

Navori QL  
**Server and Player installation**  
Version 1.0.0.23

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**Navori QL  
Digital Signage  
Software Platform**

**QL Software Setup Instructions**

## Navori QL Server system requirements

	IIS Server					
	Windows 8 (Professional, Enterprise), Windows 7 (Professional, Ultimate)	Windows Server (2008 R2, 2012)	RAM	SQL (2005, 2008, 2012)	SQL on dedicated server	NAS High Efficiency Required
< 10 players	1		4Gb	Express		
< 25 Players		1	8Gb	Express		
< 50 Players		1	12Gb	Standard		
< 100 Players		1	16Gb	Standard		
< 250 Players		1	32Gb	Standard	16GB	
< 500 Players		2 Computers	48Gb	Standard	32Gb	
< 1000 Players		3 Computers	64Gb	Enterprise	48Gb	X
< 2000 Players		4 Computers	96Gb	Enterprise	96Gb	X

**NOTE:** The requirements listed are valid for a network of 10 players or less. Above this number, please contact Navori and provide:

- Number of players
- Maximum size of new content sent for every player update
- Minimum player PCs bandwidth

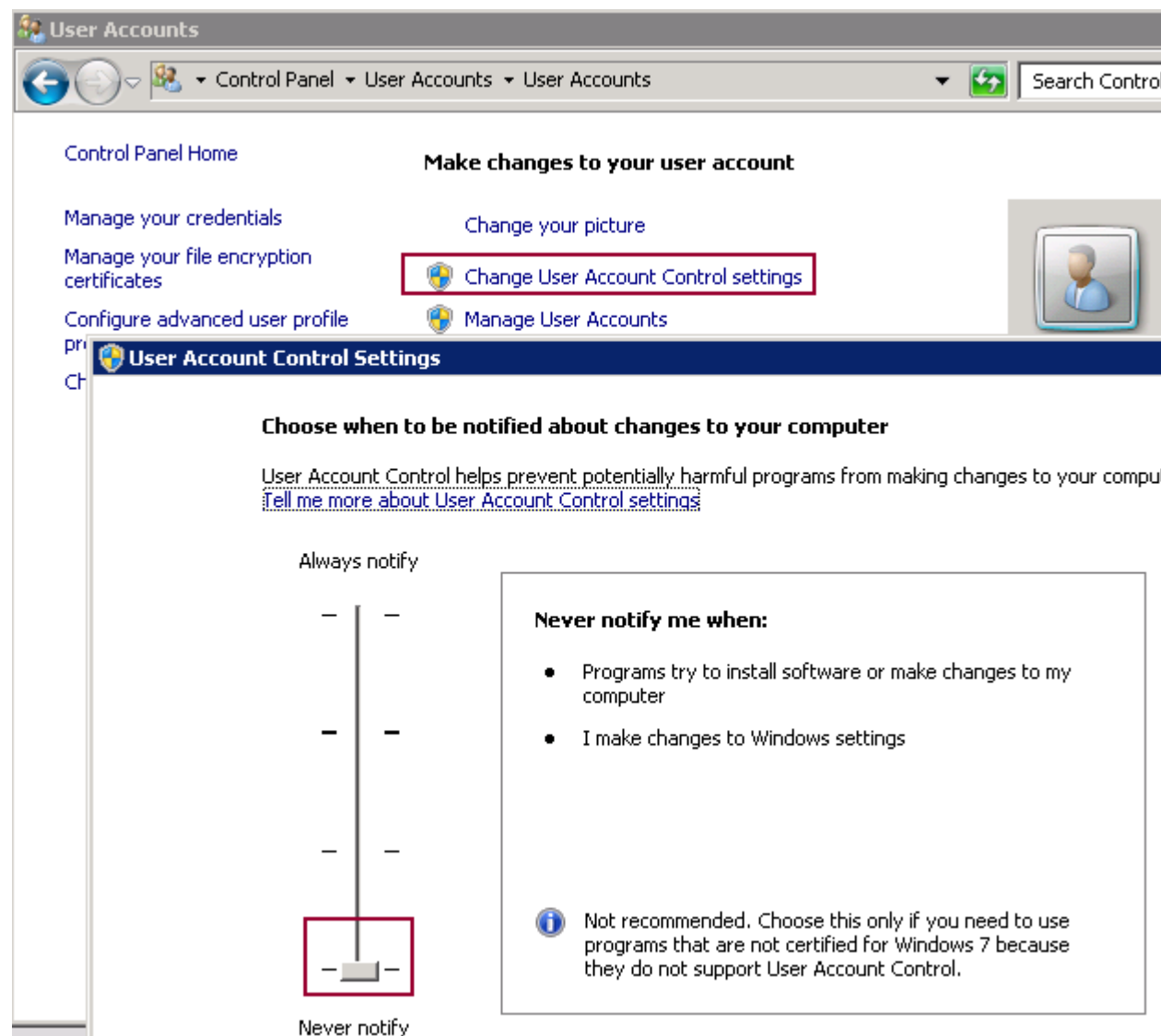
Upon receiving this information, Navori will adjust its hardware recommendations for you.

## Preparing the QL Server Host PC

The following section features the instructions you should follow to ensure your server host PC is properly configured prior to installing the Navori QL Server application.

### Initial PC login

In order to complete this software installation you must be logged in on the PC where you will install Navori QL Server with a user account that has **full administrative rights**. Please note that UAC (User Account Control) must be disabled.



## Step 1. Installing Microsoft SQL Server

- Navori QL requires Microsoft SQL Server (2005, 2008 or 2012) in either Express and commercial versions. Please note the following differences between SQL Server Express and Commercial Editions:
  - SQL Server Express can support databases up to 4 Gb. Commercial versions of SQL do not have this constraint. With commercial versions of SQL Server, the limit is the storage available on the PC.
  - SQL Server Express can only have access to 1 CPU of its hardware's resources. Additionally, it is limited to using up to 1 GB of RAM.
  - To automate database backups on SQL Server Express you will need to install third party software. Commercial versions of SQL Server can perform automated backups via "Maintenance Tasks".
- Microsoft SQL Server can be installed on the same PC on which you will install Navori QL Server or it can be installed on a remote PC.
- SQL Server needs to be configured with very specific settings in order for it to work with Navori QL Server.
- You must configure your SQL account login so that it uses **Mixed Mode** (Windows and SQL Server authentication). See below for details.

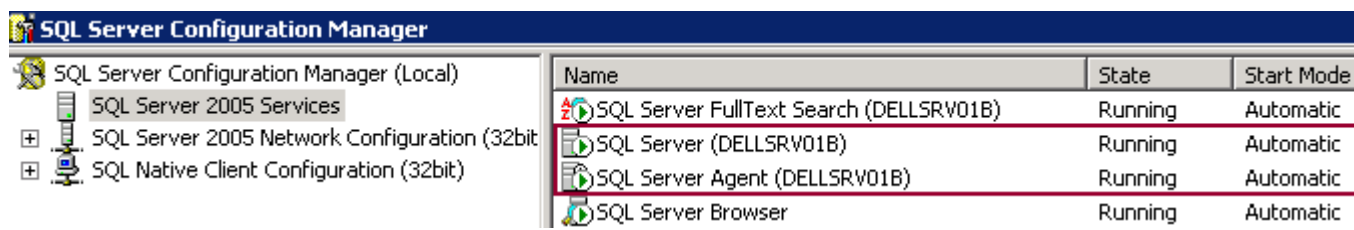
If you do not have SQL Server currently set up and installed, you can use the link below to download SQL Express 2008 which is the version we recommend:

<http://www.microsoft.com/downloads/en/details.aspx?familyid=E08766CE-FC9D-448F-9E98-FE84AD61F135&displaylang=en>

**NOTE:** If you are installing SQL Server Express, **make sure** you keep the default installation settings, especially when it asks for an instance name. Double-check that the resulting instance name is called **SQLEXPRESS**.

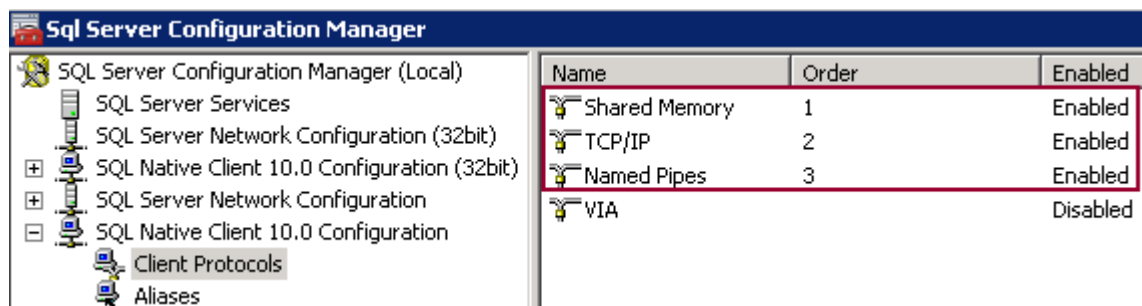
Once SQL Server is installed you must follow the steps below to configure it for Navori QL :

### 1. Running the required services:



Make sure **SQL Server** and **SQL Server Browser** are both running and set to "Automatic".

### 2. Setting up the communication links (For all three sections indicated below with an arrow)



For each **Protocol** entry, make sure **Shared Memory**, **TCP/IP** and **Named Pipes** are set to "enabled".

If you need to change a setting, re-start the SQL Server service to ensure your settings have been registered by the application.

### 3. SQL User – General Settings

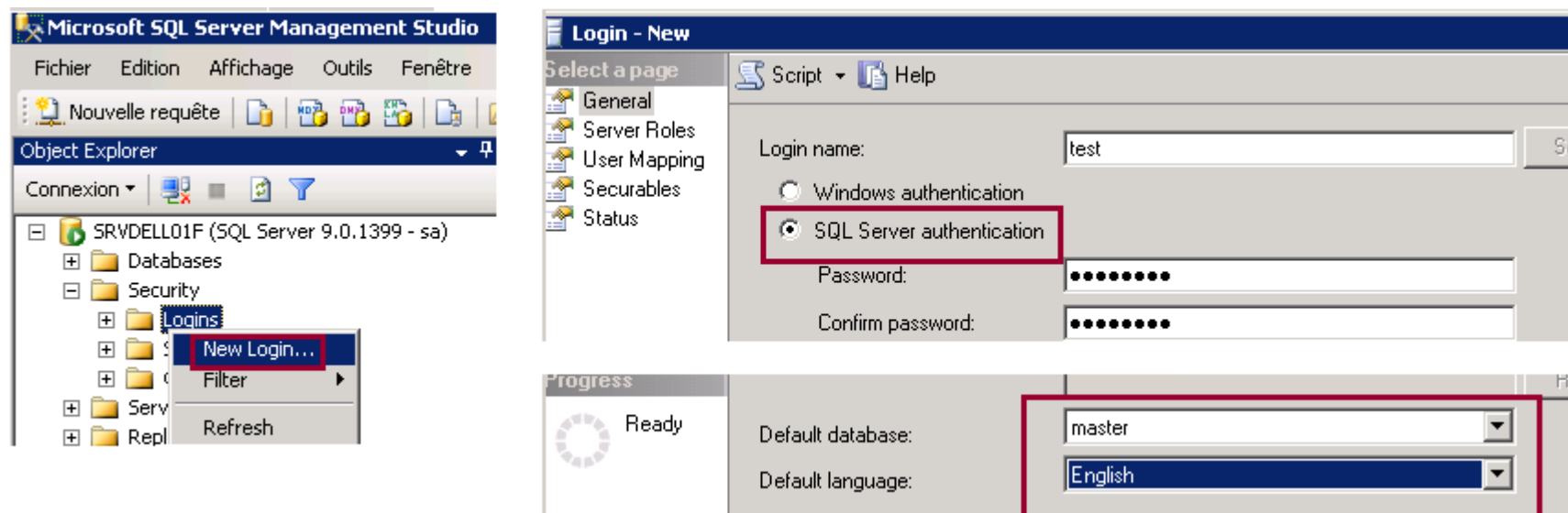
- Next, you must create your Navori-specific user account in the **Microsoft SQL Server Management Studio**.

#### **NOTE: What to do when you cannot reach your SQL Server using a server name (DMZ installation):**

In certain cases, SQL Server cannot be reached by entering a server name.

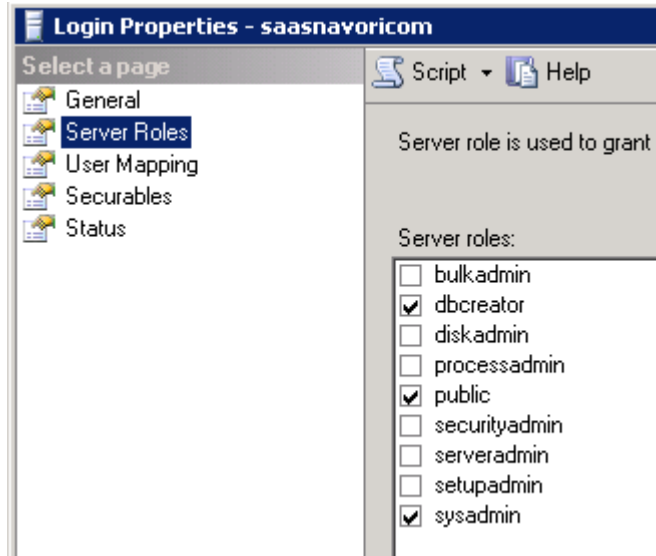
If you are asked to enter the SQL Server name as follows: "IP address:Port Number" (such as is the case when the server is in a DMZ), you must enter the address as in this example: 10.2.230.4,5000 You must use a comma (,) instead of the colon (:) between the IP address and the port number otherwise it will not work.

- Once you are connected, select **Security** > right-click on **Logins** and select **New Login...**
- You will now create a new account. This account **must be a SQL-Based (SQL Server Authentication) user**.
- Make sure the **password will not expire**, and that the language is set to **English**. Also, the default database should be **master**.
- Next, you must assign the following settings:

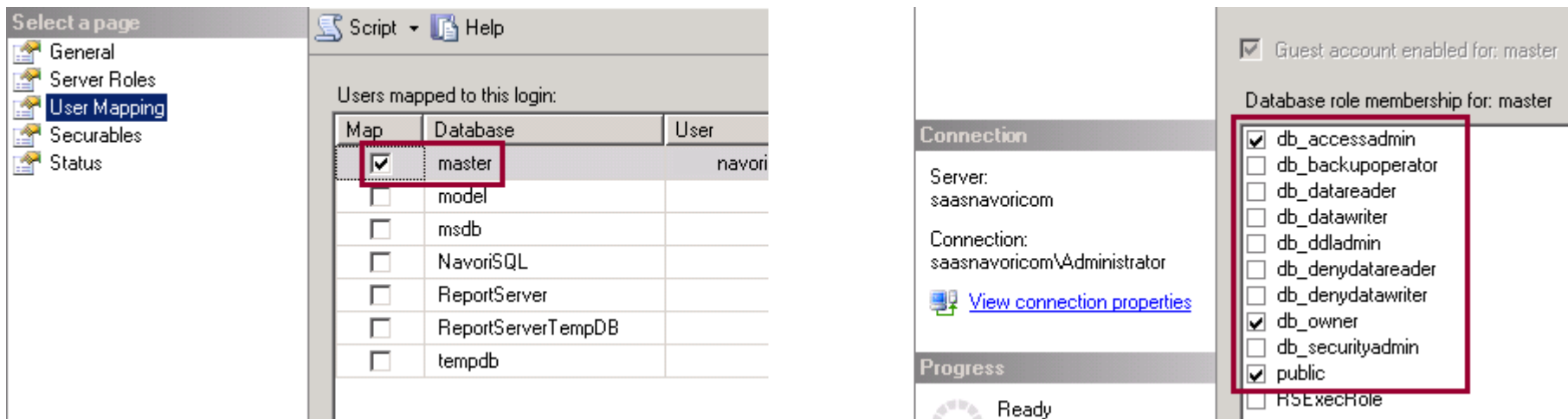


#### 4. Navori User Account: Server Roles

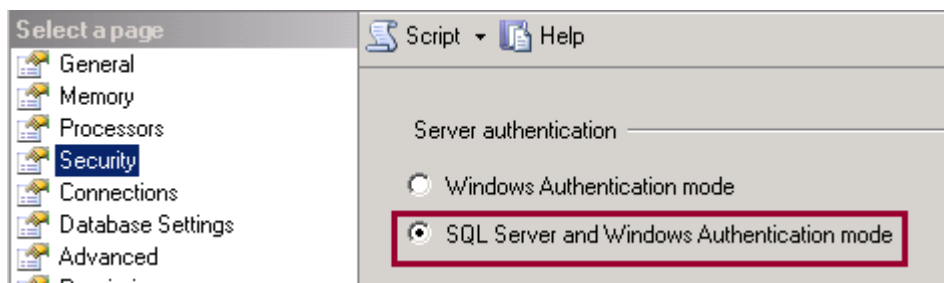
- Under **Server Roles**, select **dbcreator**, **public** and **sysadmin**.



#### 5. Navori User Account: User Mapping



- Under **User Mapping** select **Master** in the top pane and **db\_accessadmin**, **db\_owner** and **public** in the pane below.
- Click OK to save the user.
- Once you have completed these settings, your SQL Server will be configured and ready to use.
- Be sure to re-start the SQL Server service to ensure your settings have been registered by the application.
- Test out your new SQL user by trying to connect to it using SQL Server Management Studio.
- If the connection fails, make sure your SQL Server is configured to accept both authentication methods. To do this, open the Server Properties in the Security tab:



- Under Server Authentication, select **SQL Server and Windows Authentication mode**. You will also need to **restart SQL Server**.
- Try connecting to your SQL user again to confirm that it works.
- The next section describes how you configure Microsoft IIS server so it can be used with Navori QL.

#### Special considerations for SLQ Server in a DMZ

By default, Navori QL looks to access the SQL Server via a name and not an IP address. If your SQL Server installation is set up so the SQLserver Name corresponds to an "IP:Port Number" (such as is the case in a DMZ for example) you must enter the address as follows:

**10.2.230.4,5000** (example only, substitute the IP address and port number according to your installation).

So you must separate the IP address from the port number using a comma (,) and not a semicolon (;).

#### Step 2. IIS Server and .NET components

The next steps will describe how you install and configure **Microsoft IIS Server** and **Microsoft .NET components** for use with Navori QL.

#### Configuring Microsoft IIS Server

Microsoft IIS needs to be installed and configured on your Navori QL Server PC using the following components. These settings ensure that your IIS server has everything it needs to run the Navori QL Server software. If you do not see all of these options, make sure your Operating System has all the latest updates installed.

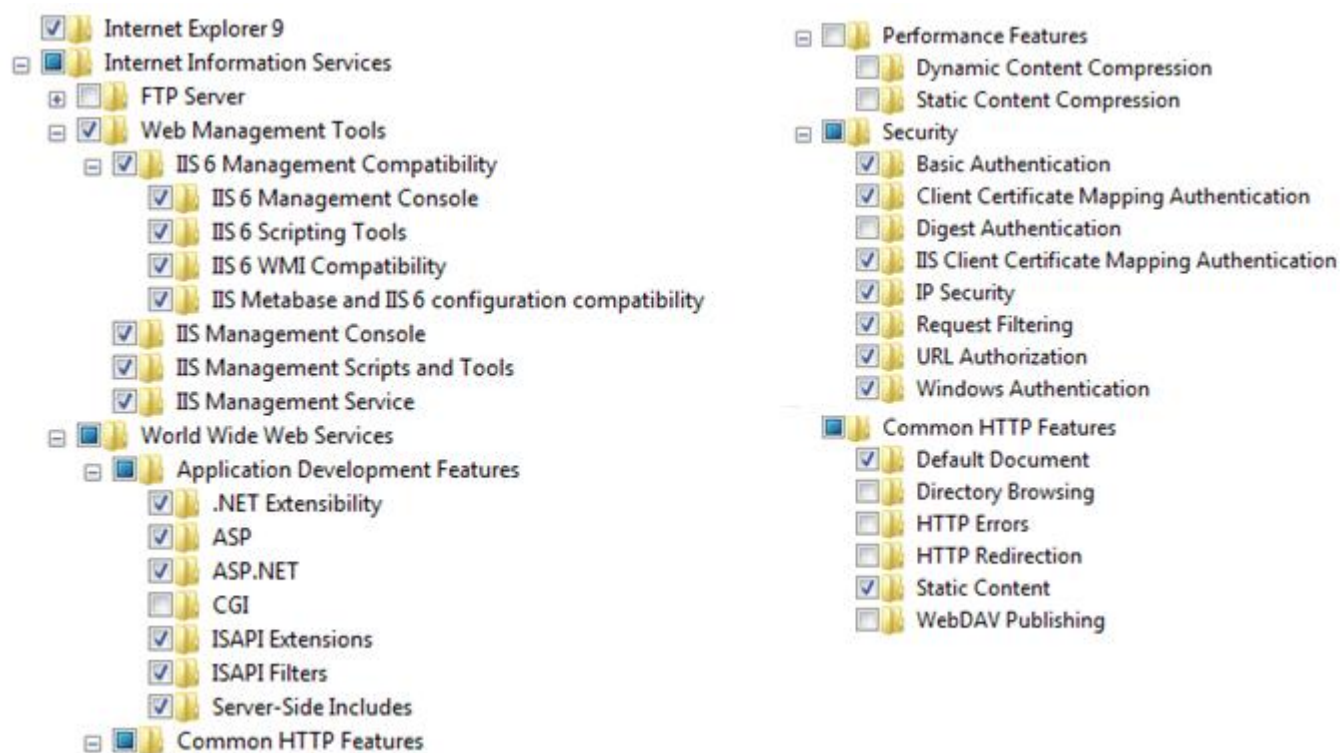
### Windows Server (2008 R2 or 2012)

	Web Server	Installed		ODBC Logging	Not installed
	Common HTTP Features	Installed		Security	Installed
	Static Content	Installed		Basic Authentication	Installed
	Default Document	Installed		Windows Authentication	Installed
	Directory Browsing	Not installed		Digest Authentication	Not installed
	HTTP Errors	Not installed		Client Certificate Mapping Authentication	Installed
	HTTP Redirection	Not installed		IIS Client Certificate Mapping Authentication	Installed
	Application Development	Installed		URL Authorization	Installed
	ASP.NET	Installed		Request Filtering	Installed
	.NET Extensibility	Installed		IP and Domain Restrictions	Not installed
	ASP	Installed		Performance	Installed
	CGI	Not installed		Static Content Compression	Installed
	ISAPI Extensions	Installed		Dynamic Content Compression	Installed
	ISAPI Filters	Installed		Management Tools	Installed
	Server Side Includes	Installed		IIS Management Console	Installed
	Health and Diagnostics	Not installed		IIS Management Scripts and Tools	Installed
	HTTP Logging	Not installed		Management Service	Installed
	Logging Tools	Not installed		IIS 6 Management Compatibility	Installed
	Request Monitor	Not installed		IIS 6 Metabase Compatibility	Installed
	Tracing	Not installed		IIS 6 WMI Compatibility	Installed
	Custom Logging	Not installed		IIS 6 Scripting Tools	Installed
				IIS 6 Management Console	Installed
				FTP Publishing Service	Not installed
				FTP Server	Not installed
				FTP Management Console	Not installed

If IIS is not currently installed, select **Server Manager > Right-click Roles > Add Roles** and **Web Server (IIS)** will be found in the wizard. Following that, IIS modules can be selected and installed.

### Windows 7 or Windows 8

If IIS is not currently installed, select **Control Panel > Programs > Programs and Features > Turn Windows Features On or Off > Internet Information Services**. Enable the features listed below. You will find these listed under **Web Management Tools** and **World Wide Web Services**.



**NOTE:** If you wish to configure IIS so that your Navori QL Server is accessible through a secure channel (HTTPS) instead of HTTP, please refer to the Support Documentation for the article **"How to configure SSL for secure web connections (https)":**

<http://www.navori.com/data/QLSupport/index.html>

### Installing the Microsoft Desktop Experience (Windows 2008 R2 / Windows 2012)

If you plan on installing Navori QL Server on Windows Server 2008 R2 or Windows Server 2012, you will need to install the Microsoft Desktop Experience

(PLEASE NOTE: this step is not required if you are planning to run Navori QL Server on a Windows 7 or Windows 8 PC). The Desktop Experience feature enables you to install a variety of Windows 7 features on your server running Windows Server (2008 or 2012). What does the Desktop Experience feature include?

Desktop Experience includes the following Windows 7 or Windows 8 components and features:

- Windows Media Player
- Desktop themes

- Video for Windows (AVI support)
- Windows SideShow
- Windows Defender
- Disk Cleanup
- Sync Center
- Sound Recorder
- Character Map
- Snipping Tool

### Install Microsoft .NET v4

To function properly, Navori QL Server needs **.NET Framework 4.0** to be installed on the Server PC. Use the link below to download and install the latest version of Microsoft .Net Framework:

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=9cfb2d51-5ff4-4491-b0e5-b386f32c0992>

### Confirm Microsoft IIS is running

- **On the QL Server PC**, launch Internet Explorer.
- **TEST 1 :**
  - Type in the following URL: **http://localhost/**
- **TEST 2 :**
  - Type in the following URL: **http://ACCESSADDRESS/**
  - **Examples:**
    - **http://192.168.1.200/**
    - **http://24.214.153.147/**
    - **http://signage.mycompanyname.com/**

**NOTE : ACCESSADDRESS** is the address (IP or DNS name) you will be using to access to your QL Server from any location, be it your work computer to access the QL Manager web interface, or from the player computers to interact with the server.

**The same address will need to be used at all times, no matter the location it is used from.**

If you need your server to be accessible from an **external location**, you will need to set your access address to be an **external IP** address or DNS name. You may also have to set up your network so that your external IP address redirects to your QL Server PC's internal IP address.

**We recommend** that you take the time to set a DNS name for your server, be it for internal or external use. This way, if your server's IP address ever changes, you will avoid having to re-configure all of your player machines.

#### Examples of Access Addresses:

- Internal IP: 192.168.1.200
- External IP: 24.214.153.147
- DNS name: mycompanyname.com or signage.mycompanyname.com

In any case, your server should be set with a **Static IP address**. For more details, refer to **Step 3. Identifying server PC's IP or DNS address for QL Manager Users**.



- For both tests, you should see the IIS welcome screen. This confirms IIS is installed and operational.

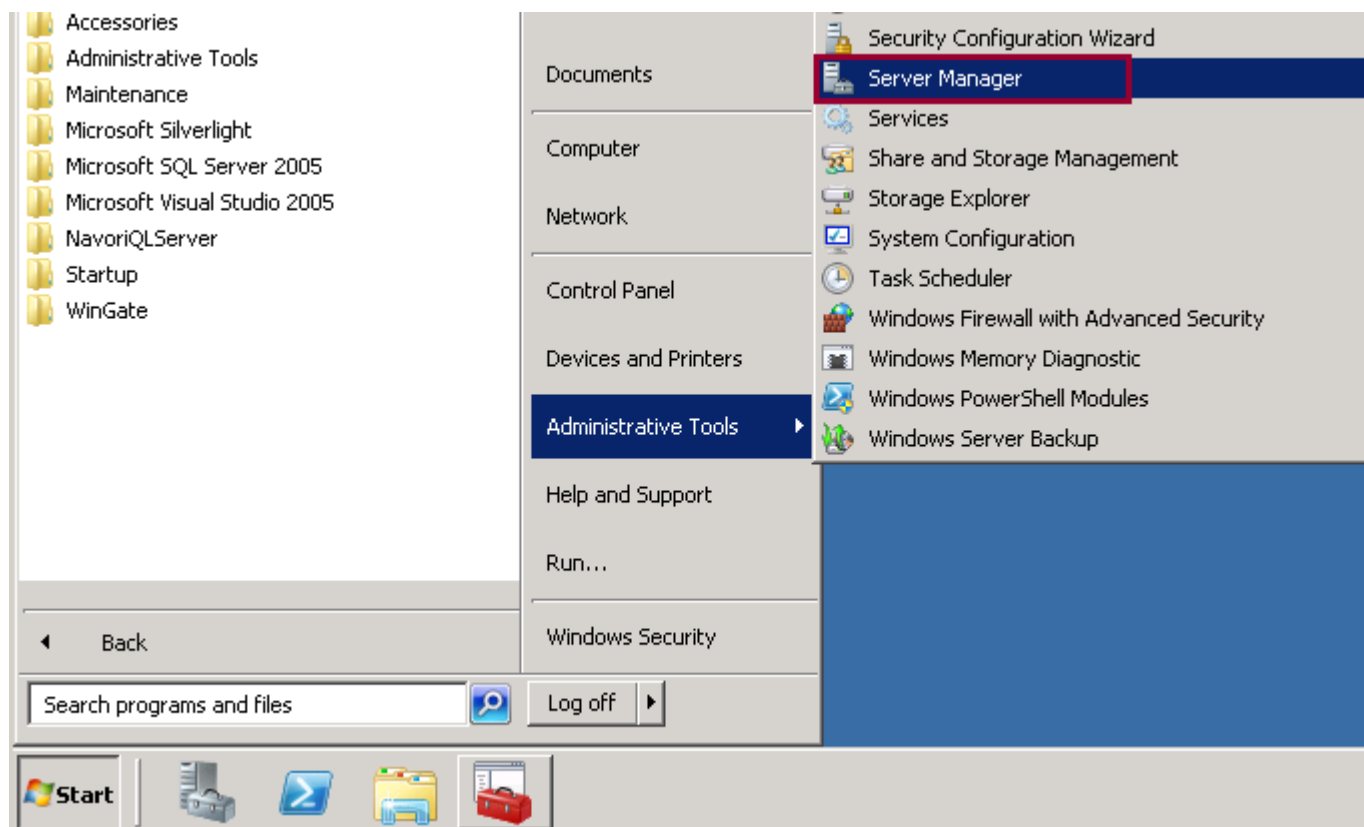
**PLEASE NOTE:** If you do not see the IIS welcome screen, verify that IIS is installed and configured according to our instructions.

### Internet Explorer Enhanced Security Configuration

**PLEASE NOTE:** The following steps are only required for Microsoft Windows Server 2008 or Windows Server 2012 users **only**.

- Log in to your Server PC.
- Select **Start > Administrative Tools > Server Manager**.

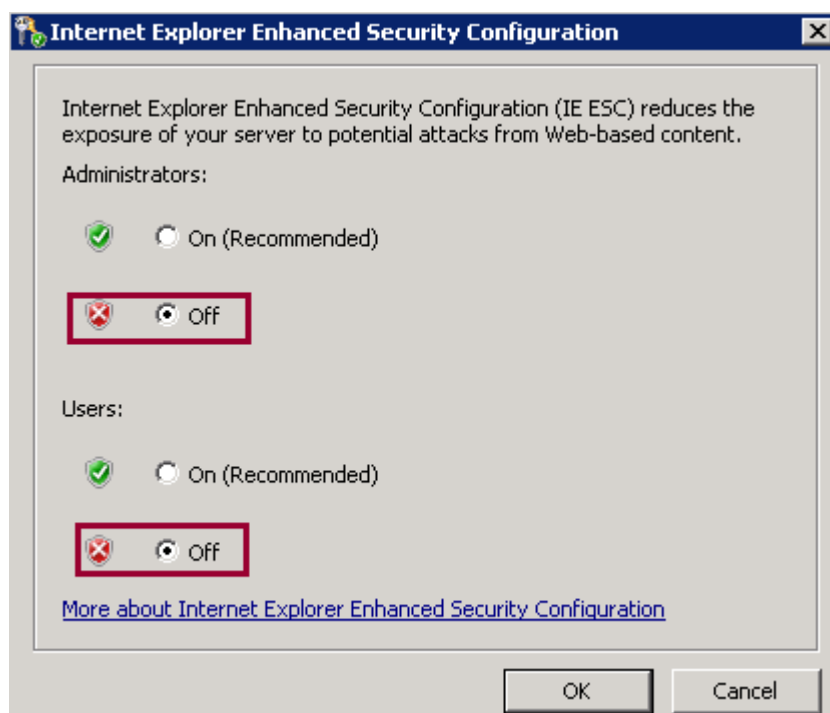




- In the **Server Manager** window, click on the root (**Server Manager**) and then click **Configure IE ESC**.



This will open the **Enhanced Security Configuration** window. Make sure **Administrators** and **Users** are set to **OFF**.



- Next, launch Microsoft **Internet Explorer** (**IMPORTANT: use IE 32 bit version, not IE 64 bit**).
- Navigate to the Navori web site ([www.navori.com](http://www.navori.com)). If necessary, install the Flash Active-X plug-in so you can view the Navori web site correctly.

### Step 3. Identifying server PC's IP for QL Manager Users

Your Navori QL Server PC must use a static IP address.

To determine the IP or DNS address of your Navori QL Server PC, proceed as follows:

- Click on **Start** > **Run** > and Type command **cmd** > Press **[enter]** key
- At the DOS prompt type the command: **ipconfig** > Press **[enter]** key
- You should see the IP address

```

Administrator: Command Prompt
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::896a:f99
IPv4 Address. . . . . : 192.168.0.10
Subnet Mask . . . . . : 255.255.255.0
  
```

You may also use this technique to determine the IP address :

- Click on **Start** > **Control Panel** > **Network and Sharing Center** > **Connection** > **View Status**
- Click on **Properties**
- Select **Internet Protocol (TCP/IP)**
- Click on **Properties** and look for **IP Address** and **Preferred DNS server**

#### Step 4. Installing the Desktop Experience feature

You can install Desktop Experience using the **Initial Configuration Tasks Wizard** or **Server Manager**.  
To install Desktop Experience using the **Initial Configuration Tasks Wizard**:

- In the **Customize This Server** section, click **Add features**.
- Select the Desktop Experience check box, and then click **Next**.
- Complete the wizard by clicking **Install**.

To install Desktop Experience using **Server Manager**:

**Open Server Manager:** click **Start**, point to **Administrative Tools**, and click **Server Manager**.  
 Note: You can also open **Server Manager** by typing the following at a command prompt: **servermanager.msc**  
 In the **Features Summary** section, click **Add features**.  
 Select the **Desktop Experience** check box, and then click **Next**.  
 Complete the wizard by clicking **Install**.

#### Step 5. Adobe Flash ActiveX plug-in installation

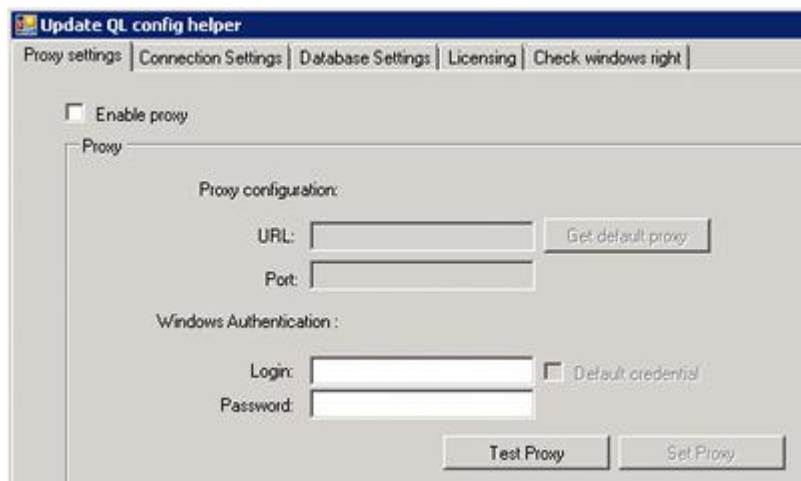
The ActiveX version of the Adobe Flash Player must be installed on your server PC. To do so, proceed as follows:

- Launch Internet Explorer and visit <http://get.adobe.com/flashplayer/>. Follow the instructions to download the Flash Player.
- This will ensure proper Flash playback inside Internet Explorer (IE).
- To confirm Flash has been installed correctly, open an IE browser window and go to <http://www.navori.com>

If you can see the Navori home page's Flash banner, your Flash installation is completed and you can go to the next step.

## Step 6. Configuring Internet Explorer to communicate via Proxy (if installed; optional)

This procedure is only required for users who need to access the Internet through a Proxy Server.



- On the QL Server PC, look in the application installation folder. By default, this will be: **C:\Program Files\Navori\NavoriQLServer**.
- Locate and launch **NavoriQLConfigHelper** (note, there is a XML configuration file and the executable so make sure you double click on the executable file).
- Under the tag **Proxy settings**, click **Enable proxy** and then fill in the fields.
- Once you have entered your proxy settings, click the **Test Proxy** button.

If you get an error after clicking the test button, take a screen shot and save the file. Open a new support ticket and report your findings. Take the screen shot file that you saved previously, compress it into a single Zip file and then attach it to your support ticket.

## Step 7. Collecting installation data (documentation)

Once you have completed your QL Server installation, we recommend you collect the following information which you will save in a text file (for safekeeping).

This is so you can easily restore your installation to its default parameters should you ever need to do so.

Create a new Word or text file and list this information:

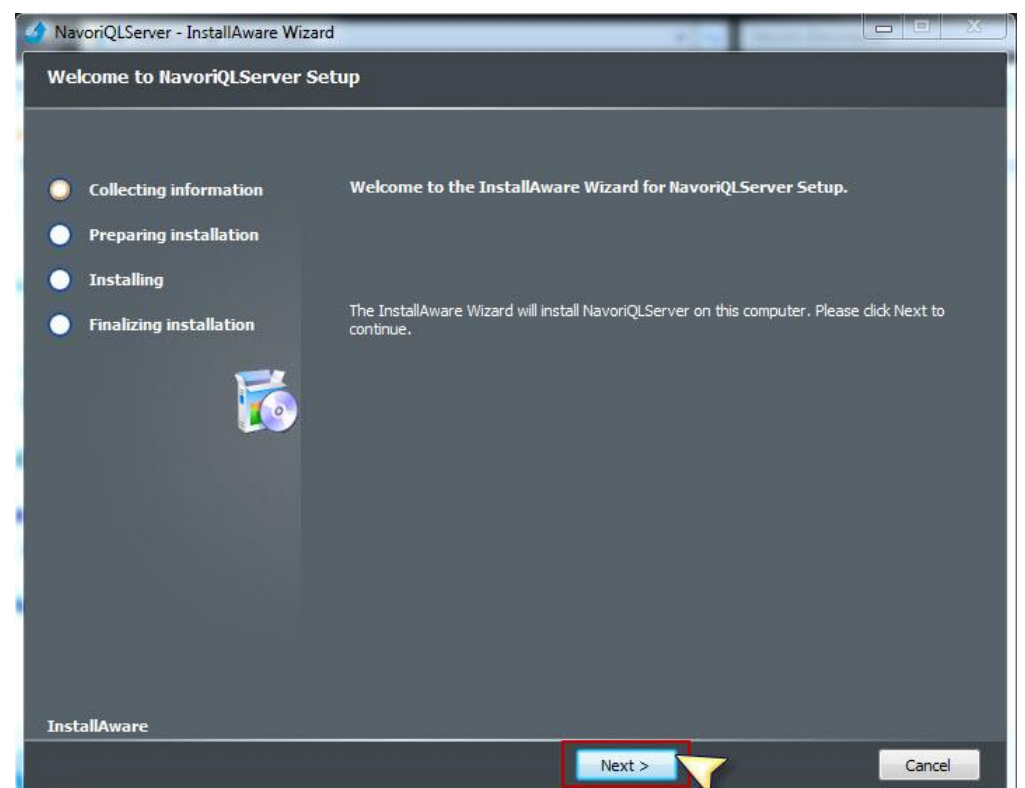
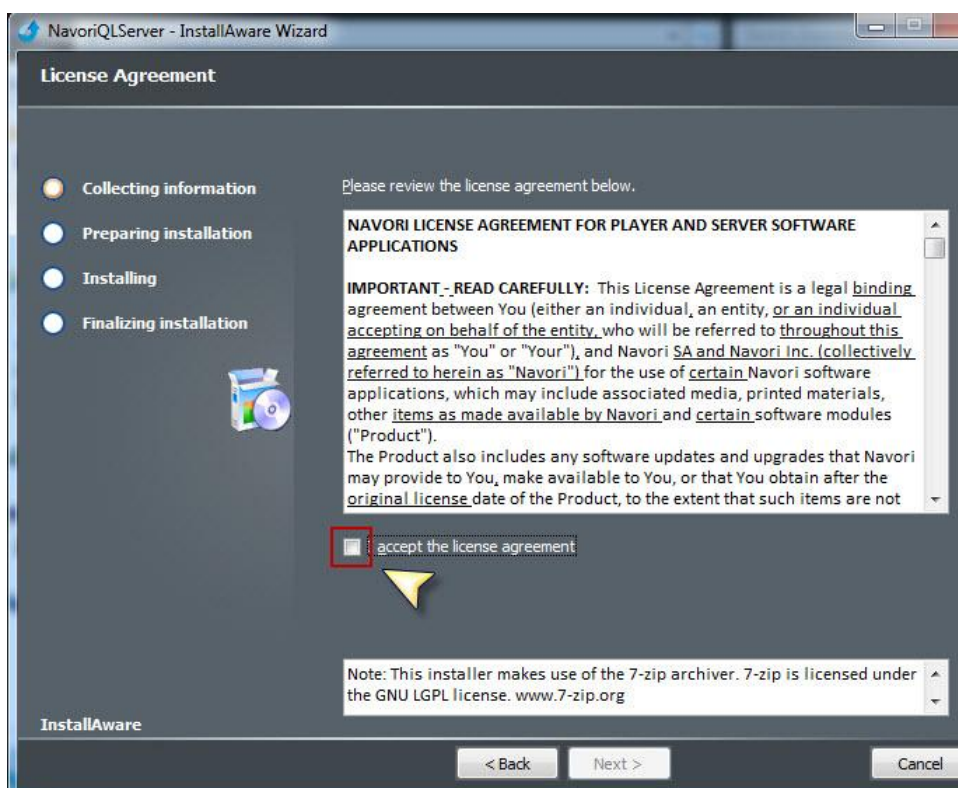
1. The **IP or DNS address (Access Address)** of the PC on which you installed Navori QL Server.
2. The **Host Name** of your Microsoft SQL Server.
3. Your **SQL Server PC Name**.
4. Name of the **SLQ Server instance** (\*if it applies).
5. Your Navori **extranet user account name, password** (which you are using to login to **navori.com**) and your **Navori QL Server license serial number**.

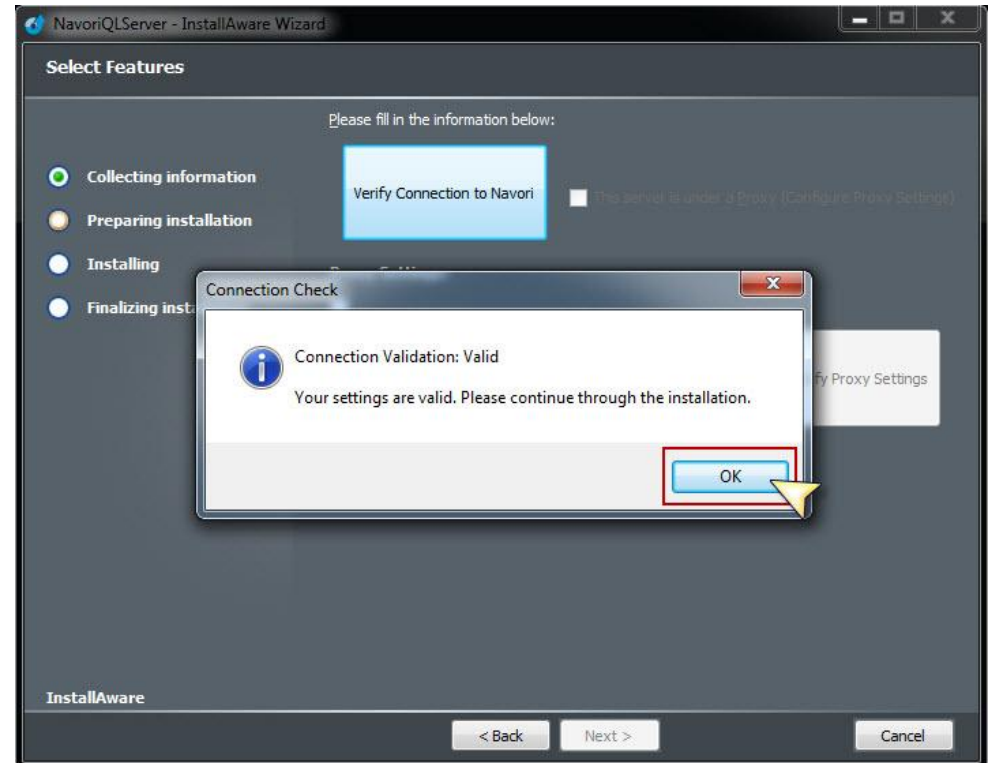
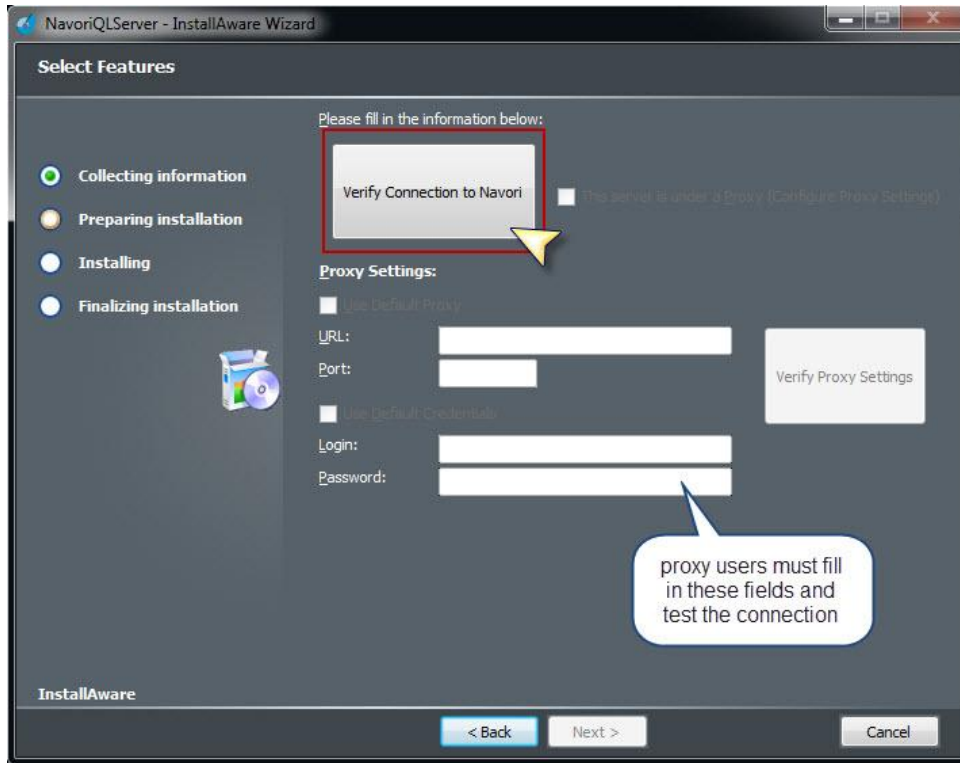
## Step 8. Installing the Navori QL Server application

Once you have completed the server PC preparation, you can proceed with the Navori QL Server software installation.

- Begin by launching the installation package (**NavoriQLServer.exe**) on your PC.

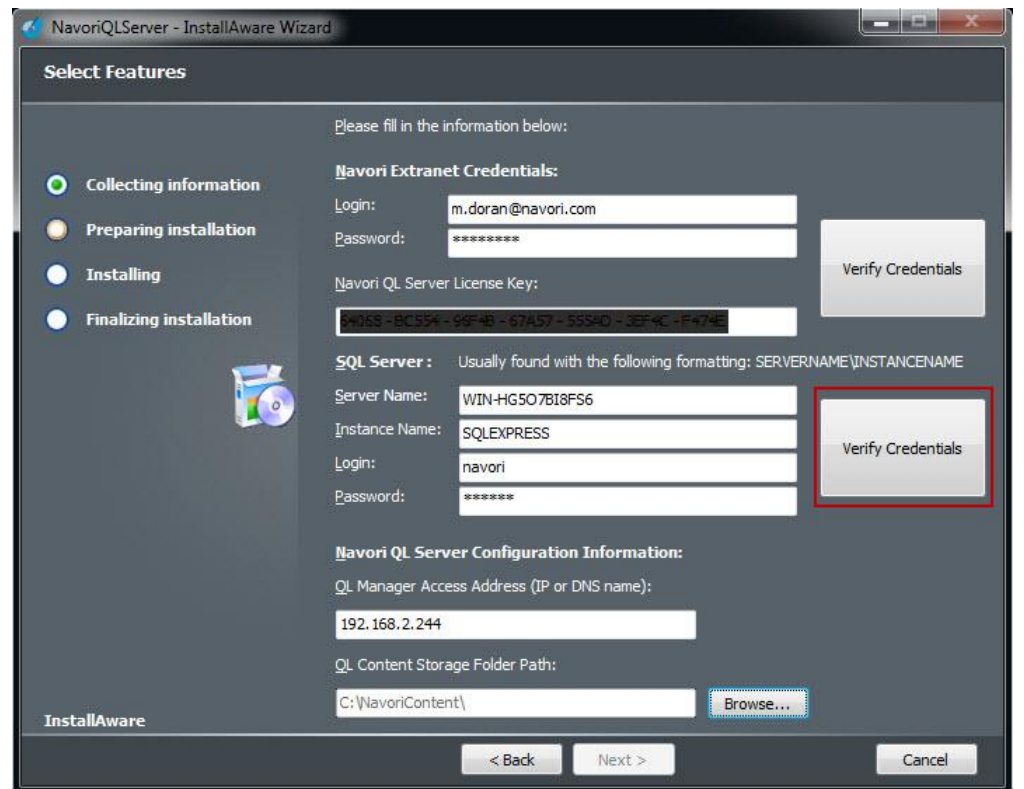
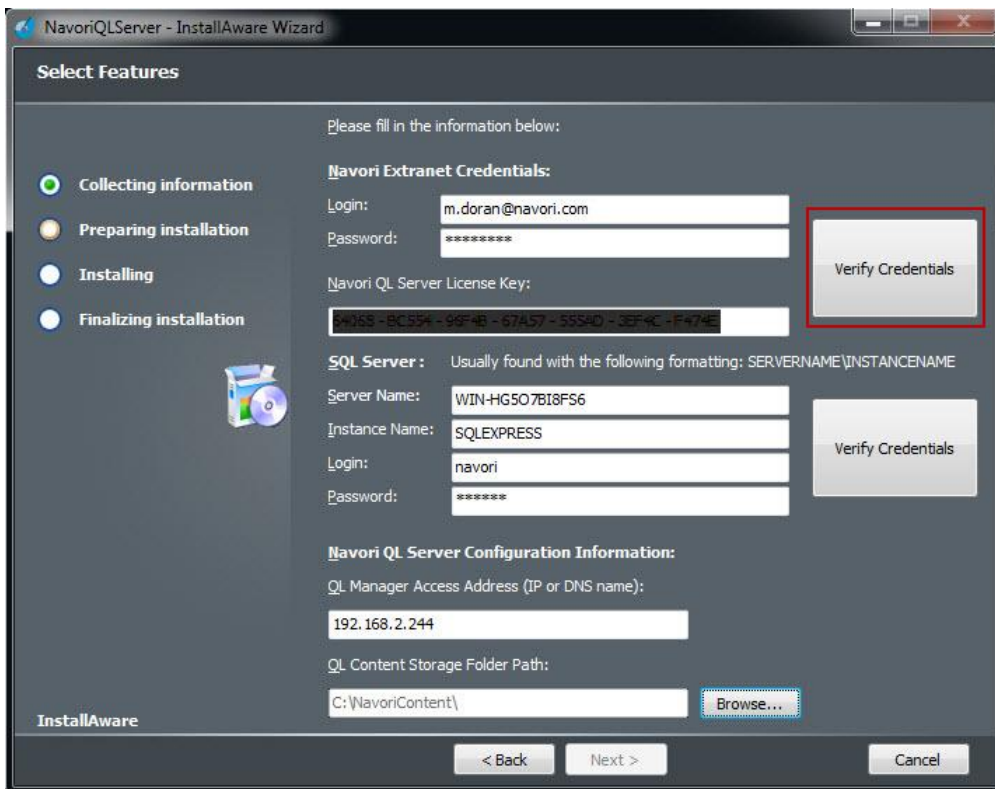
At the initial screen, click **Next** to begin.

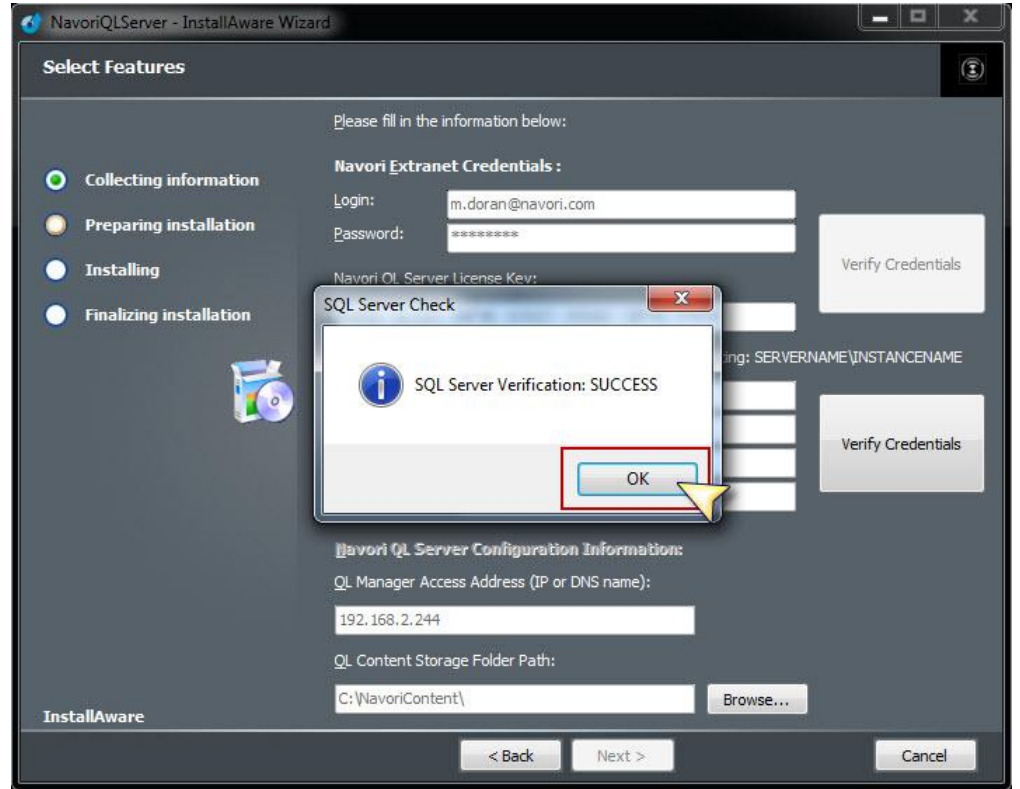
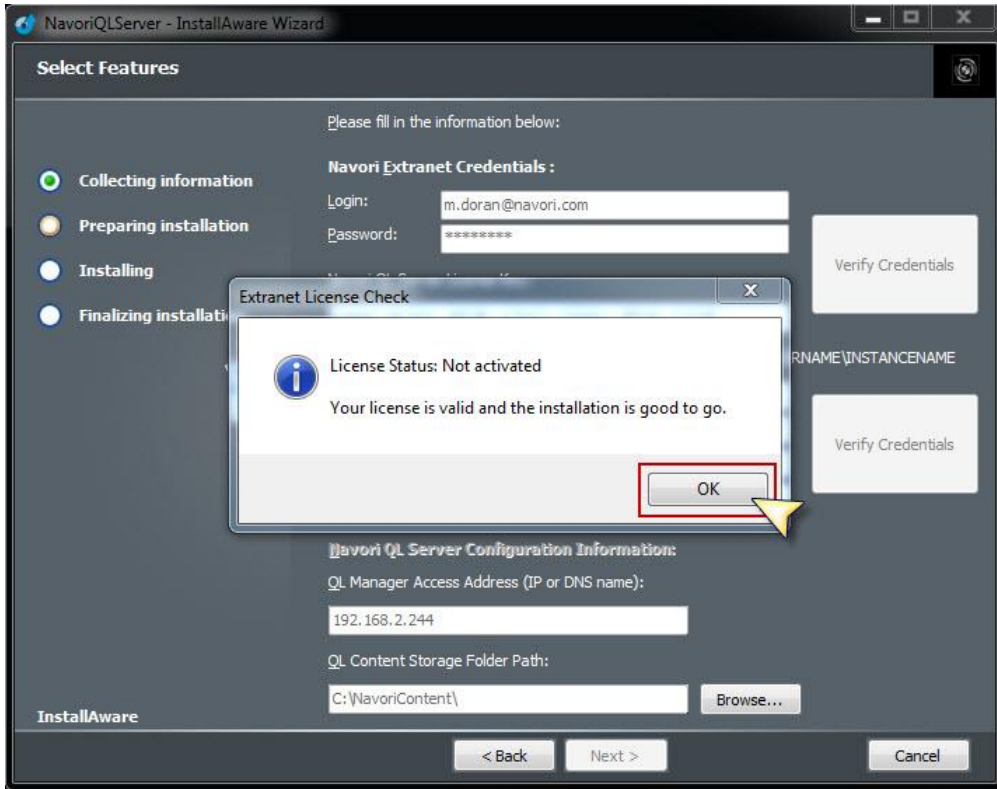




You will be presented with the license agreement. Please review it and click the box to accept the license agreement and click **Next** to continue.

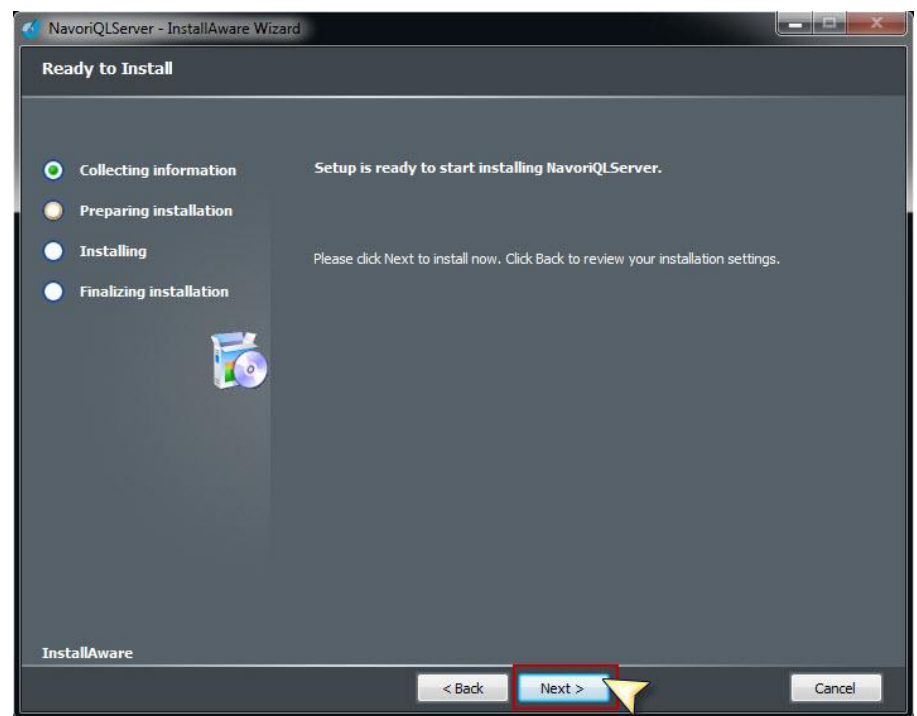
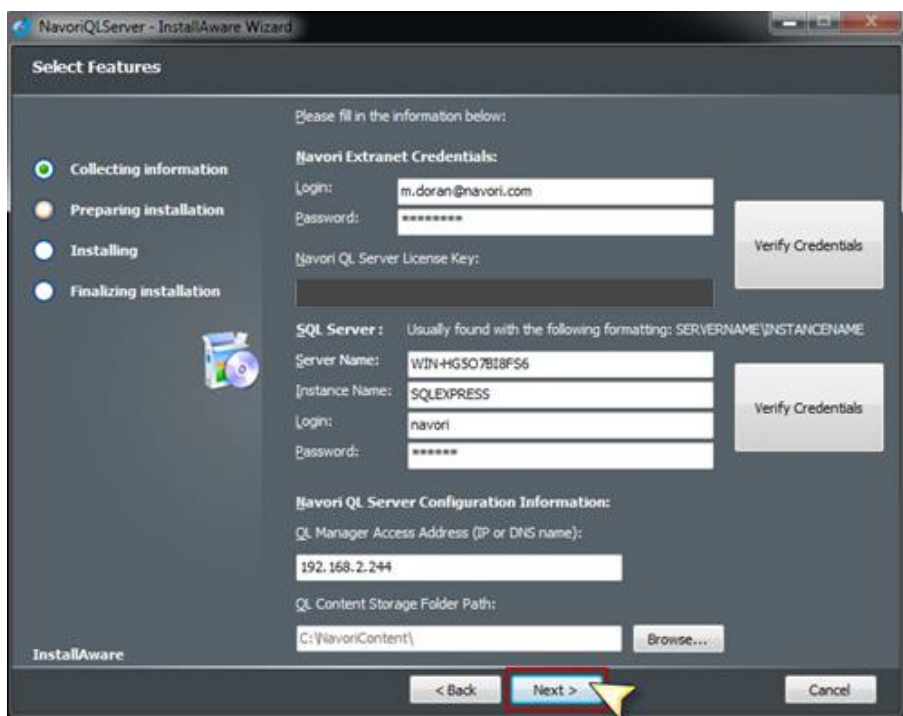
- You will be asked to test your connection with the Navori extranet. Users with direct access to the Internet can click the **Verify Connection to Navori** button. Users accessing the Internet via a Proxy Server must fill out the Proxy Settings fields and validate their connection before they can proceed. You will see the following confirmation upon successful connection. Click **OK** to continue.
- Click **Next**.
- In the following window you will be asked to input your Navori Extranet login information, your Navori QL Server License Key, your SQL Server information, the IP or DNS address (**Access Address**) of your QL Server PC. You must also specify a folder where Navori QL Server will store its data. Once the information has been entered, you may click the "**Verify Credentials**" buttons to confirm your entries before proceeding with the installation.
- Upon success of the tests you will receive the following confirmations. Click **OK** to continue.



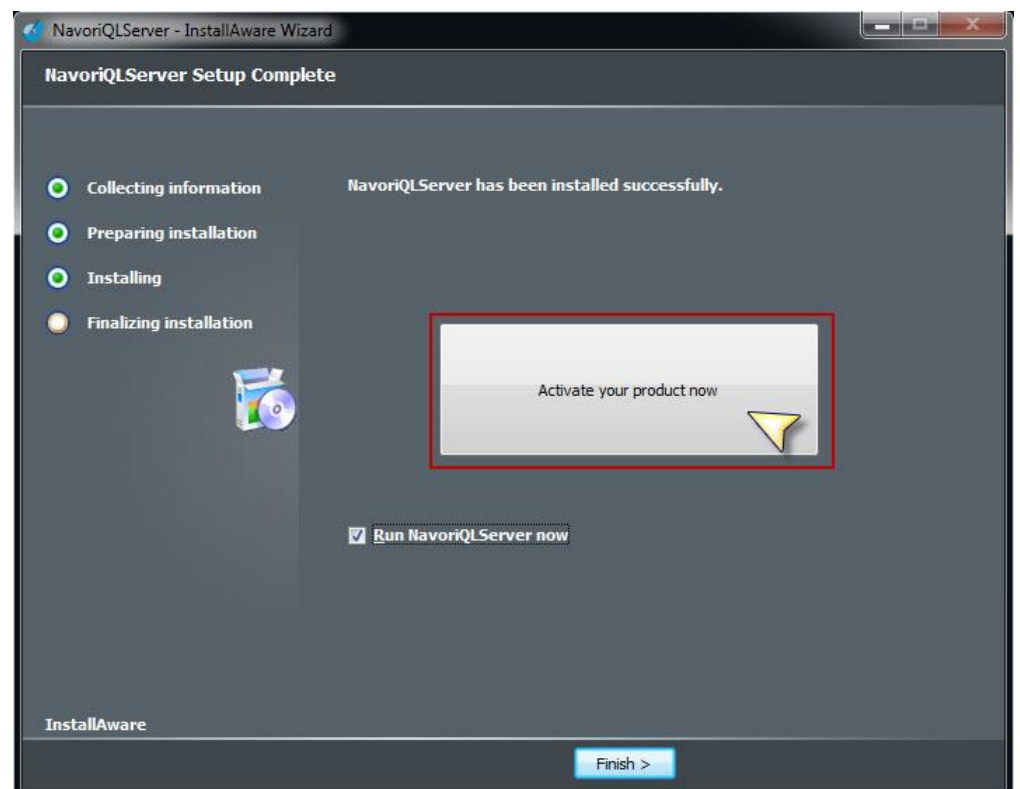
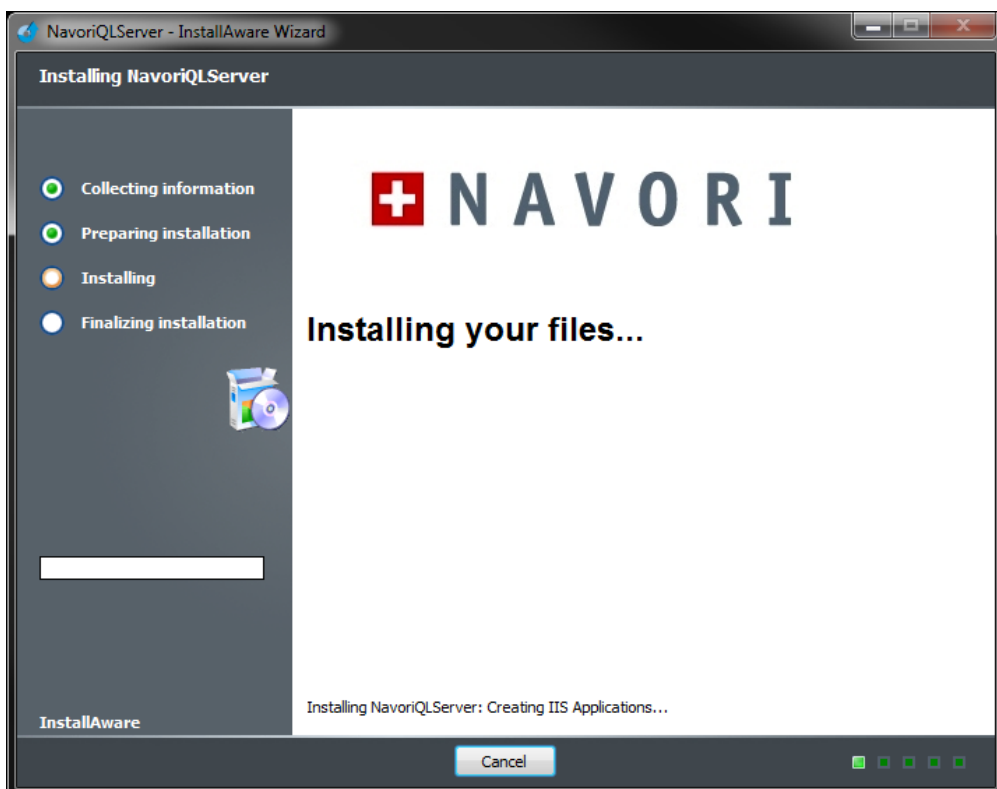


**REMINDER: What to do when you cannot reach your SQL Server using a server name (DMZ installation):**

In certain cases, SQL Server cannot be reached by entering a server name. If you are asked to enter the SQL Server name as follows: "IP address:Port Number" (such as is the case when the server is in a DMZ), you must enter the address as in this example: 10.2.230.4,5000. You must use a comma (,) instead of the colon (:) between the IP address and the port number otherwise it will not work.

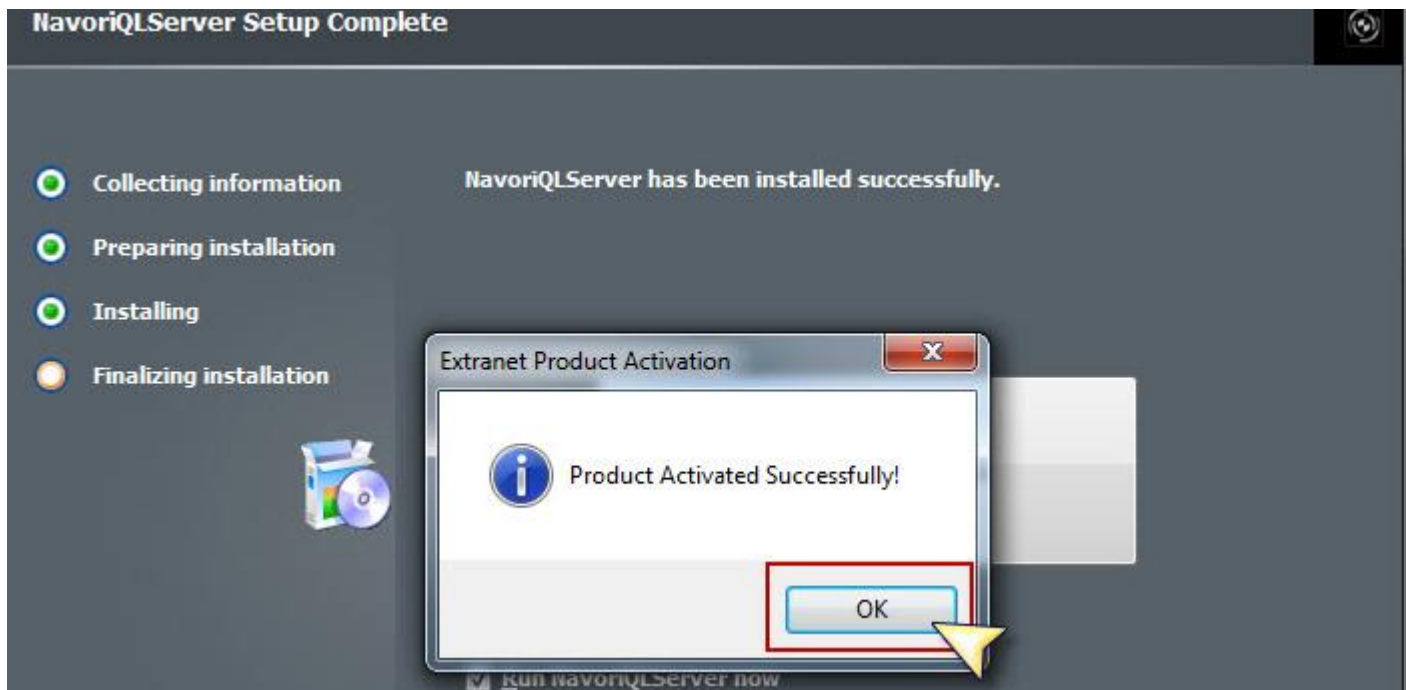


- Click **Next**. If you need to revise your settings, click the **Back** button, otherwise, click **Next** to begin the installation on your Server PC.
- The next window will show the progress bar. When the installation has been completed you will be asked to activate your license. Click the **Activate your product now** button to proceed.



- Leave the **Run NavoriQLServer now** box checked to automatically launch the application at the end of this process.

Upon successful license activation you will see the following message:



- After you have completed the installation and activation of your software click the Finish button to close the installer. Internet Explorer will launch and you will be presented with the QL Manager login page.
- Navori QL Server is automatically configured with two user accounts. You may log in with either account to test your installation.

### Default User Accounts

- One account is the **Root Level Administrator account**. This account has full administrative rights for this Server. You must login with this account to perform any administrative duties.  
Here are the account's default credentials (note: they are case-sensitive):  
User Name: **Administrator** Password: **VD293330**
- The installer also will create a second user account. This user account will only have regular end-user rights. It cannot be used to perform management duties. This user account will automatically be configured according to your Navori Extranet account user's login name and password.

**Example:** Let's say your Navori Extranet login name is john.smith@yourcompany.com and your Navori Extranet password is "lucky123". Once you have completed your Navori QL Server installation, you can log in to your server using this account and you would have access as an end-user. You would not be able to create other user accounts nor assign domain access. You would simply be permitted to interact with the server as a regular user.

To perform any administrative duties, you would need to log in using the **Administrator** account. Once you have typed in your login name and password, you will see a screen indicating the application is loading followed by the QL Manager application interface.

**NOTE: YOU SHOULD CHANGE THE DEFAULT ADMINISTRATOR PASSWORD AS SOON AS POSSIBLE.**

- Your Navori QL Server software is now installed and configured.

Login:

ADMINISTRATOR

Password:

.....

ENGLISH

Connection

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## Validating your QL Server installation

Follow these steps to validate your Navori QL Server installation.

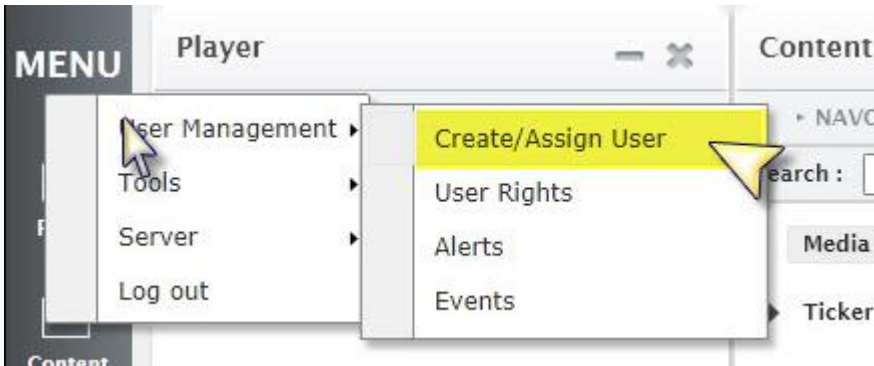
### Log in using the default administrator account

1. Launch Internet Explorer and type in your QL Server's IP or DNS Address (**Access Address**) followed by /navorimanager.  
For example: <http://signage.mycompanyname.com/navorimanager>  
**Important: if you use Windows 8, launch Internet Explorer from the desktop, not from the Metro interface, otherwise Windows UAC will be reactivated which will cause troubles to Navori QIPlayer.**
2. Log in to your Navori QL Server using the **Root Level Administrator** account using the account's default credentials (note: they are case-sensitive):  
User Name: **Administrator** Password: **VD293330**

### Change the default Administrator password

Once you are logged into QL Server:

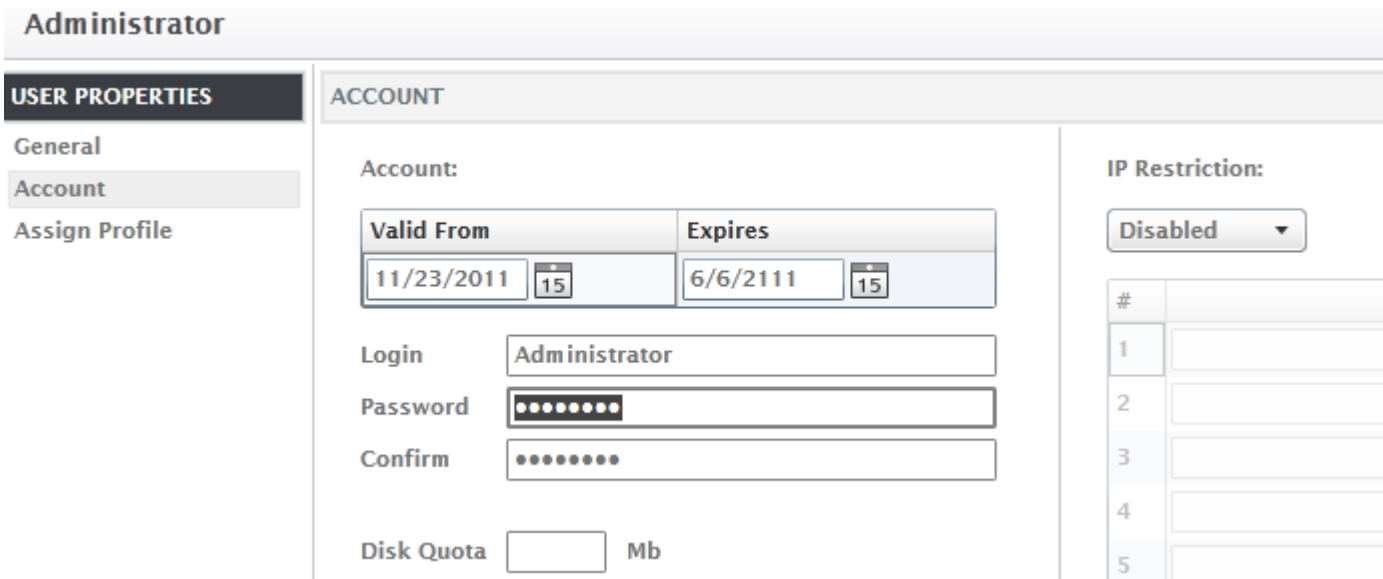
1. Select **Menu > User Management > Create/Assign User**:



2. Locate the **Administrator** user account. Right click the account name and select **Properties**:



3. In **User Properties**, select the **Account** tab then replace the current password with the one of your choice. Re-type the password in the **Confirm** field and then click **OK** to save your changes.



Your default Administrator account password has now been changed. Be sure to keep this information in a secure place as this account has complete access to your system.

### Log in using the extranet account

The installer automatically creates a second user account which is based on your Navori Extranet account. This account has regular user rights. It cannot be used to perform management duties.

To complete the installation validation process, you must log in to your QL Server using this account.

**Example:** Let's say your Navori Extranet login name is john.smith@yourcompany.com and your Navori Extranet password is "lucky123". Once you have completed your Navori QL Server installation, you can log in to your server using this account and you would have access as an end-user. With this account you are not authorized to create other user accounts nor assign domain access, however you can interact with the server as a regular user.

1. Launch Internet Explorer and type in your QL Server's IP or DNS Address (**Access Address**) followed by /navorimanager.
2. Log in to your Navori QL Server using the **Default User** account using the account's default credentials (your Navori Extranet login name and password).

## Navori QL Player

This section covers the Navori QL Player application.  
You will find here instructions on how to install, configure and maintain QL Players.

### Preparation

Navori QL Player features a new proprietary graphics engine that takes advantage of the latest PC technologies. It was designed to run fully autonomously on dedicated PC equipment.

For the best possible performance, we recommend installing Navori QL Player on a **Windows 7 or Windows 8, 64 bit PC with the Aero user interface enabled and functional**.

We suggest you take the following steps to prepare your PC prior to installing Navori QL Player:

1. Update your video card and audio card drivers to the most current version available.
2. **Uninstall** any previously installed video codecs, including the **Apple QuickTime Player**.

Please note that Navori QL Player is made up of 3 components:

- The **QL Engine** which is the playback application, fully dedicated to content playback.
- **QL Conductor** which is a watchdog service that monitors the health of the PC and manages the communications between Navori QL Server and the QL Engine.
- **QL Guard** which is a service whose sole purpose is monitoring the QL Conductor service making sure it is always operational.

All 3 components will be installed.

### If installing QL Player behind a proxy server

Before installing Navori QL Player behind a Proxy Server you will must follow these steps:

**PLEASE NOTE:** The procedures that are described on this page may require information about your proxy server that can only be provided by your system administrator.

Because of this, you may need to contact your system administrator before you can proceed.

### Configuring Internet Explorer 9 to connect via a proxy server

1. Open Internet Explorer by clicking the **Start** button . In the search box, type **Internet Explorer**, and then, in the list of results, click **Internet Explorer**.
2. Click the **Tools** button , and then click **Internet options**.
3. Click the **Connections** tab, and then click **LAN settings**.
4. Select the **Use a proxy server for your LAN** check box.
5. In the **Address** box, type the address of the proxy server.
6. In the **Port** box, type the port number.  
If your network requires separate proxy addresses and port numbers for different services, such as HTTP, HTTPS, or FTP, click the **Advanced** button, and then type the individual proxy server addresses and port numbers to use.
7. When you're finished making changes, click **OK**, and then click **OK** again.

If you follow the steps to change proxy server settings and still find that the address you type for a new proxy server isn't remembered, here are some things to check:

- If you're entering a Uniform Resource Locator (URL) or Internet address for the proxy server, be sure you're using slashes (/) rather than backslashes (\) when typing the address. For example, type http://servername rather than http:\servername.
- If you're entering a universal naming convention (UNC) or local network address for the proxy server, make sure you're using backslashes (\) rather than slashes (/). For example, type \\servername rather than //servername.

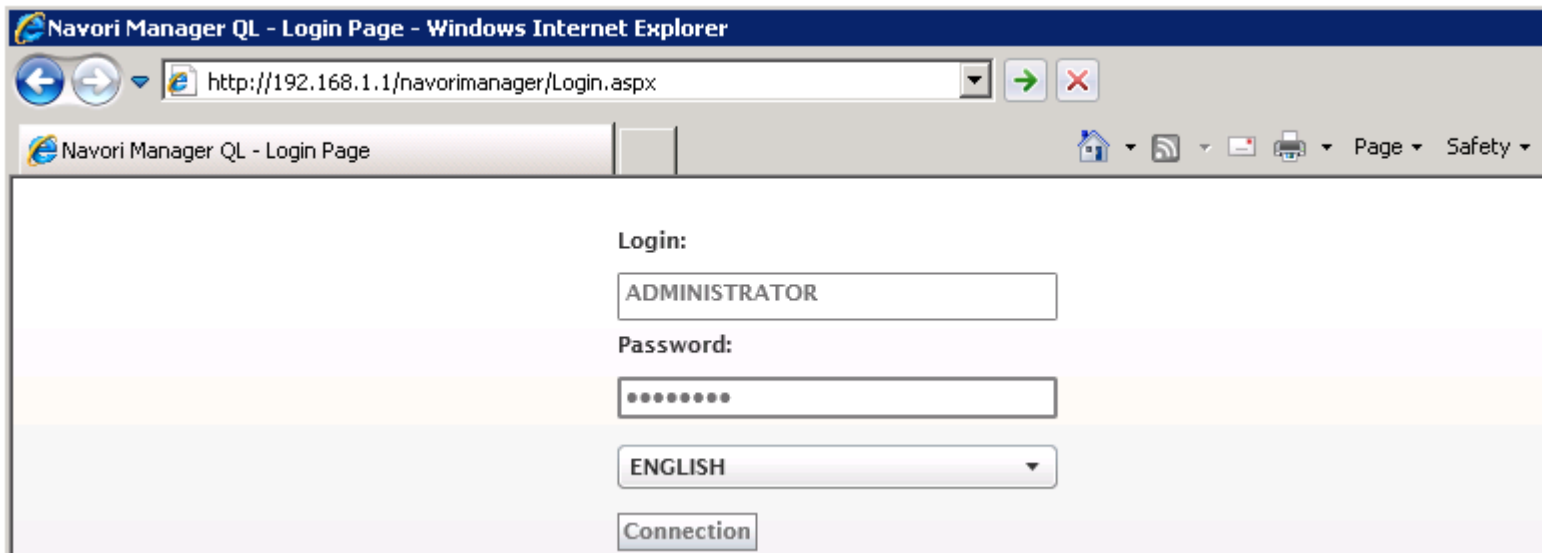
### Testing access to the Navori QL Web Service

1. Enter the following URL:  
**http://[IP or DNS address of your QL Server]/NavoriService/NavoriService.svc**
2. If a web page appears with a request to create a service, Player is communicating properly with QL Server.  
If you do not see this message, Player is not communicating with QL Server and you must check your settings.

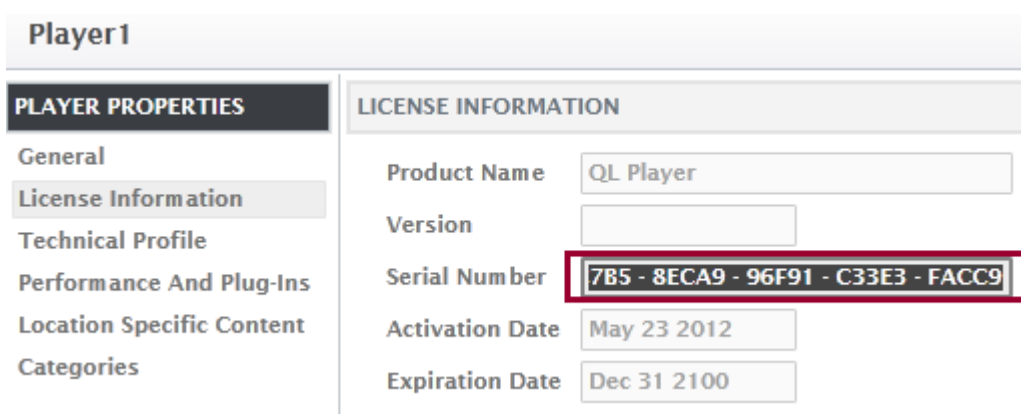


## Navori QL Player Installation

- To download the Navori QL Player you must first have created a Navori Extranet user account and your QL Server must be properly configured so it can log in to the extranet.
- Launch your web browser (from the **Player** PC) and type in the IP address or DNS of your Navori QL Server, followed by **/navorimanager/**. You should see the Navori QL Manager login page come up.  
**Important: if you use Windows 8, launch Internet Explorer from the desktop, not from the Metro interface, otherwise Windows UAC will be reactivated which will cause troubles to Navori QIPlayer.**
- Type in your **login name** and **password** then click **Connection**.



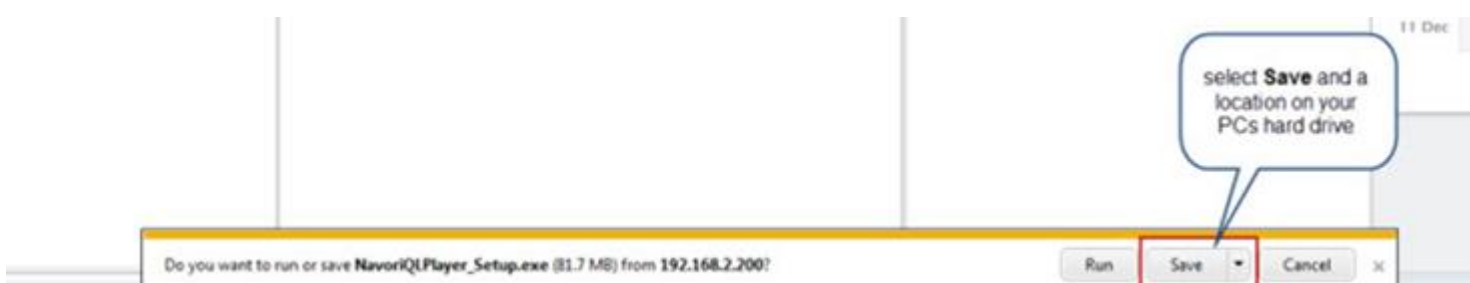
- Once you are logged in, retrieve the Player license serial number by right clicking on the Player's name and selecting **Properties > License Information**. Highlight the entire serial number and copy it to the Windows Clipboard using **Ctrl+C**. You will be able to paste it when prompted by the Player installer. Click **OK** to close this window and continue.



- Select **Menu > Tools > Download QL Player**



- You will be prompted to download and run the installer on your PC. Save the file to your hard drive.



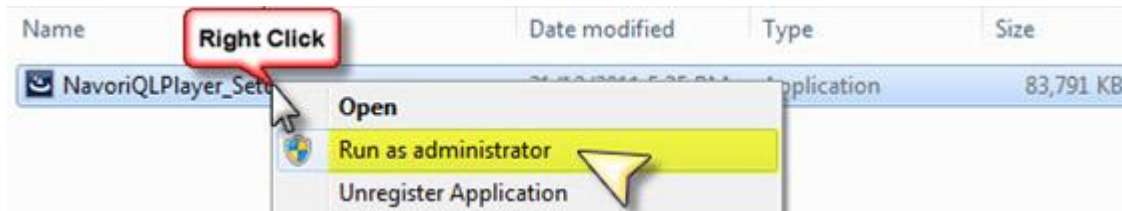
Locate the installer file on your hard drive.

It is recommended you use the **Run as administrator** option to launch the Player installer.

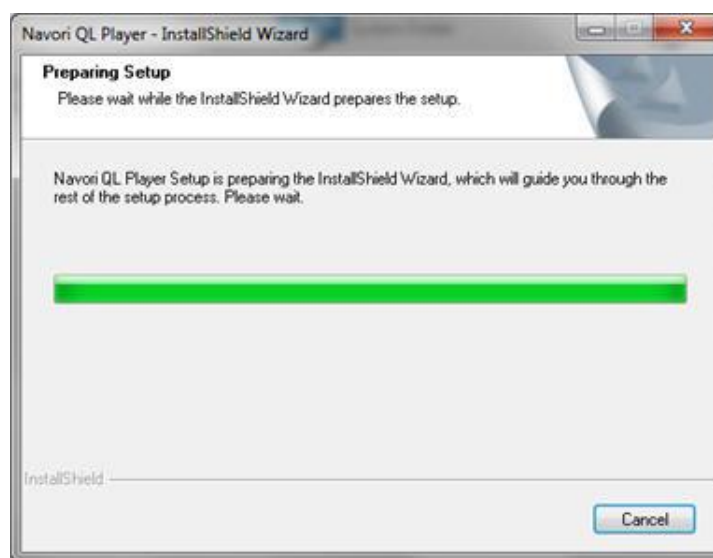
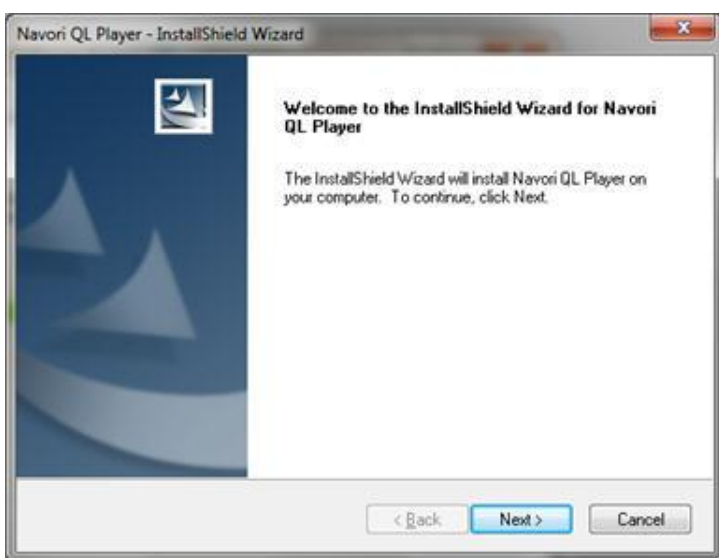
**NOTE:** It is **mandatory** that Navori QL Player is run with a user that has Administrator privileges to the Player PC. It is recommended that the PC be logged in with that same administrator user to proceed with the installation.

If you cannot have Windows logged in with an administrator user, instructions to change Services configuration are provided after installation instructions.

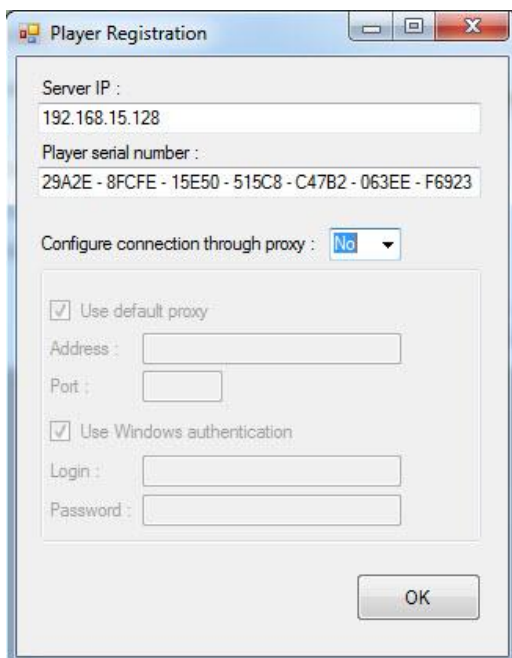
If the Player PC is brand new and running with Windows default settings, you should be able to install and run Navori QL Player without issue.



Once you launch the installer, the following window will appear, click Next :

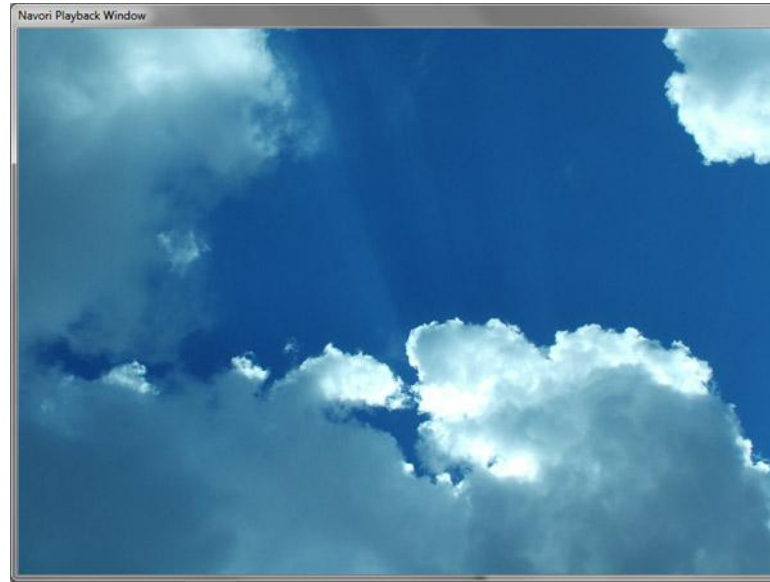
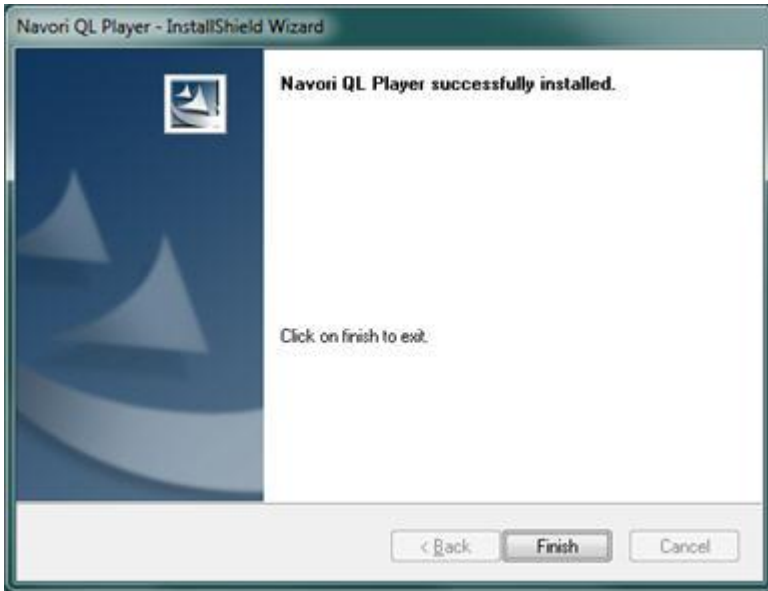


- Next you will be shown the End User License Agreement (EULA).
- If you wish, you can print a copy of the agreement for your records.
- You must acknowledge this window and click **Next** before you can proceed.

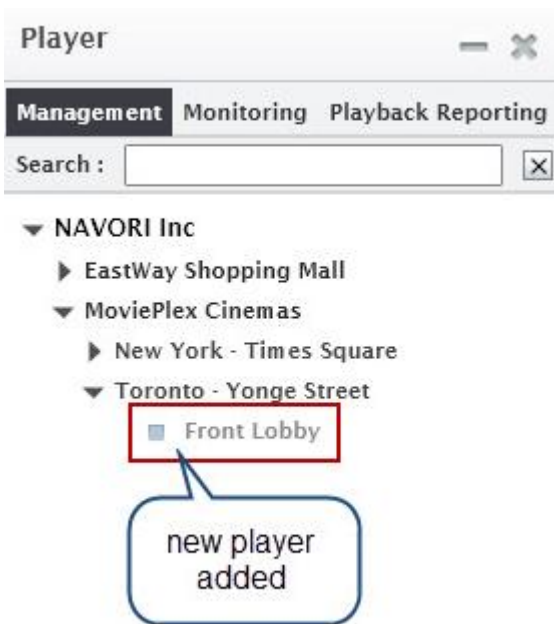


- Once the installation has completed, you will be prompted to enter your license information to activate your software.
- Enter your Navori QL Server's URL in the top field.
- Then enter the Player's serial number in the second field. This is your activation key.

- Upon successful completion of the software activation, click Finish. After a brief moment, the Navori QL Player will launch and you will see the default screen.



- When you log back into Navori QL Manager you will see your Player appear under your assigned group. The status box left of the Player's name will change from gray to blue to indicate it is communicating with the Server.



#### If the QL Player software is to run under a specific user account, proceed as follows:

In certain cases (due to security policies for example), you may need to have the Player PC boot up with a user account that has minimal rights on your network. When this happens, some Navori QL Player services will not have sufficient credentials to operate properly. To resolve this situation, you must configure the Navori Guard and Navori Controller services so they always use proper administrative credentials even if the Player (on Windows) is logged in under a restricted account.

Here is the procedure:

1. Perform the Navori QL Player installation as above using a full administrator account.
2. Once the software has been installed, go to the Windows toolbar and select **Start > My Computer** (right-click and select **Manage**). This will open the **Computer Management** window.
3. Select **Services and Applications > Services**. Scroll down until you see **Navori Conductor Service** and **Navori Guard Service**.
4. Right click **Navori Conductor Service**. This will open the **Service Properties** window. Select the 2nd tab (**Log On**).
5. Under Log on as: select **This account** and then either select an existing Administrator account using the **Browse** button or type the Administrator account **name**, **password** and re-enter the password to confirm. Click **OK** to confirm your settings.
6. Repeat these steps for the **Navori Guard Service**.

You may now configure the PC to boot up under a restricted user account and both Navori services will use the administrator credentials ensuring the load and operate as required.

## A. Validating your QL Server installation

In this section we will go over a series of tests meant to ensure your Navori QL Server is fully functional. Begin by logging in with your **Administrator** or **Default User** account. Next, proceed with the steps described on the next pages.

### 1. Login test

**Does the Navori QL Manager login page show up when you attempt to access it on your Navori QL Server PC (using "http://ACCESSADDRESS/navorimanager")?**

If **YES**, continue to the next question.

If **NO**, make sure IIS is properly configured and running, as well as your network / access address settings. Refer to the previous sections to double-check.

**Does the Navori QL Manager interface show up when you enter your credentials in the fields, and either press [Enter] or click the "Connection" button?**

If **YES**, see step #2.

If **NO**, make sure your **Access Address** is properly configured, both on your network settings and on your **Navori QL Server** configuration.

**You will not be able to login if the URL in your browser does not include the Access Address.**

If you realize you have configured an **incorrect Access Address** during installation, please refer to the **Support Documentation** and find the article named **PSR05 - Config Helper connection settings** to learn how to change your configuration.

### 2. Image upload test

**When you are logged in via QL Manager and you upload an image file, can you see the thumbnail after adding the new media?**

If **YES**, see step #3.

If **NO** :

- Make sure SQL Server is properly configured and running.
- Make sure Windows Media Player is properly installed and can run as expected.
- (Windows Server 2008) Make sure IE ESC settings are set to **Off** (both Administrators and Users)
- Make sure CCCP Codec Pack is installed
- Make sure your media is readable by Internet Explorer and or Media Player Classic, **on your server computer**

If all else fails, please refer to the **Support Documentation** and find the article named **PSR05 - Config Helper connection settings** to learn how to change your configuration. You will want to change the field called **Web Server localhost address** ; change it to **localhost**. Save your settings and try again.

If it still fails, open a support ticket on Navori's extranet and describe the full details and steps to reproduce your issue, as well as steps that were taken to fix it.

### 3. Playlist test

**Can you create a Playlist?**

If **YES**, see step #4.

If **NO**, make sure SQL Server is properly configured and running.

### 4. Scheduling test

**Can you drag and drop your Playlist to the Planning grid and assign it a time slot?**

If **YES**, see step #5.

If **NO**, make sure SQL Server is properly configured and running.

### 5. Player update test

**Can you download a copy of the QL Player installer via QL Manager?**

If **YES**, congratulations! Your installation is validated.

If **NO**, check your Internet/Proxy settings.

## B. Validating your QL Player installation

The following section features the instructions you should follow to validate your Navori QL Player installation.

### 1. Player status

Locate the player in Navori QL Manager (in the player window).  
Is the status color blue? If so, your player is communicating properly with your server.  
If the status color is red, your player is not communicating with your server.

- Ensure the PC is powered up and the QL Player software is running.
- Ensure all networking cables are connected and the Player can communicate with the QL Server PC.
- If communicating via proxy server, ensure the proper settings have been entered.

### 2. Content download test

Perform the following test to confirm the player can receive new content.

1. In QL Manager, select the group (or sub-group) in which the player is located.
2. Add a new media item to the content library (pick something simple like a jpeg image for example).
3. Add the item to a new playlist.
4. Drag and drop the playlist onto the program grid. Pick today and select a period that covers the current date/time. This will assign the playlist to a time slot in the planning grid.
5. Click **Update** to send your new program and content to the player.

You should now see a progress bar showing the file being transmitted to the player. Depending on the speed of your connection and the size of the file being sent, it is possible the file transfer progress may jump from **0%** to **Done** instantly. If this is the case, the player is communicating properly. **Done** means the player has received its update.

If the file transfer status only shows 0% and never increases then you should look at the player status indicator in QL Manager.  
If the status color is red, your player is not communicating with your server.

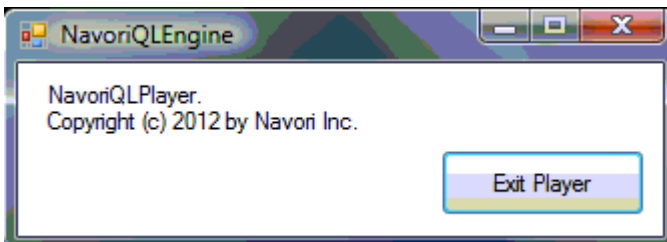
- Ensure the PC is powered up and the QL Player software is running.
- Ensure all networking cables are connected and the Player can communicate with the QL Server PC.
- If communicating via proxy server, ensure the proper settings have been entered.

### 3. Reboot test

It is important to ensure the QL Player engine and its associated services load automatically whenever the PC is restarted or rebooted.

To ensure the software is configured correctly, perform the following test:

1. If QL Player is running on the PC, click **Alt-Tab** to bring up the **Exit Player** window. Click **Exit Player** to shut down the application.



2. Once QL Player has terminated, select **Start > Shut Down > Restart** in the Windows task bar.
3. Your PC will reboot. QL Player should launch automatically and any scheduled content will be displayed on the screen. If no content was scheduled for this period, the default media will be shown.

### 4. Player status post-reboot

Once your player has rebooted and resumed communication with QL Server, the status indicator in QL Manager will turn blue.

You should log in and confirm this is the case:



## C. QL Server installation troubleshooting

If there were any issues with your installation, you should follow the steps in this section.

### 1. Accessing the login page

**Does the Navori QL Manager login page display when you attempt to access it on the PC on which you installed the application?**  
(via your server's IP or DNS address (**Access Address**) followed by /navorimanager)

If so, proceed to the next step.

### 2. Verifying the server's IP and DNS configuration

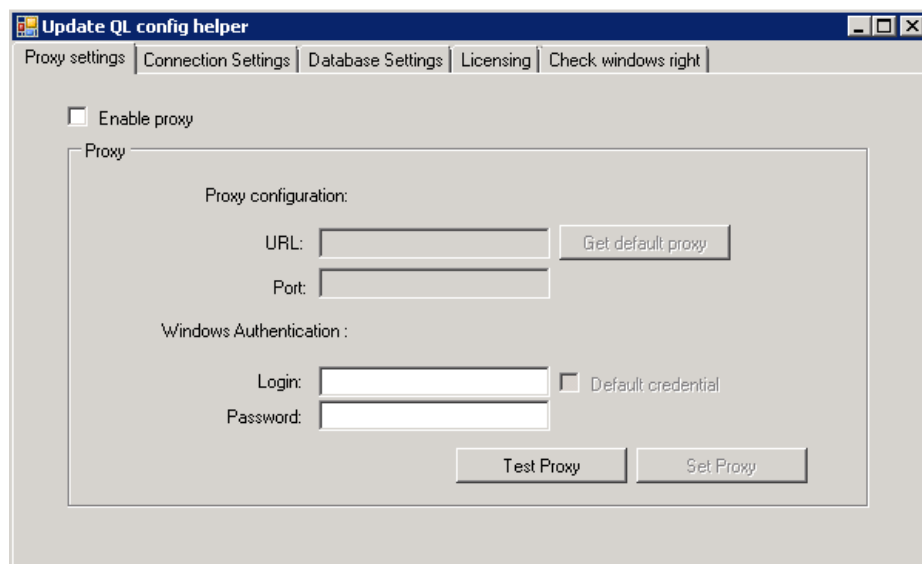
Navori QL Server features a configuration application called **Update Config Helper**.

It is a software application that administrators and IT personnel can use to modify certain core settings of the Navori QL Server environment.

The default location where you will find this application on your server PC is in: **C:\Program Files\Navori\Navori QL Server Installation Package**.

The file you need to launch is: **NavoriQLConfigHelper.exe** (If you get an error, be sure to launch the executable "As Administrator" otherwise it will not access your settings properly)

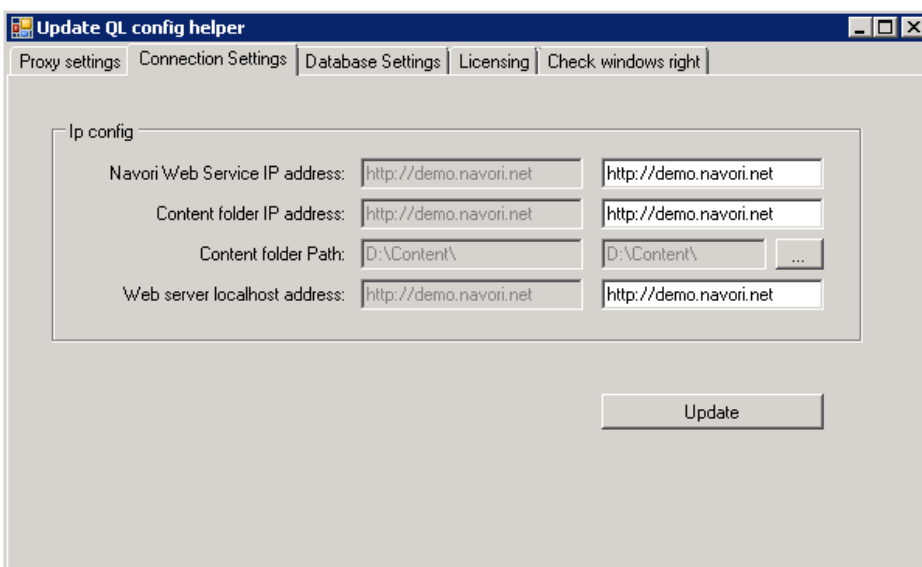
You will see the following window:



There are 5 tabs in this window:

- Proxy Settings
- Connection Settings
- Database Settings
- Extranet
- Check Windows Rights

The **Connection Settings** tab is where you can review and configure your server's communication parameters.



- Select the IP or DNS of the Navori Web Service. Copy it to the clipboard (Ctrl+C)
- Launch Internet Explorer and paste the URL (Ctrl+V); add '/navorimanager'. Hit **Enter**. You should see the Navori QL Manager page come up.

The QL Manager login page is accessed by the Navori Web Service IP Address. If this is not properly configured, you will not be able to access your system via QL Manager.

### 3. Testing user login

**When you enter the default Administrator or default User login in QL Manager's login page, do you see a "wrong login" or "wrong password" error?**

If so, you have a software activation issue. Proceed as follows:

1. Launch **SQL Server Management Studio**.
2. Connect to your SLQ database instance.
3. In the Object Explorer pane, select **Databases > NavoriSQL > Tables** (**REQUIRES CONFIRMATION FROM NAVORI FOR OTHER STEPS**)
4. Right-click the **dbo.ServerSettings** table, and click "Select Top 1000 rows".
5. **If no results are found**, this means your server's activation was not completed. **Uninstall Navori QL Server** and install it again. **At the end of installation**, make sure you click on the "Activate your product now" button.

### 4. If you cannot connect to QL Manager and there are no errors

**If you attempt to login using QL Manager and do not see a "wrong login" or "wrong password" error, proceed as follows:**

The URL you entered to access QL Manager does not match the Navori Web Service , IP or DNS.

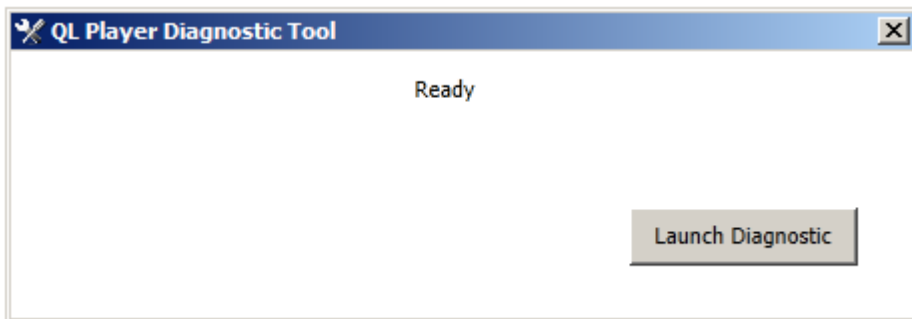
Visit this page for instructions on how to correct these settings : [Verifying the server's IP and DNS configuration](#).

## D. QL Player troubleshooting : Navori Diagnostic tool

If you encounter problems with your player, use the Navori Diagnostic Tool. This program will generate a diagnostic file that you will attach to a Navori support ticket. This diagnostic file will help us to understand and solve your problem.

Here is the procedure:

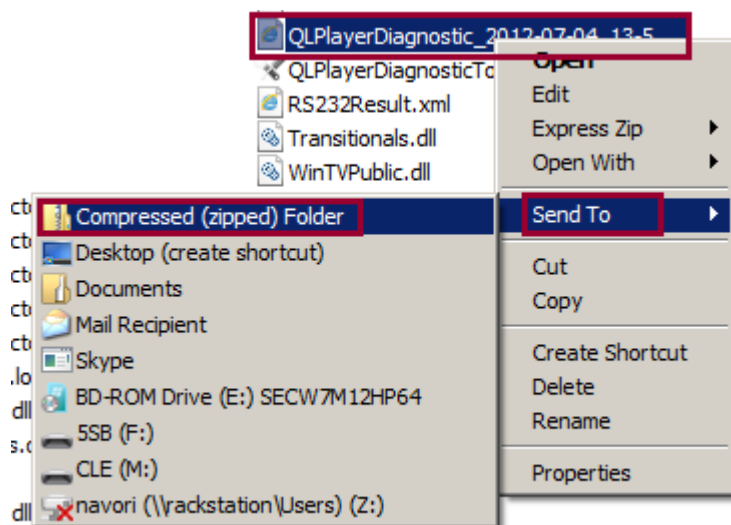
- Download the diagnostic tool: <http://c712600.r0.cf2.rackcdn.com/QLPlayerDiagnosticTool.zip>
- Unzip the file, then copy "QLPlayerDiagnosticTool.exe" to the Navori Player folder ("C:\Program Files (x86)\Navori\Navori QL Player")
- Launch "QLPlayerDiagnosticTool.exe"



- Click "Launch Diagnostic"



- Once the diagnostic file is created, go into the Navori Player folder ("C:\Program Files (x86)\Navori\Navori QL Player"), right click the diagnostic file, click "send To", then click "Compressed (zipped) Folder".



- A compressed zip file has been created in the same folder. Open a Navori ticket support with a little description of the problem that you encountered, attach this zip file to the ticket, and send the ticket.

## E. If your player is under a domain

### Auto Logon

If the player is under a domain, you have to login on windows startup. Navori QL Player automatically restarts the computer once a day. To avoid having to manually logon every day, follow these instructions to configure an auto-logon in windows.

- Click Start, click Run, type “**regedit**”, and then click OK. In Windows Vista/7, simply type **regedit** in Start Search and hit Enter.
- Navigate to the following registry key: **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon**
- Double-click the **DefaultUserName** entry, type the user name to log on with (DOMAIN\USERNAME format), and then click OK.
- If DefaultUserName registry value name is not found, create a new String Value (REG\_SZ) with value name as DefaultUserName.
- Double-click the **DefaultPassword** entry, type the password for the user account under the value data box, and then click OK.
- If there is no DefaultPassword value, create a new String Value (REG\_SZ) with DefaultPassword as the value name.
- Double-click the **AutoAdminLogon** entry, type 1 in the Value Data box, and then click OK.
- Quit Registry Editor.

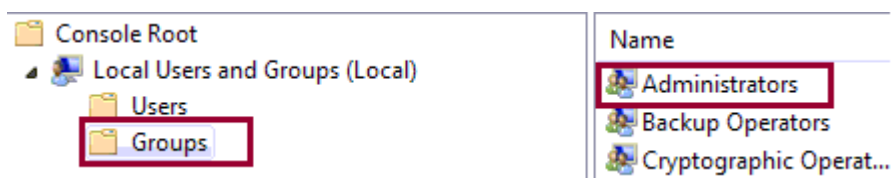
Name	Type	Data
(Default)	REG_SZ	(value not set)
AutoAdminLogon	REG_SZ	1
AutoRestartShell	REG_DWORD	0x00000001 (1)
Background	REG_SZ	0 0 0
cachedlogonsco...	REG_SZ	10
DebugServerCo...	REG_SZ	no
DefaultPassword	REG_SZ	mypassword
DefaultUserName	REG_SZ	DOMAINNAME\login
DisableCAD	REG_DWORD	0x00000000 (0)
forceunlocklogon	REG_DWORD	0x00000000 (0)

### Give the administrative local rights to a domain account

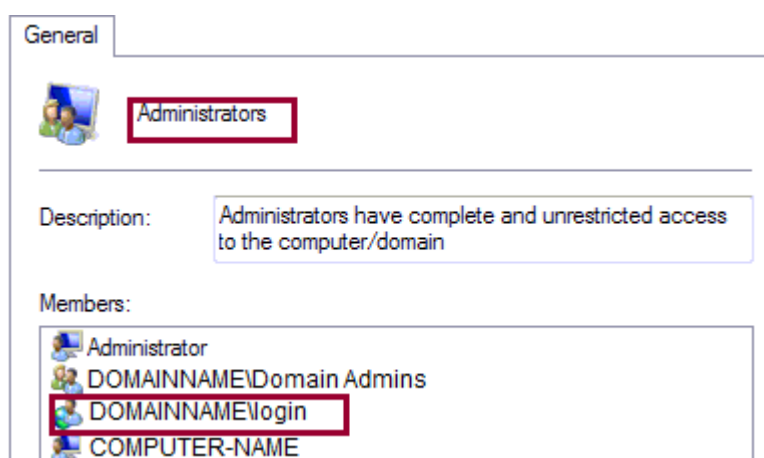
If your network policy allows you to get the administrative rights on the player, a simple way to give local administrator’s rights to your domain account is to add your domain account into the player’s local administrator group. To do so, proceed as follows:

Click Start, click Run, type “**mmc**”, and then click OK. In the Console windows, click “File”, “Add/Remove Snap-in”. In the “Add/Remove Snap-in” window, select “local users and groups” and click “Add”. Select “local Computer” and click “Finish”. Click “ok”.

Double click “local users and groups”. Click “Groups”, and then double click “**Administrators**”.



Click “Add”. In the “From this location” field, make sure your domain name is entered, if it is not the case, click “location”, select the domain and click “ok”. In the “Enter the object names to select” field, enter your domain account name, then click “check name”.



Click “ok”, your domain account should appear into the list of your local **administrators** group. Then you can validate, close the console and restart the player, your domain account has administrative rights on your player.



## F. Configuring SSL for secure web connections (https)

**Important:** before to enable HTTPS, Navori QL Server must be installed in HTTP mode.

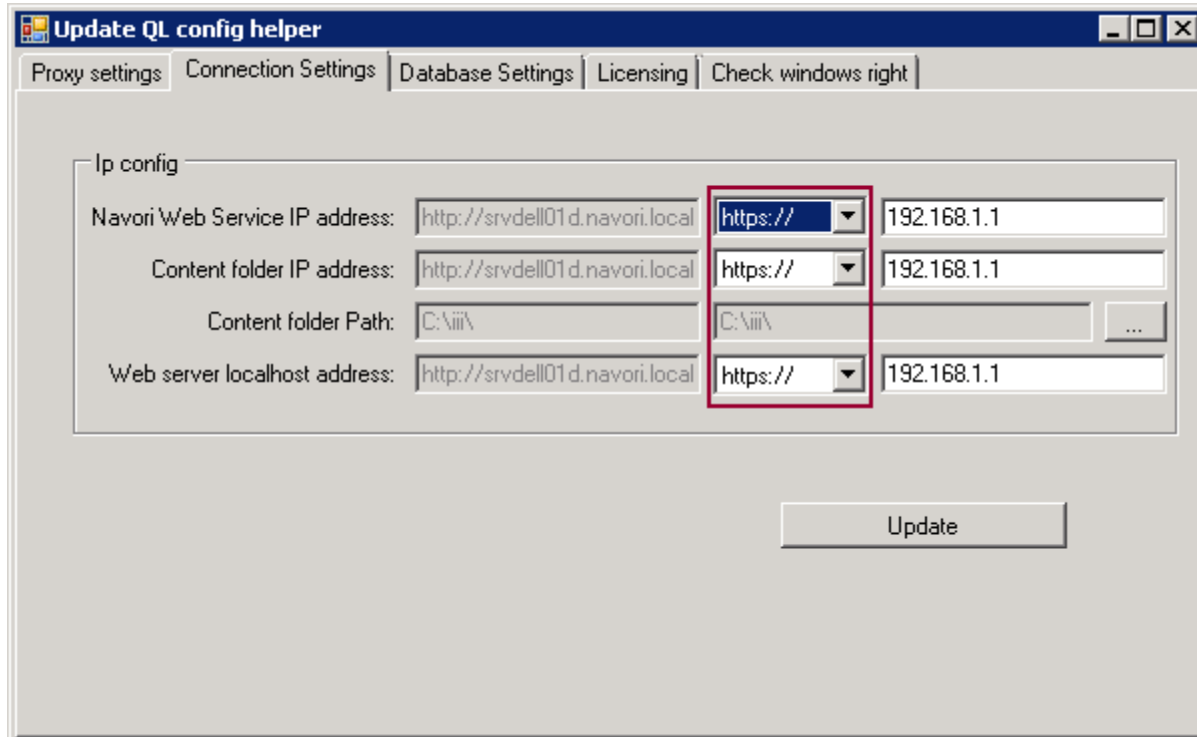
### IIS configuration

First you must configure IIS server to use HTTPS.

You can follow instructions described on the following link: <http://learn.iis.net/page.aspx/144/how-to-set-up-ssl-on-iis/>

### Use the Config Helper tool to activate

- Then open the **Config Helper tool**. The default location where you will find this application on your server PC is in: **C:\Program Files\Navori\Navori QL Server**.
- The file you need to launch is: **NavoriQLConfigHelper.exe** (If you get an error, be sure to launch the executable "As Administrator" otherwise it will not access your settings properly).
- Go to the **Connection Settings** tab, and replace the "http://" items by "https://" items, and click the **Update** button to validate:



## G. QL Server Backup procedure

It is recommended you backup your Navori QL Server on a regular basis, or at the very least:

- Following a successful installation.
- Prior to installing a Navori QL software update or patch.

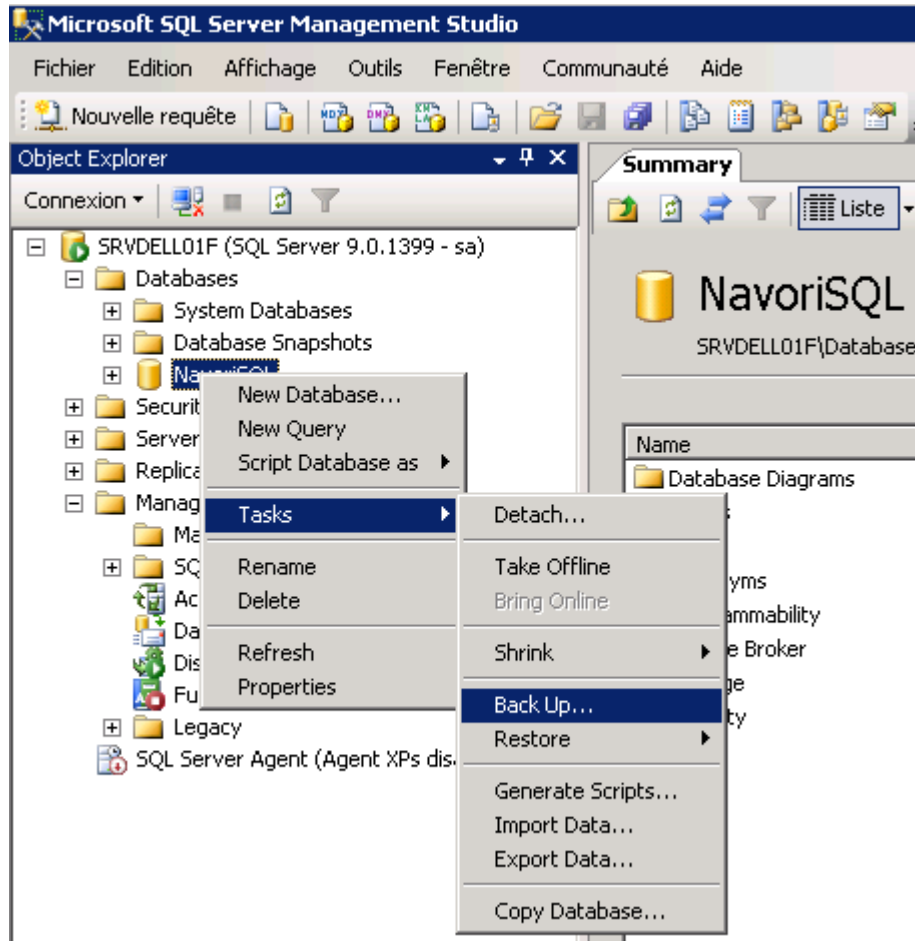
Backup the following directories on your QL Server PC

Make sure you back up the contents of these folders:

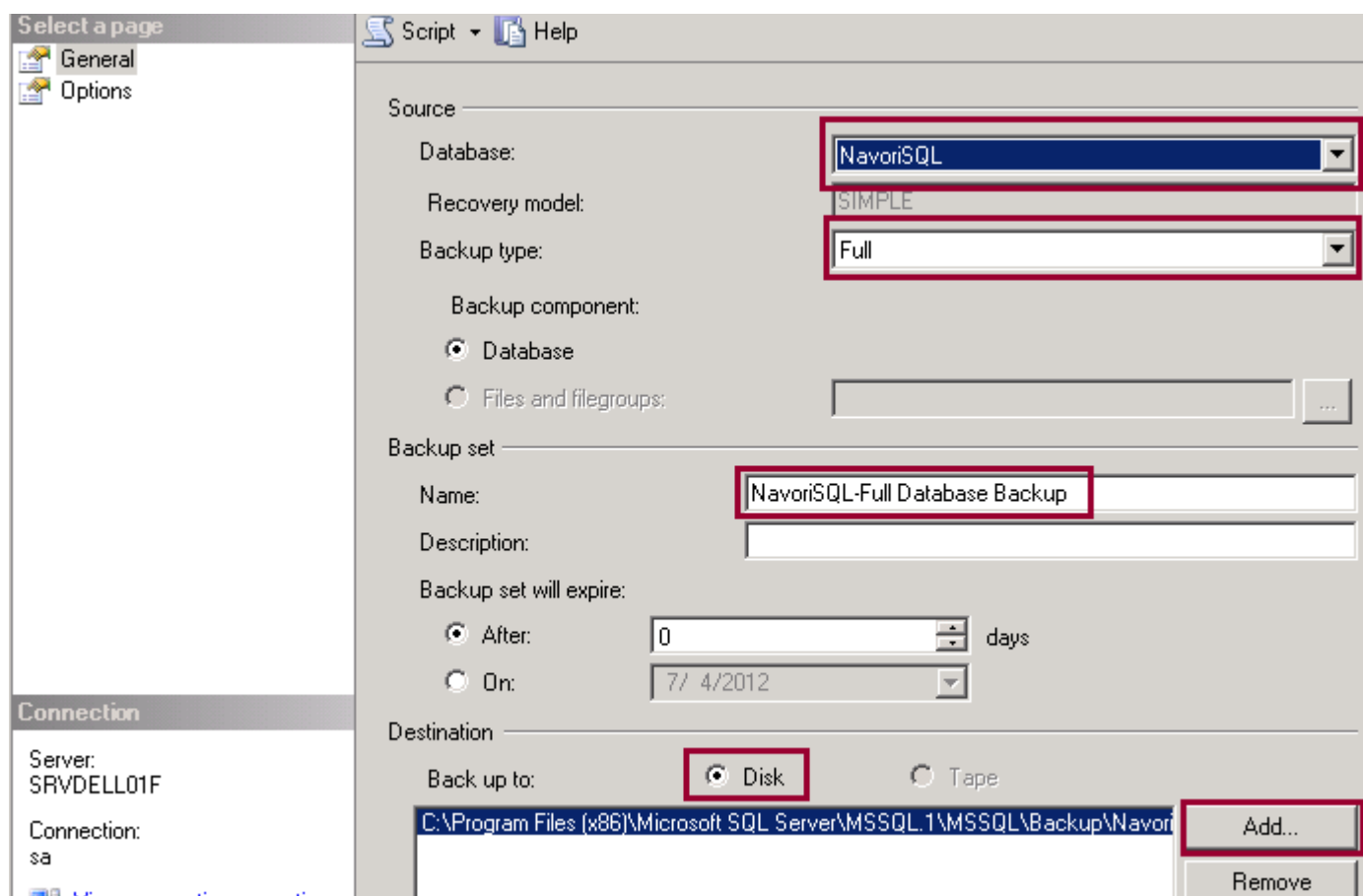
- The **NavoriManager** folder (typically located under **C:\inetpub\wwwroot\**)
- The **NavoriService** folder (typically located under **C:\inetpub\wwwroot\**)
- The **Content Storage Folder**. This will preserve all of your media files in case you need to restore your setup. The content storage folder location is determined during the QL Server software installation.

Backup your **NavoriSQL** database. PLEASE NOTE!: The Navori Content folder and the database **must be synchronized**; that is, the content must match what is in the SQL database. To backup your database, proceed as follows:

1. Launch the **Microsoft SQL Server Management Studio**.  
Open the Databases tree and locate NavoriSQL. Right click it and select Tasks > Back Up...



2. Make sure the correct database is selected. Select **Full** backup. Give this database backup a name.
3. Select **Disk** as the destination. The first time you back up your database, you will need to click **Add...**, select in which folder to store the backup and name the backup file. The next time you create a backup you can simply click **OK** and this will overwrite the previous file, saving you a step. You can also create a new backup under another name if you wish.
4. When the backup is completed you can click **OK** to finish the process. Once you have performed these backups, the system can be restored at any time from any broken state.



## Legal disclaimer

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### Trademarks

All copyrights, trademarks, and registered trademarks are the property of their respective owners.

### Disclaimer

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# NAVORI SOFTWARE LICENSE AGREEMENT

## IMPORTANT - READ CAREFULLY:

This License Agreement is a legal binding agreement between You (either an individual, an entity, or an individual accepting on behalf of the entity, who will be referred to throughout this agreement as "You" or "Your"), and Navori SA and Navori Inc. (collectively referred to herein as "Navori") for the use of certain Navori software applications, which may include associated media, printed materials, other items as made available by Navori and certain software modules ("Product").

The Product also includes any software updates and upgrades that Navori may provide to You, make available to You, or that You obtain after the original license date of the Product, to the extent that such items are not accompanied by separate license agreements or terms of use.

BY INSTALLING, COPYING, DOWNLOADING, ACCESSING OR OTHERWISE USING THE PRODUCT, YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, YOU HAVE NO RIGHTS TO THE PRODUCT AND SHOULD NOT INSTALL, COPY, DOWNLOAD, ACCESS OR USE THE PRODUCT.

Notwithstanding the above, Navori prohibits You from installing, copying, downloading, accessing or otherwise using the product if You can be regarded as a competitor of Navori, , except with Navori's prior written consent.

The Product is protected by copyright and other intellectual property laws.

THE PRODUCT IS BEING LICENSED TO YOU BY NAVORI AND NOT SOLD.

1. GRANT OF LICENSE. Navori grants You a non-exclusive, non-transferable license to install and use the Product subject to all the terms and conditions set forth here within.

1.1. Single-Use Perpetual License. You may permit a single authorized end user to install the Product on a single computer for use by that end user only.

1.2. Single-Use Term License. Same usage terms as the Single-Use Perpetual License except that the term of the license is limited to a fixed duration upon expiration of which the Product must be uninstalled from the computer unless the license is renewed for an additional period of time.

2. ADDITIONAL LIMITATIONS. You may not reverse engineer, decompile, or disassemble the Product, except and only to the extent that it is expressly permitted by applicable law notwithstanding this limitation. You may host the Product for third parties. The Product is licensed as a single integral product; its component parts may not be separated for use on more than one computer. The Product may include copy protection technology to prevent the unauthorized copying of the Product or may require original media for use of the Product on the computer. It is illegal to make unauthorized copies of the Product or to circumvent any copy protection technology included in the Product. The software may not be resold either by You or a third party customer without the prior written permission of Navori. All rights not expressly granted to You are retained by Navori.

3. Conditions of SUPPORT AND MAINTENANCE.

3.1. Terms of Maintenance. Navori agrees to provide Maintenance (as defined herein) to You pursuant to the terms and conditions set forth herein provided that You pay the Maintenance Fee (as defined herein) for each Product for which Maintenance is required and as further described in Section 3.4 below. Maintenance will be provided for a period of one year, unless otherwise agreed to by the parties in writing, from the date of purchase of the Product (the "Initial Support and Maintenance Term"), and with renewals ("Subsequent Support and Maintenance Term" and together with the Initial Support and Maintenance Term, the "Support and Maintenance Term"), annually from the expiration date of the prior Support and Maintenance Term. Failure to renew annual maintenance may result in You having to purchase a new license in order to receive future versions of software and associated ongoing support and maintenance.

3.2. Maintenance Services. In exchange for the annual Maintenance Fee, Navori agrees to provide to You during the term of this Agreement support and maintenance (collectively "Maintenance") as follows:

3.2.1. Support: Navori will provide Online support to You for current versions of the Product. Navori will investigate and respond to all of Your reasonable questions and problems promptly. You agree to provide adequate information to Navori to assist in the investigation and to confirm when problems have been resolved. Navori does not provide a guaranteed response time but will make good faith efforts to answer emails and voice mails within twenty-four (24) hours or less during weekdays, excluding all holidays.

3.2.2. Maintenance: Navori will supply to You any improvements, software updates that Navori makes generally available. Any such improvements or modifications shall become part of the Product for all purposes of this Agreement.

3.2.3. You acknowledge and agree that the Maintenance to be provided by Navori hereunder is limited to the most current version of the Product and the immediately preceding version.

3.3. Exclusions. Navori's obligation to provide Maintenance is contingent upon proper use of the Product and full compliance with this Agreement. Moreover, Navori shall be under no obligation to provide Maintenance should such services be required due to (a) failure to operate the Product within the systems requirements provided for the Product (b) any modification or attempted modification of the Product by You or any third party contracted by You or Your failure or refusal to implement Product changes recommended by Navori.

3.4. Consideration. In payment of the Maintenance services to be provided by Navori hereunder, You shall pay Navori, or its authorized agent, the applicable fee for the Initial Support and Maintenance Term as indicated on the related invoice, receipt, purchase order, or other ordering document ("Initial Maintenance Fee") and the applicable fees for any Subsequent Support and Maintenance Term ("Subsequent Maintenance Fee" and together with the Initial Maintenance Fee, the "Maintenance Fee"). At the end of the Initial Support and Maintenance Term, or any Subsequent Support and Maintenance Term, You may renew participation in Maintenance services for additional annual term(s) provided You (a) are current on all payments due to Navori and (b) pay Navori, or its authorized agent, the applicable Maintenance fee, which Navori, or its authorized agent, shall invoice prior to the end of the preceding term, unless terminated by You at least 30 days prior to the expiration of the then current Support and Maintenance Term. In addition, Maintenance shall be discontinued for any and all subsequent Support and Maintenance Terms for which You fail to pay Navori the invoice within ten (10) days after the prior Support and Maintenance Term expiration date.

4. PAYMENT TERMS. Unless explicitly set forth in this Agreement, all fees and other amounts due under this Agreement are non-cancelable and non-refundable. Unless otherwise agreed to by the parties, You shall pay all fees or amounts within 30 days of the date of the invoice. A late fee shall be charged on any overdue amounts and any other fees and expenses not paid as provided under this Agreement will be charged the rate of one and one-half percent (1½%) per month, or the highest rate allowable under applicable law, whichever is less, commencing with the date payment was due.

5. TAXES. The fees and all other amounts due as set forth in this Agreement are net amounts to be received by Navori, exclusive of all taxes, duties, and assessments, including without limitation all sales, withholding, VAT, excise, ad valorem, and use taxes (collectively, the "Taxes"), and are not subject to offset or reduction because of any Taxes incurred by You or otherwise due as a result of this Agreement. You shall be responsible for and shall pay directly, any and all Taxes relating to the performance of this Agreement, provided that this paragraph shall not apply to taxes based solely on Navori's income.

6. CONSENT TO USE OF DATA. If Navori provides any support services to You, You agree that Navori and its affiliates may collect and use all information You provided as a part of any such support services related to the Product.

7. INTELLECTUAL PROPERTY RIGHTS. Subject to the license grant hereunder, all right, title and interest in and to the Product, the accompanying printed materials, and any copies of the Product are owned by Navori and not You.

8. WARRANTY

8.1. Warranty. Navori warrants that for a period of 90 days from the date of delivery ("Warranty Period"), under normal use, the Product will perform substantially in conformance with the specifications published in any documents provided by Navori to You with respect to the Product. During such period, and as the sole obligation of Navori and Your sole remedy under the warranty in this Section, if You provide written notice of Navori's failure to comply with the above warranty, Navori will use reasonable commercial efforts to correct such nonconformity in the Product as in accordance with the terms of the Maintenance and Support Policy provided to You.

In addition, if Navori determines it is not commercially reasonable to correct the nonconformity, Navori may elect to terminate the license to such Product. Navori will return within 60 days to You, all license fees (and any unused support fees) paid to Navori by You for such Product. This warranty set forth above does not apply to, and Navori shall have no obligation with respect to, any non-conformity arising as a result of (i) use of the Product other than as specified under this Agreement and the related Documentation; (ii) any modification or alteration of the Product performed other than by Navori or its agents, or (iii) transfer of the Product to any computer

system other than the ones on which Product is authorized to be installed, except as permitted in this Agreement.

8.2. Disclaimer. Other than the warranty set forth in Section 8.1 above, and to the maximum extent permitted by applicable law, Navori, its authorized resellers and its subsidiaries provides the Product and any support services related to the Product ("Support Services") AS IS AND WITH ALL FAULTS, and hereby disclaim all other warranties and conditions, either express, implied or statutory, including, but not limited to, any implied warranties, duties or conditions of merchantability, of fitness for a particular purpose, of accuracy or completeness of responses, of results, of workmanlike effort, of lack of viruses, and of lack of negligence, all with regard to the Product, and the provision of or failure to provide support services.

9. LIMIT OF LIABILITY AND EXCLUSION OF INCIDENTAL, CONSEQUENTIAL AND CERTAIN OTHER DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL NAVORI, ITS AUTHORIZED RESELLERS OR THEIR SUBSIDIARIES BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR FAILURE TO MEET ANY DUTY INCLUDING OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE, AND FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER) ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT, THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS LICENSE, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY OF NAVORI, EVEN IF NAVORI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

9.1. LIMITATION OF LIABILITY AND REMEDIES. Notwithstanding any damages that You might incur for any reason whatsoever (including, without limitation, all damages referenced above and all direct or general damages), the entire liability of Navori, its resellers and their subsidiaries under any provision of this Agreement and Your exclusive remedy for all of the foregoing shall be limited to the amount actually paid by You for the Product. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law, even if any remedy fails its essential purpose.

## 10. WHO YOU ARE CONTRACTING WITH, NOTICES, GOVERNING LAW AND JURISDICTION

10.1. General. Who You are contracting with under this Agreement will determine, who You should direct notices to under this Agreement, what law will apply in any lawsuit arising out of or in connection with this Agreement, and which courts can adjudicate any such lawsuit.

Navori Inc. 1800 McGill College Avenue, Suite 2460, Montreal, QC H3A 3J6 Canada  
Navori SA World Trade Center Avenue Gratta Paille 2 CH-1000 Lausanne Switzerland

10.2. Manner of Giving Notice. Except as otherwise specified in this Agreement, all notices, permissions and approvals hereunder shall be in writing and shall be deemed to have been given upon: (i) personal delivery, (ii) the second business day after mailing, (iii) the second business day after sending by confirmed facsimile, or (iv) the first business day after sending by email (provided email shall not be sufficient for notices of termination or an indemnifiable claim).

10.3. Agreement to Governing Law and Jurisdiction. Each party agrees to the applicable governing law above without regard to choice or conflicts of law rules, and to the exclusive jurisdiction of the applicable courts above.

## 11. GENERAL PROVISIONS

11.1. Relationship of the Parties. The parties are independent contractors. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary or employment relationship between the parties.

11.2. Waiver and Cumulative Remedies. No failure or delay by either party in exercising any rights under this Agreement shall constitute a waiver of that right. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a party at law or in equity.

11.3. Severability. If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the provision shall be modified by the court and interpreted so as to best accomplish the objectives of the original provision to the fullest extent permitted by law, and the remaining provisions of this Agreement shall remain in effect.

11.4. Attorney Fees. You shall pay on demand all of Navori's reasonable attorney fees and other costs incurred by Navori to collect any fees or charges due to Navori under this Agreement.

11.5. Assignment. Neither party may assign any of its rights or obligations hereunder, whether by operation of law or otherwise, without the prior written consent of the other party (not to be unreasonably withheld). Notwithstanding the foregoing, either party may assign this Agreement in its entirety (including all Order Forms), without consent of the other party, to its Affiliate or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets not involving a direct competitor of the other party. For the purpose of this Agreement, an "Affiliate" shall mean an entity that is a subsidiary entity of the other or two or more entities controlled by the same person.

11.6 This Agreement constitutes the entire agreement between the parties with respect to the Products and supersedes all prior written, oral or implied understandings between them on that subject matter. This Agreement may be amended, modified or supplemented only by a writing executed on behalf of both Parties.

11.7 The parties acknowledge that it is their express wish that this Agreement and all related documents be prepared in English. (Les parties aux présentes reconnaissent qu'elles ont exigé que la présente convention et tout document y afférent soient rédigés en anglais).