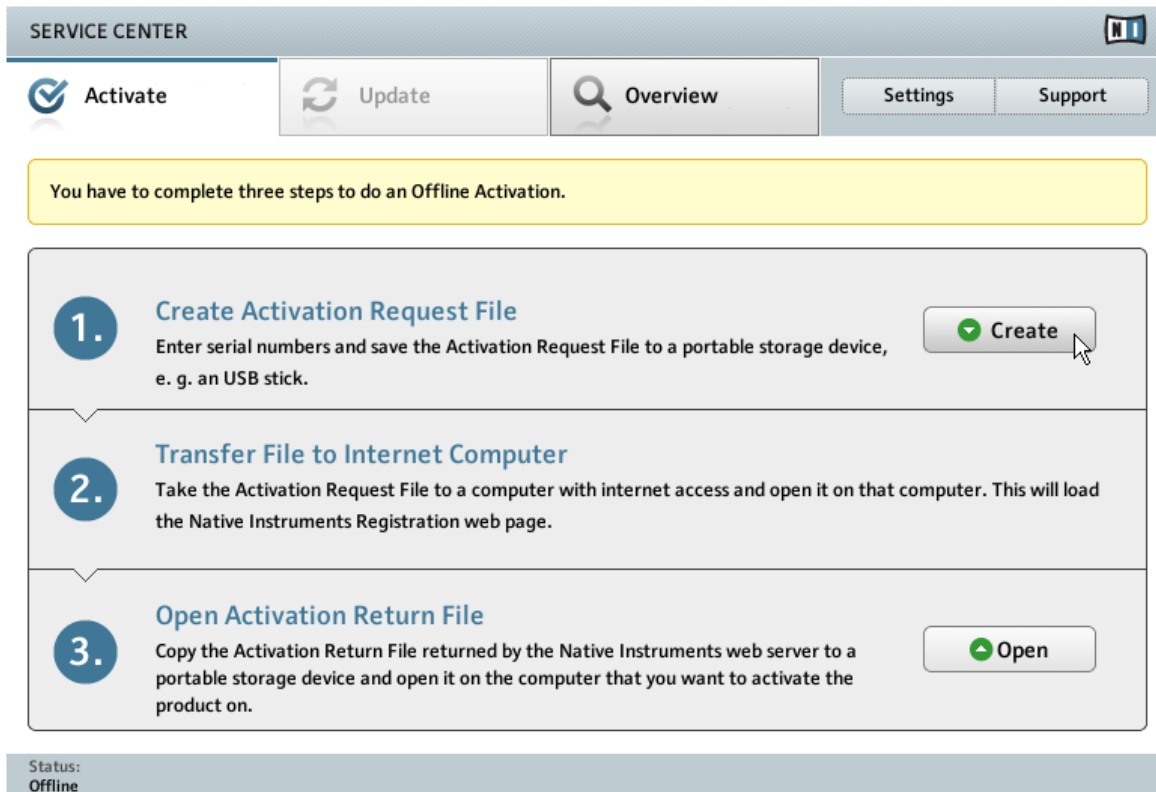
Offline

Status:
Pending...

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.

3.3.2 Create the Activation Request File



The offline activation screen of Service Center.

- On the [Activate](#) screen, click [Create](#). The [Activate](#) screen will display fields in which to enter the serial number (see next step).

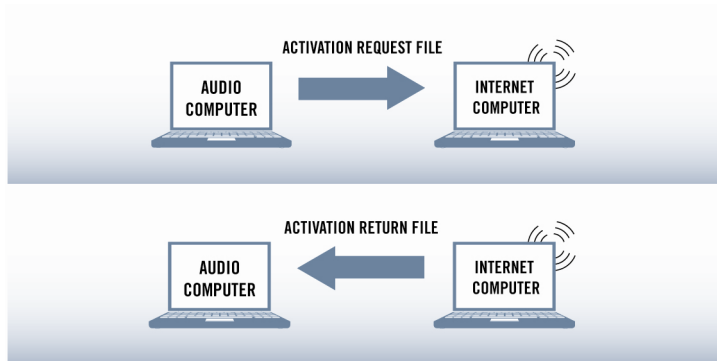
3.3.3 Enter the Serial Number

The screenshot shows the 'SERVICE CENTER' interface. At the top, there is a navigation bar with 'Activate' (checked), 'Update', 'Overview', 'Settings', and 'Support'. Below this is a yellow instruction box: 'Enter the serial numbers for the products you want to activate.' The main area is a window titled 'NI PRODUCT' with a circular icon on the left and five serial number input fields on the right. The first four fields contain the numbers '27742', '47547', '1614', and '4487'. The fifth field is highlighted with a blue border and contains '1514'. At the bottom right of the main area are 'Back' and 'Create' buttons. A status bar at the very bottom indicates 'Status: Offline'.

The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on the Setup Information flyer.
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.

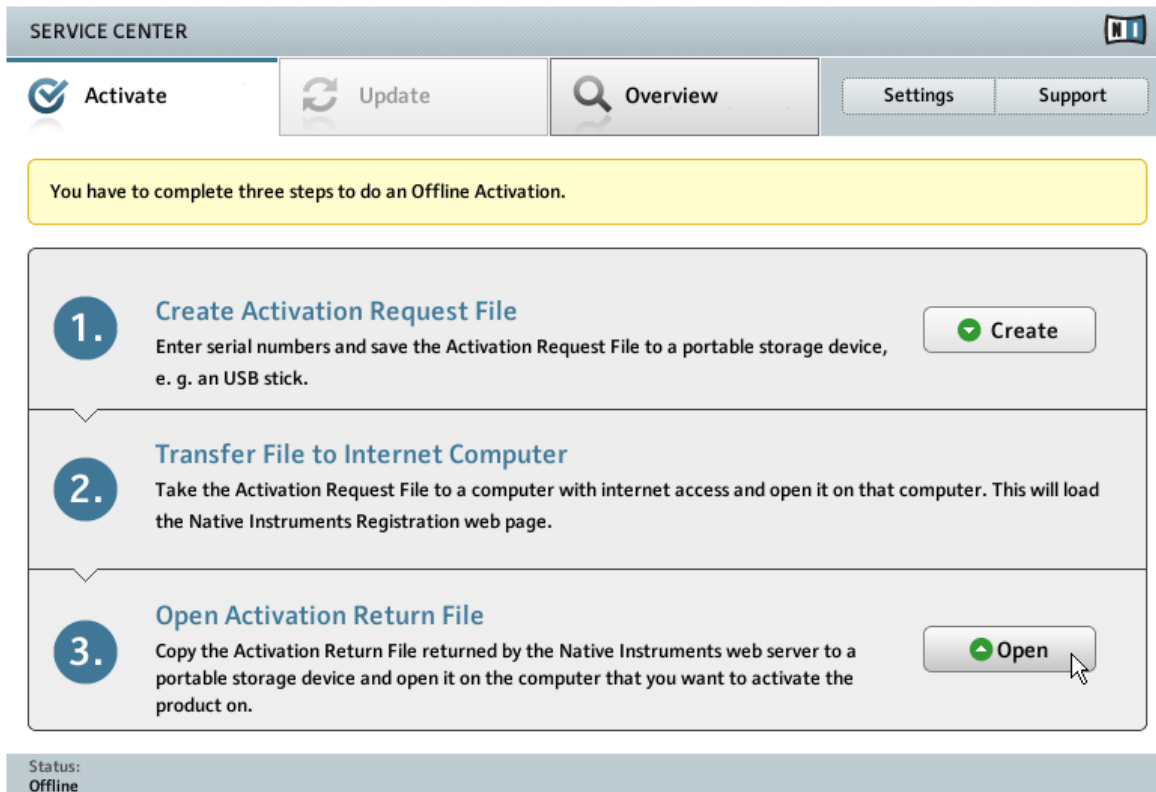
3.3.4 Transfer the Activation Request File



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 account before you can log in.
4. Transfer the Activation Return file back to your audio computer.

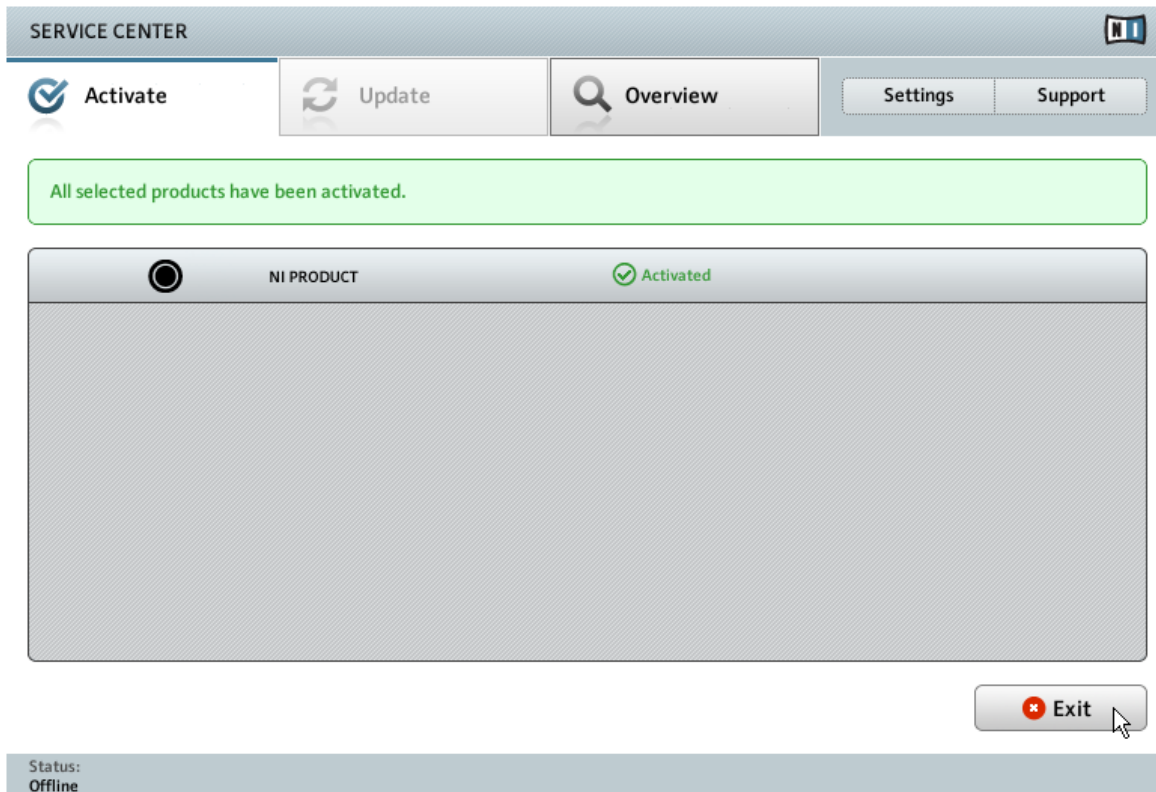
3.3.5 Open the Activation Return File



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](#) page and click [Open](#) to load the Activation Return file.

3.3.6 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 <https://co.native-instruments.com/?id=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.

3.4 Further Information

For details on your registered products and their serial numbers as well as information on licenses and NI user account settings, please see My Account: www.native-instruments.com/my-account/

4 Downloading KOMplete 9 Ultimate Products Not Present on the Hard Disk

A number of products that are part of KOMplete 9 Ultimate are not included on the hard disk. You will be able to download these products once you have completed the product activation. An email containing links to the Native Instruments website will be sent to the email address used to set up your NI account.



It may take up to 24 hours for the email containing the download links to arrive.

To download the additional products, follow the instructions:

1. In the email you received after you have activated KOMplete 9 Ultimate, click the links to open the download pages in your web browser.
 2. On the download pages, select the products for either Windows or OS X by clicking the corresponding download links.
 3. Save the files to a destination on your hard disk.
 4. Double-click the downloaded files to start the installation.
 5. Follow the on-screen instructions.
- The downloaded products will be ready to use directly after installation—no additional activation is required.

5 Stand-alone Operation

Once the installation process has finished, you will find the installation folders of the KOMplete 9 ULTIMATE applications on your hard disk. Each application (e.g. KONTAKT 5, GUITAR RIG 5, etc.) has its own installation folder containing the application and the documentation resources within the Native Instruments folder in your Applications (Mac OS X) or Program Files (Windows) folder.

When you launch one of the KOMplete 9 ULTIMATE applications from its installation directory, it will start as a stand-alone program with its own application menu, just like any other application on your computer.

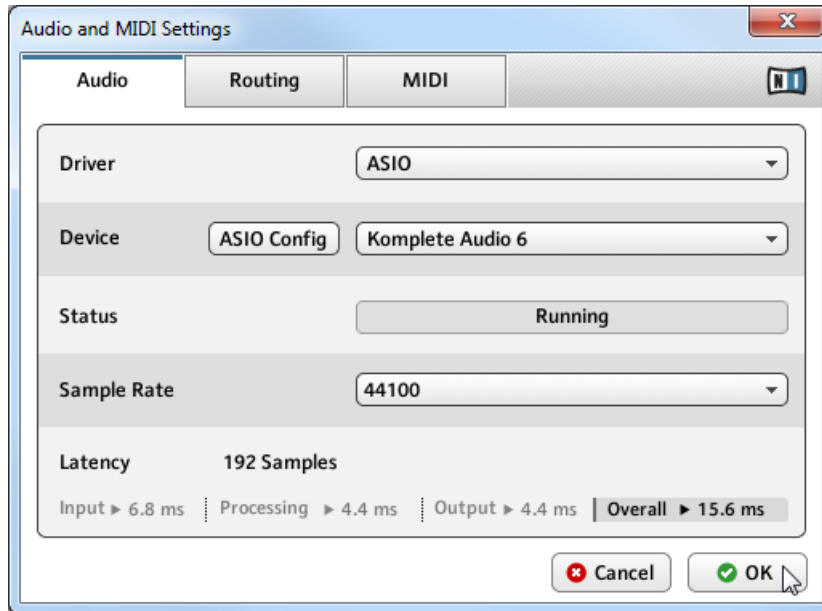
The Audio and MIDI Settings Dialog

When you start an application in stand-alone mode for the first time, both its audio and MIDI settings are not yet configured. In order to make the application receive MIDI notes from your keyboard and play sound through your audio interface, you will first have to tell it which Audio and MIDI hardware to use. This is done via the **Audio and MIDI Settings** dialog, which appears automatically upon the first start.



You can open this dialog at any time by clicking on the *Audio and MIDI Settings...* entry in the **File** menu. In KONTAKT, this is found under *Options...*. In GUITAR RIG for Mac OS X, this is located in the main application menu under *Preferences...*

5.1 Selecting an Audio Interface



The [Audio](#) page of the Audio and MIDI Settings dialog in Windows.

On the [Audio](#) page of the Audio and MIDI Settings dialog, you can specify which audio device the application should use for playback and adjust global playback parameters. The dialog provides the following options:

- **Driver:** With this drop-down menu, you can select which of your operating system's device driver architectures the application should use. The following is a list of common audio driver formats and their characteristics:
 - *Core Audio:* Only audio driver format for Mac OS X. Fast performance.
 - *ASIO:* Recommended audio driver format for Windows. Designed for real-time audio applications and fast performance. This type of driver is typically installed with professional grade audio interfaces.

- *WASAPI*: Current Windows audio driver standard format for Windows 7 and Windows 8. Performance depends on audio hardware and driver quality, which ranges from fast to poor.
- **Device**: This menu lists all connected audio interfaces that match the driver architecture chosen above. Select the audio interface that you'd like to use for playback here. On Windows, the [ASIO Config](#) button opens the control panel of the selected audio interface. This button is not present on Mac OS X.
- **Sample Rate**: This drop-down menu allows you to set the global playback sample rate at which the application will operate. Common values are 44100 Hz for music and 48000 Hz for film production.
- **Latency**: Displays the size of the audio playback buffer in samples. Small values will shorten the delay between pressing a key and hearing the resulting sound (this is called “latency”), but may cause drop-outs and stuttering when playing several voices at the same time. Conversely, setting this to a higher value will make playback more reliable at the cost of more latency.

5.2 Optimizing Latency

The [Latency](#) setting controls the size of the playback buffer. In order to find the optimal buffer size for your system, we recommend that you begin by setting the latency to a healthy middle value between 256 and 512 samples, then gradually decrease the value during your normal work.

On Mac OS X, a dedicated [Latency](#) slider allows you to set the buffer size. On Windows, the buffer size can be configured in the audio interface's ASIO panel if you use a low latency ASIO driver. The ASIO panel can be opened with the [ASIO Config](#) button in the Audio and MIDI Settings dialog. Some other Windows driver standard formats do not provide any options to adjust the latency. If so, it is recommended to upgrade your audio driver and/or audio interface.

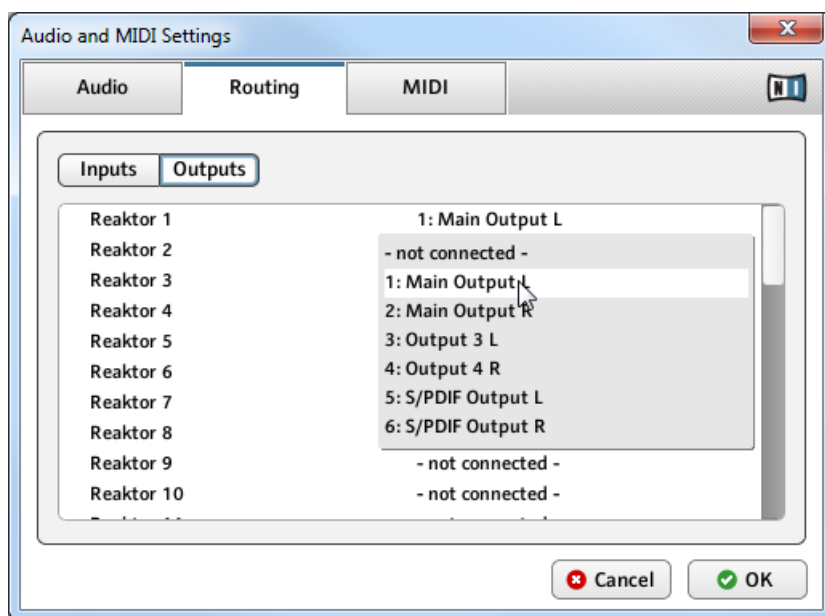
If you are using low-latency drivers, but cannot get below a certain buffer size without getting drop-outs, consult the documentation of your audio hardware to find out whether you can access it via an alternate driver, as some driver types allow more efficient low-level access to the hardware than others.

5.3 Routing Audio Input and Output

On the [Routing](#) page of the Audio and MIDI Settings dialog you can map the audio outputs of the software to the physical outputs of your audio interface.



If your software shows an output level on the user interface, but you cannot hear any output from your audio interface, check on the [Routing](#) page to see if the right physical outputs have been assigned.



The Routing page of the Audio and MIDI Settings dialog in Windows.

Some KOMplete 9 ULTIMATE applications and products, such as GUITAR RIG, make use of external audio signals. To feed audio coming from external sources into these applications, you need to also configure the audio inputs of your audio interface:

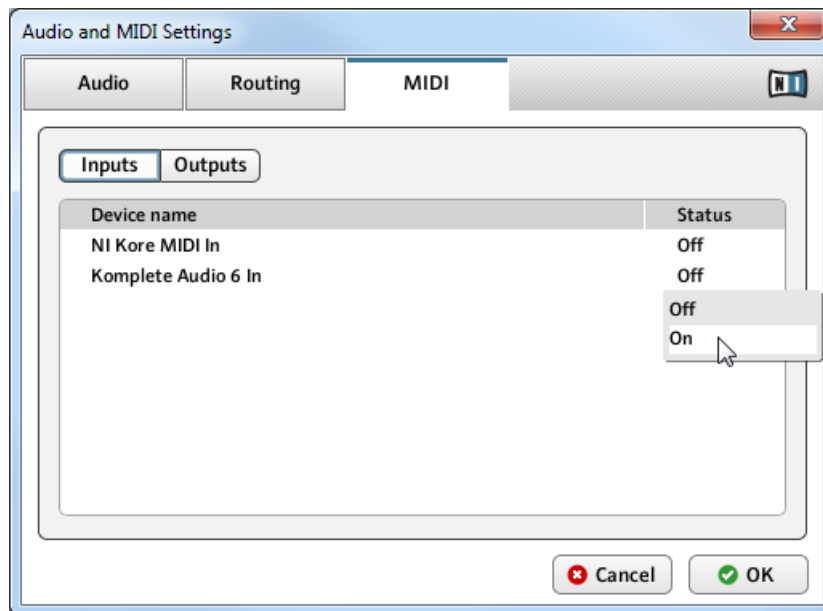
- To make changes to the input routing, click on the [Inputs](#) button in the upper left corner of the [Routing](#) page.

5.4 Setting up MIDI Connections

The [MIDI](#) page of the Audio and MIDI Settings dialog provides a list of all MIDI inputs and outputs available on your system. These are ports of physical MIDI interfaces connected to your computer, but also any virtual MIDI ports that may be provided by drivers or other applications to facilitate inter-application MIDI usage.

In order to make the application respond to MIDI data from the outside, you will have to enable one or more ports that appear in the inputs list of the [MIDI](#) page:

1. Make sure the [Inputs](#) button is highlighted, and identify the port(s) that you intend to use for MIDI input in the list.
2. If the [Status](#) field on the right side of an entry reads [Off](#), to activate the port, click directly on the word [Off](#). This will open a drop-down menu where you can select [On](#) to change the status.



The MIDI page of the Audio and MIDI Settings dialog in Windows.

Some applications allow sending MIDI to external MIDI ports or to other applications:

- ▶ Click on the [Outputs](#) button in the upper left corner of the [MIDI](#) page (if accessible) and activate the desired ports in the same fashion as described earlier in this section.

6 Plug-in Operation

All applications contained in KOMplete 9 Ultimate are also available as VST (Virtual Studio Technology), AU (Audio Units), RTAS (Real-Time Audio Suite), and AAX (Avid Audio eXtension) plug-ins.



BATTERY 4 does not support the RTAS format. All other products in the KOMplete 9 and KOMplete 9 Ultimate bundles currently still support RTAS. RTAS support for future products and product updates is not guaranteed.

Refer to the documentation of your host software to find out which plug-in formats are compatible with your particular program, and for instructions on how to load virtual instruments or effect plug-ins.

The plug-ins will be added to the plug-in menu inside your sequencer, and can be loaded following your sequencer's standard procedure. The procedure of loading virtual instruments or effect plug-ins varies between sequencers.



The content products listed in section [↑1.2, Products Included in KOMplete 9 Ultimate](#) of this Setup Guide were designed to be loaded into either KONTAKT, GUITAR RIG, or RE-AKTOR. Therefore their names will not show up in your sequencer's plug-in list. Instead, these products will be added to the corresponding player application's Browser (or Side-Kick, in case of GUITAR RIG), and can be loaded from there.

7 Other Documentation and Support Resources

7.1 PDF Manuals

The **documentation for each component** is available in PDF format and located within each application's/library's installation directory on your hard disk. When using Native Instruments applications in stand-alone mode, you can also access these documents from the application's [Help](#) menu.

In addition to this Setup Guide, most of the applications contained in KOMLETE 9 ULTIMATE provide the following documents:

- The **Getting Started** guide explains basic workflows, such as how to load patches and use them in the application.
- The **Manual** is the primary information resource. It provides thorough descriptions of all user interface elements, options, tools, editors, and sound processing modules of an application. You can use it both as a reference manual and a thorough guide for working with the application. In some products, this document is named Operation Manual.
- A **Readme.txt** file, containing last-minute information, a version history, and more.

Additionally, some products come with a **Manual Addendum** that covers changes and new features introduced by the latest update(s), and with **specific documents providing information about the included libraries or modules**.



Windows users may need to install the free Adobe Reader software (www.adobe.com) or any other application capable of opening PDF files in order to view these documents.

7.2 Video Tutorials

You can find a number of video tutorials on our website under the following url:

<http://www.native-instruments.com/#/en/media-center/>

You will learn how to achieve common tasks in several of the applications contained in KOM-
PLETE 9 ULTIMATE. We recommend that you follow along with these instructions while the
respective application is running on your computer.

7.3 Knowledge Base/Readme/Online Support

- Open the Service Center application and click on the [Support](#) button in the upper right corner. Here you will find direct links to the Native Instruments **Online Knowledge Base** and the **Online Support Form**.

The support form will ask you to enter information about your hardware and software setup. This information is essential for our support team to be able to provide you with quality assistance.

When communicating with the Native Instruments support team, keep in mind that the more details you can provide about your hardware, your operating system, the version of the software you are running, and the problem you are experiencing, the better they will be able to help you. In your description, you should mention:

- How to reproduce the problem
- What you have already tried to fix the problem
- A description of your setup, including all hardware
- The brand and specifications of your computer



Always consult the Readme.txt file of a new software version. It contains important information and all last minute changes, which weren't available for the printed manual.

7.4 Forum

In the Native Instruments User Forum you can discuss product features directly with other users and with experts moderating the forum: <http://www.native-instruments.com/forum>

7.5 Updates

Whenever you encounter problems, it is recommended that you first download and install any available software updates. Updates are released regularly to fix known problems and to constantly improve the software. The version number of your software is displayed in the About dialog for any Native Instruments application. This dialog can be opened by clicking on the NI logo in the upper right corner of the user interface. Alternatively, you can find the version numbers of all installed Native Instruments applications when showing the details for an application within the [Overview](#) page of the Service Center. Updates are available on the [Update](#) page in Service Center or on our website under: <http://www.native-instruments.com/updates>

8 Troubleshooting and FAQ

This chapter contains some of the most frequently asked questions and answers along with references to Knowledge Base articles for additional details. In order to find an article, please visit the Native Instruments website, navigate to the Knowledge Base in the Support section and enter the article number in the search field.

8.1 The KOMplete 9 ULTIMATE Hard Disk Does Not Power Up

If the USB port on your computer does not supply enough power to the KOMplete 9 ULTIMATE hard disk through the primary (thicker) wire of the 'Y' shaped power-sharing USB cable, the hard disk will not power up. In this case, plug in the unused connector on the secondary (thinner and shorter) wire of the 'Y' cable to another USB port on your computer (or a powered USB hub). This additional connection may be needed to provide additional power to the hard disk and is only required if connecting the primary connector alone does not power up the disk. The KOMplete 9 ULTIMATE hard disk does not have a power switch, so if your computer is powered on, the disk will begin spinning as soon as you connect it to your computer.

If the KOMplete 9 ULTIMATE hard disk is connected as described, but still does not power up, get in contact with Native Instruments' Technical Support team (see section [↑7.3, Knowledge Base/Readme/Online Support](#) of this Setup Guide).

8.2 Installation Folder Not Found by an Update Installer

If you have manually moved the location of a Native Instruments application on your hard disk, the installer, upon attempting to run an update, will display an error message and abort the installation. You can correct the application path in Service Center from the [Overview](#) page. If an application cannot be found, a [Locate](#) button will appear on this page. Click this button and browse to the actual location of the application.

8.3 Library Path Not Found by an Update Installer

If you have manually moved the folder containing your samples and presets (library folder) or added a new hard disk to your computer, you can set a new path to the aforementioned folder from within the associated application. This is usually done in the Options or Preferences dialog of an application.

8.4 How to Convert Songs Made with an Older Plug-in Version to the Latest Plug-in Version

If you have an earlier major version of an application installed (e.g. KONTAKT 4 instead of KONTAKT 5), installing the latest major version will not replace the older one. If you want to transfer songs made with the older version to the new version, you will need to do this manually. The following steps are required:

1. Open the song in your DAW.
2. Open all relevant Native Instruments plug-ins.
3. Export the patches or Multis from each Native Instruments plug-in instance to the hard disk. It is recommended to save them in a dedicated song folder. Give the patches distinct names (e.g. use the track names from your song) to identify them later.
4. Replace each plug-in instance with the newer version.
5. Reload the saved patches into the appropriate plug-in instances.
6. Resave your song.

8.5 Location of the VST Plug-ins Folder on Windows

The VST plug-in versions of Native Instruments software can be installed to any location on your hard disk. However, nearly every VST host or sequencer allows setting a default VST plug-ins path in its preferences. For this reason you have to make sure that you install the Native Instruments VST plug-ins to the same folder as set within your host's preferences, otherwise they will not appear in the application.



During installation, closely study the VST Plug-Ins Destination Folder setup screen and make sure that you select the desired path by hand if the correct path is not detected automatically (see section [↑2.4.4, Define VST Plug-in Destination Folders](#) for more info).

To find out more about the VST plug-ins path and the handling of VST plug-ins under 64-bit versions of Windows, look for the following article in the Native Instruments Knowledge Base: www.native-instruments.com/knowledge/questions/764

8.6 The Plug-in Does Not Appear in My Sequencer

If a plug-in does not appear in your host, re-run the installer as described in chapter [↑2, Installation](#) of this Setup Guide and make sure the appropriate plug-in is selected for installation. The specific steps necessary for loading virtual instruments or effect plug-ins vary between sequencers. Please refer to the documentation for your host application for instructions on how to load virtual instruments or effect plug-ins.



Some of the Instruments and Effects included in KOMplete 9 Ultimate need to be loaded within other Native Instruments plug-ins. For details, see section [↑1.2.3, Instruments Powered by KONTAKT](#) and following.



Most host applications load Virtual Instrument plug-ins (e.g. KONTAKT) in a different place from Effects plug-ins (e.g. GUITAR RIG). Make sure you are looking for the right type of plug-in in the correct area for the plug-in type.

Windows: By default, Windows hides certain file types, such as plug-in files. As a result, they will not appear when browsing to your VST plug-ins folder using Windows Explorer. In order to be able to view plug-in files from Windows Explorer, you need to modify a Windows setting (“Show Hidden Files”). This is necessary if you want to manually check if the plug-in files have been installed to the correct VST plug-ins folder.

The following Knowledge Base article explains how to modify this setting: www.native-instruments.com/knowledge/questions/883

8.7 Sequencer Tutorials

The Native Instruments Knowledge Base contains several tutorials that demonstrate how to use plug-ins within popular host sequencers: <http://www.native-instruments.com/knowledge/categories/Product+Operation+and+Tutorials/Sequencer+Guides/>

At the time of writing this guide, sequencer tutorials were available for Logic, Pro Tools, Cubase, Ableton Live, Sonar and Digital Performer, covering the following topics:

- How to insert Native Instruments plug-in software
- Plug-in Administration
- Automation
- Program Lists
- Multi Outs
- Troubleshooting

9 Product Returns

Please contact our Technical Support team prior to returning an item. If your product needs to be returned, they will assign you an RA (Return Authorization) number to expedite the processing of your return.

Contact Native Instruments Technical Support

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